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Democratic Services



COMMUNITY AND WELLBEING COMMITTEE

Thursday 16 January 2025 at 7.30 pm

Place: Council Chamber, Epsom Town Hall

Online access to this meeting is available on YouTube: [Link to online broadcast](#)

The members listed below are summoned to attend the Community and Wellbeing Committee meeting, on the day and at the time and place stated, to consider the business set out in this agenda.

Councillor Clive Woodbridge (Chair)	Councillor Alison Kelly
Councillor Bernice Froud (Vice-Chair)	Councillor Rachel King
Councillor Rob Geleit	Councillor Humphrey Reynolds
Councillor Graham Jones	Councillor Kim Spickett

Yours sincerely

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

Chief Executive

For further information, please contact democraticservices@epsom-ewell.gov.uk or tel: 01372 732000

EMERGENCY EVACUATION PROCEDURE

No emergency drill is planned to take place during the meeting. If the fire alarm sounds continuously, or if you are instructed to do so, you must leave the building by the nearest available exit. You will be directed to the nearest exit by council staff. It is vital that you follow their instructions.

- You should proceed calmly; do not run and do not use the lifts;
- Do not stop to collect personal belongings;
- Once you are outside, please do not wait immediately next to the building, but move to the assembly point at Dullshot Green and await further instructions; and
- Do not re-enter the building until told that it is safe to do so.

Public information

Please note that this meeting will be held at the Town Hall, Epsom and will be available to observe live using free YouTube software.

A link to the online address for this meeting is provided on the first page of this agenda. A limited number of seats will be available on a first-come first-served basis in the public gallery at the Town Hall. If you wish to observe the meeting from the public gallery, please arrive at the Town Hall reception before the start of the meeting. A member of staff will show you to the seating area. For further information please contact Democratic Services, email: democraticservices@epsom-ewell.gov.uk, telephone: 01372 732000.

Information about the terms of reference and membership of this Committee are available on the [Council's website](#). The website also provides copies of agendas, reports and minutes.

Agendas, reports and minutes for this Committee are also available on the free Modern.Gov app for iPad, Android and Windows devices. For further information on how to access information regarding this Committee, please email us at democraticservices@epsom-ewell.gov.uk.

Exclusion of the Press and the Public

There are matters scheduled to be discussed at this meeting that would appear to disclose confidential or exempt information under the provisions Schedule 12A of the Local Government Act 1972 (as amended). Should any such matters arise during the course of discussion of the below items or should the Chair agree to discuss any other such matters on the grounds of urgency, the Committee may wish to resolve to exclude the press and public by virtue of the private nature of the business to be transacted.

Questions and statements from the Public

Up to 30 minutes will be set aside for questions and statements from members of the public at meetings of this Committee. Any member of the public who lives, works, attends an educational establishment or owns or leases land in the Borough may ask a question or make a statement on matters within the Terms of Reference of the Committee.

All questions must consist of one question only and cannot consist of multiple parts. Questions and statements cannot relate to planning or licensing committees matters, the personal affairs of an individual, or a matter which is exempt from disclosure or confidential under the Local Government Act 1972. Questions which in the view of the Chair are defamatory, offensive, vexatious or frivolous will not be accepted. Each question or statement will be limited to 3 minutes in length.

If you wish to ask a question or make a statement at a meeting of this Committee, please contact Democratic Services at: democraticservices@epsom-ewell.gov.uk

Questions must be received in writing by Democratic Services by noon on the third working day before the day of the meeting. For this meeting this is **Noon, Mon 13 January**.

A written copy of statements must be received by Democratic Services by noon on the working day before the day of the meeting. For this meeting this is **Noon, Wed 15 January**.

For more information on public speaking protocol at Committees, please see [Annex 4.2](#) of the Epsom & Ewell Borough Council Operating Framework.

Filming and recording of meetings

The Council allows filming, recording and photography at its public meetings. By entering the Council Chamber and using the public gallery, you are consenting to being filmed and to the possible use of those images and sound recordings.

Members of the Press who wish to film, record or photograph a public meeting should contact the Council's Communications team prior to the meeting by email at: communications@epsom-ewell.gov.uk

Filming or recording must be overt and persons filming should not move around the room whilst filming nor should they obstruct proceedings or the public from viewing the meeting. The use of flash photography, additional lighting or any non-handheld devices, including tripods, will not be allowed.

AGENDA

1. QUESTIONS AND STATEMENTS FROM THE PUBLIC

To take any questions or statements from members of the Public.

2. DECLARATIONS OF INTEREST

To receive declarations of any Disclosable Pecuniary Interests or other registrable or non-registrable interests from Members in respect of any item to be considered at the meeting.

3. MINUTES OF THE PREVIOUS MEETING (Pages 5 - 10)

The Committee is asked to confirm as a true record the Minutes of the Meeting of the Committee held on 8 October 2024 (attached) and to authorise the Chair to sign them.

4. ARMED FORCES COUNCILLOR CHAMPION ANNUAL STATEMENT 2024/25 (Pages 11 - 18)

To report to the committee the annual statement of the Armed Forces councillor champion.

5. MENTAL HEALTH COUNCILLOR CHAMPION ANNUAL STATEMENT 2024/25 (Pages 19 - 24)

To report to the committee the annual statement of the Mental Health councillor champion.

6. CAPITAL PROGRAMME 2025/26 (Pages 25 - 38)

This report summarises the proposed 2025/26 capital programme and a provisional programme for 2026/27 to 2029/30. The Committee's approval is sought for the programme to be submitted to Council in February 2025.

7. FEES AND CHARGES 2025/26 (Pages 39 - 58)

This report recommends fees and charges for which this Committee is responsible, with the new charges being effective from 1 April 2025.

8. REVENUE BUDGET 2025/26 (Pages 59 - 66)

This report sets out estimates for income and expenditure on services in 2025/26.

9. HOUSING REVIEWS (Pages 67 - 70)

To agree the arrangements for performing statutory housing reviews of decisions relating to homelessness and the suitability of temporary accommodation.

10. HEALTH AND WELLBEING PRIORITIES 2025-2028 (Pages 71 - 80)

This report sets out the Council's intended health and wellbeing priorities for 2025-2028.

11. VOLUNTARY SECTOR FUNDING 2025-2026 (Pages 81 - 104)

This report considers the continued support of voluntary sector organisations and sets out the proposed funding arrangements for 2025/2026.

12. EXCLUSION OF THE PRESS AND PUBLIC (Pages 105 - 106)

The Committee is asked to consider whether it wishes to pass a resolution to exclude the Press and Public from the meeting in accordance with Section 100A (4) of the Local Government Act 1972 on the grounds that the business involves the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A to the Act (as amended) and that pursuant to paragraph 10 of Part 2 of the said Schedule 12A the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

Minutes of the Meeting of the COMMUNITY AND WELLBEING COMMITTEE held at the Council Chamber, Epsom Town Hall on 8 October 2024

PRESENT -

Councillor Clive Woodbridge (Chair); Councillor Bernice Froud (Vice-Chair); Councillors Rob Geleit, Graham Jones, Alison Kelly, Rachel King, Humphrey Reynolds and Kim Spickett

Officers present: Andrew Bircher (Interim Director of Corporate Services), Rod Brown (Head of Housing and Community), Arjan de Jong (Strategic Housing Manager), Richard Appiah-Ampofo (Senior Accountant) and Dan Clackson (Democratic Services Officer)

6 QUESTIONS AND STATEMENTS FROM THE PUBLIC

No questions or statements were received from members of the public.

7 DECLARATIONS OF INTEREST

No declarations of any Disclosable Pecuniary Interests or other registrable or non-registrable interests were made by Members with respect to any items to be considered at the meeting.

8 MINUTES OF THE PREVIOUS MEETING

The Committee confirmed as a true record the Minutes of the Meeting of the Committee held on 09 July 2024 and authorised the Chair to sign them.

9 NIGHTLY PAID ACCOMMODATION EXPENDITURE UPDATE 2024/25

The Committee received a report setting out the anticipated costs for 2024/25 and outlining the actions taken to minimise homelessness expenditure.

The Committee considered the following matters:

- a) **Limited Affordable Housing Options.** A Member enquired as to whether any groups were affected in particular by the limited affordable housing options in the Borough. The Strategic Housing Manager stated that the issue affects households of all sizes. He explained that, for the Council, family-size units incur the highest cost.

- b) **Homelessness Population Figure.** The Committee acknowledged that the homelessness population number was not static – the Chair explained that as people leave homelessness, new people enter into homelessness.
- c) **Government’s 2024 Autumn Statement.** The Strategic Housing Manager stated that officers were anticipating the release of the Government’s 2024 Autumn Statement, and were hopeful that there would be an increase to the Homelessness Prevention Grant (‘HPG’), a favourable distribution around the Affordable Housing Programme, and a higher priority afforded to social rented housing.
- d) **HPG Expenditure.** The Strategic Housing Manager stated that regardless of how much money the Council receives through the HPG, the Council shall provide support to all to whom it is duty-bound to protect. The Senior Accountant stated that the current forecast suggested that the Council would spend the remainder of the Grant - he explained that expenditure was being monitored and considered in the planning of the coming year’s budget.
- e) **Rough Sleeper Population.** Following a question from a Member, the Strategic Housing Manager stated that Epsom & Ewell has a relatively low rough-sleeper population.
- f) **Landlords Forum.** In response to a Member, the Strategic Housing Manager stated that the Landlords Forum held in September had been successful and was well attended. He explained that the event promoted the Private Sector Leasing Scheme and the Rent Deposit Scheme, both of which play a key role in reducing and preventing homelessness.
- g) **Housing Options (Move On) Officer.** In response to a Member, the Strategic Housing Manager stated that the possibility of making the ‘Housing Options (Move On) Officer’ a permanent role was being explored. He stated that the role, since its inception, had been greatly successful in reducing and preventing homelessness in the Borough.
- h) **Joint Working with Housing Providers.** The Strategic Housing Manager stated that the Council work collaboratively with Town & Country Housing, along with other smaller housing providers.
- i) **Empty Properties.** The Strategic Housing Manager confirmed that all empty properties on the empty properties list had been written to. He confirmed that 15 properties had been removed from the list, but overall the figure remained consistent as additional properties had been added to the list.

Following consideration, the Committee unanimously resolved to:

- (1) **Note the use of Homelessness Prevention Grant (HPG) and reserves to cover the anticipated expenditure, for 2024/25, to enable the Council to meet its duties under the Housing Act 1996 and Homelessness Reduction Act 2017.**

- (2) **Agree that a further update regarding nightly paid accommodation (NPA) expenditure be provided at the Community & Wellbeing Committee in March 2025.**

10 COMMUNITY ENGAGEMENT UPDATE

The Committee received a report setting out proposals on how the Council will engage with residents to receive feedback on services and better understand residents' needs.

The Committee considered the following matters:

- a) **Engagements with Veterans.** The Committee considered the importance of engaging with and supporting veterans, and noted that the Armed Forces Champion was investigating opportunities to meet with key representatives from organisations within the Armed Forces sector.
- b) **Engagement with Young People.** The Committee considered the importance of engaging with the youth of the Borough. It was considered that opportunities could be explored with Nescot and UCA, amongst other organisations, to run events such as Q&A panels for students. It was noted that the Council used to run a Local Democracy Day, where Councillors would visit local schools to talk with students.
- c) **Councillor Community Involvement.** The Committee considered the importance of Councillors being involved in and having a presence in the community. UCA, Nescot, and the Longmead Community Centre were listed as possible partners/venues to hold events for people in the local community to engage with Councillors directly.
- d) **Council Presence at Community Events.** The Committee considered the importance of the Council having a visible presence at community events (i.e. uniformed officers, Council stands, etc.).
- e) **Working with Partners.** The Committee considered the importance of working with partners to reach seldom heard groups. The Head of Housing and Community explained that much of the work historically delivered by the Council is nowadays delivered instead through partnerships with other organisations.
- f) **Engagement Strategy.** The Acting Director of Corporate Services suggested that there is no 'one size fits all' approach to community engagement, and that the most suitable approach is often determined on a case-by-case basis. He explained that the Council's Communications Strategy acts as a guiding document for consultations and other form of engagement with the public.

Following consideration, the Committee unanimously resolved to:

- (1) **Endorse the approach taken to consultation.**

11 2025/26 BUDGET TARGETS

The Committee received a report informing the Committee of the Council's revenue budget targets presented to the Strategy & Resources Committee in July. The report sought guidance on the preparation of the Committee's service estimates for 2025/26.

The Committee considered the following matters:

- a) **2023/24 Year-End Review.** In response to a question from a Member, the Senior Accountant explained that explorations to identify potential savings opportunities were ongoing.

Following consideration, the Committee unanimously resolved to:

- (1) Note the implications of the budget targets presented to Strategy & Resources Committee on 23 July 2024.**
- (2) Support the changes to services and savings previously identified in Table 1 of the report and that those are included within the budget presented to this Committee in January 2025.**
- (3) Consider how additional income or savings can be generated to address the projected Council wide funding gap of £573,000 in 2025/26, rising to £720,000 per annum by 2028/29.**
- (4) Note that owing to the Council's projected budget deficit, any additional new revenue growth items (i.e. service enhancements resulting in increased net expenditure) supported by Policy Committees will need to be fully funded from existing budgets.**

12 URGENT DECISIONS

The Committee received a report on the decisions taken by the Chief Executive and Directors on the grounds of urgency, in compliance with the requirements of the Constitution.

Following consideration, the Committee unanimously resolved to:

- (1) Note the urgent decision taken and the reasons for that decision, since the last meeting of the committee.**

13 HOUSING REPORTS FROM STRATEGY AND RESOURCES COMMITTEE

In accordance with decisions made by the Strategy and Resources Committee ('S&R') at its 17th September 2024 meeting, the Community and Wellbeing Committee received a report asking the Committee to note two reports brought before S&R at said meeting, namely the Town & Country Housing Temporary

Accommodation Agreement report, and the 33-39 High Street Lease for Temporary Accommodation report.

Following consideration, the Committee unanimously resolved to:

- (1) Note the two reports attached as Appendix 1 and Exempt Appendix 2 to the report.**

14 EXCLUSION OF THE PRESS AND PUBLIC

Under Section 100(A)(4) of the Local Government Act 1972, the Committee unanimously resolved to exclude the press and public from the meeting for Part 2 of the agenda on the grounds that the business involved the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A to the Act (as amended) and that pursuant to paragraph 10 of Part 2 of the said Schedule 12A the public interest in maintaining the exemption outweighed the public interest in disclosing the information.

15 CONTRACTING OUT OF HOMELESSNESS REVIEWS FUNCTION

The Committee received a report proposing to enter into a new contract to undertake statutory reviews of housing decisions relating to homelessness and the suitability of temporary accommodation, when they are challenged by households who have approached the Council for assistance.

The Committee's consideration of this item is recorded in a separate (not for publication) restricted Minute.

Following consideration, the Committee unanimously resolved to:

- (1) Approve the award of a contract for the conduct of reviews of allocation and homelessness decisions to Housing Reviews Limited for a period of 1 year with an option to extend for a further period of 1 year and;**
- (2) Nominate and authorise to Housing Reviews Limited the Council's statutory functions pursuant to the provisions of s166A(9) and s202 of the Housing Act 1996 to perform reviews of decisions made either regarding the suitability of accommodation offered s166A(9) or as the result of a decision upon a request for assistance as homeless s202.**

The meeting began at 7.30 pm and ended at 8.26 pm

COUNCILLOR CLIVE WOODBRIDGE (CHAIR)

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ARMED FORCES COUNCILLOR CHAMPION ANNUAL STATEMENT 2024/25

Head of Service:	Rod Brown, Head of Housing & Community
Report Author	Dan Clackson
Wards affected:	(All Wards);
Urgent Decision?(yes/no)	
If yes, reason urgent decision required:	
Appendices (attached):	Appendix 1 – Annual Statement of the Armed Forces councillor champion

Summary

To report to the committee the annual statement of the Armed Forces councillor champion.

Recommendation (s)

The Committee is asked to:

- (1) Receive and note the annual statement of the Armed Forces councillor champion.**

1 Reason for Recommendation

- 1.1 Section 8.3.1 of Annex 2.1 of the Operating Framework requires councillor champions to produce an annual statement to the relevant policy committee. This report presents the annual statement of the Armed Forces Councillor Champion to the committee in compliance with that requirement.

2 Background

- 2.1 Councillor champions are appointed annually by the Council in accordance with Annex 2.1 of the Operating Framework, to promote the cause for which they are a champion.
- 2.2 Section 8.2 of Annex 2.1 sets out that councillor champions will achieve this through:

- i. Being outward-facing, enthusiastic, and focused on raising the profile of the area they champion.
 - ii. Developing in-depth knowledge and understanding of the issue(s) they champion.
 - iii. Using their in-depth knowledge to support the relevant committee Chair(s) and Vice Chair(s).
 - iv. Represent their area both within and outside the council, in line with council policies.
 - v. Engaging relevant stakeholders to include them in the council's work.
 - vi. Acting as an advocate or spokesperson for the council's business and activities.
 - vii. Providing positive support, and on occasions, constructive challenge to officers in driving forward the council agenda on relevant issues.
 - viii. Acting as the council's representative on relevant external bodies where appointed to by the council.
 - ix. Encouraging communications and positive action over the issue(s) they represent.
- 2.3 The annual statement of the Armed Forces councillor champion, Councillor Graham Jones, is attached at appendix 1 to this report. The statement is presented to this Committee as it falls within the committee's terms of reference.

