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Monday, 16 March 2020

To: The Members of the **EXECUTIVE**
(Councillors: Alan McClafferty (Chairman), Colin Dougan, Josephine Hawkins,
Rebecca Jennings-Evans, David Lewis, David Mansfield and Adrian Page)

Dear Councillor,

A meeting of the **EXECUTIVE** will be held at Surrey Heath House on Tuesday, 24 March 2020 at 6.00 pm. The agenda will be set out as below.

Please note that this meeting will be recorded.

Yours sincerely

Karen Whelan

Chief Executive

AGENDA

Pages

Part 1 (Public)

- | | | |
|----|------------------------------|--------|
| 1. | Apologies for Absence | - |
| 2. | Minutes | 3 - 10 |

To confirm and sign the open minutes of the meeting held on 18 February 2020 (copy attached).

- | | | |
|----|---------------------------------|---|
| 3. | Declarations of Interest | - |
|----|---------------------------------|---|

Members are invited to declare any interests they may have with respect to matters which are to be considered at this meeting. Members who consider they may have an interest are invited to consult the Monitoring Officer or the Democratic Services Officer prior to the meeting.

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| 4. | Questions by Members | - |
|----|-----------------------------|---|

The Leader and Portfolio Holders to receive and respond to questions from Members on any matter which relates to an Executive function in

accordance with Part 4 of the Constitution, Section B Executive Procedure Rules, Paragraph 16.

5.	Annual Plan 2020/21	11 - 32
6.	Camberley 5G Retail Test-bed OBC	33 - 138
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12.	Business Rates Relief Schemes	257 - 272
13.	Write-Off of Irrecoverable Bad Debts	273 - 278
14.	Exclusion of Press and Public	279 - 280

**Part 2
(Exempt)**

15.	Exempt Minutes	281 - 284
	To confirm and sign the exempt minutes of the meeting held on 18 February 2020 (copy attached).	
16.	Community Services Partnership	285 - 302
17.	Camberley Bowling Club Lease	303 - 312
18.	Review of Exempt Items	313 - 314
	To review those items or parts thereof which can be released as information available to the public.	

**Minutes of a Meeting of the Executive
held at Surrey Heath House on 18
February 2020**

+ Cllr Alan McClafferty (Chairman)

- Cllr Colin Dougan	+ Cllr David Lewis
+ Cllr Josephine Hawkins	+ Cllr David Mansfield
+ Cllr Rebecca Jennings-Evans	- Cllr Adrian Page

+ Present

- Apologies for absence presented

In Attendance: Cllr Dan Adams, Cllr Graham Alleway, Cllr Peter Barnett, Cllr Rodney Bates, Cllr Cliff Betton, Cllr Tim FitzGerald, Cllr Emma-Jane McGrath, Cllr Graham Tapper, Cllr Pat Tedder, Cllr Victoria Wheeler, Cllr Valerie White and Cllr Sashi Mylvaganam

83/E Minutes

The open and exempt minutes of the meeting held on 21 January 2020 were confirmed and signed by the Chairman.

84/E Questions by Members

In response to a question from Councillor Pat Tedder, the Leader agreed to pass on concerns to the Business & Transformation Portfolio Holder regarding parking for disabled drivers in Camberley Town Centre.

85/E General Fund Revenue Estimates 2020/21

The Executive considered a report detailing a General Fund Revenue Budget for 2020/21 of £14,176,572. The budget had been prepared on the assumption that Council Tax would be increased by the maximum permitted without requiring a referendum, namely by 1.99% or by £5 on a Band D property, whichever was greater.

Members were reminded that, whilst it was for the Council to decide upon the level of Council Tax set, the Executive could make a recommendation.

The Net Cost of Services for 2020/21 had increased compared to the previous year. Increased pensions costs and wage increases had added £650k to annual costs and there have been pressures on income in areas such as parking and property. However, this has been offset by an increase in income because of property purchased at the end of 2018/19, but not reflected in that budget. The additional cost of services has been funded by a combination of increased business rates and some new homes bonus. It was advised that, although there was no savings target for that year additional income and savings would be required to deal with budgetary pressures going forward.

Members received a summary of the budget. It was advised that a number of fees and charges had been increased and approved in accordance with financial regulations. These changes had been reflected within the proposed budget.

The 2019/20 financial year had marked the final year of the 3 year finance settlement. However, in October 2019 the Government had announced that it would defer the outcome of the Fair Funding Review and Business Rates changes and therefore only issue a 1-year settlement. This has meant that the reductions in funding expected, in particular the “negative grant”, had been put on hold for at least a year. If this was implemented in 2021/22 it could result in a significant reduction in funding from Business Rates for the Council.

Members were reminded that the Government had made changes to the New Homes Bonus (NHB) in 2017/18 where the first 0.4% increase in the tax base, 171 houses for Surrey Heath in 2019/20, would not attract NHB. In addition, payments were paid for 4 years rather than 6. These changes had resulted in NHB being a reduced incentive for housing delivery. Although no changes had been made in 2019/20 in October 2019, the Government at that time had announced that from 2020/21 it was its intention to only make a payment for 1 year, rather than 4. This, coupled with the threshold, would mean that the Council was unlikely to get any further NHB payments after the current legacy payments ended.

The Executive was advised that costs of £2,027,000 in the budget had been charged directly to reserves. The General Fund was estimated to be at least £2m at the end of 2020/21 if the budget was delivered as proposed.

Members were informed that the Council was required to prepare a Medium Term Financial Forecast to demonstrate that it can achieve a balanced budget in the future, or that it understood the challenges in delivering one. This forecast, together with the Financial Strategy, would be presented to Council as part of the Council budget setting report in February 2020. The preparation of the forecast this year was likely to be particularly challenging given there was no information on funding beyond 2020/21.

RECOMMENDED to Council that the 2020/21 General Fund Revenue Budget of £14,176,572 as set out in Annex A to the agenda report be approved.

RESOLVED to note that

- (i) expenditure totalling £2,027,000 will be charged directly to reserves;**
- (ii) a minimum revenue provision of £2,213,000 is required to repay debt;**
- (iii) the budget includes provision for a 2% staff pay increase;**
- (iv) the provisional NNDR baseline of £1,568,384 and the final settlement will be reported to Council at its meeting on 26th February 2020; and**

- (v) a full report, setting out Council Tax proposals for 2020/21 will be presented to Council on 26th February 2020.

86/E Corporate Capital Programme 2020/21 - 2022/23

The Executive received details of the proposed 2020/21 Capital Programme. The Council held surplus capital receipts and these receipts, as detailed in Annex C of the agenda report, would be sufficient to fund the entire capital programme and therefore no existing revenue and/or borrowing would have to be used.

Additional capital receipts might be realised from the sale of Council assets and if this was the case they would be applied against capital spend thereby reducing borrowing.

The Revenue Capital Fund was estimated to be about £11m at 31 March 2021 and could be used to support the Capital Programme if required. However, this would reduce the amount of reserve available to support revenue expenditure and hence the General Fund in the future.

Additional capital schemes might be brought during the year for the Executive and Council to consider. These might result in a change to the Prudential Indicators, the Capital Financing Requirement and the Minimum Revenue Payment. If this was the case those changes would be reported to the Executive and Council.

RECOMMENDED to Full Council that:

- (i) new capital bids for £1.479m for 2020/21, as set out at Annex A to the agenda report, be approved, and that they be incorporated into the Capital Programme;
- (ii) The Prudential Indicators summarised below and explained in Annex C to the agenda report, including the MRP statement, for 2020/21 to 2022/23 in accordance with the requirements of the Chartered Institute of Public Finance and Accountancy's (CIPFA) Prudential Code for Capital Finance in Local Authorities 2011 be approved:

Prudential Indicator	2020/21 Estimated £m	2021/22 Estimated £m	2022/23 Estimated £m
Capital Expenditure	1.479	1.0	1.0
Capital Financing Requirement	224	221	219
Ratio of net financing costs to net revenue stream	19.18%	18.75%	18.25%
Financing Costs	2.067	2.077	2.079
Operational Boundary	230	230	230
Authorised Limit	235	235	235

RESOLVED to note that:

- (i) the Capital Financing Requirement for this Council as at 31 March 2021 is estimated to be £224m and as such a Minimum Revenue Payment of £2.2m is required;**
- (ii) the provisional Capital Programme for 2020/21 to 2022/23; and**
- (iii) the available capital receipts forecast shown in Annex C to the agenda report.**

87/E Treasury Strategy 2020/21

The Executive received a report detailing the proposed Treasury Management Strategy and the Treasury Management Indicators for 2020/21, plus the Minimum Revenue Provision policy statement, estimated minimum revenue provision payment table, and Treasury Management Policy Statement.

The report fulfilled the Council's legal obligation under the Local Government Act 2003 to have regard to both the Chartered Institute of Public Finance and Accountancy's Treasury Management in the Public Services: Code of Practice.

The Council invested and borrowed large sums of money and was, as a result, exposed to financial risks which included the revenue impact of changing interest rates and the loss of part or all invested funds. The successful identification, monitoring and control of risk were, therefore, central to the Council's Treasury Management Strategy.

In accordance with the CLG Guidance, any changes required to the approved Treasury Management Indicators and Strategy would be reflected in future reports for the Executive and the Council to consider.

The budget for investment income in 2020/21 was £140,000 calculated as an average return of 108% on a £13m portfolio. £3.8m had been budgeted for interest payments calculated as average cost of 2% on a debt of £164m. These figures were influenced by changes to interest rates, levels of debt and investment funds.

The proposed Corporate Capital Programme for 2020/21 – 2022/23 would need to be funded by capital receipts.

RECOMMENDED to Council that

- (i) the Treasury Management Strategy for 2020/21 as set out in the agenda report;**
- (ii) the Treasury Management Indicators for 2020/21 at Annex C to the agenda report;**

- (iii) **the Minimum Revenue Provision policy statement and estimated minimum revenue provision payment table at Annex F to the agenda report; and**
- (iv) **the Treasury Management Policy Statement at Annex G to the agenda report;**

be adopted.

88/E Investment Strategy 2020/21

The Executive considered an investment strategy report for 2020/21, which met the requirements of statutory guidance issued by the government in January 2018.

Members were reminded that the Council invested money for two broad purposes, namely because it had surplus cash as a result of its day-to-day activities, known as treasury management investments, or in order to earn investment income. The strategy focused on the second of these categories.

RECOMMENDED to Full Council that the Investment Strategy, as set out at Annex A to the agenda report, be agreed.

89/E Capital Strategy 2020/21

The Executive considered a report setting out a Capital Strategy for 2020/21. This report provided a high-level overview of how capital expenditure, capital financing and treasury management activity contributed to the provision of local public services along with an overview of how associated risk was managed and the implications for future financial sustainability.

RECOMMENDED to Full Council that Capital Strategy, as set out at Annex A to the agenda report, be agreed.

90/E Mytchett Skate park

The Executive was reminded that, at its meeting on 21 January 2020, it had considered proposals to refurbish Mytchett Skate Park. It had been reported that it was proving increasingly difficult and costly to maintain this popular and well-used facility and the ramps would no longer be fit for purpose beyond 2020.

Members had considered the options presented for the refurbishment of this facility and supported the refurbishment in principle. It had been suggested that alternative materials such as concrete be used instead of the proposed steel ramps, which would help ameliorate the impact of noise from the Skate Park. Further information had therefore been requested on costings for equipment made from such materials.

The Executive received details of options for replacing the facilities and was advised that Option 1, namely the replacement of all ramps excluding the half pipe using Skatelite Prop riding surface, provided the most cost effective option and best surface for noise reduction.

It was proposed to use £23,000 of Community Infrastructure Levy funding for Mytchett and £31,000 of developer contributions available from the Blackwater Valley fund to finance these works.

RESOLVED that Mytchett Skate Park be enhanced by replacing the existing equipment with a steel frame structure and a 'Skatelite Pro' riding surface, set out at Option 1 of the agenda report, within the existing location and footprint of the site.

RECOMMENDED to Full Council that £54,000 be added to the Capital Programme, to be funded by Developer Contributions, for the replacement of the ramps at Mytchett Skate Park.

91/E Update to the Self and Custom Build Homes Register Entry Requirements

The Executive was informed that all Councils were required to maintain and regularly update a Self-Build and Custom Housebuilding Register.

Regulations also allowed authorities to set local eligibility criteria in the form of a Local Connection Test (LCT). The Register could then be divided into two parts: Part 1 was for those individuals and associations who meet both the LCT and the national eligibility criteria; Part 2 was for those individuals and associations who did not satisfy the LCT, but met the national eligibility criteria.

In 2015 the Council had introduced a Self-Build and Custom Housebuilding Register. The Register currently had a total of 76 applicants on Part 1 and 281 applicants on Part 2.

A review of the Local Connection Test had recently been undertaken and had concluded that it should be made more robust to ensure that only those with a strong local connection to the borough were entered onto Part 1 of the Register.

The Executive was informed that national policy provided for authorities to charge an entry fee, which must be proportionate to costs incurred by the Council. A proposed schedule of fees, which was comparable to those introduced by neighbouring authorities, was considered.

Legislation also allowed for the introduction of a Financial Solvency Test to determine if the person applying to be on the Register had the financial ability to purchase land and fund the construction of their project. It was advised that, if the Council did not introduce this test it might end up delivering plots that were not ultimately realised for self and custom build. This would be an inefficient use of time and resources, and could inhibit land being made available for residential development in a timely manner.

