



**Spelthorne  
Together**

# **Spelthorne Together Assembly 2009**

**21 September, 9am to 2pm**

**Spelthorne Leisure Centre,  
Knowle Green, Staines TW18 1XA**



For further information on the Spelthorne Together, please contact the Partnership Liaison Officer on **01784 446421** or e-mail [partnerships@spelthorne.gov.uk](mailto:partnerships@spelthorne.gov.uk) or visit our website [www.spelthorne.gov.uk/together](http://www.spelthorne.gov.uk/together)

# Spelthorne Together Assembly 2009



## Welcome – by Spelthorne Together Executive Chairman Chief Supt Steve Rodhouse, Surrey Police



### Dear Assembly Guest

Thank you for taking time to come along today, for what we hope will be an interesting, productive and enjoyable community event.

The Assembly – a popular and well-attended annual event - is an opportunity for representatives from the public, private, voluntary and community sectors to network, to share information and ideas, and to take forward the work to improve life in Spelthorne. It is the only event in Spelthorne to bring together such a wide variety of people to have their say on key issues affecting life in the Borough.

The vision and plans for Spelthorne as agreed by Spelthorne Together are set out in the Community Plan (2005 – 2015) with updated targets/priorities for 2008–2010 published around the five themes:

- **Safer Stronger**
- **Children & Young People**
- **Health & Wellbeing**
- **Economic Development**
- **Housing & Infrastructure and Environment**

The main part of today will be to look in detail at the five main themes – considering and confirming three priorities for each theme and how by working together we can achieve them.

Please take the opportunity to find out more about Spelthorne Together, put your views and have a direct influence over the key issues of interest to everyone who lives or works in the Borough.

I look forward to meeting delegates and taking part in shaping the future of Spelthorne.

*Steve Rodhouse*



# Spelthorne Together Assembly 2009 - Agenda



9am Registration and coffee

9.15am Welcome and format for the day – Chief Superintendent Steve Rodhouse, Chair of Spelthorne Together/Geoff Chilton, Facilitator

## A - The last 12 months

### The LSP Priorities Update including questions and answers – Geoff Chilton

9.20am a) Stanwell – Deborah Ashman/Karen Sinclair – Spelthorne Borough Council  
b) New Housing Strategy – Heather Morgan - Spelthorne Borough Council  
c) Review of Spelthorne Together – Brian Harris – Spelthorne Borough Council

### Further information pages 5-7

### Two-minute feedback on each theme including top two achievements plus questions from the audience on the five LSP themes – Geoff Chilton

9.45am

- Safer Stronger – Roberto Tambini, Spelthorne BC
- Children & Young People – Councillor Grant / Liz Borthwick, Spelthorne BC
- Health & Well Being – Sue Robertson, Ashford and St Peter's Hospitals Trust
- Economic Development – Dion Scherer, Spelthorne Business Forum
- Housing & Infrastructure & Environment, Nigel Lynn – Spelthorne BC

### Further information pages 8-12

10.35am Questions on the five geographical areas - Geoff Chilton – Spelthorne BC officers

- Ashford
- Shepperton
- Staines
- Stanwell
- Sunbury

### Further information pages 13-14

10.50am Coffee and opportunity for audience to network and visit 'market stall' stands



# Spelthorne Together Assembly 2009 - Agenda



## B - The next 12 months

### **Our new priorities**

11.15am (a) NI 4 – Have Your Say – you say, we listen, we do. Why this is a priority and what we will do – Steve Rodhouse

(b) Quick wins / new priorities

11.30am Workshops based on the five themes – considering/confirming three priorities for each theme

**See information on workshop tables**

12.15pm Workshops repeated

1pm Feedback from the five workshop groups – Geoff Chilton

1.15pm Open forum – Geoff Chilton

1.25pm Next steps and Thanks – Steve Rodhouse / Geoff Chilton

1.30pm Lunch / Networking



# Spelthorne Together Priorities update



## Stanwell NewStart

- Stanwell NewStart is a project which will lead to the creation of 356 new homes in the area, a new building for use by the community and new areas of open space available for residents to use.
- Stanwell NewStart is one of the priority areas previously agreed by Spelthorne Together.
- The project is being carried out by A2Dominion Housing association, with the Council acting in partnership and assisting in various ways, for example through transferring some of the land it owns to A2Dominion.
- The project will be carried out in four phases, with the final phase not due for completion for several years. Demolition of the area needed for the first phase has been carried out and building works on the first 50 properties are due to start before Christmas.
- The second phase of the project will include 44 units of rented housing for the elderly. This is accommodation where people live independently but care and support is available on site for differing levels of individual need. There will also be facilities such as a restaurant and a hairdresser's.
- Existing tenants and residents in the area have all been consulted with. Where there is a need for residents to move out either they are to be given a new property in the area equal to or better than their existing property, or given money to enable them to buy or rent a property in another area. Where possible disruption to residents has been kept to an absolute minimum.
- The Council has set up a project team and there is regular and effective communication between the Council and A2Dominion. There are also regular meetings to keep other local people updated for example Stanwell schools, the Police and local businesses.
- A2Dominion are committed to ensuring that they maintain rented properties not due to be redeveloped until later phases of the work. They have a decoration programme underway and are also offering reduced rates to local homeowners in the area.
- A2Dominion have also consulted with residents and have arranged for a local community project to decorate some of the hoardings around the site, with the theme being the history of the Stanwell area.