3 Risk Assessment

Legal or other duties

3.1 Equality Impact Assessment

3.1.1 No comments are provided on councillor champion annual statements.

3.2 Crime & Disorder

3.2.1 No comments are provided on councillor champion annual statements.

3.3 Safeguarding

3.3.1 No comments are provided on councillor champion annual statements.

3.4 Dependencies

3.4.1 No comments are provided on councillor champion annual statements.

3.5 Other

3.5.1 No comments are provided on councillor champion annual statements.

4 Financial Implications

4.1 No comments are provided on councillor champion annual statements.

4.2 **Section 151 Officer's comments:** There are no financial implications arising from this report.

5 Legal Implications

5.1 No comments are provided on councillor champion annual statements.

5.2 **Legal Officer's comments:** None arising from the contents of this report.

6 Policies, Plans & Partnerships

6.1 **Council's Key Priorities:** No comments are provided on councillor champion annual statements.

6.2 **Service Plans:** The matter is not included within the current Service Delivery Plan.

6.3 **Climate & Environmental Impact of recommendations:** No comments are provided on councillor champion annual statements.

6.4 **Sustainability Policy & Community Safety Implications:** No comments are provided on councillor champion annual statements.

6.5 **Partnerships:** No comments are provided on councillor champion annual statements.

7 Background papers

7.1 The documents referred to in compiling this report are as follows:

Previous reports:

- Representation on External bodies, report and minutes of Council meeting 14/05/2024

Other papers:

- Annex 2.1 of the Operating Framework – Further information on Councillors

- Appendix 3 of the Constitution – Terms of Reference of the Full Council and Committees

**ANNUAL STATEMENT OF THE ARMED FORCES COUNCILLOR CHAMPION
2024/25**

**Councillor Graham Jones
Armed Forces Councillor Champion**

The Role:

Underlying all actions is the objective to raise the profile and needs of the Armed Forces community (serving personnel, both regular and reserve, their families, veterans and Cadets), within the Council and the Borough. It will be essential that the Champion is kept informed of all relevant developments through the Surrey Leaders' representatives on the Surrey Civilian Military Partnership Board and its associated Task Groups, and through the SCC Community Partnerships Team. Close liaison with the Armed Forces Covenant Officer, with particular reference to the Council's actions undertaken through the Armed Forces Covenant and the Community Covenant. Close liaison with the Executive Office on all ceremonial Armed Forces matters in which the Mayor should be involved. (e.g., ranging from Armed Forces Day flag raising, attendance at local Armed Forces events, to Freedom Marches). The Champion is encouraged to keep the local Member/s of Parliament apprised of the activity within the Borough in relation to the Armed Forces community. To liaise as appropriate with local members of the Armed Forces, in particular the appropriate Task Force Commander (appointed by 11 Infantry Brigade) to assist in understanding where help may be most needed and to enable in return a better understanding within the Armed Forces of the limitations and different responsibilities of Local Government and its decision-making processes. To be the primary focal point for liaison with businesses/local organisations within the Borough to promote the Armed Forces Corporate Covenant and encourage engagement with the Armed Forces, in particular Reservists and Cadets. To support local Cadet units by acting as the key link with the local authority, and to look to provide local ceremonial, remembrance and volunteering opportunities. To sponsor an Annual statement to the Community & Wellbeing Committee detailing the Champion's actions over the past year in respect of the Covenants.

2024 FOCUS

Remembrance Day:

Mission:

To continue to support the Royal British Legion (RBL) in the planning and preparation of Epsom and Ewell Borough Council's Remembrance Parade and act as Parade Marshall.

Outcome:

The Parade is now well established and runs efficiently. The parade has grown in terms of community organisations taking part and the crowds attending to watch the parade has grown significantly.

Veterans Hub

Mission:

To continue to support both Rotary and RBL in the running of the Hub.

Outcome:

Epsom and Ewell Veterans Hub is now the most successful Hub in Surrey with over 30 Veterans form the tri-service community attending regularly. Charity organisations are now invited to attend the Hub and offer help and advice to Veterans. The Hub also has an Archery Club and a Modelmaking Club. Various away days are organised to take Veterans on days out. In 2024 there have been trips to the Army Museum in London, D-Day Museum in Portsmouth, D-Day beacon lighting, Epsom Downs, a coach tour of London's Christmas Lights and a Christmas lunch in Banstead.

Military Band Concert

Mission:

Produce an annual Military Band Concert at Epsom Playhouse to create awareness of our armed forces and raise funds to support RBL in Epsom and Ewell and the Mayors Charities.

Outcome:

The first concert took place on 19 January 2024 and the event was a sellout raising just under £10,000 which was divided between the two charities. The next concert, performed by the Scots Guards Band, will take place on 23 January 2025.

Armed Forces Covenant Award Scheme

Mission:

To work towards moving up from the existing Bronze award held by EEBC to the Silver Award.

Outcome:

A paper was presented to RA Councillors and to the Chief Executive outlining the work that needs to be undertaken to qualify for the Silver Award. RA Group were supportive of the possibility that the work could be undertaken in 2025.

Form an Armed Forces Advisory Group

Mission:

To set up an advisory group consisting of Veterans charitable support groups from around the Borough.

Outcome:

The first meeting took place in November 2024 where it was agreed that the advisory group should meet three times a year. The aim of the group is to discuss best practice, create a complete Borough wide events diary and advise on any political changes that could affect Veterans such as the latest Government policy on Veterans housing.

2025 Objectives

To continue to support the Armed Forces and Veterans community in Epsom and Ewell by supporting:

Remembrance Day

VE 80

Veterans Hub

The Military Band Concert

Explore requirements to achieve Silver status for the Armed Forces Covenant Awards Scheme.

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MENTAL HEALTH COUNCILLOR CHAMPION ANNUAL STATEMENT 2024/25

Head of Service:	Rod Brown, Head of Housing & Community
Report Author	Dan Clackson
Wards affected:	(All Wards);
Urgent Decision?(yes/no)	
If yes, reason urgent decision required:	
Appendices (attached):	Appendix 1 – Annual Statement of the Mental Health councillor champion

Summary

To report to the committee the annual statement of the Mental Health councillor champion.

Recommendation (s)

The Committee is asked to:

- (1) Receive and note the annual statement of the Mental Health councillor champion.**

1 Reason for Recommendation

- 1.1 Section 8.3.1 of Annex 2.1 of the Operating Framework requires councillor champions to produce an annual statement to the relevant policy committee. This report presents the annual statement of the Mental Health Councillor Champion to the committee in compliance with that requirement.

2 Background

- 2.1 Councillor champions are appointed annually by the Council in accordance with Annex 2.1 of the Operating Framework, to promote the cause for which they are a champion.
- 2.2 Section 8.2 of Annex 2.1 sets out that councillor champions will achieve this through:

- i. Being outward-facing, enthusiastic, and focused on raising the profile of the area they champion.
- ii. Developing in-depth knowledge and understanding of the issue(s) they champion.
- iii. Using their in-depth knowledge to support the relevant committee Chair(s) and Vice Chair(s).
- iv. Represent their area both within and outside the council, in line with council policies.
- v. Engaging relevant stakeholders to include them in the council's work.
- vi. Acting as an advocate or spokesperson for the council's business and activities.
- vii. Providing positive support, and on occasions, constructive challenge to officers in driving forward the council agenda on relevant issues.
- viii. Acting as the council's representative on relevant external bodies where appointed to by the council.
- ix. Encouraging communications and positive action over the issue(s) they represent.

2.3 The annual statement of the Mental Health councillor champion, Councillor Darren Talbot, is attached at appendix 1 to this report. The statement is presented to this Committee as it falls within the committee's terms of reference.

3 Risk Assessment

Legal or other duties

3.1 Equality Impact Assessment

3.1.1 No comments are provided on councillor champion annual statements.

3.2 Crime & Disorder

3.2.1 No comments are provided on councillor champion annual statements.

3.3 Safeguarding

3.3.1 No comments are provided on councillor champion annual statements.

3.4 Dependencies

3.4.1 No comments are provided on councillor champion annual statements.

3.5 Other

3.5.1 No comments are provided on councillor champion annual statements.

4 Financial Implications

4.1 No comments are provided on councillor champion annual statements.

4.2 **Section 151 Officer's comments:** None arising from the contents of this report.

5 Legal Implications

5.1 No comments are provided on councillor champion annual statements.

5.2 **Legal Officer's comments:** None arising from the contents of this report.

6 Policies, Plans & Partnerships

6.1 **Council's Key Priorities:** No comments are provided on councillor champion annual statements.

6.2 **Service Plans:** The matter is not included within the current Service Delivery Plan.

6.3 **Climate & Environmental Impact of recommendations:** No comments are provided on councillor champion annual statements.

6.4 **Sustainability Policy & Community Safety Implications:** No comments are provided on councillor champion annual statements.

6.5 **Partnerships:** No comments are provided on councillor champion annual statements.

7 Background papers

7.1 The documents referred to in compiling this report are as follows:

Previous reports:

- Representation on External bodies, report and minutes of Council meeting 14/05/2024

Other papers:

- Annex 2.1 of the Operating Framework – Further information on Councillors

- Appendix 3 of the Constitution – Terms of Reference of the Full Council and Committees

**ANNUAL STATEMENT OF THE MENTAL HEALTH COUNCILLOR CHAMPION
2024/25**

**Councillor Darren Talbot
Mental Health Councillor Champion**

Over the past 12 months, my initial time has been focussed on Love Me, Love my Mind a local mental health charity.

Love Me Love My Mind are doing amazing things in the borough running a number of weekly sessions for people of all ages. The charity is run by a local volunteer who previously had been a direct beneficiary of the charity and, sadly since the founder died two years ago, he has had to step in. The sudden loss of the previous founder has meant that all the personal contacts she had have had to be recreated and they are playing catch up a bit.

The charity is based at St. Barnabas Church, but their costs have shot up in recent years due to the electricity bill challenges and it's gone from a free venue to £6,000 a year, a lot of money for a small group. I met with Serena Powis one of the Council's Community Development Officers, recently to see if there was anything we could do to help them funding wise, but unfortunately that was not possible. I also advised the charity about working with the Central Surrey Voluntary Action around help with fundraising, but they are already in touch with them.

During Mental Health Week this year I attended an event at the Old Moat Garden Centre, run by another charitable organisation, and met the people involved.

More recently, I have been in touch with Chris Waller from We Power On, a walking group set up over lockdown for men's mental health & fitness. I am looking forward to meeting Chris in person soon and would encourage anyone struggling with poor mental health to reach out to groups like We Power On and Love Me Love My Mind, which both offer great support.

In the New Year I will be meeting with our Community Development team and looking to reach out to other groups in the borough. Any suggestions would be welcome.

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CAPITAL PROGRAMME 2025/26

Head of Service:	Kevin Hanlon, Interim Chief Finance Officer
Report Author:	Vanessa Newton, Senior Accountant
Wards affected:	(All Wards);
Urgent Decision?(yes/no)	No
If yes, reason urgent decision required:	N/A
Appendices (attached):	Appendix 1 – Proposed Capital Programme Appendix 2 – Capital Appraisal form for proposal 1

Summary

This report summarises the proposed 2025/26 capital programme and a provisional programme for 2026/27 to 2029/30. The Committee's approval is sought for the programme to be submitted to Council in February 2025.

Recommendation (s)

The Committee is asked to:

- (1) Submit the capital programme for 2025/26 as identified in section 3 of this report to the Council for approval on 11 February 2025;**
- (2) Note the provisional forecast of schemes for the capital programme for 2026/27 to 2029/30;**
- (3) Note that schemes subject to external funding from Disabled Facilities Grants will only proceed once funding has been received.**

1 Reason for Recommendation

- 1.1 To seek the Committee's approval to submit the proposed capital programme for 2025/26 to Council in February 2025 and to inform of the schemes included in the provisional forecast for 2026/27 to 2029/30.

2 Background

- 2.1 The Capital Strategy was last agreed by Full Council on 13 February 2024 at which time the capital programme was approved for 2024/25. Schemes for 2025-2029 were provisional pending the annual budget review and an annual assessment of funds for capital investment.
- 2.2 The terms of reference for Financial Strategy Advisory Group (FSAG) include the preparation of the annual capital programme. In order to undertake this, FSAG assesses all capital bids and recommends a programme for approval to the Policy Committees.
- 2.3 The programme assumed funding from capital receipts, revenue funding, and government grants. The proposed level of investment for the 2025/26 programme is £1.664m, of which £475k is to be funded from a planned contribution from revenue. Combined with funding from the Disabled Facilities Grants of £785k, this leaves £404k to be funded from the capital receipts reserves if all schemes should be recommended to progress.
- 2.4 One further scheme was recommended by FSAG but due to the urgent timescales for undertaking the works, this project was considered by Full Council on 10 December 2024. Full Council agreed a budget of £410k for the scheme which was for a second phase of replacement windows at Bourne Hall.
- 2.5 The estimated balance of capital receipts at 31 March 2025, assuming funding of the 2024/25 capital programme, and the £410k funding detailed in paragraph 2.4, is £1.965m. This balance would fall to £1.561m upon funding the schemes proposed by FSAG. The agreed minimum threshold of capital receipts is £1m.
- 2.6 The receipts forecast assumes a £475k revenue contribution to fund capital schemes in 2025/65, which is subject to the revenue budget being approved at Council in February 2025.

3 Core Programme 2025/26

- 3.1 FSAG recommended that the following schemes should be considered by this Committee for inclusion in the capital programme in 2025/26, subject to the Committee approving the project appraisals.

Capital Scheme	Proposed Budget 2025/26 £'000	Expected Funding Source
Playhouse Stage Lighting and Dimmers	225	Corporate capital resources

The Disabled Facilities Grant Programme	785	External Grant
Total Community and Wellbeing Committee	1,010	

3.2 Disabled Facilities Grant is received annually from the Ministry of Housing, Communities and Local Government. The Council has a statutory responsibility to administer the grant. The grant is typically used to make residential adaptations to enable vulnerable residents to maintain independence and remain in their own homes. Such interventions can prevent the need for NHS and/or sheltered housing services. The grant is typically used to:

- Improve access to rooms and facilities – e.g. stairlifts; downstairs bathroom;
- Provide a heating system;
- Adapt heating or lighting controls to make them easier to use.

4 Provisional Forecast 2026/27 to 2029/30

- 4.1 FSAG also considered the provisional forecast for the subsequent four years, which has been compiled through drawing information from the Asset Management Plan for buildings and other known capital expenditure requirements.
- 4.2 The 2026/27 to 2029/30 provisional forecast for Community and Wellbeing currently comprises the following sums, with individual schemes shown in Appendix 1:

Provisional Forecast	2026/ 27	2027 /28	2028/ 29	2029/ 30	Total
	£'000	£'000	£'000	£'000	£'000
The Disabled Facilities Grant Programme	785	785	785	785	3,140
Bourne Hall	1,115	1,430	550	118	3,213
Bourne Hall Lodge and Dog Gate	210	0	0	0	210
Epsom Playhouse	250	0	55	124	429

Ewell Court House	105	0	0	0	105
Total Community and Wellbeing Committee	2,465	2,215	1,390	1,027	7,097

- 4.3 The provisional forecast provides an illustration of the Council's anticipated capital expenditure need from 2026/27 to 2029/30 but is not an exhaustive list as future schemes may be identified through other workstreams such as the Climate Change Action Plan and Annual Plan cycle.
- 4.4 Where external funding (for example, grant from SCC) can be used to fund capital schemes, it is anticipated that it will be the primary funding source. However, if it cannot be used, capital receipts or other alternative funding would be applied instead.
- 4.5 The Council expects to review its discretionary services in 2025/26. Should a property be impacted by these reviews or Council priorities change, capital works may be deferred until the outcome of reviews is known. Each year, the forthcoming annual programme will be reviewed by Financial Strategy Advisory Group through the annual capital budget setting process with proposals assessed against the agreed criteria, and the programme updated accordingly.

5 Risk Assessment

Legal or other duties

5.1 Equality Impact Assessment

5.1.1 None for the purposes of this report.

5.2 Crime & Disorder

5.2.1 None for the purposes of this report.

5.3 Safeguarding

5.3.1 None for the purposes of this report.

5.4 Dependencies

5.4.1 The 2025/26 capital programme is dependent upon agreement of a planned £475k revenue contribution to fund the capital programme being considered by Full Council in February 2025 as part of the revenue budget for 2025/26.

5.5 Other

5.5.1 None for the purposes of this report.

6 Financial Implications

- 6.1 Officers in the Projects Team have scheduled sufficient capacity to deliver the recommended schemes next year.
- 6.2 **Section 151 Officer's comments:** All financial comments have been included within the body of the report.

7 Legal Implications

- 7.1 **Legal Officer's comments:** None for the purposes of this report

8 Policies, Plans & Partnerships

- 8.1 **Council's Key Priorities:** The following Key Priorities are engaged:
- Effective Council.
- 8.2 **Service Plans:** The matter is included within the current Service Delivery Plan.
- 8.3 **Climate & Environmental Impact of recommendations:** The proposed schemes in appendices 1 to 3 are consistent with the Council's aim to reduce the carbon footprint for the Council's operations.
- 8.4 **Sustainability Policy & Community Safety Implications:** None for the purposes of this report.
- 8.5 **Partnerships:** None for the purposes of this report.

9 Background papers

- 9.1 The documents referred to in compiling this report are as follows:

Previous reports:

- None.