RESOLVED that

- (i) the amendments to the Self and Custom Build Register entry requirements, as set out in the agenda report, be agreed;**

- (ii) **the Local Connection Test be revised to ensure a tighter criteria for those applicants who can demonstrate a strong and specific link to the Borough;**
- (iii) **a fee to enter and remain on the register be introduced; and**
- (iv) **a Financial Solvency Test be introduced.**

92/E Poverty in Surrey Heath

The Executive was reminded that, at its meeting on 9 October 2019, the Council had agreed a motion concerning the level of poverty in the borough and the actions the Council could take to alleviate the problem. The Council had recognised this work could be done independently or through collaboration with its external partners, as appropriate.

Members were advised that one of the key indicators that could be used to identify poverty and its impacts was the Index of Multiple deprivation. Data from 2019 showed that the borough had five key super output areas where statistical measures were closer towards the worst 10% (1st decile). These covered areas in the St Michaels, Old Dean, and Watchetts wards. It was, however, recognised that although the identified wards had areas with deprivation, these related to specific roads and did not affect the whole ward.

It was proposed to undertake a study to identify and understand the community groups, including statutory services where appropriate, that operated in St Michaels and Old Dean in order understand what services were currently offered and what more was required to support those living in poverty. An outline action plan would then be produced that could address this inequality, together with clear improvement measures.

Members recognised that there were areas within the borough which had been identified as areas of deprivation, but had not been included in this research. It was agreed to undertake the review in the areas identified, thereafter roll out the model to other areas, taking into account any lessons learned.

RESOLVED that

- (i) **further research be undertaken to understand and provide the localised mapping of services in the most deprived wards; and**
- (ii) **a further report setting out an action plan for the Council and its partner be brought to the Executive in the summer of 2020.**

93/E Council Finances as at 31 December 2019

The Executive received the third quarter monitoring report against the approved budget, which provided an update on the Revenue, Treasury and Capital budget position as at 31 December 2019.

RESOLVED to note the report.

94/E Exclusion of Press and Public

In accordance with Section 100(A)(4) of the Local Government Act 1972 (as amended) and Regulation 5 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012, the press and public were excluded from the meeting for the following items of business on the ground that they involved the likely disclosure of exempt information as defined in the paragraphs of Part 1 of Schedule 12A of the Act as set out below:

Minute	Paragraph(s)
83/E (part)	3
95/E	3
96/E	3

Note: Minute 95/E is a summary of matters considered in Part II of the agenda, the minutes of which it is considered should remain confidential at the present time.

95/E Repurposing of Ground Floor Ashwood House

The Executive considered a report and made decisions on the options for the future use of the ground floor of Ashwood House.

96/E Review of Exempt Items

The Executive reviewed the reports which had been considered at the meeting following the exclusion of members of the press and public, as it involved the likely disclosure of exempt information.

RESOLVED that the decision at minute 95/E be made public but the financial information remain exempt for the present time.

Chairman

Annual Plan 2020/21

Summary

This report contains the proposed Annual Plan for 2020/21, which sets out the key projects and performance indicator targets for the next financial year. The Executive is asked to approve the plan.

Portfolio: Leader

Wards Affected: All

Recommendation

The Executive is requested to approve the Annual Plan 2020/21.

1. Key Issues

- 1.1 The Council agrees an Annual Plan each year which sets out the main goals, projects and targets for the financial year. Progress against these plans are reported to the Executive and Performance & Scrutiny Committee at mid-year and following year-end.
- 1.2 This year, the process has been reviewed to allow for wider Member input and challenge before the plan is agreed. A draft of the Annual Plan 2020/21 was considered by the Performance & Finance Scrutiny Committee at its meeting on 29 January 2020, and comments were requested. The Committee requested that clearer targets and milestones be included in respect of the Camberley Town Centre regeneration projects, and suggested that more information be included about the new Handyperson service. The draft plan has been updated accordingly.
- 1.3 The final proposed Annual Plan 2020/21 is attached at Annex A.
- 1.4 The Annual Plan is aligned to the goals and priorities of the Council's Five Year Strategy 2016 - 2021 and has been set out in previous years under the four main Strategy objectives – Place, Prosperity, People and Performance. Following the Council elections in May 2019, a review of the current Five Year Strategy has begun with the Corporate & Wider Management Teams and Executive Members. This review will be programmed over the coming financial year, and will include wider consultation with all Members, staff, partners and the public.
- 1.5 In light of this review of the Five Year Strategy, the attached draft Annual Plan 2020/21 is grouped under the Council's services/Executive Heads rather than the Five Year Strategy objectives ('4 P's'), and also includes some strategic cross-cutting objectives.

- 1.6 The plan is made up of two sections under each service/Executive Head:
- Key Projects 2020/21 - A list of the main projects to be delivered or progressed further by the service in 2020/21. This will not generally include 'business as usual' activities.
 - Key Performance Measures 2020/21 - Details of the key performance indicators for the service where the work of the service is more transactional, and proposed targets for 2020/21. These measure many of the Council's key 'business as usual' functions.
- 1.7 Progress against both the projects and the performance measures will be reported during the year to Corporate Management Team, the Executive and the Performance & Finance Scrutiny Committee.
- 1.8 Some of the Council's support services are not overtly mentioned in the Annual Plan (e.g. ICT, HR and Legal Services) but their work is key in supporting and enabling many of the other projects and targets contained within the plan.
- 1.9 The purpose of this Annual Plan is to be a tool with which to share and consult on the key priorities and targets for 2020/21, to manage and monitor our performance during the year, to cascade targets to staff for their Appraisals from April onwards and to give public transparency to the work of the Council.

2. Resource Implications

- 2.1 Resource implications are considered separately for each project and are contained within the budget for 2020/21.

Annexes	Annex A – Proposed Annual Plan 2020/21
Background Papers	Surrey Heath Borough Council Five Year Strategy
Author/Contact Details	Sarah Bainbridge – Senior Organisational Development Advisor sarah.bainbridge@surreyheath.gov.uk
Head of Service	Louise Livingston - Executive Head of Transformation

Section 1 – Key Strategic/Cross-cutting projects for 2020/21

Key Projects – Strategic / Cross-Cutting			
Ref	Project	Milestones	Lead Officer
SHBC1	<p>Climate Change – Surrey Heath Borough Council declared a Climate Change emergency in October 2019; agreed a target of make Surrey Heath Borough Council and its contractors carbon neutral by 2030, or earlier if possible, taking into account both production and consumption emissions; and has set up a Working Group to deliver these aspirations. In 2020/21 the Council will measure its baselines and agree a strategy and action plan. Targets:</p> <ul style="list-style-type: none"> • Set up an Executive and Officer working Groups. • Measured base line carbon emissions in our estate and from Council activities. • To agree a Climate Change Strategy and Action Plan. 	By March 2021.	Tim Pashen
SHBC2	<p>Poverty – undertake a study to identify and understand the community groups (to include statutory services where appropriate) that operate in St Michael’s, Old Dean and Watchetts, to include church, sport groups, and unofficial community champions. To understand what services are currently offered and what more is required to support those living in poverty within the community (the gaps). Based upon this work, develop an outline action plan that can address this inequality, together with clear improvement measures.</p>	Report setting out an action plan for the Council and its partners to be brought to the Executive by July 2020.	Louise Livingston /Jenny Rickard/ Tim Pashen
SHBC3	<p>Camberley Town Centre Regeneration – continue with the programme to deliver an improved Camberley Town Centre for residents, businesses and visitors and develop our Town Centre Strategy including:</p> <ul style="list-style-type: none"> • Delivery of a new Leisure Centre (see BUS1) • Improvements to the public realm (see REG2) • Big Spaces review of vacant retail spaces 	Regular reports to the Town Centre Working Group on milestones and progress. New leisure centre to open Summer 2021. Complete improvements to public realm by end 2021. Update on options to be reported by July 2020.	Corporate Management Team

Key Projects – Strategic / Cross-Cutting			
Ref	Project	Milestones	Lead Officer
	<ul style="list-style-type: none"> London Road Development Site Regeneration Land East of Knoll Road (LEKR) <p>Reporting on key Capital Projects to the Executive and Performance & Finance Scrutiny Committee.</p>	<p>Development agreement signed in June 2020. Planning application anticipated within 18 months of signing. Regular updates to tenants throughout the year.</p> <p>Agree next steps with Partners by September 2020.</p>	
SHBC4	<p>Five Year Strategy – review and update the Council’s Five Year Strategy setting out our ambitions for our communities, Borough and organisation, including consultation with partners, residents, businesses and staff. Review staffing resources and skills needed to deliver the strategy goals and ensure the Council is able to meet future challenges.</p>	Agree new Strategy by March 2021	Corporate Management Team
SHBC5	<p>Villages – outputs of Villages Working Group – in 2020/21:</p> <ul style="list-style-type: none"> Continue the Villages Working Group to look at opportunities and proposals to support villages across the Borough Consider proposals for making better use of a Council-owned asset in Bagshot Look at opportunities to improve transport links in villages including provision of transport linked to the wider community transport strategy. 	<p>On-going</p> <p>Report to Council on options by March 2021 On-going throughout year.</p>	Daniel Harrison
SHBC6	<p>Integrated Care System (ICS) and Surrey Heath Alliance –Local health organisations are working together as Frimley Health and Care to provide a joined up health, care and well-being system aiming to provide the ‘right care at the right time and in the right place.’</p> <p>Within this system, the Surrey Heath Alliance leads on the integration of health and care services across the Surrey Heath CCG area. This will include a range</p>	On-going	Darren Williams/ Tim Pashen

Key Projects – Strategic / Cross-Cutting

Ref	Project	Milestones	Lead Officer
	<p>of services delivered by the council.</p> <p>Ensure appropriate representation at all levels within Frimley Health & Care and the Surrey Heath Alliance, promoting the role the council plays in the delivery of prevention services and in support of the health and wellbeing of residents.</p>		
SHBC7	<p>Property Investments – maintain the Council’s approach of being active in finding and reviewing potential property investment opportunities to deliver income to safeguard services.</p>	On-going – regular reporting	Corporate Management Team

Section 2 – Key Projects and Performance Measures by Service

Key:

Key to tables of services	
Statutory services	Red
Discretionary services	Green
Support services	Yellow

Key Projects 2020/21 – this is a list of the main priority projects for the service area in 2020/21. Progress against these will be monitored and reported during the year and there will be more detailed plans and targets for each of these. The list for each service do not capture all projects for the service, or cover ‘business as usual’ activities.

Performance Measures 2020/21 – these performance measures set targets for activities that represent more of the ‘business-as-usual’ or day to activities of the service area. Progress against these targets will be regularly monitored and reported during the service.

BUSINESS




Executive Head – Daniel Harrison

Key Projects 2020/21 – Business			
Ref	Project	Milestones	Lead Officer
BUS1	New Leisure Centre – Manage and monitor the construction of the new Leisure Centre following the start of the main construction phase in January 2020. Monitor stages through detailed project plan.	New centre to open Summer 2021.	Sue McCubbin
BUS2	Grounds Maintenance Contract Delivery – due to the unwillingness of the current provider to deliver the contract to the full term, retender the grounds maintenance contract.	December 2020	Daniel Harrison
BUS3	Playground Refurbishment – Install a new playground in the Old Dean Recreation Ground, following the selection of the design after public consultation and obtaining any necessary planning permission.	July 2020 (In time for school holidays)	Sue McCubbin
BUS4	Physical Activity Strategy 2020 – 2022 – To agree a Physical Activity Strategy with the goal of creating an environment where all residents, regardless of background or circumstances, can participate in physical activity. <i>Draft Key Objectives/KPI's:</i> <ul style="list-style-type: none"> To reduce % of “inactive” Surrey Heath residents according to Active Lives Survey (currently 21%) To reduce % of “less active” under 16 residents according to the Active Lives Children and Young People Survey (currently 38%) Reduce gap between inactivity levels in most inactive ward and least inactive ward based on MSOA data (currently 7.5% - Old Dean, 25% inactive vs Bisley, 17.5% inactive) 	Strategy considered by the Executive March 2020 Detailed timescales in Strategy Action Plan to be delivered by March 2022.	Ben Sword

Key Projects 2020/21 – Business			
Ref	Project	Milestones	Lead Officer
BUS5	Events strategy Review Surrey Heath’s approach and role in delivering or enabling community events, in partnership with the Business Improvement District (BID).	On-going	Daniel Harrison (with Marketing & Communications and Economic Development)

Key Performance Measures 2020/21 - Business				
Indicator	Description	Proposed Target 20/21	Comments	Lead Officer
Satisfaction Ratings from People who use Town Centre Car Parks	Collected via a sample of face to face surveys carried out with town centre car park users.	70%	Baseline data collected in 2018 and again in 2019 by external companies.	Eugene Leal
People Reached by the Heritage Service	Includes visitors to the Surrey Heath Museum, pupils taking part in sessions delivered in schools, elderly people taking part in reminiscence sessions and other enquires including historical research.	6,500	New indicator for 2019/20.	Gillian Barnes-Riding
Reduction in the Percentage of Inactive Surrey Heath Residents	A reduction in the % of 'inactive' (taking part in less than 30 minutes physical activity a week) Surrey Heath residents according to Sport England's Active Lives survey. A lower percentage result is better.	23%	Sports England's Active Lives Survey is sent to randomly selected households with the results published twice a year in April and October for the covering a rolling years' worth of data.	Ben Sword
People Attending Events at Camberley Theatre	The number of people attending theatre and community events at Camberley Theatre.	55,000	Does not include people attending fitness classes temporarily relocated to the theatre during the building phase of the new Leisure Centre.	Andy Edmeads