# Spelthorne Together Priorities update



## Housing Strategy

Spelthorne Council Officers met in early May to review the achievements, and the objectives still outstanding, of the current housing strategy's action plan (2007-09).

A members' task group met four times in July and considered four priorities (see below) which officers were proposing for the new strategy (2009-14).

The fourth meeting finalised and agreed those proposed priorities and the related action plans. At the Improvement & Development Committee on 3 September, members were asked to recommend the four priorities for adoption at the Cabinet meeting on 15 September.

**Priority 1: To ensure the provision of affordable housing in Spelthorne to meet a range of local needs through a mix of property types, sizes and tenures.**

Demand for more affordable housing in Spelthorne continues to grow. There is a particular need for family-size accommodation, three/four bed dwellings.

**Priority 2: To implement a choice-based lettings scheme in partnership with Elmbridge and Runnymede Borough Councils.**

Choice-Based lettings (CBL) is a new way of allocating social housing, based on a Banding system rather than points. There are five Bands A B C D and E, those with the highest need going into A and those with low or no 'deemed' need going into E.

Clients 'bid' for a property on the basis of the particular Band they are in.

**Priority 3: To improve the housing options service to clients through aiming to prevent homelessness.**

The emphasis of the housing service is very much on prevention through giving clients information and advice on the housing options open to them. The Government target to reduce the 2004 figure (Spelthorne had 110 acceptances) to 50% by December 2010 was achieved in 2008.

**Priority 4: To address the issues of 'decent' homes, independent living, and the availability of suitable properties in the private rented sector.**

A 'decent' home is one which (a). is in a reasonable state of repair; (b). has reasonably modern facilities; and (c). provides a reasonable degree of thermal comfort. 14% of homes in the Borough have faults, e.g. excess cold and damp, which represent an unacceptable risk to the health and safety of their occupants and visitors. The Council has a capital budget of £215,000 to provide grants to vulnerable households and landlords to bring their homes up to the Decent Homes Standard. The Council provides Disabled Facilities Grants to enable approximately 60 residents each year to remain independently in their own homes.



# Spelthorne Together Priorities update



## Review of Spelthorne Together

### Spelthorne Together – since September 2008

Last Assembly – Places (Ashford, Shepperton, Stanwell, Staines, Sunbury)

#### Review of Spelthorne Together

- Induction
- Governance arrangements
- New Chairman/Vice Chairman
- Performance management
- Review of theme groups

#### Themes (reduced from six to five)

- |                           |   |
|---------------------------|---|
| • Safer Stronger          | - Safer Stronger                          |
| • Children & Young People | - Children & Young People                 |
| • Health and Well Being   | - Health and Well Being                   |
| • Thriving                | - Economic Development                    |
| • Getting About           | - Housing, Infrastructure and Environment |
| • Learning                |   |

#### Executive Team Days

- Governance Arrangements
- Local Area Agreement
- Alcohol

N14 – the percentage of people who feel they can influence decisions in the Community.

Stanwell / Older Persons Strategy / Children's and Young People Strategy

Now in better shape to move on with identified priorities.

Formulation of communications group.



# Spelthorne Together Themes



## Safer Stronger

Our top two achievements this year have been:

### Neighbourhood Watch

Now over 170 Neighbourhood Watches in the Borough, an increase of 60 on last year.

Current priorities are to extend into Stanwell, and to support and sustain existing Watches. Spelthorne's 'Start up Steps' are now included as part of Surrey wide NHW literature.

#### Recent individual success stories include:

- Ashford - a request from a local pub to extend its opening hours was turned down following complaints.
- Shepperton - gardening equipment was stolen. Police given vital details.

#### Future Plans include:

- Meeting up with Elmbridge and Runnymede NHW officers to exchange ideas on best practice.
- Representation at Surrey NHW meetings.

### Partnership Action Days (PADs)

PADs are one-day events held in each of the main towns, involving Partnership agencies working together to reduce crime, provide visible presence to increase reassurance and to provide crime prevention. Four held so far this year. Since they started in 2004, the number of partners involved has increased dramatically and feedback from residents continues to be very positive. Police have commended our scheme to our Surrey Councils.