Other papers:

- Initial Capital Proposals – 2025/26, Financial Strategy Advisory Group, 27 September 2024.
- Final Capital Proposals – 2025/26, Financial Strategy Advisory Group, 22 November 2024.
- Bourne Hall Windows Phase 2, Full Council, 10 December 2024.
- Capital Strategy for agreement at Full Council in February 2025.

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Community & Wellbeing Committee Proposed Capital Programme 2025/26 - 2029/30

	Proposed Budget 2025/26 £'000	Proposed Budget 2026/27 £'000	Proposed Budget 2027/28 £'000	Proposed Budget 2028/29 £'000	Proposed Budget 2029/30 £'000	Total Provision 2025/26- 2029/30 £'000
C&W Proposal 1: Playhouse Stage Lighting and Dimmers	225	250	0	55	124	654
Provisional: Disabled Facilities Grants	785	785	785	785	785	3,925
Provisional: Bourne Hall	0	1,115	1,430	550	118	3,213
Provisional: Bourne Hall Lodge and Dog Gate	0	210	0	0	0	210
Provisional: Ewell Court House	0	105	0	0	0	105
Total Community and Wellbeing Committee	1,010	2,465	2,215	1,390	1,027	8,107

Asset	Project
2026/27	
Bourne Hall	£80k Remove Perimeter heating/£400k Upgrade power supply/£350k Upper copper roof/£150k Lighting main hall stage & lighting bar/£80k lift controls/£20k radiators replacement/£20k Gallery hanging system/£15k Automatic door replacements
Bourne Hall Lodge & Dog Gate	£150k Complete refurbishment of lodge/£60k Dog Gate Repairs
Epsom Playhouse	£250k Boiler plant replacement
Ewell Court House	£105k Boilers Replacement
2027/28	
Bourne Hall	£1.2m Heat Pumps/£80k Energy Management System/£75k Hard surfaces resurfacing car park and footpaths/£70k Refurbish library toilets/£5k Sump Pump Control Panel
2028/29	
Bourne Hall	£450k AHU System/£100k Colourwash Lighting
Epsom Playhouse	£30k Circulation pumps replacement/£25k Entrance lobby refurbishment
2029/30	
Bourne Hall	£118k Electrical Distribution Inc Boards
Epsom Playhouse	£100k Central air conditioning/£24k Fire control cabling

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Project Appraisal Form

COMMITTEE & BID NUMBER

Community & Wellbeing 1

PROJECT TITLE

Playhouse Stage Lighting and Dimmers

ACCOUNTABLE OFFICER

Officer responsible for project planning and delivery of the scheme. Accountable officers are also responsible for post project review.

Ian Dyer/ Linda Scott/Tony Foxwell

DETAILS OF PROJECT

<p>Project scope, what is included/excluded in the scheme</p>	<p>Criteria Where the scheme is consistent with the Council’s Climate Change Action Plan, subject to affordability, supported by a robust business case and value for money can be demonstrated through a maximum payback period of 10 years.</p> <p>Background The Playhouse lighting controllers (dimmers) are now out of service as they are no longer manufactured. The only service engineer has now retired and there is no replacement parts available as they are no longer produced.</p> <p>Scope of Works We have 186 x 2.4kw dimmers plus 6 x 4.8kw dimmers. These are grouped in Dimmer RACKS, holding around 48 dimmers each. Two of eight dimmers are no longer operational which equates to a loss of 360 lights. Should further dimmers fail, we will be at risk and possibly unable to operate and would be forced to close the Playhouse until a solution is found. Most of our stage lighting operates with lamps that are also no longer produced being Halogen and Mercury, hence there is also an environmental reason to change the lights as these are no longer manufactured. We only have a limited amount of these lamps remaining in our stock once these have been used this will be the end of life for the lights. There have been capital bids before which were put aside as there was the possibility of a new theatre being built in Epsom on the utility site which is no longer going to happen. This being the case this matter has become urgent and needs to be added to the corporate risk assessment that the Playhouse will in time not be able to stay open without this investment.</p>
<p>Project outcomes and benefits</p>	<p>Criteria Where the scheme is consistent with the Council’s Climate Change Action Plan, subject to affordability, supported by a robust business case and value for money can be demonstrated through a maximum payback period of 10 years.</p>

Project Appraisal Form

	<p>Benefits Replacing the dimmers and lights will reduce our Carbon footprint at the same time give us more control over the lighting. They will also use less power compared to the current dimmers. They will also require less servicing and the parts are readily available and will be for a long time. If we do nothing we will get to a point where we are unable to offer stage lighting as a venue. This will ultimately mean we will have to close. The loss of income and reputation will be catastrophic. Improving the stage lighting will dramatically reduce our carbon footprint. The lights we have currently require weekly maintenance and parts are no longer manufactured. Moving over to LED will cut our lamp costs down to virtually nothing. We will also be able to recharge some of the lights back to hirers meaning we can recover the cost over time. The existing lights have mostly been phased out and no longer available. Lamps will not be able to be replaced.</p> <p>Requested detailed proposal to clarify the estimated annual revenue savings from the new lights. The Playhouse’s annual overall net operating cost to the Council, 2025/26 is estimated at £367,000 inclusive of £196,000 contribution to council central cost plus an estimate of additional associated car park income/usage that the Council receives.- awaiting figure from Richard Chevalier</p> <p>The Playhouse technical team may have overestimated the calculation for payback with the new LED lights, as the exact design and number of lights, usage/hours on cannot be ascertained until the specification is produced. I estimate a saving of £8k per year in electricity. The current yearly electric usage is 109,714kWh which equates to £30,000/yr, running cost for electricity, we should achieve a £25% saving with the new lights providing savings of approx £7-£9k, 25,000kWh and 5 tonnes of carbon emissions.</p>
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FINANCIAL SUMMARY

		Cost of Project £	Comments and detail where necessary. Provide appendices where relevant. Examples of business cases spreadsheets can be found in the Finance Handbook
a	Estimated cost of purchase, works and/or equipment	225k	£125K for the dimmers and installation. £100K to replace 99% of the existing stage lighting. This figure can be reduced by £25k once the urgent new lighting has been purchased and installed
b	Consultancy or other fees	0	The consultancy fees for this have been taken from the planned maintenance budget.

Project Appraisal Form

c	Total Scheme Capital Costs (a+b)	225k	
d	External Funding Identified (e.g. s106, grants etc.) Please give details, including any unsuccessful funding enquiries you may have made.	20k – not guaranteed	Emma has identified a possible external funding opportunity for green measures at Epsom Playhouse. You can bid for funding up to £20k for implementing sustainability measures from a theatre improvement scheme
e	Net Costs to Council (c-d)	225k	
f	Internal Sources of Capital Funds Identified (e.g. repairs & renewals reserve etc.)		
g	Capital Reserves Needed to Finance Bid (e-f)	225k	
h	Annual Ongoing Revenue Additional Savings as a Direct Result of the Project	8k	
i	Annual Ongoing Revenue Additional Costs as a Direct Result of the Project	0.2k	Dimmers: Nothing for 3 years under warranty Estimated £200 per year for external servicing. Lighting. Parts only and yearly inspection by inhouse team.

Year	2025/26 £
Spend Profile of Scheme – please identify which year (s) the scheme spend will fall into	£225k spend in 2025

REVENUE IMPACT

Can Revenue Implications be funded from the Committee Base Budget? – Please give details	Electricity cost will decrease. With the additions of the lighting, we will be able to offer more options to future productions which will increase income.
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ENVIRONMENTAL IMPACT

Does the scheme meet any of the Council's Climate Change Action Plan targets, and if so, which ones?	Yes, it directly supports the delivery of two actions in the plan: Identify & implement opportunities to reduce energy consumption from Council owned & operated buildings; Replace traditional lighting with energy efficient longer lasting LED lighting. The project will reduce the Council's operational emissions by approximately 5 tonnes of carbon emissions, contributing towards achieving the 2035 net zero target.
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Project Appraisal Form

STRATEGIC PLAN

Is this investment linked to EEBC’s Key Themes? If so, say which ones and evidence how. How does project fit within service objectives?	Yes
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TIMESCALES

What is the proposed timetable for completion of the project? Give estimated start and finish dates for each stage of the project. These dates will be used as milestones during quarterly budget monitoring to assess performance of project delivery.

		Target Start Date	Target Finish Date
1	Design & Planning	November 2024	TBA
2	Further Approvals Needed	N/A	TBA
3	Tendering (if necessary)	March 2025	TBA
4	Project start date	August 2025	TBA
5	Project Finish Date	September 2025	TBA

BASELINE CRITERIA

All capital schemes are assessed against criteria set by the Capital Member Group annually. Bids should meet at least one of these criteria. State which capital criteria(s) for assessing bids are met and why. Leave blank any which are not met.

Spend to Save schemes should meet the following criteria:

- Payback of the amount capital invested within the project within 5 years (10 years for renewable energy projects).
- The return required on capital employed should be linked to the potential cost of borrowing (MRP) rather than potential loss of investment income.
- Risk of not achieving return on investment is low.
- Clear definition of financial cost/benefits of the scheme.

Members may consider schemes with longer paybacks on major spend to save projects going forward, especially those that incur borrowing.

Is there a guarantee of the scheme being fully externally funded and is it classed as a high priority? Please give details of funding streams, including any restrictions on the funding.	No, possible grant funding of £20k not yet confirmed.
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Project Appraisal Form

<p>Is the Scheme a Spend to Save Project? Will investment improve service efficiency including cost savings or income generation? What is the payback in years?</p>	<p>Whilst this is not a spend to save scheme, it will reap revenue savings of approximately £7,000-£9,000 per annum.</p>
<p>Is it mandatory for the Council to provide the scheme? Is investment required to meet Health and Safety or other legislative requirements? If so state which requirements.</p>	<p>No</p>
<p>Is this project the minimum scheme required to continue to deliver the services of the Council? - Is investment required for the business continuity of the Council? If so, say how.</p>	<p>Yes without</p>

ASSET MANAGEMENT PLAN

<p>Is investment identified in the Council's Asset Management Plan?</p>	<p>Yes, to be Green and Vibrant and conform with the climate change action plan.</p>
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PRIORITISATION

State which **one** of the four prioritisation categories are met and why.

<p>1</p>	<p>Investment essential to meet statutory obligation.</p>	
<p>2</p>	<p>Investment Important to achieve Key Priorities.</p>	
<p>3</p>	<p>Investment important to secure service continuity and improvement.</p>	<p>If works not carried out building may have to close.</p>
<p>4</p>	<p>Investment will assist but is not required to meet one of the baseline criteria.</p>	

RISKS ASSOCIATED WITH SCHEME

Project Appraisal Form

1	Outline the risks of delivering this project to timetable and budget. (Please do not include risks to the service or asset if project is not approved.)	All works have to be completed in the August shutdown period, any unforeseen issues may cause the job to overrun, and Playhouse may not be ready to open.
2	Are there any risks relating to the availability of resources internally to deliver this project	The works are to be managed by specialist consultant.
3	Consequences of not undertaking this project	The immediate cancelation of all shows and hires followed by the closure of the playhouse. Being unable to offer stage lighting. 1 month's work for dimmers and ongoing install of lighting throughout the year. The works must be programmed for the shutdown period in August
4	Alternative Solutions (Other solutions considered – cost and implications)	Non-available old light fitting no longer available

Is consultation required for this project? Please give details of the who with and when by.	No
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Ward(s) affected by the scheme	Town Ward
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FEES AND CHARGES 2025/26

Head of Service:	Kevin Hanlon, Interim Chief Finance Officer
Report Author	Richard Appiah-Ampofo, Senior Accountant
Wards affected:	(All Wards);
Urgent Decision?(yes/no)	No
If yes, reason urgent decision required:	N/A
Appendices (attached):	Appendix 1 – Fees and Charges Schedule 2025/26

Summary

This report recommends fees and charges for which this Committee is responsible, with the new charges being effective from 1 April 2025.

Recommendation (s)

The Committee is asked to:

- (1) **Agree the fees and charges for the Community and Wellbeing Committee for 2025/26.**
- (2) **Nominate and authorise the Head of Operational Services and Assistant Head of Service (Venues) to issue discounts on the new facility fee for group bookings of over 25.**

1 Reason for Recommendation

- 1.1 To agree the fees and charges for the Community and Wellbeing Committee for 2025/26.

2 Background

- 2.1 The Council will meet to agree the budget, including estimates of income and expenditure, on 11 February 2025. To enable the budget to be finalised, Policy Committees are asked to recommend fees and charges covering the services for which they are responsible.

- 2.2 The current economic climate creates uncertainty and difficulties for budget setting. To this end, the budget guidelines agreed by Strategy and Resources in July 2024 included an overall increase in revenue discretionary fees and charges of 6%.
- 2.3 The fees and charges presented in this report are discretionary charges only. For discretionary charges, there is scope to generate additional income, to reduce any subsidy of the service or to contribute to an improved budget position.
- 2.4 There are a number of charges set externally that the Council has no power to alter. This restricts the Council's ability to raise additional income and therefore the fees and charges set by statute are not presented to this Committee for approval.
- 2.5 When preparing budget estimates, fees and charges have been reviewed by service managers and any negative impact on demand anticipated by increased charges has been considered.
- 2.6 Members should refer to the revenue budget report on this agenda for an overview of the Committee's budget position.
- 2.7 In January 2018, to reflect changes to the Council's management structure, the Committee agreed that the Chief Finance Officer should have delegated authority to vary fees and charges for items generating income under £1,000 per annum. The Committee also agreed that this officer be permitted under delegated authority to set charges for one-off services or items not included in the fees and charges schedule.

3 Proposals

- 3.1 The proposed fees and charges for 2025/26 are set out at Appendix 1 to this report. The main variations in fees and charges for each service area outside the range of an increase between 6% and 10% are set out below:

Playhouse

- 3.2 A new Facility Fee on ticket sales is being proposed to be added to the Fees and Charges for 2025/26.
- 3.3 Epsom Playhouse Theatre is 40 years old, and the infrastructure is the same as when it was originally built, this includes much of the technical Show lighting for performances. It has ongoing issues related to the end-of-life of equipment and will require necessary maintenance work to continue to deliver productions.
- 3.4 To mitigate the need for reactive repairs and the associated management concerns of the aging equipment, it is essential to implement a planned replacement programme especially for the technical equipment, followed by a comprehensive maintenance programme for the venue.

- 3.5 Epsom Playhouse Theatre is committed to providing high-quality, diverse, and well-balanced entertainment to support the local community and enhance our reputation as a cultural destination. To support the ongoing operational costs of running the venue, which have significantly increased, we propose the introduction of a facility fee of £1.50 to each ticket sold from 1 April 2025, the income raised annual will be ringfenced for the playhouse upkeep.
- 3.6 Many theatres across the UK charge a facility fee or similar surcharge to cover maintenance and improvements. The £1.50 fee is below industry standards to ensure buy in on introducing the fee in April 2025 along with the continuation of high-quality experiences at Epsom Playhouse.
- 3.7 The advertised ticket price will indicate that a facility fee applies, and the £1.50 fee will be applied to all ticket purchases, whether made online, by phone, or in person at the box office.
- 3.8 It is proposed that Committee nominate and authorise the Head of Operational Services and Assistant Head of Service (Venues) to issue discounts on the new facility fee for group bookings of over 25.
- 3.9 The membership scheme at the Playhouse has seen some significant changes over the past 5 years and it has not actively been promoted since most productions (performances) no longer offer a membership discount price when they are touring; this was one of the main benefits we could offer members. With these changes we have seen a decline in the membership and therefore recommend ceasing the membership in its current format and officers will investigate a loyalty scheme in the future.

Bourne Hall

- 3.10 Charges for the standard rate for art exhibitions have not been increased for 2025/26 to support community arts.

Community Services

- 3.11 No increase is proposed to Shopping Services to ensure that the rates remain competitive.

Disabled Facility Grant Fees

- 3.12 The Council has a statutory duty to operate a Disabled Facilities Grant Scheme, funded by Central Government. Over recent years this role has become more complex, with a broader remit than previously, involving multi agency working and a wide variety of assistance required by clients.
- 3.13 To reflect the officer time and general administration costs incurred as a result of this work, it was agreed in 2018/19 that the Council should charge fees to the fund. As these fees are on a cost recovery basis, no increases are proposed. The proposed fee structure for 2025/26 is as follows:

- 3.14 Mandatory Grants: these are provided to enable adaptations to allow residents access to essential facilities within and around the home.

Minimum fee charge	£450	e.g. level access showers / stair lifts
Works up to £30k	10%	
Works in excess of £30k Fees capped at maximum works the Policy permits the Council to fund	7.5%	e.g. ground floor extensions to provide downstairs wetroom/bathroom facilities
Aborted works: Pre-tender stage	£450	Works may be aborted where an applicant's level of need has changed significantly since receipt of the original Occupational Therapist's report, or where the applicant has passed away.
Post-tender stage depending on grant value Limited at £60k (or higher as Policy determines)	10%/7.5% of 70% of works	

- 3.15 Discretionary Grants (funded through DFG allocation): for example, installation of galvanised (outdoor) handrails or measures to address thermal discomfort, e.g., replacement windows and heating.

Minimum fee charge	£300
All works	10%
Aborted works Pre-tender stage	£300
Post tender stage	10% of 70% of cost of works

- 3.16 Handyperson Grants: these are for small, odd jobs such as garden clearance and bathroom grab rails. No fee applied.

4 Risk Assessment

Legal or other duties

4.1 Equality Impact Assessment

- 4.1.1 An EIA screening assessment was conducted that noted that some of the fees and charges within this report relate to services provided predominately to older residents and could therefore be considered to impact people within the protected characteristics of age and disability.