COMMUNITY

	Executive Head – Tim Pashen
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Key Projects 2020/21 – Community			
Ref	Project	Milestones	Lead Officer
COM1	Community Services Partnership – <i>(key actions, targets and next steps to be confirmed following a report to the Executive in March.)</i>	TBC	Darren Williams
COM2	Develop a Community Transport Strategy for the Community Services Partnership.	December 2020	Darren Williams
COM3	Air Quality – monitor air quality levels on the A331 (Blackwater Valley Relief Road) following the implementation of the 50 m.p.h speed limit in 2019. Continue to monitor air quality across the Borough to ensure levels of pollutants continue to be compliant with national standards. Review our Air Quality Strategy.	March 2021	Environmental Health & Licensing Manager
COM4	Surrey Environment Partnership – deliver in partnership the Surrey Environment Partnership Work Programme for 2020/21 with a view to increasing recycling and minimising waste with focus on ‘Ourselves’ (SHBC), ‘Our Services’ and ‘Our Community’. The three main areas of the strategy are: <ul style="list-style-type: none"> • Waste Management – responding to the new National Resources & Waste Strategy and improving our services • Fly-tipping • Single-use plastics 	From April 2020	Tim Pashen

Key Projects 2020/21 – Community			
Ref	Project	Milestones	Lead Officer
COM5	Improvements to flats recycling – subject to funding, implement improvements to recycling facilities at flats across the Borough, targeting either highest priority areas or recycling streams.	March 2021	Richard Bisset

Key Performance Measures 2020/21 - Community				
Indicator	Description	Proposed Target 20/21	Comments	Lead Officer
Food Businesses with a 'Food Hygiene Rating' of 3 or Over	Percentage of establishments with a rating of 3 (generally satisfactory) or better under the Food Hygiene Rating Scheme.	95%		Environmental Health & Licensing Manager
Food Premises that are Inspected Within 28 Days of Being Due	Percentage of establishments where a food hygiene inspection is carried out within 28 days of it being due.	99%	Numbers of inspections will also be reported.	Environmental Health & Licensing Manager
Environmental Health complaints	Percentage of noise complaints resolved within 3 months.	80%	Numbers of complaints will also be reported.	Environmental Health & Licensing Manager
Household waste recycled and composted	Cumulative year-to-date figure, calculated by comparing the amount of waste sent for recycling, reuse and composting against the total waste collected. This figure includes street sweepings.	61%	A small reduction in target to give a more realistic – but still stretching – target. The national 2018/19 figures have recently been published by Defra - the national average result was 45.1%. Surrey Heath's confirmed figure for 2018/19 was 61.9% which was the 5th highest nationally.	Matthew Smyth / Richard Bisset
Residual Waste Per Household (kg)	Rolling 12-month total of the number of kilograms of residual household waste collected per household, using the Defra definition of residual household waste (incl. street cleaning etc.).	To be a top quartile performer	Quarter 4 2018/19 result for Surrey Heath BC was 314kg per household – the lowest in Surrey.	Matthew Smyth / Richard Bisset

Key Performance Measures 2020/21 - Community				
Indicator	Description	Proposed Target 20/21	Comments	Lead Officer
Percentage of streets falling below a grade B cleaning standard	The percentage of streets reviewed as part of the regular survey falling below a 'Grade B' standard of litter (Predominately free of litter and refuse apart from some small items)	4%		Matthew Smyth / Richard Bisset
Number of 'missed' bins.	Number of 'missed' residential kerbside collections per 100,000 collections.	80	New indicator, monitored as part of contract performance.	Matthew Smyth / Richard Bisset
Number of journeys by community bus in a year	Number of journeys BOOKED for community bus in a year.	24,000	Completed journeys also monitored and reported. Always a number of cancellations, often due to illness.	Darren Williams
Number of Meals at Home products served in the Year	Number of "meals at home" products served in the year including both lunch and tea.	35,000	Increase in target to reflect positive trend in performance	Darren Williams
Number of residents supported by Community Alarms	Number of residents supported by the community alarm service (could include two service users at the same address)	1,100	Number of referrals will also be reported to reflect the turnover in service users.	Darren Williams
Number of referrals to social prescribing service	Number of referrals to Social Prescribing service across whole of Surrey Heath partnership project.	900		Darren Williams
Handyperson service referrals	Number of referrals to the newly introduced Handyperson service. (Homelink Handyperson service is a partnership between SHBC, Runnymede BC, Spelthorne BC and Woking BC.)	235	It can provide minor aids and adaptations, home security work, home safety checks, essential repairs and small general DIY jobs.	Darren Williams

CORPORATE

 <p>Democratic Services</p> <p>Elections</p> <p>Contact Centre & Post/payments</p> <p>Marketing & Communications</p>	Executive Head – Richard Payne
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Key Projects 2020/21 – Corporate			
Ref	Project	Milestones	Lead Officer
COR1	Conduct the Police & Crime Commissioner Election	Election May 2020	Richard Payne Rachel Whillis
COR2	Implement Canvass Reforms in time for the publication of the revised Register of Electors.	December 2020	Rachel Whillis
COR3	Community Governance Review – complete the Community Governance Review for the Windlesham Parish area.	Recommendations published by July 2020	Rachel Whillis
COR4	Marketing and Communications – lead the project to ensure the Council complies with the new public sector website accessibility regulations	September 2020	Kate Noviss
COR5	Contact Centre – Implementation of new CRM (Customer Relationship Management) system	From April 2020	Lynn Smith

Key Performance Measures 2020/21 - Corporate				
Indicator	Description	Proposed Target 20/21	Comments	Lead Officer
Percentage of Complaints Responded to Within Target	Percentage of 'formal' complaints (stage 2-3) responded to within target 2 days to acknowledge and 10 days to reply)	90%		Lynn Smith

Key Performance Measures 2020/21 - Corporate				
Indicator	Description	Proposed Target 20/21	Comments	Lead Officer
Customer Satisfaction Rating of Good/Excellent to Exceed 90%.	Customer satisfaction rating of good/excellent to exceed 90%	90%		Lynn Smith

FINANCE



Executive Head – Interim Executive Head of Finance

Key Projects 2020/21 – Finance



Ref	Project	Milestones	Lead Officer
FIN1	Treasury Strategy - Review and refresh the Council's Treasury strategy to ensure that returns from treasury investments are borrowing costs are optimised. Treasury updated twice yearly in June 2020 and Dec 2020 and the strategy agreed in February 2021 (for the following year)	On-going – reported six-monthly to the Executive.	Adrian Flynn
FIN2	Medium Term Financial Strategy (MTFS) – Review and refresh the Medium Term Financial Strategy. Set a sustainable and robust budget.	February 2021.	Interim Executive Head of Finance
FIN3	Council Tax Support Scheme – To review and update the Council Tax Support Scheme arrangements.	December 2020	Robert Fox

Key Performance Measures 2020/21 - Finance

Indicator	Description	Proposed Target 20/21	Comments	Lead Officer
Council Tax Collected	Percentage calculated, as a cumulative year-to-date figure, from the total council tax payments received compared to the total amounts payable in that year	99.25%	2018/19 result was 99.2% which was 5 th highest result nationally.	Robert Fox

Key Performance Measures 2020/21 - Finance				
Indicator	Description	Proposed Target 20/21	Comments	Lead Officer
Non-Domestic (Business) Rates Collected	Percentage calculated, as a cumulative year-to-date figure, from the total business rates payments received compared to the total amounts payable in that year	99.25%	2018/19 result was 99.6% which was joint 11 th highest result nationally.	Robert Fox
Benefits processing	a) Number of days taken to process new housing benefits claims b) Number of days taken to process changes to benefits	a) 20 days (new claims) b) 10 days (changes)		Robert Fox
Invoices Paid On Time	Percentage of invoices paid on time.	97%		Adrian Flynn

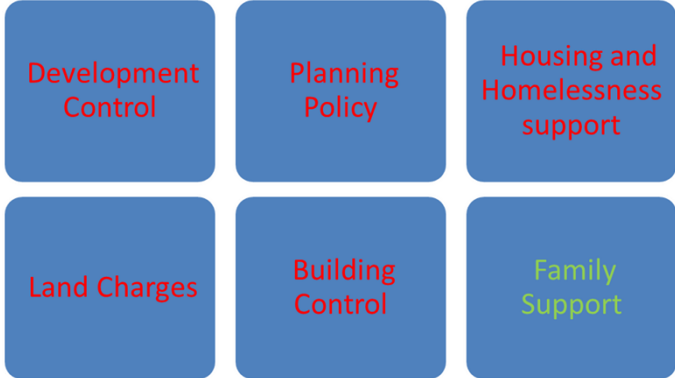
INVESTMENT & DEVELOPMENT

 	Head of Service (Interim) – Lesha Chetty
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Key Projects 2020/21 – Investment & Development

Ref	Project	Milestones	Lead Officer
I&D1	<p>Asset Management – continue to manage and deliver the programme of capital projects to make the best use of the Council’s assets, including the projects that are part of the Camberley Town Centre Regeneration Programme (see SHBC3)</p> <p>Corporate Asset Management Strategy being developed.</p> <p>Reporting on key Capital Projects reporting to the Executive and Performance & Finance Scrutiny Committee.</p>	<p>Regular reports to the Town Centre Working Group on milestones and progress.</p> <p>By end 2020.</p>	Lesha Chetty
I&D4	<p>Property Investments – being active in finding and reviewing potential property investment opportunities to deliver income to safeguard services.</p>	On-going as opportunities arise	Lesha Chetty

REGULATORY

	Executive Head – Jenny Rickard
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Key Projects 2020/21 – Regulatory			
Ref	Project	Milestones	Lead Officer
REG1	Local Plan – continue to develop a new Local Plan to guide development in the Borough and address Housing need. Consult with the public, businesses and partners on the draft local plan.	Tbc – Local Development Scheme to be updated	Jane Reeves
REG2	Camberley Town Centre Public Realm improvements - Continue with the works to improve Camberley High Street, Knoll Walk and Princess Way with a target date for the completion of improvements of the end of 2021.	Phased works throughout 2020/21.	Jenny Rickard
REG3	Homelessness – following a successful bid for funding, implement a Rough Sleeper Initiative project including a property acquisition. Submit another bid to the Government for funding to further expand the Council work to support those currently homeless or at risk of becoming homeless.	Purchase property April 2020. Submit bid by November 2020.	Clive Jinman
REG4	Housing related support service - to enable Surrey County Council and Surrey Heath Borough Council to meet the requirements set out in the Care Act 2014 and Homelessness Reduction Act 2017. The service will support vulnerable and socially	June 2020.	Clive Jinman

Key Projects 2020/21 – Regulatory			
Ref	Project	Milestones	Lead Officer
	excluded people to set up and maintain tenancies to prevent, reduce and delay care needs and prevent homelessness. It will also help clients who have accommodation who are at risk of homelessness by providing intervention and support to stabilise and maintain their tenancies.		

