

ANNUAL PLAN

2016/17



Foreword

We are here to make Surrey Heath an even better place to live, work and play. We aim to work with our public and private partners and the community to deliver our new Annual Plan.

It's important to maintain our place as clean, green and safe and continue our development of Camberley Town Centre. We will look to support local businesses and invest in regeneration and growth throughout the Borough. We aim to continue to perform well by looking at innovative ways of doing things, making better use of our buildings and providing even better value for money. Close engagement with our community is of paramount importance to ensure we are providing services that meet the changing demands of our population, including the most vulnerable residents.

We look forward to working with you throughout this journey.



Karen Whelan
Chief Executive



Councillor Moira Gibson
Leader of the Council



Place

Objective

To make Surrey Heath an even better place to live

Priorities

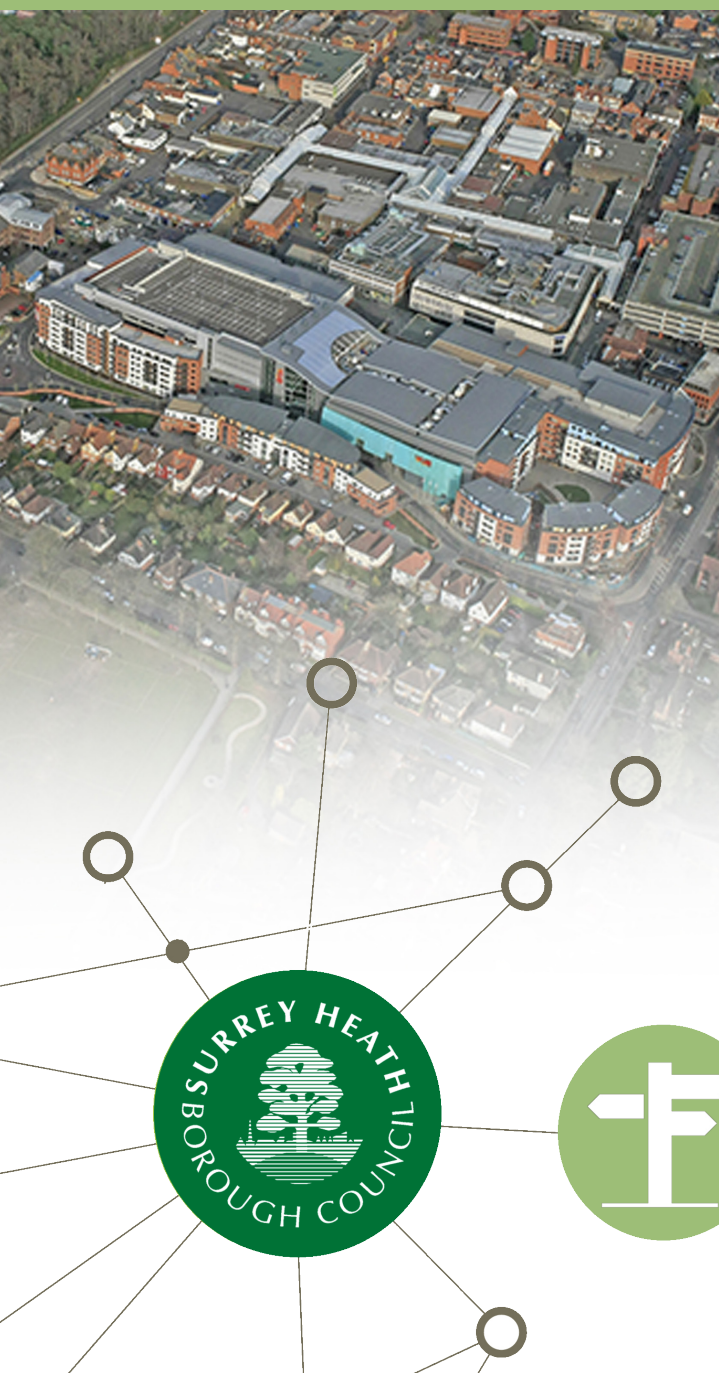
- To deliver an improved Camberley town centre with better accessibility
- To improve waste and recycling
- To ensure the boroughs open spaces are well maintained and sustainably managed

In 2016/17 we will:

- Work with partners to progress regeneration plans for the London Road frontage
- Continue to buy property to regenerate the town centre
- Deliver improved car parking - including a business plan for a proposed car park on the A30
- Secure a partner to develop housing at Ashwood House
- Support the Business Improvement District to promote the town centre
- Implement a permanent night time closure of the High Street
- Promote the town centre through a series of events, notably Christmas 2016 Festival On Ice
- Provide higher quality services by taking on responsibility for maintaining verges and roundabouts across the Borough
- Reduce household waste and maintaining recycling rates above 63%

In 2015/16 we:

- Purchased Ashwood House for regeneration
- Upgraded lifts and facilities in Main Square Car Park
- Submitted a Bid to the Local Enterprise Partnership to improve local transport
- Supported the renewal of the Camberley Business Improvement District
- Supported the proposal for refurbishment of The Mall
- Identified options for the redevelopment of the London Road frontage
- Increased recycling and recovery rate to 63%, the highest in Surrey
- Inspected 100% of food businesses with 98% being good or above
- Maintained our high street cleansing standard



Prosperity

Objective

To sustain and promote our local economy so that people can work and do business across Surrey Heath

Priorities

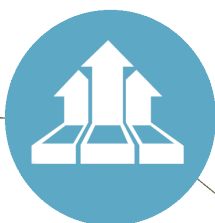
- To maximise returns on our investments and deliver construction led growth across the borough
- To support economic development through the delivery of the Economic Development Strategy Action Plans

In 2016/17 we will:

- Buy property for regeneration and investment
- Review our investments; ensuring maximum return and minimal risk
- Support housing and business property development
- Work with the Government to identify publicly owned land for redevelopment
- Host the Surrey Heath Business awards to showcase businesses in the borough
- Promote Surrey Heath as a business relocation opportunity
- Deliver applications to the Local Enterprise Partnership for funding to support the local economy

In 2015/16 we:

- Purchased properties to support regeneration and maintain employment opportunities within the borough
- Broadened our investment strategy to increase returns
- Increased Council Tax and Business Rates income by encouraging new development
- Supported local businesses through business advice clinics and assisted business associations in Yorktown/Watchmoor, Frimley and Deepcut
- Delivered the Surrey Heath Business Awards
- Supported housing development by acquiring land in the borough for use as suitable alternative natural green space
- Worked with Surrey County Council to enhance broadband coverage in the borough



Performance

Objective

To deliver effective and efficient services better and faster

Priorities

- To change the way we work
- To maximise use of the buildings we own
- To increase partnership working

In 2016/17 we will:

- Review services to deliver value for those living and working in Surrey Heath
- Work in partnership with other authorities and the public and private sectors to deliver increased benefits to businesses and residents
- Use space in Surrey Heath House more efficiently; promote agile working for staff to increase the number of tenants and provide residents with a one stop shop for public services
- Appoint a contractor for joint waste collection service and shared contract management team
- Deliver a plan for management of the Arena Leisure Centre
- Work with other boroughs to reduce fraud
- Identify commercial opportunities to increase income and support the Council's future sustainability

In 2015/16 we:

- Invested in technology to make services flexible and efficient
- Launched a new website, enabling residents to access services easily
- Worked with three Councils to deliver a joint waste collection contract
- Reduced costs and increased resilience of older peoples services through partnership with Runnymede Borough Council
- Rented space in Surrey Heath House to the Department of Work and Pensions
- Renewed leases on properties the council owns
- Achieved one of the highest council tax and business rates collection rates in the country
- Achieved Gold in the "Investors in People" employer recognition scheme
- Achieved the commitment level of the Workplace Wellbeing Charter



People

Objective

To build and encourage communities where people can live happily and healthily

Priorities

- To work with partners and the community to keep Surrey Heath a clean, green and safe place
- To work with Partners to deliver the Sustainable Community Strategy Action Plan
- To deliver the Surrey Heath Health and Wellbeing Action Plan with the Surrey Heath Clinical Commissioning Group and Surrey County Council

In 2016/17 we will:

- Maintain a range of services to help vulnerable people live independently in their homes and reduce the numbers living in isolation
- Continue to work with partners to introduce dementia friendly communities
- Develop a wider range of housing options to meet housing need
- Increase success for homelessness prevention; maintain low levels of homelessness cases and B&B use
- Open the visitor centre in Lightwater Country Park to provide space for school groups and a café
- Expand the range of activities on offer in our parks
- Develop a programme for the refurbishment of play areas across the borough
- Continue to deliver high quality community events such as Frimley Lodge Live, Camberley International Festival and Outdoor Theatre.
- Support the Olympics with events around the borough
- Work with sports clubs to increase sports participation
- Extend the Workplace Wellbeing Charter to businesses across the borough

In 2015/16 we:

- Supported the Surrey Heath faith forum to increase interfaith dialogue and understanding
- Delivered a young citizens event for year 7 students
- Participated in the dementia partnership; providing training, opening a wellbeing centre and delivering a dementia befriending pilot
- Promoted health messages to residents
- Achieved a 20% increase in customers using community alarms and meals at home services
- Appointed a new café operator in Frimley Lodge Park
- Promoted the new artificial turf football pitch at Frimley Lodge Park
- Held a number of community events in our parks
- Held special exhibitions in the museum to mark WWI
- Supported Surrey Heath Sports Council award grants to clubs across the borough
- Refurbished Camberley park play area



Additional Success Measures

In addition to the various projects outlined in the plan we will measure success by these indicators which focus on matters of particular interest to residents.

Place

Percentage of Household waste sent for Recycling, Reuse and composting
Percentage of streets falling below a grade B cleaning standard
Occupancy of Camberley town centre car parks
Percentage of food premises achieving 3 stars or above

Prosperity

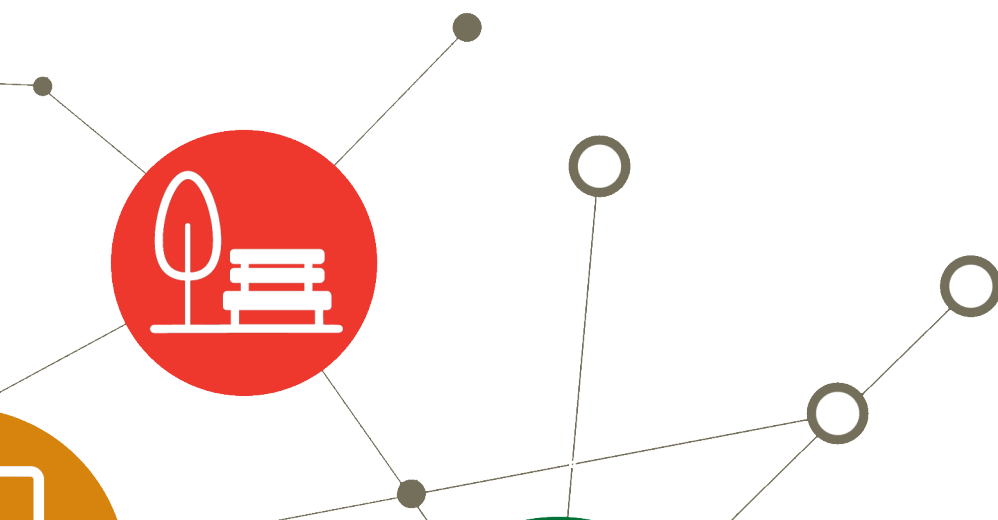
Increase in Council Tax Base
Increase in business Rates base
Percentage of minor planning applications determined within 8 weeks
Percentage of major planning applications determined within 13 weeks

Performance

Time taken to process benefit claims
Percentage of complaints responded to within target
Collection rate for Council Tax
Collections rate for Business Rates
Percentage of transactions that take place on line
Customer satisfaction rating of good/excellent to exceed 90%.

People

Number of users of the Arena Leisure centre
Number of sports pitch bookings
Number of journeys by community bus in a year
Number of meals on wheels served in the year



Comments and Feedback

We always welcome comments, suggestions and feedback (critical or otherwise) on our plans and the way we write our documents and communicate them.

- You can email our Customer Contact centre at **enquiries@surreyheath.gov.uk**
- You can drop written comments off at our main office
Surrey Heath House, Knoll Road, Camberley, Surrey GU15 3HD
- You can telephone our Customer Contact Centre on **01276 707100**
- You can speak to your local Councillor who will be able to pass your comments back if you wish. Contact details for your Councillor can be found on our website **www.surreyheath.gov.uk**
- Stay in touch with us via Twitter and Facebook



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