4.1.2 It was decided that an EQIA was not required because whilst the changes in fees and charges do impact people with those characteristics, the services provided are discretionary and therefore people can choose not to use them. Additionally, the fees have been increased in line with other discretionary services provided by the Council and therefore are not being treated unfairly. By not increasing fees to contribute to the cost of service delivery, other vulnerable groups could be impacted as funds are not available for those services, due to the subsidy created by charging lower fees.

4.2 Crime & Disorder

4.2.1 None for the purposes of this report.

4.3 Safeguarding

4.3.1 None for the purposes of this report.

4.4 Dependencies

4.4.1 None for the purposes of this report.

4.5 Other

4.5.1 Increased fees and charges could have a negative effect on take up for some service areas. Managers have been asked to apply realistic increases to avoid this.

4.5.2 The current economic crisis has resulted in some instances in reduced revenue from fees and charges.

4.5.3 The new facility fee proposed at the Playhouse could discourage large bookings of some shows.

5 Financial Implications

5.1 The impact of the proposed fees and charges for services in 2025/26 is set out below.

5.2 The table sets out the original additional income target as per the Medium Term Finance Strategy in the first column.

5.3 The second column presents additional income anticipated from the changes to tariffs proposed in the appendix to this report, on the assumption that current utilisation levels continue.

5.4 The third column shows changes to income budgets for fees and charges that are not related to changes to tariffs. Examples will be changes to customer numbers or where a new fee or charge has been introduced.

- 5.5 The last column sets out the difference between the budget target increase and the final income budget, which incorporates changes to both tariffs and volumes.

	Target Increase in Income Budget (6%) £'000	Total Increase or (Decrease) due to changes to Tariffs £'000	Variations resulting from changes to volumes £'000	Variation between Target and total change £'000
Wellbeing Centre	10	0	(90)	(100)
Community Services	25	0	(35)	(60)
Playhouse	30	10	20	0
Bourne Hall	23	12	11	0
Total	88	22	(94)	(160)

- 5.6 The original target to increase fees and charges by 6%, if applied to all fees and charges, would have generated an additional £88,000. The increase in tariffs proposed will generate an estimated income of £22,000. Overall, the effect of increased tariffs, combined with the anticipated change in volumes is that Community & Wellbeing income budgets are lower than the targeted budgeted income from fees and charges by £160,000.
- 5.7 The S&R Committee in July 2024 approved a programme of service reviews including the community services offering and facilities at the Community & Wellbeing Centre. The Q2 Revenue Budget Monitoring Report for 2024/25 considered by Audit & Scrutiny Committee at their meeting on 14 November 2024 highlights a forecast under-recovery against the targets set by the budget estimates for 2024/25 at the Wellbeing Centre, and within Community Alarm and Meals at Home services.
- 5.8 Given the underachievement of income targets in these services, it is proposed to reduce the income budgets within these services to a more achievable level for 2025/26. The service review detailed in paragraph 5.7 will need to address this shortfall in income and recommend a way forward which enables the Council to reach a sustainable revenue budget position.

- 5.9 The reduction in income of these services will create an additional budget pressure for 2025/26 of £160,000 and the reasons for the income budgets being unachievable are detailed below.
- 5.10 The dementia hub daycare has not managed to achieve the income expected from the initiative put forward by the Local Government Association and is projected to be £80,000 below the target set within medium-term financial savings in 2024/25. This initiative was put in place to reduce the subsidy of running the Wellbeing Centre. Officers believe that this idea has not grown as hoped and is partly due to the location has suffered with antisocial behaviour around the venue.
- 5.11 The meals at home service has not returned to the levels that were experienced in the lockdown where the target income is based, and therefore are showing £30,000 below the budget target set.
- 5.12 **Section 151 Officer's comments:** The financial implications are set out in the body of the report.

6 Legal Implications

- 6.1 There are no specific issues arising from this report, but the Council's resources will need to be applied to ensure that it fulfils its statutory obligations and delivers its policy on equalities.
- 6.2 **Legal Officer's comments:** None for the purposes of this report.

7 Policies, Plans & Partnerships

- 7.1 **Council's Key Priorities:** The following Key Priorities are engaged:
- Effective Council.
- 7.2 **Service Plans:** The matter is included within the current Service Delivery Plan.
- 7.3 **Climate & Environmental Impact of recommendations:** None for the purposes of this report.
- 7.4 **Sustainability Policy & Community Safety Implications:** None for the purposes of this report.
- 7.5 **Partnerships:** None for the purposes of this report.

8 Background papers

- 8.1 The documents referred to in compiling this report are as follows:

Previous reports:

- [Budget Targets Report - October 2024.](#)

Other papers:

- Revenue Budget 2025/26 report – on this agenda.

Service: Playhouse
Service Manager: Ian Dyer

Service	Charged At	Description	Unit	2024/25	2025/26	% Change
Playhouse						
Hire Commercial Rate						
		Auditorium - 10:00 to 23:00	per hour	198.75	210.75	6.0%
		Auditorium - 23:00 to 10:00	per hour	397.50	422.00	6.2%
Hire Community Rate						
		Auditorium - 10:00 to 23:00	per hour	93.00	99.00	6.5%
		Auditorium - 23:00 to 10:00	per hour	191.00	203.00	6.3%
		Myers Studio - Monday to Sunday 10:00 to 23:00	per hour	36.25	38.50	6.2%
Hire Standard Rate						
		Auditorium - 10:00 to 23:00	per hour	132.50	141.00	6.4%
		Auditorium - 23:00 to 10:00	per hour	265.00	281.00	6.0%
		Members Bar	per hour	34.00	36.25	6.6%
		Myers Studio - Monday to Sunday 10:00 to 18:00	per hour	45.75	48.50	6.0%
		Myers Studio - Monday to Sunday 18:00 to 23:00	per hour	58.50	62.50	6.8%
Membership Out of Borough Residents						
		Adult	Per annum	21.00	Delete for 2025/26	
		Adult Couple	Per annum	29.00	Delete for 2025/26	
		Disabled	One off payment	15.00	Delete for 2025/26	
		Family (2 adults and all children under 16)	Per annum	34.00	Delete for 2025/26	
		Family Add ons (children only)	Per annum	6.00	Delete for 2025/26	
		Over 65	Per annum	15.00	Delete for 2025/26	
		Unemployed (upon 6 monthly proof of unemployment)	6 months	6.00	Delete for 2025/26	
Membership Residents						
		Adult	Per annum	19.00	Delete for 2025/26	
		Adult Couple	Per annum	26.00	Delete for 2025/26	
		Disabled	One off payment	12.00	Delete for 2025/26	
		Family (2 adults and all children under 16)	Per annum	29.00	Delete for 2025/26	
		Family Add ons (children only)	Per annum	5.00	Delete for 2025/26	
		Over 65	Per annum	12.00	Delete for 2025/26	
		Student	Per annum	5.00	Delete for 2025/26	
		Unemployed (upon 6 monthly proof of unemployment)	6 months	5.00	Delete for 2025/26	

Service: Playhouse
Service Manager: Ian Dyer

Service	Charged At	Description	Unit	2024/25	2025/26	% Change
Playhouse						
Other Charges						
		Additional Technicians	Per hour	28.10	31.00	10.3%
		Basic Technical Facilities (Auditorium)	Per performance/rehearsal	150.00	160.00	6.7%
		Basic Technical Facilities (Myers)	Per performance/rehearsal	73.14	78.00	6.6%
		Box Office Set Up (Main Auditorium)	Per week	75.25	80.00	6.3%
		Box Office Set Up (Main Auditorium)	Per performance	35.00	38.00	8.6%
		Box Office Set Up (Myers Studio)	Per week	19.61	21.00	7.1%
		Box Office Set Up (Myers Studio)	Per performance	10.60	11.50	8.5%
		Change of Stage Format	Per performance/rehearsal	180.73	200.00	10.7%
		Digital Only Marketing Package	Per event	46.64	51.00	9.3%
		Follow Spot Operator	Per hour	25.00	27.50	10.0%
		Full Marketing Package	Price on application	Price on application		
		Grand Piano	Per performance/rehearsal	148.40	160.00	7.8%
		Miscellaneous Equipment	Price on application	Price on application		
		Myers Studio Full Marketing Package	Price on application	Price on application		
		Piano Tuning - Steinway Grand Piano Mon-Sat rate	Per item	Price on application		
		Piano Tuning - Steinway Grand Piano Sunday rate	Per item	Price on application		
		Postage	per posting	1.75	1.90	8.6%
		Technical Equipment Package	Per performance/rehearsal	44.00	48.00	9.1%
		Technical Meeting Charge	Per hour	38.25	42.00	9.8%
		Ticket printing (Main auditorium)	Per performance	57.25	61.00	6.6%
		Ticket printing (Myers Studio)	Per performance	19.25	21.00	9.1%
		Theatre Levy Charge	Per Ticket		1.50	New for 2025/26

Service: Bourne Hall
Service Manager: Ian Dyer

Service	Charged At	Description	Unit	2024/25	2025/26	% Change
Bourne Hall						
Community Rate						
		Banqueting Suite (Monday to Friday 09:00-17:00)	Day rate	575.00	610.00	6.1%
		Main Hall (Monday to Friday 09:00-17:00)	Day rate	575.00	610.00	6.1%
		Main Hall or the Banqueting Suite Monday -Sunday 08:00-17:00	Per hour	85.00	91.00	7.1%
		Main Hall or the Banqueting Suite (Saturday/Sunday 17:00-24:00)	Per hour	140.00	149.00	6.4%
		Rose Room, Studio Room, Azalea Room, Begonia Room, Camelia Room (Mon to Fri 09:00-17:00)	Day rate	265.00	290.00	9.4%
		Rose Room, Studio Room, Azalea Room, Begonia Room, Camelia Room (Mon-Fri 08:00-17:00)	Per hour	32.00	34.00	6.3%
		Rose Room, Studio Room, Azalea Room, Begonia Room, Camelia Room (Mon-Fri 17:00-24:00)	Per hour	44.00	46.75	6.3%
		Rose Room, Studio Room, Azalea Room, Begonia Room, Camelia Room (Sat-Sun 08:00-24:00)	Per hour	70.00	75.00	7.1%
		Community Sunday Rate (entire venue) except reception area, foyer and toilets	Day rate	865.00	920.00	6.4%
		Main Hall or Banqueting Suite (Mon-Fri 17:00-24:00)	Per hour	100.00	106.00	6.0%
Events						
		Large Room Part Day Event (Min booking 5 hrs)	Per hour	144.00	153.00	6.3%
		Flip charts - Markers	Per flipchart	5.00	5.50	10.0%
		Children Party 09:00-11:30 Studio, Begonia Camillia Only inc Lunchbox up to 20 Children 2024/25	Per session	200.00	215.00	7.5%
		Children Party 12:00-15:00 Studio, Begonia, Camillia Only inc Lunchbox up to 20 children 2024/25	Per session	250.00	270.00	8.0%
		Children Party 09:00-11:30 Main Hall Only inc Lunchbox up to 30 children 2024/25	Per session	450.00	480.00	6.7%
		Children Party 12:00-15:00 Main Hall Only inc Lunchbox up to 30 children 2024/25	Per session	500.00	530.00	6.0%
		Children Party 09:00-11:30 Studio, Begonia Camillia Only inc Lunchbox up to 20 Children 2025/26	Per session	210.00	230.00	9.5%
		Children Party 12:00-15:00 Studio, Begonia, Camillia Only inc Lunchbox up to 20 children 2025/26	Per session	260.00	285.00	9.6%
		Children Party 09:00-11:30 Main Hall Only inc Lunchbox up to 30 children 2025/26	Per session	450.00	495.00	10.0%
		Children Party 12:00-15:00 Main Hall Only inc Lunchbox up to 30 children 2025/26	Per session	510.00	560.00	9.8%
		Additional children lunchboxes	Per head	5.00	5.50	10.0%
		Refundable deposit for children Party	Per session	50.00	55.00	10.0%
		Evening hire and Wedding Refundable deposit	Per event	300.00	330.00	10.0%
		Wedding Package Blossom Venue hire only up to 80 People Ceremony 2024/25	Per event	1,900.00	2,100.00	10.5%
		Wedding Package Willow Venue hire only up to 150 People Ceremony 2024/25	Per event	2,100.00	2,300.00	9.5%
		Wedding Package Blossom Venue hire only up to 80 People Ceremony 2025/26	Per event	2,000.00	2,200.00	10.0%
		Wedding Package Willow Venue hire only up to 150 People Ceremony 2025/26	Per event	2,200.00	2,400.00	9.1%
		Patio/ studio Hire Mon - Sun 17:00 - 23:00	Per event	100.00	110.00	10.0%

Service: Bourne Hall
 Service Manager: Ian Dyer

Service	Charged At	Description	Unit	2024/25	2025/26	% Change
Bourne Hall						
	Standard Rate					
		All Rooms (Midnight to 08:00 & Bank Holidays)	Per hour	265.00	290.00	9.4%
		Art Exhibitions	Per week	175.00	175.00	0.0%
		Gift/Craft fairs	Per week	350.00	375.00	7.1%
		Banqueting Suite (Monday to Friday 09:00-17:00)	Day rate	640.00	690.00	7.8%
		Main Hall (Monday to Friday 09:00-17:00)	Day rate	640.00	680.00	6.3%
		Main Hall or the Banqueting Suite (Mon-Sun 08:00-17:00)	Per hour	105.00	112.00	6.7%
		Main Hall or the Banqueting Suite (Saturday/Sunday 17:00-24:00)	Per hour	168.00	180.00	7.1%
		Main Hall or the Banqueting Suite (Mon-Fri 17:00-24:00)	Per hour	105.00	112.00	6.7%
		Rose Room, Studio Room, Azalea Room, Begonia Room, Camelia Room (Monday to Friday 09:00-17:00)	Day rate	290.00	315.00	8.6%
		Rose Room, Studio Room, Azalea Room, Begonia Room, Camelia Room (Sat/Sun 08:00-17:00)	Per Hour	49.00	52.00	6.1%
		Rose Room, Studio Room, Azalea Room, Begonia Room, Camelia Room (Saturday/Sunday 17:00-24:00)	Per Hour	81.00	86.00	6.2%
		Rose Room, Studio Room, Azalea Room, Begonia Room, Camelia Room (Mon/Fri 09:00-17:00)	Per Hour	66.00	68.00	3.0%
		Kitchen (professional caterers only)	11:00 -23:00	400.00	440.00	10.0%
	Bourne Hall Museum	Museum Club Sessions	Per session	6.00	6.50	8.3%
		Museum Walks	Per session	6.00	6.50	8.3%

Service: Community & Wellbeing Centre
Service Manager: Ian Dyer

Service	Charged At	Description	Unit	2024/25	2025/26	% Change
Social Centre				with	with	with
				caretaking	caretaking	caretaking
Community Rate						
		Dining Room (50) - Monday to Friday 18.00 to 23.00	Per hour	33.50	36.00	7.5%
		Dining Room (50) - Saturday/Sunday 9.00 to 23.00 (Min 2 hrs)	Per hour	33.50	36.00	7.5%
		Half Hall (60) - Monday to Friday 18.00 to 23.00	Per hour	25.50	28.00	9.8%
		Half Hall (60) - Monday to Friday 9.00 to 18.00	Per hour	21.00	23.00	9.5%
		Half Hall (60) - Saturday/Sunday 9.00 to 18.00 (Min 2 hrs)	Per hour	26.00	28.50	9.6%
		Hall (120) - Monday to Friday 18.00 to 23.00	Per hour	37.70	41.00	8.8%
		Hall (120) - Monday to Friday 9.00 to 18.00	Per hour	34.00	37.00	8.8%
		Hall (120) - Saturday/Sunday 18.00 to 23.00 (Min 2hrs)	Per hour	52.00	57.00	9.6%
		Hall (120) - Saturday/Sunday 9.00 to 18.00 (Min 2 hrs)	Per hour	37.80	41.00	8.5%
		Park Lounge (50) - Monday to Friday 18.00 to 23.00	Per hour	33.50	36.00	7.5%
		Park Lounge (50) - Saturday/Sunday 9.00 to 23.00 (Min 2 hrs)	Per hour	34.50	37.00	7.2%
		Small lounge (25) - Monday to Friday 18.00 to 23.00	Per hour	24.00	25.50	6.3%
		Small lounge (25) - Saturday/Sunday 9.00 to 23.00 (Min 2 hrs)	Per hour	24.20	26.00	7.4%
Standard Rate						
		Dining Room (50) - Monday to Friday 18.00 to 23.00	Per hour	42.50	46.00	8.2%
		Dining Room (50) - Saturday/Sunday 9.00 to 23.00 (Min 2 hrs)	Per hour	43.20	47.00	8.8%
		Half Hall (60) - Monday to Friday 18.00 to 23.00	Per hour	30.30	33.00	8.9%
		Half Hall (60) - Monday to Friday 9.00 to 18.00	Per hour	24.50	26.50	8.2%
		Half Hall (60) - Saturday/Sunday 9.00 to 18.00 (Min 2 hrs)	Per hour	30.30	33.00	8.9%
		Hall (120) - Monday to Friday 18.00 to 23.00	Per hour	49.50	53.00	7.1%
		Hall (120) - Monday to Friday 9.00 to 18.00	Per hour	44.00	48.00	9.1%
		Hall (120) - Saturday/Sunday 18.00 to 23.00 (Min 2 hrs)	Per hour	60.00	65.00	8.3%
		Hall (120) - Saturday/Sunday 9.00 to 18.00 (Min 2 hrs)	Per hour	48.50	52.00	7.2%
		Park Lounge (50) - Monday to Friday 18.00 to 23.00	Per hour	42.50	46.00	8.2%
		Park Lounge (50) - Saturday/Sunday 9.00 to 23.00 (Min 2 hrs)	Per hour	42.50	46.00	8.2%
		Small lounge (25) - Monday to Friday 18.00 to 23.00	Per hour	30.40	33.00	8.6%
		Small lounge (25) - Saturday/Sunday 9.00 to 23.00 (Min 2 hrs)	Per hour	30.40	33.00	8.6%