Key Performance Measures 2020/21 - Regulatory				
Indicator	Description	Proposed Target 20/21	Comments	Lead Officer
Processing of 'Major' Applications	Percentage calculated as the number of major applications processed within timescales (13 weeks) against total received. As per national guidelines, this includes applications where there is an agreement for an extension	72%	Government target is 60%	Jonathan Partington
Processing of 'Non-Major' Applications	Percentage calculated the number of minor and 'other' applications processed within timescales (8 weeks) against total received. As per national guidelines, this includes applications where there is an agreement for an extension	84%	Government target is 70%	Jonathan Partington
Appeals dismissed against the Council's refusal of planning permission	Percentage of appeals dismissed against the Council's refusal of planning permission.	65%		Jonathan Partington
Number of households living in temporary accommodation	Number of all households in temporary accommodation at the end of the quarter. These are only the households who are accommodated following an acceptance of a homelessness duty. Other households may be placed in temporary	30		Clive Jinman

Key Performance Measures 2020/21 - Regulatory				
Indicator	Description	Proposed Target 20/21	Comments	Lead Officer
	accommodation without us accepting a duty but by using our prevention powers.			
Housing advice – homelessness prevented	A count of the number of households who approached the Council as homeless or threatened with homelessness within 56 days who had their homelessness prevented (i.e. were able to remain in their current home) or relived (i.e. were found a move to an alternative home) by the work of the Council’s Housing Solutions Team	30		Clive Jinman
Home Improvement Agency Activity	The number of homes adapted or improved for older and vulnerable residents to promote their independence, and keep them safe and well in the community.	80		Clive Jinman
Family Support Feedback	Proportion of children and young people (and/or parent carers) who feedback that they have made positive progress in relation to identified outcomes.	70%		Emily Burrill
Family Support outcomes	% of families not re-referred to Surrey Family Safeguarding hub or early help hub within 6 months of closure to family support programme	70%		Emily Burrill
Affordable homes completed each year	A count of the number of affordable homes provided in the year. This figure is only provided at the end of the year.	57		Jane Reeves
Refugee resettlement	Number of families resettled under the UK resettlement scheme.	3 families		Emily Burrill Clive Jinman

TRANSFORMATION

	Executive Head – Louise Livingston
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Key Projects 2020/21 – Transformation

Ref	Project	Milestones	Lead Officer
TRA1	Economic Development – promoting the Borough – Have in place inward investment promotional literature and content based on local data and case studies and use to promote Surrey Heath through the year.	In place from April onwards. Promote and update throughout the year.	Teresa Hogsbjerg
TRA2	Frimley – undertake a highways survey in Frimley to ascertain where improvements could be made to improve traffic flow at peak times especially understanding the concerns of businesses and residents in the area. Look for funding opportunities to deliver identified solutions. Engage with residents and businesses to discuss other aspirations for the area to be included in the scope of the project.	Report on findings of initial residents' questionnaire by end April 2020. Review potential funding streams by May/June and on an on-going basis throughout the year.	Louise Livingston / Jenny Rickard
TRA3	Improved project and performance management – implement an improved process, toolkit and system for project and performance management across the	Toolkit and monitoring process from April	Sarah Bainbridge

Key Projects 2020/21 – Transformation			
Ref	Project	Milestones	Lead Officer
	organisation including relevant training and support for staff.	2020. Implement system by March 2021	
TRA4	Community Lottery Fund – within two years of the scheme being operational (July 2021) aim for the lottery fund to have distributed £10,000 into the community to fund projects and events. Aim to have signed up 75 community organisations in total by March 2021.	July 2021 March 2021	Jayne Boitoult
TRA5	Corporate Social Responsibility - working with the Community Matters Partnership Project, enable communities in the Borough to receive volunteer hours on community projects – record and benchmark hours delivered throughout the year.	March 2021	Teresa Hogsbjerg
TRA6	Public Space Protection Order - To review and consult to extend for a further 3 years the Public Space Protection Order which provides the framework to manage low level anti-social behaviour/neighbour/dog nuisance complaints within Surrey Heath.	By October 2020	Julia Greenfield

Key Performance Measures 2020/21 - Transformation				
Indicator	Description	Proposed Target 20/21	Comments	Lead Officer
Planning Enforcement Breaches	Percentage of planning enforcement referrals where the initial action (e.g. a site visit) takes place within the target timescales set out in the Local Enforcement Plan.	75%	Current target timescales: - High Priority – 2 working days - Medium Priority – 10 working days - Low priority – 21 working days Reporting will also include the number of referrals in the previous rolling year and the outcomes achieved.	Julia Greenfield

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Camberley 5G Retail Test-bed OBC

Summary

To seek approval for the deployment of a 5G network, in Camberley Town Centre, to create the UK's first 5G enabled Shopping Centre.

Portfolio: Business & Transformation

Date Consulted: 5 March 2020

Wards Affected: Town

Recommendation

The Executive is advised to RESOLVE that

- (i) a council-owned, UK first, 5G network in Camberley town centre in order to aim to attract businesses and technologists from all over the world to help provide a USP for the town and to open opportunity for revenue streams be agreed; and
- (ii) the procurement of a commercial partner who can generate revenue from the network once live be undertaken.

1. Background

- 1.1 The Council's Economic Development team have produced the following business case which has been developed through a public/private sector cohort.
- 1.2 Utilising the team's relationships with the 5G Innovation Centre at the University of Surrey, opportunities were explored to work together to capitalise on their national and international prominence in the region as a way to promote Surrey Heath as a business location.
- 1.3 Work was undertaken to explore using the Council's shopping centre asset as a possible 5G test-bed location helping to transform the way bricks and mortar retail operates and increase the attractiveness of the Square as a prominent retail location.
- 1.4 As discussions advanced the project began to attract high profile global businesses and partners it was clear that the idea had the potential for real success, a business case was commissioned through Stuart Fenton Consultancy

(attached as Annex 1) to help give clarity in a highly technical and specialised field.

- 1.5 Once complete the business case was used to form a LEP bid for match-funding but was rejected due to lack of budget. The LEP instead forwarded a letter of support for the project (Annex 3) from their Assistant Director, Rachel Barker and suggested the Council re-submit the application once the LEP had a better understanding of future funding post-Brexit.
- 1.6 In the wake of Nokia's announcement of the first EU 5G mall in October 2019, a decision was taken to seek industry investment in the project through a commercial partner to speed up the process and secure a claim on being the first in the UK.

2. Current Position

- 2.1 At the time of initial idea curation, the project would have been a world first, however, during the necessary time spent to build up the feasibility we have seen Shenzhen, China launched the world's first 5G mall and Nokia launched Europe's first in Helsinki in October. As time passes, we risk losing the title of UK's first and the prestige that goes alongside to challenger location.
- 2.2 A substantial amount of work has been undertaken with partners including;
- 2.3 The University of Surrey 5G Innovation Centre has given written confirmation to support the project through access to the 5G core (Annex 4).
- 2.4 Royal Holloway University's Story Futures team have committed to help develop augmented and virtual reality technologies within the retail customer experience.
- 2.5 The Council has a standing offer from Huawei to match fund a contribution of £6m in technology as well as joint branding and promotion rights.
- 2.6 Alibaba has verbally confirmed a willingness to contribute £3m of funds to join the project as a lead partner, wanting to trial a platform which lists all in-stock products across all town centre shops and adds a delivery service within 30 minutes.
- 2.7 The remaining £3m has recently been offered by a network operator, completing the required funding, however, discussions are still taking place with all remaining national operators.
- 2.8 Ofcom has assured the project of 5G spectrum and suggested that the project is likely to be a 'standout project for the UK' if successful.

- 2.9 The Department of International Trade is supporting the project because of its international appeal and have stated that if the project is fully funded it can present the project at Mobile World Congress in Barcelona, as part of the DIT stand, highlighting opportunities to be involved for end-users.
- 2.1. The Economic Development team is aware of an upcoming DCMS match-funding call for 5G projects, of up to £5m in value, which will be published in April 2020. Giving the project an opportunity to bolster its existing project or indeed, add to the coverage area, adding to the overall success potential.
- 2.10 An MoU has been signed with all partners (Annex 2).

3. Options

- 3.1 To authorise the project to deliver the installation, maintenance and ongoing ownership of its own town centre 5G infrastructure.
- 3.2 To authorise the project manager control over the procurement of services within the agreed budget.
- 3.3 Not to support the proposals.
- 3.4 To amend the proposals as it sees fit.

4. Proposal

- 4.1 To authorise a council-owned, UK first, 5G network in Camberley town centre. The 5G network will aim to attract businesses and technologists from all over the world to help provide a USP for the town and the opening opportunity for revenue streams.
- 4.2 To advertise the procurement of a commercial partner who can generate revenue from the network once live

5. Resource Implications

- 5.1 The project will be overseen by the Council's Economic Development team, the business case allocates salary for a new temporary post to help with project delivery. Specialist input will be requested from consultants, colleagues in legal, procurement and marketing communications.

6. Recommendation

- 6.1 It is recommended that the Executive agrees to the options set out in 3.1.

Annexes	Annex 1 - Commissioned 5G Business Case Annex 2 - Memorandum of Understanding Annex 3 - Letter of Support - Enterprise M3 LEP Annex 4 - Letter of Support - 5G Innovation Centre, The University of Surrey
Background Papers	
Author/Contact Details	Sam Marshall sam.marshall@surreyheath.gov.uk
Service Manager	Louise Livingston - Executive Head of Transformation



5G Retail Business Case

Surrey Heath Borough Council

The Square 5G Retail Business Case

Prepared for Surrey Heath Borough
Council

BY

Stuart Fenton Consultancy Limited

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1.0 Executive Summary

This business case was commissioned to examine the opportunity for turning The Square shopping centre located in Camberley into Europe's first 5G retail test bed. Research has been drawn from a number of sources and industry experts, as well as looking at regional and national interests in 5G and retail. The projected cost for the project will be in the region of £8-10m over a three year period which can potentially be offset by local enterprise partnership grants, contributions (in-kind or direct cash) from technology partners and larger government grants.

What is the proposition?

The creation of Europe's first 5G retail test bed. Working with a consortium of partners to provide a ground-breaking open data shopping centre, transforming the way bricks and mortar retail operates.

Why do this?

The power of 5G and IOT is set to transform the retail industry, the ownership of the shopping centre by Surrey Heath Borough Council provides a unique opportunity to create this test bed in partnership with a number of key technology partners and put Camberley on the world map and gain international recognition. The opportunity has arisen to create revenue models based on the ownership and commercialisation of data and lead the council towards real time data driven decision making. The council made a significant investment in purchasing the shopping centre and the surrounding areas, by investing in to this project and making it the first 5G enabled shopping centre in Europe, will mean that they are future proofing the shopping centre and allowing retailers to innovate and trial new technologies which they currently cannot do on legacy networks and systems. This is important because the customer experience is becoming significantly important for driving consumers in to bricks and mortar retail shops, and retailers will need a test bed to trial and test new technologies before rolling them out nationally.

How will it be done?

Collaborating with a number of different partners and retailers to install a 5G fibre network that will allow the use of sensors and technologies. Bringing a whole new level of innovation to retailers and shoppers, as well as providing open data to SMEs and technology companies to help innovate and personalise solutions. There is also the possibility of doing hackathons where industry can find solutions to problems they are having, by utilising SMEs and University students to come up with ideas and testing them in the shopping centre in a real world environment.

Risks

With any large scale project there are a number of risks to doing this project, especially with the significant up front capital investment required. These costs can potentially be offset by grants and with the right partners on the project. Investing in the expertise of the 5G Innovation Centre and consultants who can advise on the correct technology systems and partners to make this project a success long term.

Conclusion

There is significant rewards and benefits for being the first shopping centre in Europe to be a 5G retail test bed as it would be classed as a turnkey opportunity for the Department for International Trade giving the shopping centre international appeal. It should also be attractive for new retailers who are looking at trialling innovation in their stores, which should lead to increased footfall and higher conversion rates. Moving forward the data could be commercialised, and the learnings turned in to an economic blueprint for retail, with Surrey Heath Borough Council becoming thought leaders in technological innovation in retail and owners of significant data sources.

2.0 Introduction

The fourth industrial revolution is upon us, with the blurring of boundaries between the physical world and the digital world beginning to occur. Providing an exciting opportunity for government, academia and industry to capitalise and innovate in ways that have not been previously possible due to the limitations of terrestrial networks. This business case outlines the proposal to build a 5G retail test bed in Camberley. Utilising the significant advancements gained from the 5G technologies beginning to roll out across the country, it would be applied to a large-scale retail asset owned by Surrey Heath Borough Council called The Square. This is a very important step for retail and could be the catalyst for change for bricks and mortar retail and the high street which is under a lot of pressure, a PWC report has found that on average 16 shops a day are shutting on the high street, with 2870 high street shops closing between January 2019 to June 2019 which is the highest figure since records began. But there was also a total of 1634 shops which opened, which is a 4% year on year increase showing that bricks and mortar retail is still important and needed. PWC Consumer markets leader Lisa Hooker was quoted saying “The decline in store numbers in the first half of 2019 shows that there’s been no let-up in the changing ways that people shop and the cost pressures affecting High Street operators” (Gazette, 2019).

Camberley is located 35 miles away from London and is close to the M3 motorway, a number of large-scale international airports in Heathrow and Gatwick and private passenger airport Farnborough. Meaning it is in an ideal location to be a flag ship UK project that will drive innovation in retail and be a “turnkey” opportunity for the department of International Trade (DIT). The concept behind the test bed would be to allow retailers to trial and implement new innovations and technologies using the 5G fibre network and then be able to scale solutions across the country. The key benefits this would provide is multifaceted, firstly retailers will have a real-life test bed to trial technologies and innovation which could work and are implemented in other shops or fail quickly before making a large initial investment in a number of shops. It would allow the retailers to implement new technologies such as

point of sale units, augmented and virtual reality and other innovations which currently are not able to be done due to the restrictions in current digital networks. Consumers will benefit from enhanced new experiences and innovation that will make the shopping experience unique from other shopping centres, giving The Square shopping centre a technological and connectivity USP. The UK government will benefit from this as the productivity gains from 5G are estimated to be in the region of £15bn by 2025 (Barclays, 2018) and it also provides a soft landing zone for foreign direct investment. Leading to an opportunity for exporters to demonstrate new technologies to foreign investors in a real-life environment or getting their products to market quicker by testing them in the shopping centre.

This business case will outline the following:

- The Vision of the project and how it should be looked at initially
- The Scale of the opportunity- Benefits and Risks
- The Global rise of IoT and 5G and how it links to retailers
- The Changing demographics and how Surrey Heath Borough Council need to be aware of the changes locally
- The recommendations and next steps needed to make the project a reality

3.0 The Vision- 5G Retail Test Bed

The creation of Europe's first 5G enabled Shopping Centre

This business case is outlining the initial proposal for the creation of Europe's first 5G enabled shopping centre, building on the investment that Surrey Heath Borough Council made in 2016 by purchasing The Square shopping centre.