Future plans include looking at best practice elsewhere.



# Spelthorne Together Themes



## Children and Young People

Young people remain a priority for Spelthorne Together and following the development of the Youth Strategy, the priorities are as follows

1. Places to go (be happy, healthy, enjoy, active and maximise the opportunity to travel)
2. To be safe
3. To have information

The above premises also support 'Every Child Matters' and Surrey's Children and Young People's Plan.

### A few highlights from 08/09

- Knives Wreck Lives – national recognition
- Youth Awards – celebration and showcase for young people
- Youth Café
- Junior/Youth Council
- Development and endorsement of Spelthorne Youth Strategy
- Graffiti project – Stanwell NewStart

### Main targets for next three years

- To increase overall/general satisfaction of Young People living in Spelthorne
- To continue to provide, promote, develop places for young people to go and things to do
- To embrace new models to communicate with young people to enable availability of good/relevant information.



## Health and Well-being

### Support for Carers in Spelthorne

Carers Support Spelthorne have a dedicated Take A Break person organising monthly trips for carers and cared for. CSS has corporate membership at Spelthorne Leisure Centre where they get cheaper membership and are not charged if they need to put it on hold for a while. They have added four support groups to our list which are for parent carers and generic and all apart from two support groups, are for the whole of Surrey. They also have four 'Training Days' a year covering topics such as benefit awareness, Helping Hands (moving & handling) & Male Matters (covering men's health, leisure activities & reducing isolation) They also have an events day and this year are hiring Heron Lakes to encourage carers, young carers and people with disabilities to try water sport activities.

- The County Council has developed a carer registration process to help give carers peace of mind. This entails maintaining a register of details of people who would not be able to manage on their own if their carer became suddenly incapacitated. Should an emergency then arise, the County Council would be better able to respond.
- The development of localised information packs of each borough - a joint working product between local councils, Carers Support and Surrey County Council
- Extra funding has been made available for one-off direct payments to support social inclusion of young carers.

### Older People

A summary of achievements by the partnership are:

- Roll out of the carer virtual meeting project to be rolled out across Surrey from October 2009
- Launch of the Older People Strategy – October 2008
- Mini A-Z for Older People in Spelthorne Borough
- Fitness programme for over-50s (Age Concern Spelthorne)
- Started building extracare housing on Benwell site
- Exploratory work on establishing Good Neighbour scheme for Laleham and Staines
- Continued the Information Points in doctors' surgeries (Age Concern Spelthorne)

### Mental Health

Mental health awareness training for front-line staff – teachers, GPs, health visitors, social workers.

Development of a DVD for young people referred to CAMHS (child and adolescent mental health services) to help destigmatise mental health.

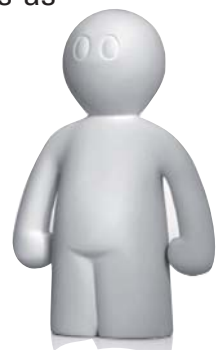


## Economic Development

- The Economic Development Theme Group was created in April 2009 and as such has spent the first five months forming the group, electing a Chair and Vice Chair, writing and agreeing Terms of Reference. We have also initiated a draft strategy so that the broad aims of the group can be agreed and focus placed on what are identified as key objectives in addition to LAA requirements.
- Once the strategy has been agreed, the group will develop an action plan so there are transparent activities in place to evidence what the group is doing in order to improve the economic well-being of the Borough; without the strategy and action plan, there would be a danger of well intentioned ad-hoc activities that are not joined up, lack of synergy and as a consequence the few resources available would not be best utilised.
- Another objective of the group (which has also commenced) is to draw up an economic profile of Spelthorne so that the strategy can be developed with an evidence base about what the strengths, weaknesses, opportunities and threats there are within the Borough; what sort of vacancies exist and skill sets required, what skills are actually available etc.
- The immediate priority is to place ourselves in a strong position so that there is clarity and agreement about what we mutually wish to achieve; it is also delivering to Spelthorne Together the mechanisms through well developed strategies and action plans as identified by the current Chair of Spelthorne Together as being critical to the **effective performance management of Spelthorne Together**.

## Two Achievements since April 2009

- We have developed a multi-agency quick response plan in the event of sudden and significant job losses in the Borough i.e. Heathrow which provides 11% of employment in Spelthorne. This involves a host of Partnership agencies who have agreed to provide a 'One Stop Shop' of support and guidance for those that are threatened with job loss as well as companies faced with dealing with redundancies or closure.
- Secondly we have quickly developed effective terms of reference so that we place ourselves in a position of unity and a greater sense of common purpose; this enables us to move forward so that we can start to develop actions that will impact on the economic environment.



## Housing, Infrastructure and Environment

There has been a review of current priorities; now more measurable and some have been combined within the new theme.