Service: Community & Wellbeing Centre
Service Manager: Ian Dyer

Service	Charged At	Description	Unit	2024/25	2025/26	% Change
				self	self	self
				caretaking	caretaking	caretaking
Social Centre						
Community Rate						
		Treatment Rooms - Monday to Friday 9am-6pm	Per hour	19.00	20.50	7.9%
		Dining Room (50) - Monday to Friday 18.00 to 23.00	Per hour	31.50	34.00	7.9%
		Dining Room (50) - Saturday/Sunday 9.00 to 23.00 (Min 2 hrs)	Per hour	31.50	34.00	7.9%
		Half Hall (60) - Monday to Friday 18.00 to 23.00	Per hour	23.60	25.50	8.1%
		Half Hall (60) - Monday to Friday 9.00 to 18.00	Per hour	19.50	21.00	7.7%
		Half Hall (60) - Saturday/Sunday 9.00 to 18.00 (Min 2 hrs)	Per hour	23.60	25.50	8.1%
		Hall (120) - Monday to Friday 18.00 to 23.00	Per hour	35.00	38.00	8.6%
		Hall (120) - Monday to Friday 9.00 to 18.00	Per hour	32.50	35.00	7.7%
		Hall (120) - Saturday/Sunday 18.00 to 23.00 (Min 2hrs)	Per hour	48.50	53.00	9.3%
		Hall (120) - Saturday/Sunday 9.00 to 18.00 (Min 2 hrs)	Per hour	35.00	38.00	8.6%
		Park Lounge (50) - Monday to Friday 18.00 to 23.00	Per hour	31.20	34.00	9.0%
		Park Lounge (50) - Saturday/Sunday 9.00 to 23.00 (Min 2 hrs)	Per hour	31.50	34.00	7.9%
		Small lounge (25) - Monday to Friday 18.00 to 23.00	Per hour	23.00	24.50	6.5%
		Small lounge (25) - Saturday/Sunday 9.00 to 23.00 (Min 2 hrs)	Per hour	22.40	24.00	7.1%
Standard Rate						
		Dining Room (50) - Monday to Friday 18.00 to 23.00	Per hour	39.30	43.00	9.4%
		Dining Room (50) - Saturday/Sunday 9.00 to 23.00 (Min 2 hrs)	Per hour	40.00	44.00	10.0%
		Half Hall (60) - Monday to Friday 18.00 to 23.00	Per hour	28.30	31.00	9.5%
		Half Hall (60) - Monday to Friday 9.00 to 18.00	Per hour	23.00	25.00	8.7%
		Half Hall (60) - Saturday/Sunday 9.00 to 18.00 (Min 2 hrs)	Per hour	28.30	30.00	6.0%
		Hall (120) - Monday to Friday 18.00 to 23.00	Per hour	46.00	50.00	8.7%
		Hall (120) - Monday to Friday 9.00 to 18.00	Per hour	41.00	45.00	9.8%
		Hall (120) - Saturday/Sunday 18.00 to 23.00 (Min 2 hrs)	Per hour	55.50	61.00	9.9%
		Hall (120) - Saturday/Sunday 9.00 to 18.00 (Min 2 hrs)	Per hour	45.50	48.50	6.6%
		Park Lounge (50) - Monday to Friday 18.00 to 23.00	Per hour	40.00	43.50	8.8%
		Park Lounge (50) - Saturday/Sunday 9.00 to 23.00 (Min 2 hrs)	Per hour	39.50	43.00	8.9%
		Small lounge (25) - Monday to Friday 18.00 to 23.00	Per hour	28.00	30.50	8.9%
		Small lounge (25) - Saturday/Sunday 9.00 to 23.00 (Min 2 hrs)	Per hour	28.30	31.00	9.5%

Service: Community & Wellbeing Centre
Service Manager: Ian Dyer

Service	Description	Unit	2024/25	2025/26	% Change
Wellbeing Centre					
	Bathing service	Per occasion	21.50	23.50	9.3%
	Bathing Service (persons in receipt of Benefits)	Per occasion	10.50	11.50	9.5%
	Hairdressing (Multiple hairdressers)	Per day	55.00	60.00	9.1%
	Hairdressing (Multiple hairdressers)	Per half day	29.00	32.00	10.3%
	Hairdressing (Single hairdressers)	Per day	45.00	49.00	8.9%
	Hairdressing (Single hairdressers)	Per half day	25.00	27.50	10.0%
	Social Centre Membership - out of borough	Per year	28.50	31.00	8.8%
	Social Centre Membership - single person	Per year	14.50	15.50	6.9%
	Social Centre Membership (persons in receipt of Benefits)	Per year	8.30	8.80	6.0%
	Weekday meal - Members	Per meal	6.40	6.80	6.2%
	Weekday meal - Non-Members	Per meal	7.30	8.00	9.6%
	Weekday Special Meal - Members	Per meal	7.50	8.00	6.7%
	Weekday Special Meal - Non-Members	Per meal	8.70	9.50	9.2%
Daycare+ Service					
	Activities at Community & Wellbeing Centre	Per session	as advised as advised		
	Extra Support Day Care	Half Day	22.00	24.00	9.1%
	Extra Support Day Care	Full Day	44.00	48.00	9.1%

Service: Community Services
Service Manager: Ian Dyer

Service	Description	Unit	2024/25	2025/26	% Change
Community Alarm					
	Equipment not returned on discontinuance of service	Alarm and pendant	175.00	187.00	6.9%
	Key safe rental	Per month	3.60	3.85	6.9%
	Replacement of lost pendants	Per item	68.00	72.50	6.6%
	Sale of key boxes	Per item	64.50	68.50	6.2%
	Standard charge	Per person per unit per month	21.50	22.50	4.7%
	Standard charge (existing client in residential home on benefits 2,3,7,	Per person per unit per month	21.50	22.50	4.7%
	New digital unit Standard charge	Per person per unit per month	new	25.00	
	GPS Tracking Unit	Per person per unit per month	22.50	24.00	6.7%
	GPS Tracking Unit Sim	per annum	60.00	60.00	0.0%
Meals at Home					
	Delivery Service	Per sandwich	3.30	3.50	6.1%
	Delivery Service	Main Meal only	4.30	4.60	7.0%
	Delivery Service	Dessert only	1.65	1.75	6.1%
	Delivery service out of borough	Per sandwich	3.80	4.10	7.9%
	Delivery service out of borough	Main meal only	5.40	5.90	9.3%
	Delivery service out of borough	Dessert only	1.90	2.10	10.5%
	Shopping Service	Per occasion	6.00	6.00	0.0%
	Shopping Service - reduced charge	Per occasion	4.50	4.50	0.0%
Transport from Home					
	Day Centre Transport	Return	5.50	5.85	6.4%
	Dial-a-bus	Return	8.10	8.90	9.9%
	Dial-a-ride	Single	7.50	8.10	8.0%
	Dial-a-ride	Return	15.00	16.20	8.0%
	Excursions	Per excursion	as advised	as advised	
	Membership	Annual	18.50	19.75	6.8%
	Nursing Home adj Borough	Return	15.50	17.50	12.9%
	Out of Borough Hospitals	Return	28.70	31.00	8.0%
Shopmobility					
	Annual membership (2 hours free equipment use per visit)	Annual	26.00	26.00	0.0%
	Non members - Day rate (includes 2 hours use of equipment)	Per visit	6.50	6.50	0.0%

Service: Private Sector Housing
Service Manager: Rod Brown

Service	Description	Unit	2024/25	2025/26	% Change
Houses of Multiple Occupation					
	Application over 5 units (or lets)	Per unit (or let)	151.58	165.00	8.9%
	Application up to 5 units (or lets)	Per application or renewal	747.30	795.00	6.4%

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Service: Bourne Hall

Service Manager: Ian Dyer

Service	Charged At	Description	Unit	2024/25	2025/26	% Change
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Bourne Hall

Events

Children Party 09:00-11:30 Studio, Begonia Camillia Only inc Lunchbox up to 20 children	2024/25	Per session	200.00	215.00	7.5%
Children Party 12:00-15:00 Studio, Begonia, Camillia Only inc Lunchbox up to 20 children	2024/25	Per session	250.00	270.00	8.0%
Children Party 09:00-11:30 Main Hall Only inc Lunchbox up to 30 children	2024/25	Per session	450.00	480.00	6.7%
Children Party 12:00-15:00 Main Hall Only inc Lunchbox up to 30 children	2024/25	Per session	500.00	530.00	6.0%
Children Party 09:00-11:30 Studio, Begonia Camillia Only inc Lunchbox up to 20 children	2025/26 2026/27	Per session	210.00	230.00	9.5%
Children Party 12:00-15:00 Studio, Begonia, Camillia Only inc Lunchbox up to 20 children	2025/26 2026/27	Per session	260.00	285.00	9.6%
Children Party 09:00-11:30 Main Hall Only inc Lunchbox up to 30 children	2025/26 2026/27	Per session	450.00	495.00	10.0%
Children Party 12:00-15:00 Main Hall Only inc Lunchbox up to 30 children	2025/26 2026/27	Per session	510.00	560.00	9.8%
Wedding Package Blossom Venue hire only up to 80 People Ceremony	2024/25	Per event	1,900.00	2,100.00	10.5%
Wedding Package Willow Venue hire only up to 150 People Ceremony	2024/25	Per event	2,100.00	2,300.00	9.5%
Wedding Package Blossom Venue hire only up to 80 People Ceremony	2025/26 2026/27	Per event	2,000.00	2,200.00	10.0%
Wedding Package Willow Venue hire only up to 150 People Ceremony	2025/26 2026/27	Per event	2,200.00	2,400.00	9.1%

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REVENUE BUDGET 2025/26

Head of Service:	Kevin Hanlon, Interim Chief Finance Officer
Report Author	Richard Appiah-Ampofo, Senior Accountant
Wards affected:	(All Wards);
Urgent Decision?(yes/no)	No
If yes, reason urgent decision required:	N/A
Appendices (attached):	None

Summary

This report sets out estimates for income and expenditure on services in 2025/26.

Recommendation (s)

The Committee is asked to:

- (1) Recommend the 2025/26 service estimates for approval at the budget meeting of Full Council in February 2025.

1 Reason for Recommendation

- 1.1 The recommendations will enable the Council to meet its statutory duty to set a balanced budget for 2025/26.

2 Background

- 2.1 In February 2024, Full Council agreed the four-year Medium Term Financial Strategy to 2027/28 (MTFS). The MTFS aims to maintain the financial health of the Council whilst delivering the priorities in the Corporate Plan.
- 2.2 The figures in this report reflect the provisional local government finance settlement for 2025/26.
- 2.3 The figures in this report reflect the work undertaken by budget managers and finance staff to identify any changes in resourcing requirements, and the provisional local government finance settlement for 2025/26.

- 2.4 Service estimates for this Committee are included in the draft Budget Book 2025/26 that will be made available to all Councillors.
- 2.5 Estimates have been prepared on the basis that existing services to residents are maintained, unless specified otherwise in section 5.
- 2.6 To allow the Council to determine the budget and Council Tax in February, the Committee estimates have been presented as follows:-
- 2.6.1 The Budget Book contains the service estimates for 2025/26.
- 2.6.2 Unavoidable cost increases and income reductions are reflected in the estimates.
- 2.6.3 Recommended increases to fees and charges have been included within the Budget Book and the income estimates.
- 2.6.4 All increases in charges are subject to approval by the Committee/Council.

3 Forecast Outturn 2024/25

- 3.1 Before considering the revenue estimates for 2025/26, this section provides a summary of the forecast outturn for the current financial year.
- 3.2 The probable outturn specifically for Community and Wellbeing Committee, as advised at Audit & Scrutiny Committee in November 2024, is an adverse variance of £558,000 which is shown in the following table. The key reasons for the major variances are explained in the subsequent paragraphs:

Community & Wellbeing Committee	Original Budget	Current Approved Budget	Forecast Outturn Q2	Forecast Variance
Service Group	£'000	£'000	£'000	£'000
Housing	2,577	2,731	3,206	475
Community Services (Route Call, Meals at Home, Community Alarm)	457	442	497	55
Support for Voluntary Orgs.	243	243	243	0
Wellbeing Centre	447	480	548	68
Health & Wellbeing	265	318	318	0
Sports, Leisure & Cultural (includes Venues)	1,108	1,186	1,146	(40)

Precepting & Levying Bodies (NJMC & EWDC)	412	412	412	0
Community & Wellbeing Committee	5,509	5,812	6,370	558

- 3.3 The Council budgeted to accommodate an average of 70 households in nightly paid accommodation. Due to ongoing elevated demand, the Council is currently supporting over 90 households to date in nightly paid accommodation.
- 3.4 Although government has awarded EEBC an additional £162,734 of Homelessness Prevention Grant to assist with the demand pressures, based on the current run-rate of households requiring support, an adverse variance of £475,000 is still forecast for the year.
- 3.5 The Council holds a Homelessness Grant Reserve which may be applied to mitigate the budget pressure in the short term, and officers continue to progress the Homelessness Action Plan to mitigate and manage demand.
- 3.6 Within Community Services, there is a forecast under-recovery of income within the community alarm service (net £25,000) and within the meals at home service (£30,000). The community alarm service is limited by how much it can increase prices due to external competition; and the meals at home service has seen a drop off of meal orders.
- 3.7 To address this adverse position in 2025/26, both services have had their income budgets reduced by £30,000. The medium term financial strategy required an income of 6% of income budgets across all services within the Council, the impact of which for these two services was an increase to their income budgets of £22,000. The subsequent reduction of £60,000 of income across these two services has therefore had a net impact of reducing the income by £38,000.
- 3.8 An adverse position of £68,000 is forecast for the Wellbeing Centre due to the uptake of services for higher needs clients not being achieved, despite extensive publicity and efforts by staff to increase numbers. In addition, staff are reporting that increase antisocial behaviour in the vicinity of the centre is deterring people from attending the centre.
- 3.9 The Head of Service is currently undertaking a review of Community Services, due to report to C&W Committee in March 2025, which will address the level of income from higher needs service and wider service delivery. In addition, the higher needs client income budget has been reduced by £100,000 for 2025/26. The medium term financial strategy required a 6% increase equating to £10,000, and a further £30,000 relating to a previously agreed saving from increased income, resulting in a net reduction of the income budget of £60,000.

- 3.10 The favourable variance of £40,000 forecast within Sports, Leisure & Cultural relates to increased income generated following the successful café launch last year at Bourne Hall.

4 Proposals for 2025/26 Budget

- 4.1 The service estimates for 2025/26 are included in the draft Budget Book, circulated to councillors in January.
- 4.2 A summary of the Committee's service estimates for 2025/26 is shown in the following table:

Community & Wellbeing Committee	Published Budget 2024/25	Base Position 2025/26
Service Group	£'000	£'000
Housing	2,577	2,651
Community Services (Route Call, Meals at Home, Community Alarm)	457	507
Support for Voluntary Orgs.	243	233
Wellbeing Centre	447	408
Health & Wellbeing	265	321
Sports, Leisure & Cultural (includes Venues)	1,108	1,263
Precepting & Levying Bodies (NJMC & EWDC)	412	415
Community & Wellbeing Committee	5,509	5,798

- 4.3 The following table comprises a summary of the main changes to the Committee's proposed budget for 2025/26 compared with the published budget for 2024/25.

Community & Wellbeing Committee		Budget £'000
Published Budget 2024/25		5,509
Service Group	Change	
All	Variations in pay, pension (IAS19) & support service recharges	342
Housing	Increased Homelessness Prevention Grant	(291)
Housing	Reduction in use of reserves to fund staff	138
Housing	Inflationary increase to temporary accommodation costs	113

Housing	Increased rental income from temporary accommodation	(37)
Housing	Inflationary increase to Private Sector Landlord rents	30
Housing	Homes for Ukraine grant funding	(40)
Community Services	Reduction in income - Community Alarm	17
Community Services	Reduction in income - Meals at Home	21
Wellbeing Centre	Grant income from Surrey County Council	(30)
Wellbeing Centre	Reduction of income from higher needs clients	90
Sports, Leisure, Cultural	Reduction in electricity costs and business rates - Playhouse	(31)
Sports, Leisure, Cultural	Increased ticket sale and letting income - Playhouse	(30)
Sports, Leisure, Cultural	Income from increase in tariffs - Bourne Hall	(23)
Sports, Leisure, Cultural	Reduced building maintenance and operational costs - Ewell Court House	(16)
All	Sundry variations	36
Base Position 2025/26		5,798

5 Risk Assessment

Legal or other duties

5.1 Equality Impact Assessment

5.1.1 Minimising homelessness will have a positive impact on inequalities.

5.2 Crime & Disorder

5.2.1 None arising from the contents of this report.

5.3 Safeguarding

5.3.1 Assisting homeless households to access safe and secure accommodation will have a positive impact on safeguarding.

5.4 Dependencies

5.4.1 Other Policy Committees are also being presented with their budgets for approval in the January committee cycle.

5.5 Other

5.5.1 In preparing the revenue budget estimates officers have identified the following main risks facing the Committee in delivering services within the budget. These budgets will require careful management during the year.