3.1 What is the project trying to achieve?

The creation of Europe's first 5G retail test bed. Working with a consortium of retail and technology partners to provide a ground breaking open data shopping centre, creating the blue prints for future models on how the bricks and mortar retail sector operates. This is an important project not only regionally but nationally/internationally as solutions can be scaled and the knowledge that is derived from data can be interpreted, learned from and commercialised making Surrey Heath Borough Council thought leaders in the retail sector.

The project will have clear outcomes:

- A unique shopping experience that will be focussed around innovation by pushing the boundaries of IoT and 5G leading to a paradigm shift in the customer experience and becoming a retail centre of excellence which international appeal.
- Future proofing of a significant asset owned by the council by the installation of 5G infrastructure (Fibre, Base Stations, IoT sensors).
- Increased footfall to the shopping centre.
- Creation of a flexible working space/incubator which will allow innovative SMEs and start ups a place to work close to the shopping centre. This will lead to hackathons and industry events to help drive new businesses/individuals to the region.

- An enabler for future innovation in the retail industry, by utilising open data sources obtained by IoT sensors and making these available to tenants and the incubator.
- Becoming a “Turn Key” opportunity for the Department of International Trade (DIT) which essentially means that they can advertise this opportunity all over the world as a ready to invest in project to foreign investors.

The Project will deliver ROI by:

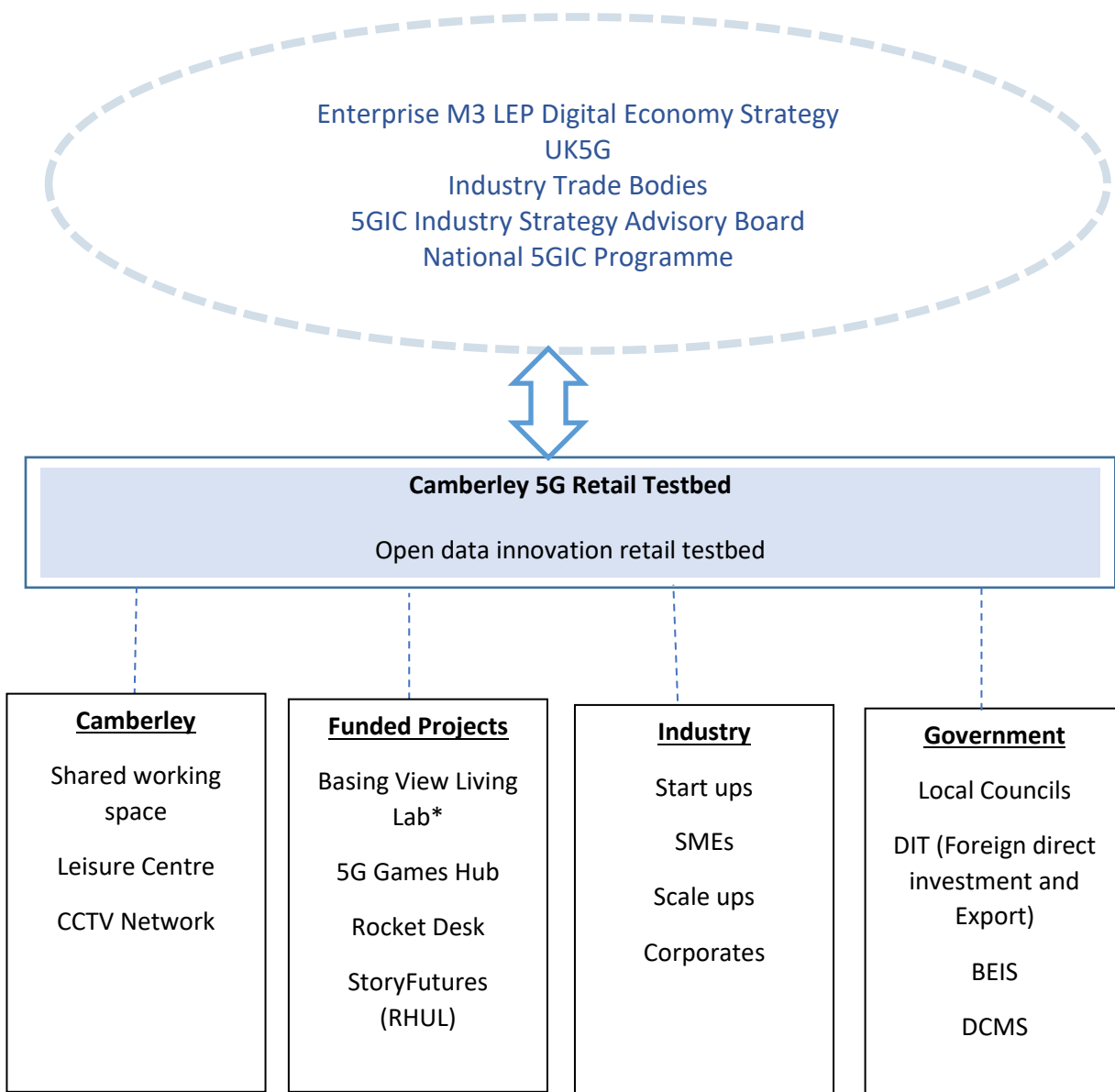
- The commercialisation of data obtained by IoT sensors.
- Future proofing a significant asset owned by the council.
- Increased satisfaction by the current tenants as they will be able to innovate in a number of different ways by exploiting new technologies and connectivity (Explored further in section 7.2).
- Attracting new tenants nationally and internationally by working closer with the Department for International Trade (DIT) and create a soft-landing zone for foreign direct investment.
- Driving footfall to the shopping centre to experience an improved way of doing bricks and mortar retail, which should lead to increased occupancy, higher conversion rates and increased fees received from parking.

3.2 How could Surrey Heath Borough Council do this?

Collaborating with a selection of technology partners, universities and retailers to install a 5G fibre network that will allow the use of sensors and the right technology applied that will bring a whole new level of innovation to retailers and shoppers. Providing open data to SMEs, tech companies and hackathons to equip the innovators of tomorrow with the right data to provide more levels of innovation than we have seen to date.

It is also important that the test bed works with key retailers from large scale all the way down to the independent shops, it is important that this project is seen as a project for retailers with them heavily

involved at the start, and not a project which they have very little influence in and has been forced upon them. The project will be working with retail trade bodies to ensure that the retailers voice is heard, this is important because a key outcome for the project is driving new organisations in to the region and this can be done if they are being represented by the trade body. The schematic below shows a vision of how it could operate:



*Awaiting sign off

3.3 Why do this?

The power of 5G and IOT is set to transform a number of industries and the latest DCMS test bed programme has demonstrated this in a number of verticals (IoT, Autonomous Vehicles, Health) one of the key parts missing in the retail industry, likely due to the fact of asset ownership. The ownership of the shopping centre by Surrey Heath Borough Council provides a unique opportunity to create this test bed in partnership with several key technology partners and put Camberley and Surrey Heath on the world map and gain international recognition. There is a significant opportunity to create revenue models to provide a ROI model based on ownership of data. The impacts and learnings of data driven decision making will mean that Surrey Heath Borough Council could become thought leaders in this field, and sell intelligence to shopping centres and retail partners around the world who want to implement technologies, but do not have the resource available to them or the time to be able to do it properly.

There is also an economical argument for this project, the UK retail industry is a big employer and contributor to GVA. Retail Economics (Retail Economics, 2018) found that there were 2.9 Million people employed in UK retail in 2018 and the amount retail generates of total GDP (GVA) is 5% with one third of consumer spending going through retail which makes it a big contributor economically through employment and spend.

3.4 The Square Shopping Centre

The Square is a 460,000 sq. ft shopping centre, with over 100 different retailers and attracts 180,000 shoppers a week (Camberley, 2019) from its affluent catchment area. It has a number of anchor tenants with household names such as Sainsburys, Poundland, Primark, Boots and TK Maxx. Within a short radius of Camberley there is significant competition in close proximity, with shopping centres of prominent highstreets highlighted in the map below.



(Google Maps, 2019)

A report by CACI (CACI, 2018) looked at The Square shopping centre and found the following:

- The Square has a strong local pull, with 89% drawn from the local primary and secondary catchments. There is an underrepresentation of shoppers from the secondary catchment areas and this is due to the increased competition from other shopping centres such as Bracknell. A recommendation was to increase its appeal for shoppers from further away through improving its destination led offering such as restaurants and cafes or refurbished department store/fashion offer which was requested by 19% of shoppers.

- The Square is performing well in comparison to other shopping centres and retail spend is above the average for other in town shopping centres. The Conversion rate of shoppers is also increasing year on year. One of the catalysts for the increase was the new caterers at the Square which has helped increase conversion rates from 7% in 2014 to 21% in 2018.
- The customer experience is key and CACI rated The Square as a 4.2 with shoppers experiencing a more positive perception of The Square in comparison to 2014. There was a strong uptake of services such as free Wi-Fi and the information desk.

3.5 Flexible Working Space

The creation of a 2500sq foot flexible working space that could back haul in to the 5GIC core to allow SMEs and start ups the opportunity to work on a 5G network from their office space. There are a number of groups that could benefit from this type of work space, and considerations should be given to the following:

- **Skills Retraining**

The workspace could offer development courses or training to get people back in to work, there should be considerations to look at the national retraining scheme launched by the government. This could benefit a number of individuals such as adults who lose jobs to automation, mothers returning to work after maternity leave and military leavers.

- **Women in technology**

Working with large corporates and public sector to help get more women in to technology and STEM careers, this could be a flagship project where there is significant investment and

time in to giving opportunities to women to work in the flexible working space and receive mentorship and support from organisations around the UK.

3.6 Benefits of the Project

There are a number of significant benefits that can be obtained by investing into this project, especially as this is the first of its kind in Europe to date, which will gain media interest nationally as well as generating a significant USP for Camberley as a retail centre of excellence. The key benefits that could be seen are:

Department for International Trade (DIT) Landing Zone

To drive inward investment and foreign direct investment, the project should be classed as a landing zone for the DIT. By becoming Europe's first 5G enabled shopping centre, it should be seen as a centre of excellence for retail innovation, and be a showcase for the UK. The DIT should also be utilised for exporting opportunities, with SMEs and Scale ups being able to demonstrate their technologies/products in a real life environment to attract new exporting opportunities or investment.

Incubation and academia links

As Surrey Heath has no higher education or further education institutions, this project would help deliver stronger links to academia with Universities such as The University of Surrey and Royal Holloway a short distance away. By linking the project with the Universities, Surrey Heath Borough Council can explore opportunities such as a Knowledge Transfer Partnerships (KTP). A KTP is a part funded programme that enables the public sector or industry to access knowledge and skills from a university graduate.

Strong Partner Network

Attracting large organisations to partner on the project has many benefits, firstly the recognition and marketing that can be obtained from the larger organisations will give significant coverage for Surrey Heath which it would not have got without the project. There is also the opportunity to work longer

term with these partners on other projects, as outlined in the appendices there are a number of other technologies and applications that would benefit from 5G that Surrey Heath Borough Council could be a part of.

Data Collection

One of the biggest benefits of doing the project is the collection of real time open data, that can be analysed and interpreted. This gives Surrey Heath Borough Council the opportunity to move towards real time data driven decision making, making it easier to justify decisions to the public as they will be based on real data. The data could also be commercialised and sold which would create a new revenue stream for the council. The data could also be provided for hackathons to allow innovative smaller organisations or start ups to work on real life problems and come up with solutions.

Continuously Developing Ecosystem

The project has the opportunity to continuously develop, it is key for an innovation test bed that it is constantly keeping up to date with changes in technologies. This means that for future funding bids, the testbed could be used or commercialised to allow partners not just involved in retail to use the test bed for new technologies or trials and adding to the shopping experience for consumers.

Centre of excellence for future bids

By becoming a centre of excellence for retail, there is a good opportunity to partner on emerging technology or other 5G large scale bids. This will give even more exposure to the project as well as potentially unlocking future grants and new partners.

3.7 Return on Investment

Surrey Heath Borough Council has already made a significant investment with the purchase of the shopping centre and will be able to demonstrate the investment in the shopping centre, and the potential to generate new revenue streams as seen below:



3.8 First Mover Advantage or Fast Followers?

There are a number of benefits to being the first to move in this sector, as you have the opportunity to become the thought leaders in this field and shape the future of retail to how you want it to be. This will also demonstrate a commitment to the current retailers that you are investing in your asset and future proofing it to allow for them to innovate. The publicity and press that will be obtained from the project will also potentially help attracting new tenants to the region.

The other option is to become fast followers and let another shopping centre assume the initial risk, but there are a number of dangers of following this strategy. Regardless of being a first mover or fast follower the infrastructure costs will still need to be paid for to future proof and equip the shopping centre with the right infrastructure. Surrey Heath Borough Council will not have the publicity or USP that another shopping centre would obtain, if they did this first. By becoming a first mover it makes it far more of an attractive proposition to retailers and technology partners and far more likely to attract investment in the project.