- **'New' Priorities:**
  - o To reduce waste generated by Spelthorne Households.
  - o To ensure a "decent" home for all in Spelthorne.
  - o To improve the Spelthorne environment in which we live.
  - o To provide a safe, efficient and affordable transport system for all.
  
- **Main targets for the next three years**
  - o To improve the overall/general satisfaction with the Council area.
  - o Improving the streetscene by achieving lower incidences of litter, detritus, graffiti and fly posting.
  - o To implement three town centre regeneration schemes over three years.
  
- **Top Two Achievements 2008/09**
  - o 57 affordable units had been completed in with 34 units under construction.
  - o The recycling rate was increased to 33.23% from 18%.



# Spelthorne Together

## Progress on five areas



## Progress in Ashford

1. Ashford project – Church Road
2. Main work has been consultation/survey at various events, including Ashford on the Map / Have Your Say / Assembly last year / Business (Business Chamber Forum)
3. Main concerns being addressed from consultation:
  - Appearance of multi-storey car park
  - Street furniture – Benches / Bins / Plants
  - Street lighting
  - Other uses of car park?
  - Deep cleaning – chewing gum / weeds etc
  - Signage
  - SW Trains re appearance of Ashford station
4. Action Plan now being formulated including options/costs

## Progress in Shepperton

### Vision for Shepperton

- Enhancing the village identity
- Improving the environment of the High Street and surrounding area

### Actions to date

- Consultation – various methods
- Established a steering/stakeholder group e.g. reps from Ward/County Councillors, Residents, local interest, groups, business
- Some quick wins e.g. planning using community payback
- In process of appointing some external advice to provide future blueprint for the area
- Local history is important and using Local History society to design information boards along with schools
- Full action plan to be developed/implemented commencing external advice. Three year plan.



# Spelthorne Together

## Progress on five areas



## Progress in Staines

- Work in the town centre has been affected by the recession and the down-turn in the property market. For example, some schemes such as the old Centrica site (Staines Central) and Majestic House have been demolished but are unlikely to be progressed further until there is some improvement in the commercial property market.
- Bridge Street Car Park will be considered for further development if a suitable development partner can be identified. There is unlikely to be any development here until the market has recovered. It is unlikely that some other schemes will be brought forward until the market recovers, e.g. the Oast House in Kingston Road.
- Further development of the Elmsleigh Centre is still being actively pursued. The scheme is dependent on finding retail tenants for the new units and again, this is dependent on the confidence of retailers to invest in the current market. The Elmsleigh scheme is linked to Airtrack because both schemes need temporary use of the surface car park to allow building. The sequence of events at the Elmsleigh Centre is therefore crucial.
- Heathrow Airport Limited has made an application for permission under the Transport and Works Act to build Airtrack. An enquiry will be held in 2010 to decide on this. Spelthorne Borough Council and Surrey County Council are in the process of finalising their representations to the scheme.

## Progress in Stanwell

See information on Page 5

## Progress in Sunbury

Research conducted with residents, employers and shoppers suggests that the key issues are

- the problems caused by local youths "hanging around" the "Cross" and in local parks
- the availability and condition of local parks and the lack of an open space for employees to sit at lunchtime
- the safety of the subways
- the cleanliness of the streets (and the look of the area around the "Cross" and particularly The Parade)

Some projects to address these have been drawn up and further projects are being investigated. Decisions will then be made on what to go ahead with.



# Spelthorne Together Executive



**This group monitors implementation of the Community Plan. The following organisations are currently represented on the Spelthorne Together Executive:**

A2Dominion Housing Group  
Age Concern Spelthorne  
Ashford and St Peters Hospitals NHS Trust  
BP International Ltd  
Brooklands College – Ashford  
Citizens Advice Bureau  
East to West Trust  
Government Office for the South East  
NHS Surrey – formerly Surrey Primary Care Trust  
Spelthorne Borough Council  
Spelthorne Citizens Advice Bureau  
Spelthorne Faith Group  
Spelthorne Business Forum  
Spelthorne Schools Together  
Spelthorne Youth Council  
Surrey Chambers of Commerce  
Surrey County Council  
Surrey Fire and Rescue Service  
Surrey Learning and Skills Council  
Surrey Police  
Voluntary Action in Spelthorne

In addition, there are two representatives of local residents' associations, one from the north of the Borough and one from the south.

## **The Assembly**

This is a wider body that meets every year to discuss partnership issues, such as ideas for future projects, and monitors overall success.

Anybody can join the Assembly. If you would like to attend future Assembly meetings, please contact the Partnership Liaison Officer on **01784 446421** or e-mail **[partnerships@spelthorne.gov.uk](mailto:partnerships@spelthorne.gov.uk)**



# Spelthorne Together Partnership Structure