Service	Risk	Budget Estimate 2025/26	Risk Management
Homelessness	<p>High: Increase in numbers of presentations.</p> <p>Should the number of household presentations not reduce; the current budget may be insufficient resulting in an adverse variance.</p>	£2.3m	<p>Continuing with preventative initiatives and alternative temporary accommodation options, as set out in the Homelessness Reduction Plan</p> <p>Regular budget monitoring reports to Committee in line with Financial Regulations.</p> <p>Homeless grant reserve and the general fund working balance are held to manage budget pressures in the short term that cannot be mitigated by preventative or other action.</p>
Community Services (Route Call, Meals at Home, Community Alarm)	<p>Medium: Vulnerable client group with limited opportunity to increase tariffs.</p>	£0.4m	Monitoring service delivery options within government guidelines.
Wellbeing Centre	<p>High: Vulnerable client group with limited opportunity to increase tariffs.</p>	£0.4m	A review of the community services offering and facilities at the Wellbeing Centre is being undertaken by the Head of Service and due to report back to Community & Wellbeing Committee in March 2025 with an options appraisal.

6 Financial Implications

- 6.1 The draft Budget Book 2025/26 is highly detailed, therefore please can any questions or queries be sent to relevant officers in advance of the Committee meeting wherever possible.
- 6.2 **Section 151 Officer's comments:** Financial implications are contained within the body of this report.

7 Legal Implications

- 7.1 The Council will fulfil its statutory obligations to produce a balanced budget and to comply with its policy on equalities.
- 7.2 Although there are no direct legal implications arising from this report, decisions taken about the budget will impact the services which can be delivered. In the event of any impact, there will need to be a equalities impact assessment in relevant cases.
- 7.3 **Legal Officer's comments:** None arising from the contents of this report.

8 Policies, Plans & Partnerships

- 8.1 **Council's Key Priorities:** The following Key Priorities are engaged:
- Effective Council.
- 8.2 **Service Plans:** The matter is included within the current Service Delivery Plan.
- 8.3 **Climate & Environmental Impact of recommendations:** None arising directly from the contents of this report.
- 8.4 **Sustainability Policy & Community Safety Implications:** None arising directly from the contents of this report.
- 8.5 **Partnerships:** Many services are provided by the Council without the direct involvement of other agencies. There is, however, an increasing role for partnership working with others to achieve mutually agreed objectives. The benefits and risks need to be assessed in each specific case to ensure that value for money is secured and the Council's priorities are delivered in the most efficient and effective manner.

9 Background papers

- 9.1 The documents referred to in compiling this report are as follows:

Previous reports:

- [2025/26 Strategic Financial Planning, Strategy & Resources Committee, 23 July 2024.](#)

- [2025/26 Budget Targets, Community & Wellbeing Committee, 8 October 2024.](#)

Other papers:

- Draft 2025/26 Budget Book.

HOUSING REVIEWS

Head of Service: Rod Brown, Head of Housing & Community
Wards affected: (All Wards);
Urgent Decision? No
If yes, reason urgent decision required: No
Appendices:

Summary

To agree the arrangements for performing statutory housing reviews of decisions relating to homelessness and the suitability of temporary accommodation.

Recommendation (s)

The Committee is asked to:

- (1) Approve the award of a contract for the conduct of reviews of allocation and homelessness decisions to Residential Management Group (RMG) Ltd for a period of 1 year with an option to extend for a further period of 1 year and;**
- (2) Nominate and authorise to RMG Ltd the Council's statutory functions pursuant to the provisions of s166A(9) and s202 of the Housing Act 1996 to perform reviews of decisions made either regarding the suitability of accommodation offered s166A(9) or as the result of a decision upon a request for assistance as homeless s202. And:**
- (3) Nominate and authorise to the Strategic Housing Manager the Council's statutory functions pursuant to the provisions of s166A(9) and s202 of the Housing Act 1996 to perform reviews of decisions made either regarding the suitability of accommodation offered s166A(9) or as the result of a decision upon a request for assistance as homeless s202.**
- (4) Nominate and authorise Housing Reviews Ltd to conclude all outstanding cases as per the previous committee report in October.**

1 Reason for Recommendation

- 1.1 The Council has a statutory duty to assist homeless households under the Housing Act 1996 and Homelessness Reduction Act 2017. This includes a statutory duty to review relevant decisions when appropriately challenged.

2 Background

- 2.1 In common with most smaller local authorities, the Council has historically delegated authority for reviews pursuant to the provisions of s166A(9) and s202 of the Housing Act 1996 to an external body.
- 2.2 At the Community & Wellbeing Committee on 8th October 2024 the committee approved for the Council to enter into a 1-year (+1) contract with Housing Reviews Limited to undertake the reviews on the Council's behalf.
- 2.3 Unfortunately, officers were subsequently informed shortly after the committee decision that Housing Reviews Ltd were no longer willing to contract with the Council.
- 2.4 Housing Reviews Ltd have a number of outstanding cases, which they have agreed to complete.
- 2.5 Officers have been searching for alternative providers of housing reviews in order to maintain a mechanism to perform a review and defend any legal challenge and any subsequent additional temporary accommodation costs which may occur as a result.
- 2.6 Although there are a very limited number of alternative options available on the market, another south-east based local authority recommended RMG Ltd. Officers have subsequently carried out due diligence and our view is that we should secure RMG Ltd's services for a 1-year (+1) period.
- 2.7 In addition, and in the event that RMG Ltd is unable to fulfil the terms of the contract, it is proposed that the Strategic Housing Manager be given authority to undertake the reviews so that the Council is able to defend itself from legal challenges.
- 2.8 Whilst it is useful to have the ability to complete these statutory reviews internally, any officer performing the review needs to be sufficiently detached from the original decision, so as to be objective. In a small housing team, this degree of separation can often be impractical, and the Council does not have the capacity to commit to undertaking all the potential requests for reviews.

3 Proposal

- 3.1 To authorise RMG Ltd to carry out the Council's statutory housing review functions to through an agreement for a contract period of 1-year, with the option to extend for a further year, if agreed by both parties
- 3.2 In addition, it is further proposed to delegate the same statutory review functions to the Strategic Housing Manager to enable the performance of the same statutory housing reviews should RMG Ltd terminate the contract.

- 3.3 Approve Housing Reviews Ltd to complete the remainder of the cases as per the report to the previous committee.

4 Risk Assessment

Legal or other duties

4.1 Equality Impact Assessment

- 4.1.1 Minimising homelessness will have a positive impact on inequalities.

4.2 Crime & Disorder

- 4.2.1 None for the purposes of this report.

4.3 Safeguarding

- 4.3.1 Assisting homeless households to access safe and secure accommodation will have a positive impact on safeguarding.

4.4 Dependencies

- 4.4.1 None for the purposes of this report.

4.5 Other

- 4.5.1 None for the purposes of this report.

5 Financial Implications

- 5.1 The cost of procuring the review services will be less than £5,000 for 1 year.

- 5.2 **Section 151 Officer's comments:** The expenditure identified will be met from existing budgets.

6 Legal Implications

- 6.1 The Council has statutory functions under Parts VI and VII the Housing Act 1996 in relation to allocation of social housing and assistance of the homeless: they include the function of carrying out reviews of decisions under the Homelessness Reduction Act 2017. Failure to discharge our statutory duties could expose the Council to legal challenge and pose a significant financial and reputational risk to the Council.

- 6.2 By the Local Authorities (Contracting Out of Allocation of Housing and Homelessness Functions) Order 1996 ("the Order") the Council is permitted to contract out those functions (including the review function) to a third party provided that any such contract is (i) for no more than 10 years and (ii) subject to revocation by the Council forthwith.

6.3 **Legal Officer's comments:** none other than as outlined in the report.

7 Policies, Plans & Partnerships

7.1 **Council's Key Priorities:** The following Key Priorities are engaged:

Safe & Well: Work with partners to improve health and wellbeing of our communities, focusing in particular on those who are more vulnerable.

7.2 **Service Plans:** Not applicable.

7.3 **Climate & Environmental Impact of recommendations:** Not applicable.

7.4 **Sustainability Policy & Community Safety Implications:**

7.5 **Partnerships:**

8 Background papers

8.1

Previous Reports:

-

HEALTH AND WELLBEING PRIORITIES 2025-2028

Head of Service:	Rod Brown, Head of Housing & Community
Report Author	Rachel Epton
Wards affected:	(All Wards);
Urgent Decision? (yes/no)	
If yes, reason urgent decision required:	No
Appendices (attached):	Appendix 1: DRAFT - Health and Wellbeing Priorities 2025-2028.

Summary

This report sets out the Council's intended health and wellbeing priorities for 2025-2028.

Recommendation (s)

The Committee is asked to:

- (1) Support the Council in developing its revised Health and Wellbeing Strategy based on the priorities set out in this report, and as included in Appendix 1.**

1 Reason for Recommendation

- 1.1 The Council's Health and Wellbeing Strategy (2019-2023) has now lapsed.
- 1.2 The Council has subsequently commenced a review of the health and wellbeing priorities for the borough. This review is in preparation for the next iteration of the Strategy that is due to be presented to the Community and Wellbeing Committee in March 2025.
- 1.3 This report serves as an early indicator as to the Council's priorities for the next iteration. By supporting the priorities proposed in this report, the Council will be able to progress in drafting the Strategy and ensure timeframes are met.

2 Background

- 2.1 In October 2019, the Community and Wellbeing Committee approved the Council's first Health & Wellbeing Strategy 2019-2023.

- 2.2 The Strategy was based on a comprehensive review of data that reflected local insights. It also considered the strategic priorities of the 10-year Surrey-wide Health and Wellbeing Strategy, and findings from the Joint Strategic Needs Assessment (JSNA); a significant body of work produced by Public Health, Surrey and overseen by the Joint Health and Wellbeing Board.
- 2.3 The Council's Strategy subsequently highlighted 5 key priorities for the borough:
- Eating Well, getting active and reducing our alcohol consumption.
 - Living life to the full, whatever your age
 - Supporting vulnerable residents to live well
 - Supporting the mental and emotional wellbeing of our residents
 - Supporting our residents to stay connected
- 2.4 In January 2020 an action plan was submitted to the Community & Wellbeing Committee that set out how the Council intended to address the priorities. Unfortunately, the delivery of the Strategy was impacted by both the pandemic, and later, in February 2022, the Homes for Ukraine scheme; both saw Council resources re-directed.
- 2.5 Since the first iteration of the Strategy, the Council's involvement and partnership working alongside colleagues in health, and the community and voluntary sector has continued to prosper. The Council has continuously built and maintained strong and purposeful relationships across these sectors, and this has helped inform the Council's revised priorities.
- 2.6 In 2022, the Pulling Together Programme commenced. This was an initiative by Surrey Downs Health and Care Partnership and attended by a health and community leads operating across Surrey Downs. Its purpose was to draw on shared resources and address health and wellbeing inequalities across the area of Surrey Downs which covers the surrounding council areas of Epsom and Ewell, Mole Valley, Reigate and Banstead, and East Elmbridge.
- 2.7 Neighbourhood Boards were one initiative that came from the Pulling Together agenda and were tasked with bringing together agencies to identify priorities and agree on targeted actions.
- 2.8 The Council chairs the Neighbourhood Board, with both the Integrated Care Partnership, and Epsom Primary Care Networks (PCN) in attendance. Whilst membership is currently being extended, this partnership has been vital in providing greater insights into the health of the borough via its population health data.

2.9 This data has evidenced that mental health is a priority, and this will help inform the next iteration of the borough's Strategy.

2.10 Relying on population health data from the NHS, and a further desk-top review of other reliable sources, the Council proposes to develop a revised Strategy that incorporates the following aims and objectives:

Improving the mental and emotional wellbeing of the residents through focusing our efforts on:

- Improving access to physical health activity in the borough.
- Creating opportunities for residents of the borough.
- Supporting residents to build a connection with others.

2.11 Whilst the Strategy will consider residents of all ages and circumstance to support health and wellbeing across a lifetime, it is proposed that there be a focus on:

- Children and young people
- Those who are impacted by the wider determinants of health
- Those whose circumstance disproportionately impacts on their health and wellbeing.

2.12 In the development of the revised Strategy, it is accepted that priorities may be subject to change if further insights indicate that this is required. The final draft Health and Wellbeing Strategy will be subject to a further report to this committee in March 2025. This report will set out the evidence for any amendments.

3 Risk Assessment

Legal or other duties

3.1 Equality Impact Assessment

3.1.1 The Council accepts that in the development and delivery of the Health and Wellbeing Strategy, there will be impact on residents who have protected characteristics under the Equality Act 2010. It is of note however that the Strategy is likely to have a positive or neutral impact on those residents.

3.1.2 In recognition of the potential impact of the strategy the Council intends to conduct a full Equality Impact Assessment. This will be presented to the Community and Wellbeing Committee in March 2025.

3.2 Crime & Disorder

3.2.1 The development of the Health and Wellbeing Strategy may have an indirect and positive impact on crime and disorder where projects are delivered that incorporate:

- Diversionary activities for residents that promote engagement in the community, and steer away from participating in crime and disorder.
- Increased access to support services for those at risk of, or who have previously offended.
- Priorities from other services areas (such as Community Safety), that also under-pin the aims and objectives of the revised Health and Wellbeing Strategy.

3.3 Safeguarding

3.3.1 In the delivery of the revised strategy the Council accepts that projects and initiatives will specifically serve vulnerable residents, children and young people.

3.3.2 The Council will continue to ensure its safeguarding duties to report safeguarding concerns, and under-take due diligence in working with delivery partners is maintained.

3.4 Dependencies

3.4.1 In the delivery of the revised strategy, the Council would seek to work in partnership with other agencies. This would include, but would not be exhaustive of:

- Community and Voluntary Sector Partners.
- Health Partners and Primary Care Networks.
- Statutory services.
- Local business where applicable.

3.4.2 The Council will also work closely with internal departments in the drafting of the strategy as applicable.

3.4.3 The Council will also work with Neighbourhood Boards (as stated in 2.7), as to ensure the effective utilisation of population health data.

3.5 Other None

4 Financial Implications

- 4.1 There are no financial implications in the drafting of the revised Health and Wellbeing Strategy.
- 4.2 Any public consultations, projects, and initiatives that are to be undertaken in the connection with the finalisation and delivery of the strategy will need to rely on:
- The Councils allocated revenue budget
 - Applications for Bid funding
- 4.3 The Council will bring a further report to the Community & Wellbeing Committee in March 2025, following the finalisation of the draft strategy.
- 4.4 **Section 151 Officer's comments:** None for the purposes of this report.

5 Legal Implications

- 5.1 The legal implications are considered in section 3 of this report. Further considerations will be brought to the Community and Wellbeing Committee in March 2025.
- 5.2 **Legal Officer's comments:** None arising from the contents of this report.

6 Policies, Plans & Partnerships

- 6.1 **Council's Key Priorities:** The following Key Priorities are engaged:
- The revised Health and Wellbeing Strategy will engage the Council's key priorities of: Safe and Well, Opportunity and Prosperity and Smart and Connected.
- 6.2 **Service Plans:** The matter is included within the current Service Delivery Plan.
- 6.3 **Climate & Environmental Impact of recommendations:**
- 6.4 Potential for positive links with actions within the climate change action plan including on providing practical help to vulnerable and disabled people to improve energy efficiency in their homes and reduce fuel poverty and improving access to physical health activity could link with active travel initiatives.
- 6.5 **Sustainability Policy & Community Safety Implications:**

6.6 Community Safety Implications are considered in section 3.2 of this report. There are no other considerations.

6.7 **Partnerships:**

6.8 The partnerships are as identified in section 3.4 of this report.

7 **Background papers**

7.1 The documents referred to in compiling this report are as follows:

Previous reports:

- Community and Wellbeing Committee Report – 19th October 2024: Health and Wellbeing Strategy 2019-2024

[https://th-modgov19-01.eebc.gov.uk/documents/s14024/Health%20and%20Wellbeing%20Strategy%202019-2023.pdf?\\$LO\\$=1](https://th-modgov19-01.eebc.gov.uk/documents/s14024/Health%20and%20Wellbeing%20Strategy%202019-2023.pdf?LO=1)

Other papers:

- None

APPENDIX 1

Background: The Council’s Health and Wellbeing Strategy 2019-2023 was approved by the Community and Wellbeing Committee in October 2019. The strategy was under-pinned by local data, and took into consideration the wider determinants of health, and the finding that in respect of health outcomes, only 20% is attributable to clinical intervention. With health behaviours, socioeconomic factors, and our surroundings, having the most influence on our health.



At the time, the strategy highlighted a 7-year life expectancy gap between those living in more affluent and green areas of the borough, in comparison to those who live who live in less affluent and more population dense areas. Such a health inequality being attributable to the wider determinants as set out above.

The Council’s strategy subsequently set out 5 priorities:

- Eating Well, getting active and reducing our alcohol consumption.
- Living life to the full, whatever your age
- Supporting vulnerable residents to live well
- Supporting the mental and emotional wellbeing of our residents
- Supporting our residents to stay connected

In addition, there was a focus on developing initiatives for those who were, and continue to be, most impacted the greatest inequality in health outcomes. An action plan was subsequently developed.

It is of note that due to the C19 pandemic, followed by the conflicts in Afghanistan and Ukraine, the delivery of the strategic objectives was significantly impacted. A majority of the projects that have since been delivered against the strategy were achieved from late 2022 through until after the strategy expired. The revision of the health and wellbeing strategy will take on board lessons learned from the first iteration, as well as any learnings from the projects delivered against it.