3.9 The Timing is right

With the release of phase two of 5G due to being rolled out in 2020, this is the perfect time to start putting the infrastructure and partners in place to roll out this type of transformational project. Brexit is posing a significant number of challenges for government from an economical perspective, and they will need to have a number of flagship projects to demonstrate innovation and prosperity in the UK as well as trying to driving foreign direct investment to create new high value jobs in the UK. This gives the opportunity for Surrey Heath Borough Council to get on the map politically as well as securing a number of key technology partners who want to be part of flagship projects such as this. The other consideration is that other shopping centres in the UK will do this eventually, it is important to note that most shopping centres will already be considering becoming 5G ready, as it will naturally become the standard mobile network that consumers and retailers operate on. The need to move now is vital if the test bed is to become a reality.

4.0 Risks

With all new projects there is a series of risks that arise and it is important to consider these before making any major decisions or investments in to new projects.

4.1 Cyber Security and Data Protection

Whilst 5G networks are designed with security at the core, it is essential that data protection and security is maintained, and essential cyber security measures are put in place to ensure the integrity and security of the project and the data. The challenges that can be faced by open sourced ecosystems is that it becomes easier for people to hack into the system and take control, which could be devastating and have huge reputational risk associated with it. It is critical that partners with a proven track record in security are involved and that all sensors and data capture points are fully secured and stored securely with robust security measures put in place.

4.2 Health

Implementing new technologies or change can cause disruption and fear amongst citizens, especially when 5G is spoken of as there is a number of movements trying to promote the dangers of 5G and the health implications surrounding increased levels of electromagnetic radiation. A common complaint is the dangers of increased exposure to electromagnetic radiation and is one of the most common objections raised when 5G is discussed. It is important to understand the way 5G operates to clearly be able to articulate to citizens and eradicate any cause for concern. Mobile networks transmit radiofrequency electromagnetic fields, similar to Wi-Fi, Radio and TV transmitters. These are low energy forms of radiation which has raised fears over the safety of 5G, especially as 5G will be accessing a very high frequency spectrum that has been unexploited in the past by mobile networks.

The radio waves transmitted by base stations are a form of non-ionising radiation and have frequencies in the microwave region of the electromagnetic spectrum. Advice is taken from key institutions around the world:

World Health Organisation (WHO) (WHO, n.d.)

“Despite extensive research, to date there is no evidence to conclude that exposure to low level electromagnetic fields is harmful to human health”

“Considering the very low exposure levels and research results collected to date, there is no convincing scientific evidence that the weak RF signals from base stations and wireless networks cause adverse health effects.”

Public Health England (PHE) (PHE, 2019)

Public Health England advised that radio waves from base stations is in line with the guideline set out by The International Commission on Non-Ionizing Radiation Protection (ICNIRP) who are formally recognised as an official collaborating non-governmental organisation by the World Health Organisation (WHO) and the International Labour Organization.

National Health Service (NHS)

The NHS discusses mobile technologies and prolonged/frequent exposure to radio waves:

“Concerns have been expressed that prolonged or frequent exposure to radio waves might increase a person's risk of health problems such as cancer. But most current research suggests it's unlikely that radio waves from mobile phones or base stations increase the risk of any health problems. Since the 1990s, there's been a huge amount of scientific research into the potential health effects of mobile phone use”.

“Large reviews of published research have concluded that overall the evidence does not suggest that radio waves from mobile phones cause health problems. But further research is still needed to check that there are no health impacts from long-term exposures (using a mobile phone for more than 20 years)”.

“when it comes to other risk factors for cancer, such as smoking, poor diet, drinking too much alcohol and lack of exercise, mobile phone ownership is probably not a significant risk to your health”. (NHS, n.d.)

In 2012 an independent report by the Health Protection Agency found “no convincing evidence that RF exposure below agreed international guideline levels (which the UK adheres to) causes health effects in adults or children”. (NHS, 2012)

4.3 Not doing anything

Standing still and not doing anything can also be considered a risk, there is nothing to say that other shopping centres across the country and even regionally will not be considering similar projects. If they have a clear USP that attracts retailers and consumers to go to their locations instead of the Square then there could be significant drops in footfall and conversion rates. Meaning that retailers may not want to stay at The Square, this is also to be considered if a new retailer is looking at the region and has to decide on where they want to relocate.

4.4 GDPR

The introduction of GDPR has meant that individuals have enhanced rights in relation to their personal data being stored and utilised. GDPR also means that there are increased obligations on the entity storing the data and ensuring the safety and proper use of the data and deletion after a certain period.

It is advised that all partners in the project are fully aware of GDPR regulations and further advice is sought from experts in this field.

4.5 Risk Register

Risk	Level (L/M/H)	Solution
Huawei being blacklisted by UK Government	H	Explore alternative options with other providers such as Cisco and Ericsson.
Reputational risk of using Huawei with the public	H	Working with government to find out the latest on the telecoms infrastructure review and take guidance from government officials. Advice can also be obtained from the 5GIC.
Security of networks and sensors	H	It is imperative that partners with a proven track record in cyber security and have security included in their solutions/products.
Not being given spectrum to use	H	Working with the 5GIC and Ofcom to utilise its partners to get access to spectrum. This can be done by looking at trial and development licences, which can be used if they do not interfere with a mobile networks signal.
GDPR and storage of data	H	It is important that all data is stored in conjunction with GDPR legislation. It is advised to seek expert advice on this in relation to the project.
Freedom of information requests on health risks	M	A number of partners outlined in section 4.2 have looked in to the health implications of 5G. Nothing has been medically proven but SHBC need to be clear around this and refer to research. There is also the risk of citizens citing false research to try and scare people online.
ICNIRP guidelines not being adopted by the UK government after leaving the EU	M	It is expected that the UK government will continue to incorporate the ICNIRP guidelines which were incorporated in to the 1999 EU Council recommendation (1999/519/EC). It is recommended to take advise from the UK government if anything changes.
Retailers not using testbed	M	Engaging with the retailers early in the project, understanding what they need and want out of it. Making sure they are part of the journey.
Road Ownership	M	Ensure that the council is aware of who owns the road and who would have ownership of any ducting/fibre put in to the ground.
Increase in electricity consumption	M	Important to factor in the future costs of electricity due to the increase in demand.
5G not being adopted by the general public	L	Whilst 4G will still be prevalent until the UK reaches Stand Alone network status, the roll out and investment of 5G by the mobile networks will mean that the adoption is encouraged with the release of new 5G handsets and incentives.

5.0 Place Making

Locations all over the country are branded for the kind of industry which thrives in that region, with historical links and thriving industries now all becoming part of local industrial strategies and creating a place-based strategy. Place making is vitally important economically and is helping drive inward investment with businesses in the UK looking at relocating or driving foreign direct investment. The vision for Camberley is clear, utilising assets owned by the council and investing in them to breed innovation, with the overall goal of creating a 5G retail test bed which attracts new consumers and retailers and leads to increase in footfall and conversion rates.

Place Making is a very key part to attracting new citizens to the region and this is something that is highlighted in the Enterprise M3 LEP Strategic Economic Plan with the aim of attracting new Young Urban Residents to the region, the 5G retail test bed will be the defining USB for Camberley and Surrey Heath and a step forward to making it recognised as a “Retail Centre of Excellence” by achieving this status, it would make the region significantly more attractive to young urban residents.

Numbeo is the world’s largest database of user contributed data about cities and countries worldwide, they show the following differences between London and Camberley, which will be considerations for young urban residents looking to relocate:

You would need around £3,215.78 in Camberley to maintain the same standard of life that you can have with £4,600.00 in London (assuming you rent in both cities). This calculation uses our Cost of Living Plus Rent Index to compare cost of living. This assumes net earnings (after income tax).

Indices Difference



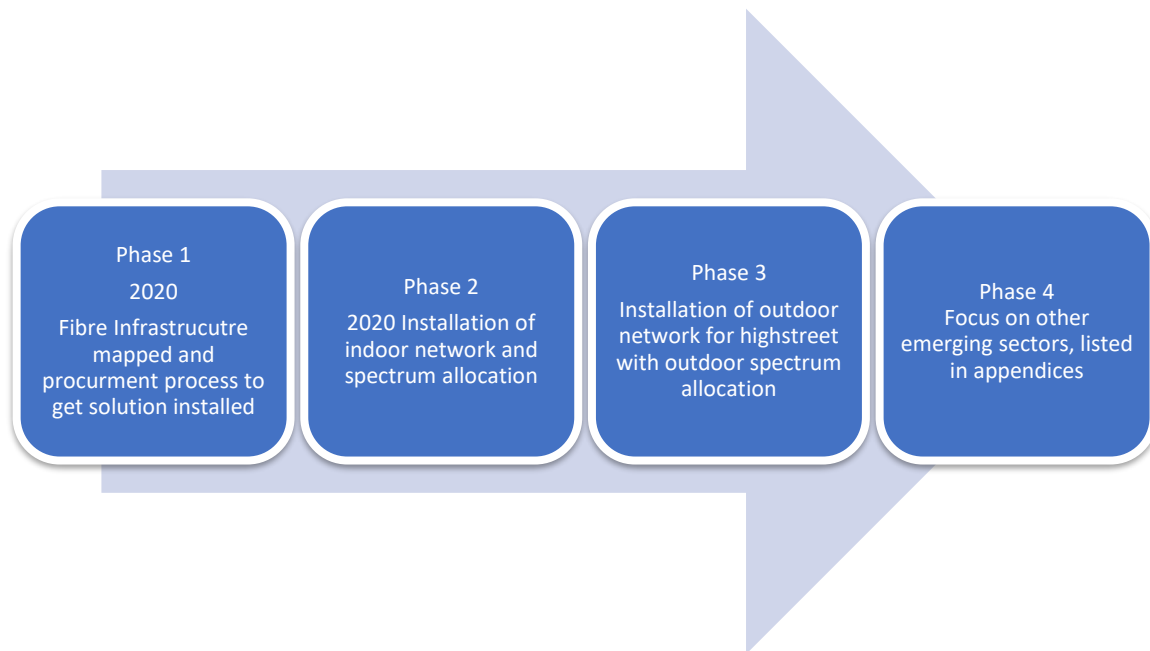
Consumer Prices in **Camberley** are 13.43% **lower** than in London
Consumer Prices Including Rent in **Camberley** are 30.09% **lower** than in London
Rent Prices in **Camberley** are 51.37% **lower** than in London
Restaurant Prices in **Camberley** are 10.62% **lower** than in London
Groceries Prices in **Camberley** are 2.75% **lower** than in London
Local Purchasing Power in **Camberley** is 26.78% **higher** than in London

(Numbeo, 2019)

Numbeo has demonstrated that there is significant high level benefits for people looking to relocate from London to other regions. The stats showed significant benefits to relocating but there are also some challenges with this, as people may not be willing to compromise on things that they receive as standard in London or larger cities. These could include things such as Uber, Contactless Payments, restaurants and nightlife that are open until late as well as delivery services such as Deliveroo/Uber eats. These are the kind of things that need to be reviewed by Surrey Heath Borough Council and included in regeneration projects moving forward.

6.0 Phased Approach

When looking at the implementation approach to the project, it is advised that the project is broken down into different phases. This is important for a number of different reasons such as spectrum licences, land/road ownership and procurement. This element is key when costing out the project fully.



Phase 1

It is important to first find out what fibre is in the ground and have this mapped out, this is vital to ensuring that a 5G network can be installed. Fibre is the backbone to 5G and at present Surrey Heath Borough Council are unaware of what is currently in place. Once this is known then a procurement process should be taken place to get competitive quotes and pick a key partner to undertake the work required.

Phase 2

Working with Ofcom and other industry partners, phase 2 should be the installation of the indoor network and obtaining a spectrum licence for indoor capabilities.

Phase 3

The high street and surrounding areas should be the focus of phase 3, with exploration needed to understand what is currently there and what the requirements will be for outside use. There will also need to be conversations with Ofcom to understand what licence/spectrum is required for outside use and how it would interact with the indoor network.

Phase 4

Once the retail proposition is in place, there can then be focus on other areas which would benefit from 5G connectivity. These potential sectors are listed in the appendices.

[6.1 Potential partners](#)

The key to success in this project is working with a number of key partners who can add value and solutions in to the project. Following discussions with SHBC, 5GUK and the 5G Innovation Centre (5GIC) the following partners have been identified:

[6.1.1 Infrastructure and fibre mapping](#)

AWTG

AWTG are a member of the 5GIC and an end-to-end engineering services and technology solutions provider for companies in Telecommunications, Smart Cities, Industry 4.0, Connected Health, Smart Fashion, New Media, Internet and other markets that employ digital technologies.

Natta

Natta are an experienced contractor who specialises in civil engineering projects.

Wireless Infrastructure Group (WIG) (Part of the 3i group)

WIG are an independent communications infrastructure provider, who builds and operates communication towers in rural, suburban and shopping centres. They work with fibre based network to improve mobile coverage in large buildings and highstreets.

6.1.2 Network Spectrum

Ofcom

The Office of Communications, commonly known as Ofcom, is the UK government-approved regulatory and competition authority for the broadcasting, telecommunications and postal industries of the United Kingdom.

Vodafone

One of the largest mobile communication companies in the world, and a founding member of the 5GIC. Surrey Heath Borough Council have already had initial talks with Vodafone.

6.1.3 Experience

StoryFutures at Royal Holloway University London

Funded by the Arts and Humanities Research Council (AHRC) creative industries clusters programme this project brings together world class creative and technology companies, Universities and SMEs to take next generation storytelling. Located at Royal Holloway University London (RHUL) in Egham the project looks at how the creative sector utilises emerging technologies such as AR/VR/MR/XR, smart devices and AI to engage audiences in new experiences.