The proposed revision of the Strategy:

The Council now both chairs and participates in the Neighbourhood Boards. Born of the Pulling Together Initiative, these boards are formed of the Primary Care Networks and are seeking to extend membership to statutory, and voluntary sector partners. The purpose of the board is to bring about an improved understanding of population health data and what this means for communities in

Epsom and Ewell, to share knowledge and resources, to agree priority areas of work that will have the most impact, and to ensure we can allocate any funding that comes from Surrey Downs Health and Care Partnership.

The strategy will therefore seek to focus on some areas and communities in the borough, such as the wards of Town, Court and Ruxley and ultimately, look to improve the health and wellbeing of those communities most impacted by health inequality.

Commencement and term:

The proposal is for the strategy to run from 2025 – 2028. This would bring the strategy into line with the Arts, Culture and Heritage Strategy.

The full (draft) strategy would be brought back to Community and Wellbeing Committee in March 2025, prior to public consultation. There would also be the intention to make available an accessible version of strategy for those who have additional learning needs, as well as those who are neuro-diverse, as such, an exact date for commencement and term is not provided as yet.

Areas of strategic focus: Mental and emotional wellbeing of residents.

Most of us recognise the importance of good mental and emotional wellbeing in our daily lives.

Good mental health supports our resilience, helps us make positive life choices, and engage in healthy relationships and behaviours. It can help with a sense of purpose and can drive us towards our aspirations. Good mental health also drives our health behaviours and can not only prevent ill-health but also helps us manage long-term conditions, leading to better health outcomes.

The interplay between the wider determinants of health and that of mental and emotional wellbeing is widely acknowledged. We know that people who engage in positive health behaviours, have strong social connections and support systems, are in a good standard of education or employment, and are free to enjoy their built environment and open spaces, experience better mental health than where these determinants are lacking.

Where there is the loss of employment, or low-quality employment, we are more likely to see a negative impact on mental health, especially where the situation is enduring. And whilst we acknowledge the causal effect between mental wellbeing and the wider determinants and recognise that a mental health problem may be the reason for unemployment, the strategy seeks to take a holistic approach.

At the time of the last strategy, the prevalence of depression was 9.3% and currently it stands closer to 11.2%. The 4th highest in Surrey. We also have the lowest rating for 'happiness'.

Over the last 3-years the borough has also seen its suicide rates spike at 14 per 100,000 of the population, and the highest rate in Surrey. Whilst new data shows this has decreased, we shall up-hold the position that one life lost is too many and keep the mental wellbeing of residents at the core.

The Council will therefore deliver a strategy that places improved mental and emotional wellbeing at its core.

Where we propose our efforts will be focused.

Improving access to physical health activities in the borough.

We know the benefits of physical activity on mental and emotional wellbeing, and that those who engage in higher levels of activity, report higher levels of happiness than those who engage in less physical activity

At present, approximately 22.8% of adults are physical inactive. This equates to 14,000 residents. In 2020-2021, 30% of children (under 16-years of age) were also engaging in less than 30-mins of activity per day.

If we also consider the connection between activity, and the prevention and management of long-term health conditions, as well as active ageing, a continued focus on physical activity is recommended.

Creating opportunities for residents of the borough.

We know that people who have opportunities in life experience better health and wellbeing outcomes than those who, by circumstance, are not always about to access the opportunities life affords us.

Barriers to opportunity are strongly associated with the wider determinants of health. For example, individuals on low incomes, or who are experiencing unemployment may not be able to access social or physical activities, explore further education, be able to improve or change their home environment, or simply have access to the resources they need to make these things possible, such as a laptop or car.

The revised strategy will therefore look to promote and improve access to the opportunities that already exist in the borough, whilst seeking to create new ones. This may be through exploring opportunities to develop new skills and gain work experience, to support and to grow local talent, and to better access community resources (including health), that help promote better mental and physical health.

Supporting residents to build a connection with others.

Whilst research indicates that socially isolated, people are more likely to smoke, they are also, in the absence of smoking, also likely to be less active and engage in other risk-taking health-behaviours that can increase the risk of stroke and cardio-vascular disease. Isolated people are also twice as likely to develop dementia and there is a strong correlation between experiencing social isolation and feelings of loneliness, and depression and anxiety. This may be further compounded where feelings of stigma pertaining to loneliness are present.

The prevalence of depression is 17% in the loneliest areas of the borough, in comparison to 10% in the least lonely.

The prevalence of anxiety is 10.8% in the loneliest areas of the borough, in comparison to 6.4% in the least lonely.

Areas of Ruxley, Town and Court remain the loneliest parts of the borough.

This strategy will seek to create opportunities for residents to build social connections that are based on shared interests, whilst seeking to encourage engagement in health and wellbeing activities. The

strategy will also look to initiatives that break the stigma associated with loneliness that can further impede how ability to speak out and seek meaningful connections.

Who shall we focus our efforts on:

The Council will seek to focus their efforts on resident of all ages as to support the health and wellbeing across a lifetime. However, we shall pay particular attention to the following:

Children and Young People (CYP).

We also know that good mental health begins from a very young age, and that the absence of good mental health in children and young people, can have implications for learning, self-esteem, confidence and being able to take advantage of life's opportunities. The rate of exclusion or suspension in CYP with mental health problems is up to three times higher than their peers, and this can have a significant impact on their futures.

We also know that isolation and loneliness experienced in CYP, has further implications for future mental health. As 7% of young people aged 18-24 in the UK report being lonely all of the time, in comparison to 2% of the of those aged over 55, this importance of holding some focus of this strategy is imperative.

Those who are impacted by the wider determinants of health.

As purported above, health inequalities are preventable health conditions that are found to be disproportionately represented in some groups of people. These inequalities impact not only on life expectancy, but also on their lives lived in 'good health'. Further to this, there is recognition that health inequalities are further perpetuated by social and economic factors. Put simply, this means that some of our residents are more likely to experience poor health and wellbeing, based simply on their social and economic status, and subsequent living environments.

The 7-year life expectancy gap in males between the most, and least affluent ward in the borough has shown an increase, and now stands at 9-years. The ward most adversely impacted remains Court Ward and it is where the Council needs to intensify its reach.

Those whose circumstance is evidenced as disproportionately impacting on health and wellbeing outcomes.

These groups shall include but not limited to:

Carers of all ages, those with long term health conditions, those in single households, survivors of domestic violence and abuse, those with special educational needs, those who are neuro-diverse, those who are homeless and the refugee community. Wider consideration will also be given to those who experience multiple disadvantage. This is as aligned to the Joint Strategic Needs Assessment; an assessment produced by Surrey County Council that considers the current and future health needs of population

In Epsom and Ewell for example, the percentage of those aged over 5yrs old, providing 20-hours or more care per week has increased from 3% of the population, at the time of drafting the first strategy, to 3.5% of the population in the last census. A further review of data will be under-taken in drafting the next iteration of the strategy.

VOLUNTARY SECTOR FUNDING 2025-2026

Head of Service:	Rod Brown, Head of Housing & Community
Report Author	Rachel Epton
Wards affected:	(All Wards);
Urgent Decision? (yes/no)	No
If yes, reason urgent decision required:	
Appendices (attached):	Appendix 1: Financial Support 2025-2026 Appendix 2: Voluntary Sector Annual Impact Reports. Exempt Appendix 3: Revised Proposal for Funding Support 2025-2026

Summary

This report considers the continued support of voluntary sector organisations and sets out the proposed funding arrangements for 2025/2026.

Recommendation (s)

The Committee is asked to:

- 1. Agree to the financial support of the voluntary sector organisations in 2025-2026 as detailed in:**
 - a) option 1 (section 3.3 of this report)**
 - or;**
 - b) option 2 (section 3.10 of this report)**
 - or;**
 - c) option 3 (section 3.13 of this report)**

1 Reason for Recommendations

- 1.1 The Council has continued to provide financial support to those voluntary sector organisations as set out in section 2.2 of this report. This support is subject to committee approval each year.
- 1.2 As the Council faces significant financial pressures, the Council wishes to consider the options for the on-going support of these organisations and as such is asking the committee to agree to the proposal as set out in option 1 (section 3.3 of the report) or as set out in option 2 (section 3.10 of the report) or as set out in option 3 (section 3.13 of the report).

2 Background

- 2.1 The Council provides support to a range of voluntary organisations in Epsom and Ewell. This support has been provided to help maintain and improve the quality of life for the borough's residents.
- 2.2 The Council currently supports the following organisations:
 - Age Concern Epsom & Ewell (ACEE)
 - Citizens Advice Epsom and Ewell (CAEE)
 - Central Surrey Voluntary Action (CSVA)
 - RELATE Mid & East Surrey
 - The Sunnybank Trust
- 2.3 These organisations provide support to some of the most vulnerable residents in the borough. They are also often the catalyst for mobilising community action and attracting, training, and deploying volunteers.
- 2.4 Over the course of the Covid-19 pandemic, the support the voluntary sector offered the borough's residents was invaluable, and they have continued to meet the needs of vulnerable residents who were disproportionately impacted by the effects of the pandemic.
- 2.5 The response of the voluntary sector to the recent cost-of-living crisis has also proved invaluable. This continues to impact many of the borough's residents; especially those who were already experiencing significant hardship. Both CAEE and ACEE have reported an increase of 25% and 22% respectively in the numbers of residents they are supporting.
- 2.6 CAEE have also recently supported the Council in distributing the UK Governments' Household Support Fund, offering residents facing hardship the opportunity to apply for financial support, and in doing so ensuring the Council meets the schemes requirements.

- 2.7 The impact reports for each of the organisations supported by the Council are shown in Appendix 2.
- 2.8 Ceasing to provide financial support to the voluntary organisations, especially during the on-going cost-of-living crisis, could result in vulnerable residents being placed at a further disadvantage and unable to access the support and advice they need. Such a decision may also increase demand on Council services.
- 2.9 While some of the voluntary sector organisations depend on the support of the Council to ensure their ability to support residents, others do benefit from significant levels of alternative funding.
- 2.10 For example, ACEE has been the beneficiary of significant funding from bequests in recent years. RELATE Mid & East Surrey also charges fees of between £50-£240 for their counselling and mediation services. This may be considered relevant when allocating funding for a further year, given the Council's own financial position.
- 2.11 During 2025/2026, the Council intends to relocate from its current office location on The Parade in Epsom, to a newly refurbished, modern and environmentally sustainable headquarters at 70 East Street.
- 2.12 Provision has been made for those voluntary sector partners who are currently tenants in the current Town Hall, to move with us to 70 East Street. The exception is the CSVA who have indicated that they no longer require office accommodation in the same way.
- 2.13 Discussions have been ongoing with ACEE, CAEE, and the Sunnybank Trust, all of whom are expected to move with the council to 70 East Street.
- 2.14 RELATE Mid & East Surrey occupy a building owned by the Council. They provide relationship counselling and mediation services to residents of Mid and East Surrey. They have services located in Reigate and Epsom Town Centre.

3 Proposals:

- 3.1 This report sets out three options regarding funding for specified voluntary organisations.
- 3.2 The option recommended by Officers is option 2 or option 3 as set out in section 3.10 and 3.13 of this report.
- 3.3 Option 1:**
- 3.4 The Committee is asked to approve the proposed (on-going) support for voluntary organisations in 2025-2026 as detailed in Appendix 1.

- 3.5 The proposed budgeted net amount for 2025/2026 is £212,170. Included within the proposed voluntary sector funding, are the following financial benefits:
- Shared facilities: This amounts to £17,973 for those voluntary organisations based at the Town Hall over the course of the next 12-months and is subsumed into the Notional Grant amount.
 - Service charges: This is inclusive of water, electricity, and gas. There has been slight reduction in the cost of utilities and central management charges for those organisations based at the Town Hall, with all costs subsumed into the Notional Grant.
- 3.6 Parking charges: The Council subsidises parking for those organisations based at the Town Hall – the estimated subsidy for 2025-26 is £18,550. These charges are based on those forecasts for the next financial year and are due to be agreed at Environment Committee on 21st January 2025.
- 3.7 RELATE Mid & East Surrey benefit from a notional grant of £19,710 per annum. This equates to the value of a commercial rent. The Council receives an income of £1,294 from RELATE Mid & East Surrey which contributes towards the cost of cleaning.
- 3.8 The Council receives £3,420 from The Sunnybank Trust in rental income. They do not benefit from any other notional grants/awards aside from parking.
- 3.9 In respect of the Town Hall move as cited in points 2.12 to 2.14, the Council is unable to forecast and report on financial arrangements to be made in relation to the move to 70 East Street.
- 3.10 Option 2:**
- 3.11 The Committee is asked to approve the revised proposal for support of voluntary organisations as detailed under option 2, in Exempt Appendix 3.
- 3.12 Exempt Appendix 3 is only available to Committee Members and Council Officers.
- 3.13 Option 3:**
- 3.14 The Committee is asked to approve the revised proposal for support of voluntary organisations as detailed in option 3, in Exempt Appendix 3.
- 3.15 Option 3 incorporates the recommendation as detailed in option 2, alongside a further recommendation for the revision of financial support.
- 3.16 Exempt Appendix 3 is only available to Committee Members and Council Officers.

4 Risk Assessment

Legal or other duties

4.1 Equality Impact Assessment

4.1.1 Whilst acknowledged that withdrawing the financial support offered to the voluntary organisations could have an impact on the borough's residents in respect of the support they can access, this report is concerned with the provision of financial support to these organisations and not the provision of the service. As such there are no EIA considerations directly as a result of this report.

4.2 Crime & Disorder

4.2.1 The voluntary organisations play an important role within the borough, assisting the statutory services in supporting residents requiring professional interventions, and supporting Community Harm and Risk Management Meetings (CHaRMM).

4.3 Safeguarding

4.3.1 Voluntary organisations offer frontline services, and direct support to residents. Voluntary organisations are well placed to identify and respond to safeguarding concerns.

4.3.2 Voluntary organisations work with statutory services in reporting safeguarding concerns through the appropriate channels, and subject to the requirements of the Multi-agency Adult and Child Safeguarding hubs.

4.4 Dependencies

4.4.1 None.

4.5 Other

4.5.1 None

5 Financial Implications

5.1 Much of the work of the voluntary sector organisations involves substantially the same residents as those who interact with the Council on a regular basis. These residents may primarily be those who access the Council's services regarding Housing, and the Revenue and Benefits team.

- 5.2 The support the voluntary sector organisations provide to residents has both direct and indirect financial benefits to include, but not exhaustive of:
- Prevention of evictions and statutory homelessness by providing advice and support in reducing housing and energy related debts, and support in the repayment of Council Tax arrears
 - Maximising benefits and additional income entitlements
 - Providing direct resources to include Foodbank vouchers, energy payments, and other discretionary payments i.e., for transport or additional services.
 - Providing opportunities for accessing education, volunteering, and employment
 - Securing external sources of funding opportunities.
 - Increasing social impact in respect of reducing isolation, offering emotional support, gaining a sense of purpose, and belonging, and intervening to address issues as they emerge.
 - Providing mental health/psychological interventions that can prevent a crisis that often, inadvertently, can result in financial difficulties.

5.3 Section 151 Officer's comments: The Council faces its own financial pressures in dealing with projected deficits. These need to be taken into consideration when choosing the preferred option as to whether the Council can continue to provide financial support to the organisations in this report.

6 Legal Implications

- 6.1 The Council has power to provide grants to voluntary and community sector organisations under the general power of competence set out in section 1 of the Localism Act 2011. All grants will be made in accordance with the requirements of subsidy control legislation (if applicable).
- 6.2 The Council must enter licences, funding agreements and other agreements in respect of notional and direct awards. The contract manager will review these agreements as required, and in ensuring the financial integrity of each organisation.
- 6.3 The grants set out within the body of this report are not subject to the Council's Contract Standing Orders. (Section 4 and 10 EEBC CSO).
- 6.4 **Legal Officer's comments:** As stated above.

7 Policies, Plans & Partnerships

7.1 **Council's Key Priorities:** The following Key Priorities are engaged:

- Safe & Well: A place where people feel safe, secure, and lead healthy, fulfilling lives and
- Smart and Connected: building stronger communities.

7.2 **Service Plans:** Providing support to the vulnerable residents as well as supporting the local voluntary sector are both included in this years' Service Plan.

The matter is not included within the current Service Delivery Plan.

7.3 **Climate & Environmental Impact of recommendations:** No implications for the purpose of this report.

7.4 **Sustainability Policy & Community Safety Implications:** No implications for the purpose of this report.

7.5 **Partnerships:** Voluntary organisations comprise members of the "third sector" that support the local community through the delivery of services. The Council works in partnership with all the voluntary organisations identified in this report. The Council also leads on a Community and Voluntary sector forum that is held annually and brings our voluntary sector organisations together.

8 Background papers

8.1 The documents referred to in compiling this report are as follows:

Previous reports:

- Report entitled Voluntary Sector Funding 2024/25 reported to Community and Wellbeing Committee 16th January 2024: <https://th-modgov19-01.eebc.gov.uk/documents/s30124/Voluntary%20Sector%20Funding%202024-25.pdf>

Other papers:

- None.