Rocket Desk

Rocket Desk is a flexible co-working space for the start-up, indie and freelance creative technology professionals which has a dark fibre 5G link backhauled to the 5GIC. Rocket Desk is home to around

25 small companies who are developing digital games, VR/AR applications and creative experiences.

The Centre for Vision, Speech, and Signal Processing (CVSSP) at the University of Surrey

Located at the University of Surrey CVSSP is one of the largest audio and vision research groups in the UK, with a track record of creating award winning spin out companies, experiences in VR and a number of innovative projects. The centre has over 150 researchers and relationships with key innovation partners all over the world.

6.1.4 Expertise

5GIC

The 5G Innovation Centre (5GIC) is located on the University of Surrey campus and officially opened in 2015. It is the largest industry and academic research partnership and test facility for development of future 5G communications in the world. The 5GIC works on a membership basis with large scale companies and SMEs paying a membership each year to get access to the testbed and research. Founding members (platinum) of the 5GIC include the likes of Vodafone, EE/BT, Huawei and O2 (Telefonica). There is also a number of other interesting partners in the gold and silver membership such as BBC, Samsung and Fujitsu, a full list of up to date partners are found on the 5GIC website. In 2016 the 5GIC was recognised by the G7 nations as a global leader driving the growth and promotion of a digitally connected world. (G7)

Rahim Tafazolli

A Regius Professor , Director of Institute for Communication Systems (ICS), and the founder and Director of 5G Innovation Centre (5GIC) at the University of Surrey, UK. He has over 30 years of experience in digital communications research and teaching. He is one of the leading authorities in 5G in the world and comes with a wealth of experience in mobile communications.

Barter For Things (Alex Barter)

Alex Barter is an IoT specialist and runs a company called Barter for Things, his company works with a number of public sector organisations and looks at the implementation of data sensors.

Martin Brindley PR Ltd

A local technology PR specialist with a track record in PR and emerging technologies.

6.1.5 Government and trade bodies

The Department for Digital, Culture, Media and Sport (DCMS)

DCMS is a ministerial department, they have been heavily involved in 5G and ran the testbed and trials programme.

Department of International Trade (DIT)

The DIT is responsible for promoting the UK on a world stage and attracting foreign direct investment, as well as identifying exporting opportunities.

Department for Business, Energy and Industrial Strategy (BEIS)

With the importance of business and the Industrial Strategy at the heart of this project, BEIS would be an important partner to be involved in the project.

6.1.6 Retailers

British Independent Retail Association (BIRA)

The British Independent Retail Association one of the associations responsible for the independent retailers.

The Square retailers and high street retailers

It is also recommended to work with the current retailers in The Square shopping centre to build dialogue and gain a better understanding of what their pain points and digital aspirations are.

7.0 The Scale of the Opportunity

“5G has the potential to provide a much-needed boost to the UK retail sector. Not only can the technology improve the instore customer experience, it is also set to transform warehouse management through the use of the internet of things, artificial intelligence and robots. In order for the UK retail sector to realise its full potential, the Government, mobile providers and partners such as financial institutions need to support businesses to make smart investments that enable 5G.”

Ian Gilmartin, Head of Retail at Barclays Corporate Bank

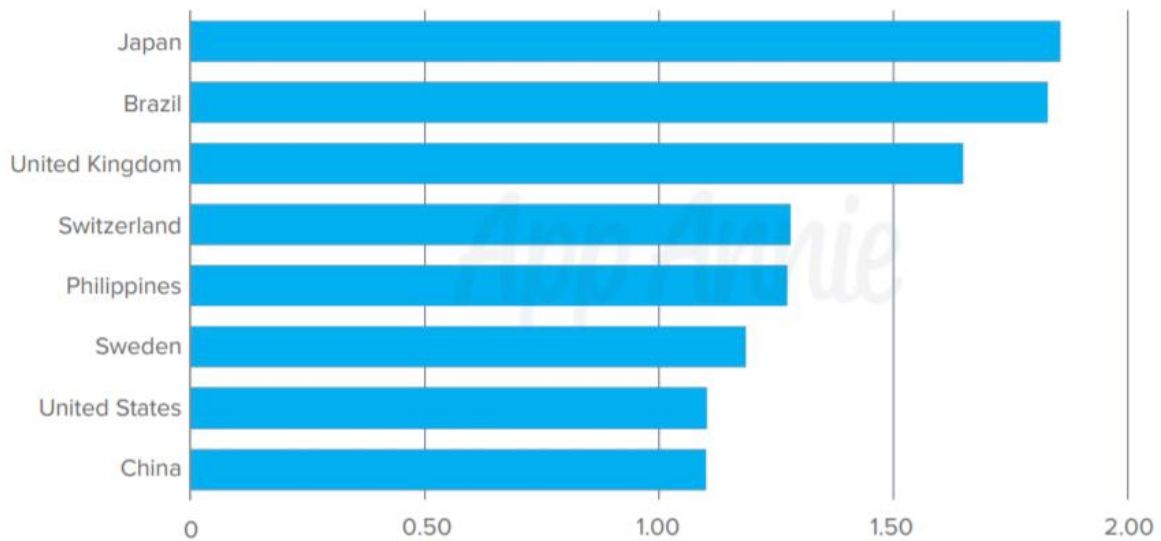
(Barclays, 2018)

5G could have significant macroeconomic impacts but at present this remains a theoretical prediction which can only be validated as the technology develops and commercial roll out has begun. 5G is the enabler to allow innovation to take place, much like petrol is the key to making a car run. One of the biggest growth areas that 5G will enable is the rapid rise and integration of the Internet of Things and the roll out of 5G enabled handsets. One of the key reasons that this project should be a success is due to the fact that most consumers will already have a mobile handset which they carry with them.

Some key stats that have been obtained show that:

- Up to £15.7bn added to the UK economy by 5G rollout by 2025 (Barclays, 2018)
- Mobile Data traffic showing 82% year on year growth (Annie, 2019)
- 3 Hours per day spent in mobile by the average user in 2018 (Annie, 2019)
- \$101Billion worldwide app store consumer spend in 2018 (Annie, 2019)
- Globally mobile is set to comprise nearly 75% of total e-commerce transactions by 2021 (Annie, 2019)
- Currently 1 Billion cellular IoT connections globally, that is expected to rise to 4.2 Billion by 2025 (Barclays, 2018)

Top Countries Where Mobile Is Growing Faster Than Countries' Economies
2016 vs. 2018



Mobile Consumer Spend Growth Multiplier Relative to GDP Growth
Calculated by Country's App Store Consumer Spend 2 Year Growth Relative to Worldwide Consumer Spend Growth Compared to Country's GDP Growth Relative to Worldwide GDP Growth

Note: GDP data from IMF; Ranking Based on 75th Percentile of Countries by App Store Consumer Spend (iOS, Google Play and Third-Party Android in China)

(Annie, 2019)

A report by App Annie the state of mobility showed a number of interesting statistics when mobile is looked at from a national perspective. Firstly the UK, Japan and Brazil are three countries where mobile consumer spend actually grew faster than overall gross domestic product (GDP). It is estimated by App Annie that global spend on technologies and services that enable digital transformation will hit nearly \$2 Trillion by the year 2022, with the conclusion that "mobile is at the heart of the digital economy".

7.1 5G

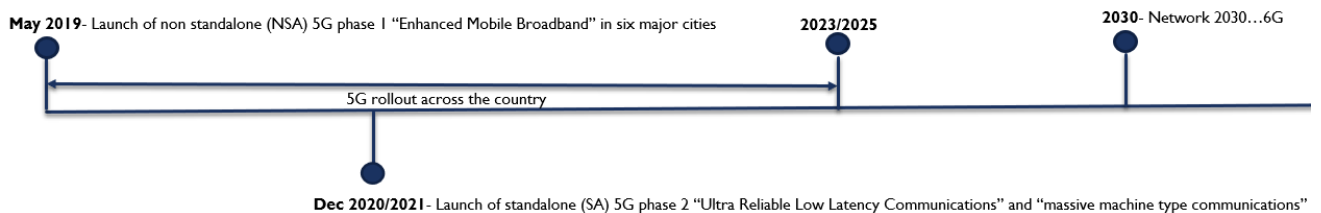
It is estimated by Barclays in their 5G report "5G A transformative technology" that the introduction of 5G in the UK could increase aggregate UK business revenues by between £8.3Billion and £15.7 Billion. Barclays analysts took a pessimistic and optimistic outlook depending on the speed on the

rollout and came to a central scenario of a £13 Billion increase. A speech by Dr Hui Cao the Head of Strategy for Huawei in July 2019 said that Huawei forecasts that data usage for an average user is set to increase to 1 Gigabyte per day of mobile data by 2025, meaning an average consumer will use 30 Gigabytes per month, which is a huge increase in terms of current data usage. (Huawei, 2019)

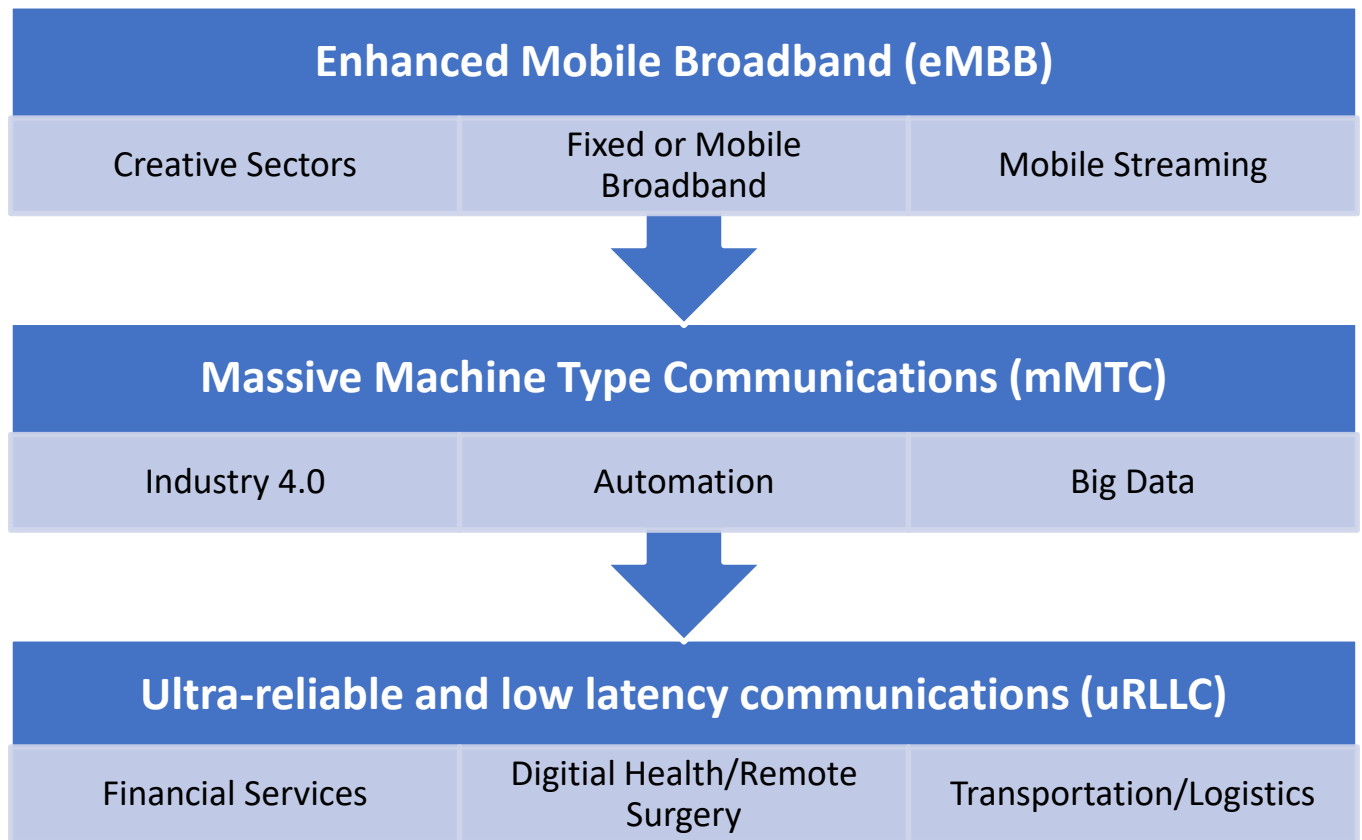
7.1.1 What is 5G

5G is the evolution in mobile communications, building on previous generations such as 1G, 2G, 3G and most recently 4G.

It is important to understand that similar to how 3G/4G work in harmony, 4G and 5G will work in harmony together for a significant period of time this is known as a non standalone network (NSA). The overall aim is to get to a standalone network (SA) but analysts do not see this happening for several years, with realistic ambitions being the end of 2020 and beginning of 2021.



5G can be broken down into three different categories, depending on the latency and speed requirements of the technology.