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Proposed Support for Voluntary Organisations 2025/26

	Age Concern Epsom & Ewell		Citizens Advice Bureau Epsom & Ewell		Central Surrey Voluntary Action (CSVA)		RELATE Mid Surrey		The Sunnybank Trust		Total	
	2024/25	2025/26	2024/25	2025/26	2024/25	2025/26	2024/25	2025/26	2024/25	2025/26	2024/25	2025/26
	£	£	£	£	£	£	£	£	£	£	£	£
Direct Grant Funding	0	0	74,115	74,115	7,989	7,989	0	0	0	0	82,104	82,104
Licence/Rent - Notional Grant	14,615	14,615	28,686	28,686	7,344	7,344	14,910	14,910	0	0	65,555	65,555
Service Charge - Notional Grant	12,764	11,879	25,052	23,313	6,414	5,969	4,800	4,800	0	0	49,030	45,961
Rent paid to EEBC	-2,936	-2,936	0	0	0	0	-1,294	-1,294	-3,420	-3,420	-7,650	-7,650
Grant for Volunteer Parking	100	100	1,920	1,920	0	0	0	0	0	0	2,020	2,020
Subsidy for Staff Parking Permits	2,720	2,920	4,080	4,380	0	0	0	0	680	730	7,480	8,030
Subsidy for volunteer parking	0	0	8,000	8,500	0	0	0	0	0	0	8,000	8,500
Totals do not including rent paid to EEBC	30,199	29,514	141,853	140,914	21,747	21,302	19,710	19,710	680	730	214,189	212,170

29,514 = 4 permits @ (£850 - £120)
 43,800 = 6 permits @ (£850 - £120)
 85,000 = 10 permits @ (£850)
 73,600 = 1 permit @ (£850 - £120)

*£850 price for 25/26 not agreed and is indicative only at this stage

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Citizens Advice Epsom & Ewell 2024 Impact Report

Impact	Activities
Enhanced service and access	<ul style="list-style-type: none"> First year of Surreywide Adviceline (phone service) significantly increasing the number of calls answered First year of Financial Wellbeing & Support Service, a joint service with Mary Frances Trust to support clients holistically with both their finances and mental health New access opportunity via direct applications for the Household Support Fund Commenced 8th year of Project Wenceslas partnership project with Epsom & Ewell Rotaries, supporting those in fuel poverty Recruited 14 new volunteers during 2024 to develop our service capacity covering key areas such as digital support, drop-in Advisers, Surrey Adviceline, form filling and research and campaigns. Commenced framework and seeking funding to expand outreach to cover the whole borough.
Community engagement	<ul style="list-style-type: none"> Awarded Family Building Society Charity of the Year Awarded Nationwide Bank Community Colleague grant 85th birthday celebration Expanded Financial Literacy project to four local schools Joined the Epsom BID

2025 Risks & Issues:

- The funding environment remains extremely competitive. In 2025 we are expecting to lose a long running source of funding for provision of money advice whilst the costs of running the service continue to rise.
- Our ambitions to increase and enhance our much needed service are limited by our inability to plan long term with decreasing and short term income streams. Financial uncertainty may result in the loss of vital knowledge and experience from within our small team of paid staff.
- The office move from the Old Town Hall is expected to take place by the end of 2025. We will need to review our service delivery model in the light of likely reduced space. It will also require significant planning, resource and communications to ensure service continuity throughout the process.

Citizens Advice Epsom & Ewell 2024 Impact Report

This report to EEBC's Community & Wellbeing Committee, demonstrates how CAEE has partnered with EEBC and other community organisations to enhance our offering and enable more local people to access the help they need. We are extremely grateful to EEBC for the support it provides.

- This year we partnered with EEBC to distribute £30k of the Household Support Fund. We were the only partner to receive direct applications via EEBC's website. In addition, we identified clients needing support via our exploration of their issues. This allowed us to distribute the much needed funds to the most vulnerable in society and engage with clients to assess other ways to support them.
- A new Surrey wide Adviceline phone service in 2024 allowed us to increase the number of phone calls answered by 20%.
- We expanded our Financial Literacy project teaching money management skills to 16 -18 year olds to four local schools.
- We have been successful in a joint bid with other local Citizens Advice to provide Advice First Aid across Surrey. We will train other community organisations to understand the help we can provide, how to use Citizens Advice resources and how to refer when more in-depth support is needed.
- In the year we celebrated 85 years of giving advice in Epsom & Ewell we continued our focus on community engagement to raise awareness of our services, recruit new volunteers and fundraise.

Key Statistics 2024:

citizens
advice

Epsom
& Ewell



We helped **3,258** people
with **10,046** issues



Over **£1m** income gained for
our clients



We helped **161** clients and their
families with advice and support
by distributing **£30k** of EEBC's
Household Support Fund



83% of clients said that we helped
them find a way forward and **84%**
said they would recommend our
service

'I am eternally grateful for the help and support that I received from Citizens Advice, the Advisor made me feel at ease and far less stressed.'

A thank you from one of our clients:

1



Central Surrey Voluntary Action

Supporting the voluntary sector in Elmbridge, Epsom & Ewell and Mole Valley

Update on work undertaken from April 2024 – November 2024

Central Surrey Voluntary Action have supported 359 organisations in the last 7 months. The interests of the sector range from older people to sports, environment and children and young people.

We have allocated 56 hours a week staff time to Epsom and Ewell at a total of £1,042 per week. Epsom and Ewell Borough Council fund us £7998 per annum. We currently have 1 volunteer supporting our Epsom and Ewell work which equates to an indicative cost for volunteer support of £4,305 per annum.

Indicative salary for volunteers is based on £13.80 per hour for standard support and £25.00 for “professional” support. These rates are used by Surrey County Council. Those volunteers who receive a significant amount of training and are therefore an expert in their field would come under the higher rate.

We have undertaken 100 DBS checks. We have gone back to providing face to face checks at the behest of DBS. We have signed up organisations to do the checks themselves if they are able to through our account. Charges for the checks done through CSVA have increased to: Volunteers check (for all levels) £15, Staff Enhanced DBS - £61.60, Staff Standard - £39.60. These charges are due to increase due to higher costs passed on by DBS.

Volunteer Centre

Our Volunteer Centre in Epsom is open to the public but only on Mondays and Wednesdays unless an interview has been booked.

We invite potential volunteers in for a chat with an adviser, when people express an interest in volunteering, we are giving them a call first to ascertain whether they need to come in. Volunteer roles have picked up a little in the last few months with organisations looking to recruit volunteers and more people during the summer months looking to volunteer. Figures have not returned to pre-pandemic numbers even though we have put a lot of effort into recruitment and many of our organisations are struggling with the lack of new volunteers coming forward

Over the last 4 months we have registered 153 new volunteers, referred 154, recorded 30 new opportunities, and placed 64 volunteers. . This equates to approximately £113,050 worth of volunteering.

Funding

During this period a lot of our Charities have been affected by the cost-of-living crisis. Increased costs on utility bills, rent and staffing costs and the loss of regular funding streams they rely upon, has put an inordinate strain on the sector. We have been supporting Charities with new funding applications, making them aware of new funding streams and sending out information of new funding when it becomes available. We are sending out regular funding newsletters and have delivered 4 online webinars focussing on the funding cycle and meeting the funders. Since April our funding advisor has generated £750k worth of funding for VCSE organisations.

STEP Ukraine

Specialist Training Employment Program (STEP)

Central Surrey Voluntary Action, in partnership with [World Jewish Relief](#), is launching a one-year project to assist Ukrainian refugees in finding employment. The Specialist Training and Employment Programme (STEP) for Ukrainian refugees living in Epsom & Ewell, Mole Valley and Elmbridge.

STEP is an award-winning program developed by World Jewish Relief in 2016. It is open to **anyone from Ukraine** who is **over 18** and arrived in the UK on either the Homes for Ukraine Scheme, the Ukraine Family Scheme, or the Ukraine Extension Scheme. The Specialist Training and Employment Programme (STEP) is free for all participants.

Over 80 Ukrainian clients received personalised employment support, including CV assistance, cover letter writing, and general job advice.

New clients continue to enrol each month, ensuring ongoing support aligned with project outputs.

Weekly drop-in sessions at the Epsom & Ewell Employment Hub have allowed consistent access to guidance and resources, directly impacting the community by offering a reliable support structure.

We hosted a meaningful event that celebrated the spirit of resilience and dedication. It was a special gathering where Ukrainian guests came together to enjoy inspiring performances and connect with one another.

VCSE support

Since April 2024, we are supporting and providing on-going support from 13 community groups who want to set up a charity to provide services to children and young people through sport, environment, skills, building confidence and tackling social isolation. We provide guidance on charity governance, to develop missions and goals and setting up/ recruiting board members and building strategic plans for the organisations. We work closely with Surrey County Council's Community Link Officers to identify needs, gaps to support the community groups and Social Enterprise.

2024 saw a significant increase in enquiries through our I&A desk resulting in an increase in our client base. We have been successful in promoting our services at outreach settings, and increasing our marketing presence through social media channels, newsletters, and increased marketing activity. We also have seen an increase of referrals from the statutory sector including the ICP, PCN and EEBC

Our service delivery included:

Information & Advice - support providing a free and confidential information & advice service on a wide range of issues affecting older people, through a dedicated help desk by phone, e mail or one to one. Providing the right information at the right time we save clients and their carers time, money, as well as unnecessary worry and ensuring effective interventions. Delivered by our Information & Advice Officer supported by 7 volunteers on the I&A desk. 2716 clients made use of our I&A service. 8 office volunteers support office administration.

Home Visiting - assessing clients' needs in their own surroundings including welfare benefits checks. Increase in income by benefits successfully claimed. Improved financial circumstances a key indicator for improved health and wellbeing. Successful Blue Badge applications helping mobility. Referral to Social Services, Occupational Therapist or other specialist organisations i.e. for Dementia and Parkinson's support. Delivered by our Home Visitor. Attendance Allowance claims = 166 worth £200,000, Blue Badge applications = 98.

Medical Transport Scheme - service used by clients to medical appointments, or to visit family or friends in hospital or residential homes. Less medical appointments missed. Monies saved as service less expensive than taxis. Cost effective service as run by volunteers. Clients raise issues with the drivers who pass the matter onto our I&A and Home Visiting team. Overseen by our Office Manager. Supported by 23 volunteer drivers (2 volunteers have completed 2500 drives each) and 6 transport desk volunteers. 142 members, 1009 drives made.

Men's Club - dedicated to like-minded men within the borough sharing knowledge and skills and meeting to enjoy activities of their choice. Alleviating and reducing isolation and loneliness within the Borough. Delivered by our Men's Club Co-ordinator with 30 members.

Befriending Service - supporting lonely and isolated older people, who live alone, with volunteer befrienders. Delivered by our Social Support co-ordinator, supported by 56 volunteer befrienders.

Monthly Sunday Teas - providing a full tea and entertainment once a month with transport. Overseen by Social Support Co-ordinator, supported by 10 volunteers at the tea and 20 drivers. 35 members.

IT Support 'Helping Hands' – one to one support in clients' own home with computer, tablet or phone and monthly computer club. Overseen by I&A volunteers. Supported by 7 volunteers with a broad knowledge of modern technology. 35 visits made.

DIY Support - doing small DIY jobs in clients' homes. Overseen by I&A volunteers. Supported by 8 DIY volunteers. 32 visits made.

Volunteers - supporting the services that Age Concern Epsom & Ewell deliver. Delivered by our Volunteer co-ordinator supporting 177 volunteers. Volunteer hours' worth £175,000 per annum

Fundraising & Marketing – delivered by our Fundraising & Marketing Co-ordinator

Our fundraising events include: An Easter Egg Trail in Rosebery Park, Fundraising dinners, Health & Wellbeing Fair in Rosebery Park, Quiz Night, Candlelit Christmas concert, Christmas fundraising stalls, including 10 days in the Ashley centre selling knitted and crafted goods.

Local businesses have been very generous with donations. Charities, local not for profit groups and councillors have also supported us: Epsom Rotary, Epsom Arts Society, EEBC & Surrey Councillors John Beckett, Jan Mason, and Eber Kington.

We have had very generous private donations and legacies which have been a major part of our income this year.

ACEE 'In Memory Woodland' - £15,959 was secured from Eber Kington via his allocation of the Your Fund Surrey Small Community Fund. The woodland is being planted in Long Grove Park, Epsom and will be launched in June 2025.

Sparks Fund – Funding secured to deliver an outreach Information & Advice service in Court Ward. 354 people of pensionable age accessed the service with positive outcomes: signposting to all ACEE services for support and referring to statutory, health and other charities for appropriate support due to client's needs.

Please note that this report encompasses the period of 1st April 2023 to 31st March 2024

Over the past year, Sunnybank has delivered new opportunities across all of its services and reached new parts of the community. The charity has supported a 15% growth in new active partners to the charity.

Choices: Since November 2023, Sunnybank has provided over 305 clubs and social activities ranging from our sensory Sunny Afternoon Club for those with more complex needs (average attendance of 30 partners per week), allotment gardening groups, monthly Swag discos (average of 36 partners), the drama club (average attendance of 15 partners) as well as the weekly Coffee and Chat. In the summer, the drama group devised and premiered their own interpretation of 'Charlie and the Chocolate Factory' to over 100 audience members from the local community. New activities have included an indoor/outdoor bowling club, a second gardening group at the allotment as well as a summer Club Tripicana (a partner driven club that organises trips out to local and London based venues). Our twice weekly radio shows listener statistics increased by 22% to 170 listeners per show. Themes have included mental health, Hospital Passports – what they are and how to use them to name a few.

Voices: Through our advocacy team we have supported 187 issues per month, ranging from health and social care to accommodation needs, benefit changes as well as safeguarding and scams. With the weakened national infrastructure, we have witnessed an increase in need specifically around social care and access to health services which has greatly impacted our advocacy work as well as the subsequent general anxiety levels within the learning disability community. As a result over 50% of our issues are supporting people on health, medical and social care needs.

Futures: Over the past year we have worked with the Futures cohort, across key areas including sex and relationships, budgeting, cooking and independence and employability skills. In response to the issues faced by our younger cohort we connected with NHS Surrey and Borders LD nurses' team and piloted the first Sex and relationships 10-week workshop addressing all issues connected including gender, sexuality, friendships, relationships, what is abuse and how to say no!

The evaluation feedback showed that 100% confirmed that they felt more confident and 98% said they felt they understood more. Through observation, we have witnessed an increase of confidence in 100% of the group. As a result, the Sunnybank pilot group have gone on to take on lead roles in two 'Shout out Sex' events in Surrey – supporting others with LD to understand what makes a healthy relationship. The group have also focused on budgeting via discussions, practical exercises and a Sunnybank 'budget game! Cookery sessions were provided through the partnership with Foodwise in Woking, where good nutrition and how to prepare food independently and safely were discussed.

With an increase of 15% of new partners, we have seen the annual average number of touchpoints across our services (including advocacy) for the past year is 46 times per partner with a 100% return rate.

Based on the evaluation work we have run through our partner forums, the feedback we have received is as follows:

- a. The Sunny Afternoon Club had 100% stating they look forward to the club with 100% saying that they have made new friends. 100% confirm new skills such as boccia, team games, puzzles, gardening and cookery.
- b. The monthly SWAG disco club received 100% satisfaction rate with the key elements of music, dancing and talking to friends as the reason they enjoy using the club. Outcomes also included the fact that partners liked making new friends and feeling safe.
- c. The Sunnybank Pub Quiz received 95% of attendees saying they felt more confident due to the weekly format and seeing each other.

The Futures cohort recruited a further 5 partners in this past year (a growth of 39%) - this is the largest influx to date. This year, we conducted an external evaluation on how to improve the delivery of Futures - our bespoke transition service as well as articulate more fully the outcomes gained by partners as follows:

Within Voices, our advocacy service that supports people to have their own voice in managing their own lives, we have supported 187 issues per month. Over 50% of those issues have been focused on health and social care support.

Understand Us and our communications work is vital to ensure that the voices of our partners are heard. The work undertaken by the Understand Us team is gradually increasing based on professional recommendations.

This year the Understand Us team have given 10 major presentations including the NHS Surrey Heartlands conference, NHS Surrey Downs conference, Epsom and Ewell Borough Councillors Members briefing.

Outcomes have included an increased awareness of the needs and adjustments required by the LD community as well as specific projects including a review of the accessibility in local election provision, assessing the accessibility of council meetings, increased awareness of the use of health passports and the important connection to the annual health checks.

<https://insight.epsom-ewell.gov.uk/issue-117-october-2024/the-news/councillors-welcome-sunnybank-trust-consultancy-understand-us>

In January the team gave a learning disability awareness presentation to the SunflowerHD organisation and a further podcast. The outcomes included the team developing a specific 'I have a learning disability' lanyard for SunflowerHD.

<https://we.tl/t-TgW3MFyJel>

Additional presentations include the local Rotary groups, WI, local church. Launched the Understand Us social media profile across Linked In, facebook and Instagram.

LinkedIn: <https://www.linkedin.com/company/understand-us-uk/>

Facebook: <https://www.facebook.com/understand.us.uk/>

Our advocacy team provided advocacy training to Adult Social Care on what is effective and powerful advocacy for those with complex needs.

Our work and outcomes with the learning disability community wouldn't be possible without the support of the Epsom and Ewell Borough. Thank you!

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EXCLUSION OF THE PRESS AND PUBLIC

Under Section 100(A)(4) of the Local Government Act 1972, the Committee may pass a resolution to exclude the public from the Meeting for Part Two of the Agenda on the grounds that the business involves the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A to the Act (as amended) and that pursuant to paragraph 10 of Part 2 of the said Schedule 12A the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

The following documents are included on Part Two of the agenda and have not been published:

Item 11 – Voluntary Sector Funding 2025-2026 – Appendix 3

This appendix deals with information relating to the financial or business affairs of the Committee and third parties.
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