7.1.2 Why do we need it?

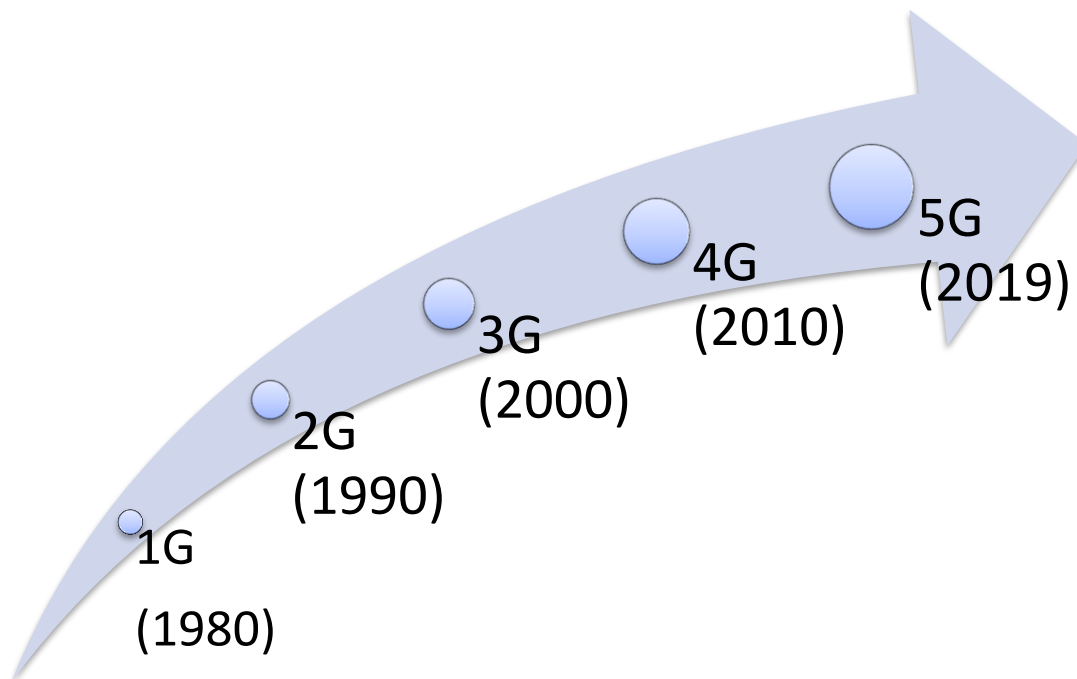
Growth in data demands is putting pressure on 4G networks and the need for the next generation of mobile communications is upon us. 5G networks will revolutionise the way we live, work and play. With mobile users experiencing network speeds ten times faster than we experience today, with instant responsiveness. 5G networks will transform the way businesses operate and break down barriers set by restrictive legacy download speeds and network response times. This opens up a world of opportunities for all business verticals, who will be able to provide cutting edge innovation without any network restrictions. With high resolution 4k video on demand, and next generation content through Virtual Reality (VR) and Augmented reality (AR), 5G will enhance the user experience and

open a plethora of possibilities for the creative sectors to develop truly innovative products and services that can be implemented into the retail environment.

With the introduction of instant responsiveness (down to sub one millisecond), the network will be able to handle the data heavy demands of the smart city. Smart cities will see the likes of driverless cars, Internet of things (IOT) enabled sensors allowing any device to be connected to the internet and advancements in health, autonomous vehicles and automation within manufacturing just scratches the surface at the incredible technological advancements 5G will enable. 5G will be the true enabler of innovation improving citizen's ways of living for years to come.

7.1.3 The differences from previous generations

There has been a new generation of mobile communications nearly every decade since 1980, with the evolution of 1G,2G,3G,4G and the recent release of 5G.



Date	1997	1998	2001	2009	2019
Speed	80 Kbps	250 Kbps	384 Kbps	150 Mbps	10 Gbps
Technology	GPRS 2G	EDGE 2G	3G	4G	5G
Time to download a 1 GB HD Video	36 Hours 24 Minutes	7 Hours 16 minutes	4 Hours 44 Minutes	43 seconds	0.8 seconds
Latency	300-1000 milliseconds	300-1000 milliseconds	100-500 milliseconds	30-100 milliseconds	1 millisecond

Data Sources: Huawei and Hbpn

The table above demonstrates the capabilities of the different generations of mobile communications, with 1G being the launch of mobile communications in 1980, leading to the next wave of mobile communications with 2G, 3G and 4G. The table highlights the differences in speed, showing the time taken to download a 1GB HD video.

There are a number of key differences between 4G and 5G and these can depend on what part of the spectrum you purchase. The integration of new technologies, efficiencies and years of research have meant the following technology changes:



Certain technologies list above are dependant on spectrum licence, so guidance will be needed from Ofcom on what is permitted and what is not on each licence.

7.2 The Future of Retail

The Future of retail will be even more data empowered than it is now, with retailers dependant on obtaining as much data as possible. To gain actionable insight through real data sets and to provide a more personalised experience for their customers. A report by Charged quoted that “A vast majority of consumers prefer shopping online on their mobiles or tablets from the comfort of their homes, offices or on-the-go rather than going to a physical store and facing long queues, limited stock of items and pushy sales assistants. To combat this, many brick-and-mortar retailers have embraced technology to provide consumers unique experiences which will entertain, inform and encourage interaction rather than just focusing on shopping. In particular, technologies like IoT, sensors, AI, wearable tech, VR and AR have become popular and are leading retailers in a new direction”. (Charged, 2019) The report also looked at key technology enablers and these were identified as:

- Internet of Things (IoT)
- Artificial Intelligence (AI)
- Virtual and Augmented Reality (VR/AR)

7.2.1 The Customer Experience

“Anybody who works in retail knows that there’s a shift in the industry; people who visit brick-and-mortar locations are looking for an experience, not just a place where they can buy shoes.

(Forbes, 2018)

A number of retailers are now focussing on the customer experience as a way of attracting consumers into their shops, and by giving them a good experience hoping that they will return again to make future purchases. The Charged report focused on creating a “Customer-centric world” with retailers looking to stand out in a more connected and personalised world. Retailers are now using Artificial Intelligence (AI) to form a connection between the customers and retailers, which should lead higher

sale conversion rates and return visits. Brands are now focussing not just on products that they sell but the environment in which shoppers buy them (Charged, 2019).

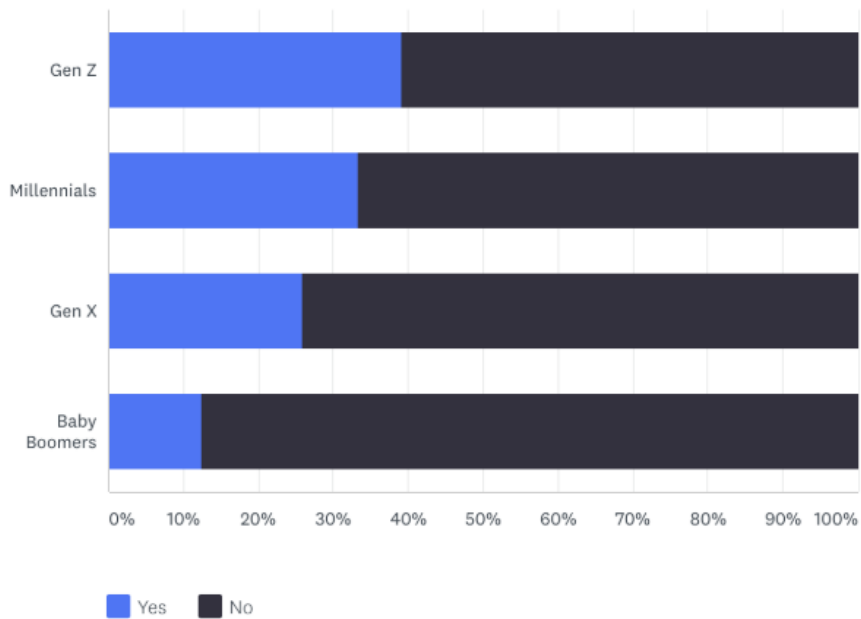
A report by Big Commerce (Big Commerce, 2018) surveyed nearly 3000 consumers for an omni-channel retail study and found a number of interesting outcomes.



(Big Commerce, 2018)

Privacy is a key issue and something that is becoming more of an issue for retailers, big commerce found that Generation Z, Millennials and Generation X are more likely to believe that retailers are respecting the right to privacy and that “risk averse” isn’t just an issue faced by the baby boomers and older generations. Bryan Bowman founder of eCom Underground was quoted saying “The most interesting observation we’ve made recently is that the youngest generation of buyers are more risk averse than average. In turn, we highlight our Unique Safety Proposition more than usual when marketing to them.” (Big Commerce, 2018).

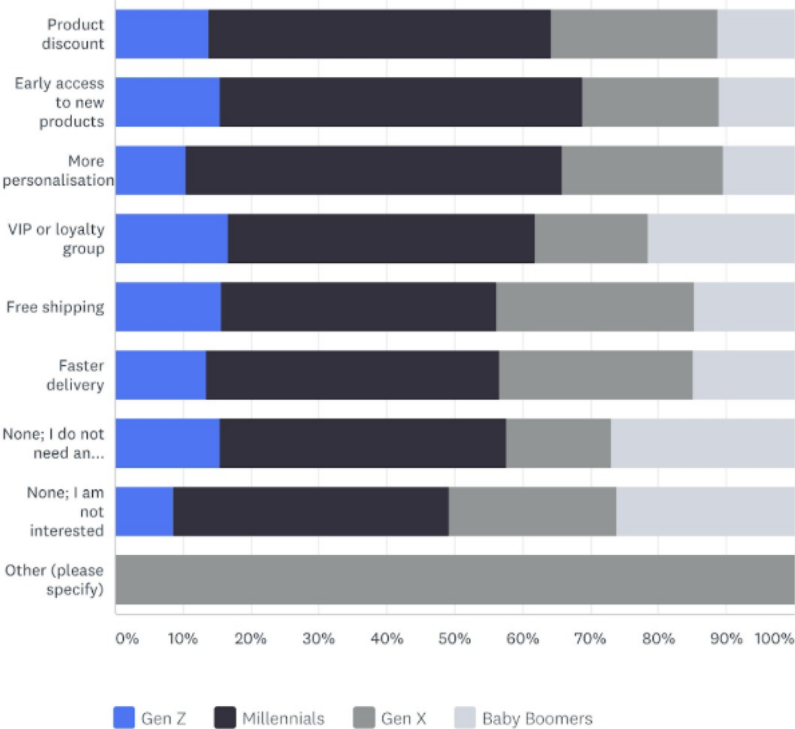
Since GDPR went into effect, have you requested that a retailer delete your data?



(Big Commerce, 2018)

GDPR has become a significant priority for a number of brands and is highlighted in section 4.4. The Big Commerce report found that more than 75% of all the generations are aware of the new GDPR regulations but less than 40% of individuals in each generations have asked for their data to be deleted but the younger generations such as Gen Z and millennials are more likely to ask for their data to be deleted.

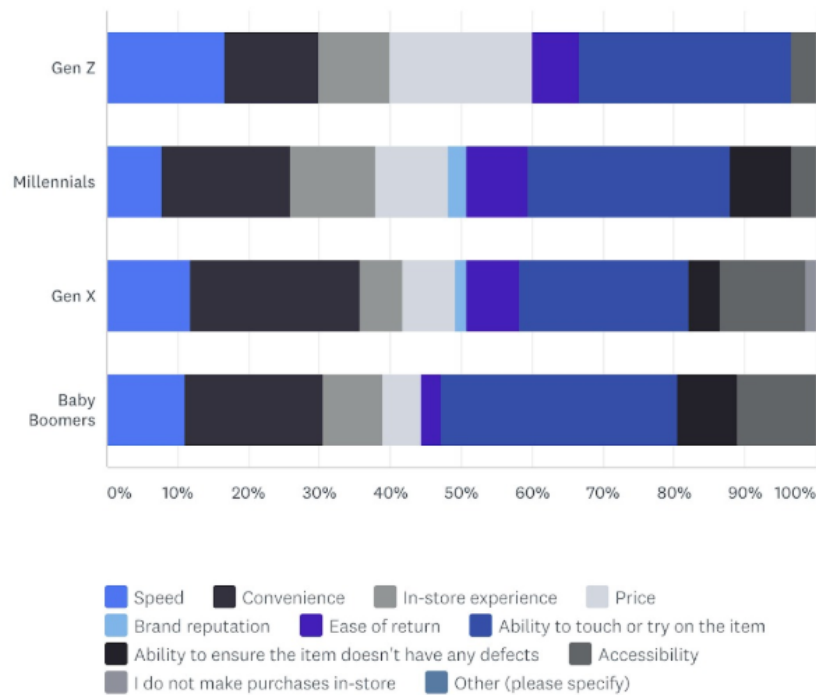
Would any of the following incentivize you to share your personal data with a retailer? [Select all that apply]



(Big Commerce, 2018)

The data found that 47% of baby boomers said that there was absolutely nothing that could be exchanged in return for their data, but younger generations were more open to exchange discount for their data.

What is the primary reason you would decide to buy from a physical store rather than an online store?



(Big Commerce, 2018)

The Big Commerce report looked at why consumers visit physical retail stores and found that the number one reason that UK consumers shop in store is the ability to touch or try on an item. Another key reason for shopping in store is speed and convenience which was a key for a number of different generations. One of the growing trends though is the customer experience which is becoming key for retailers and driving the movement towards a more personalised experience through retailers understanding the data of their consumers and how to leverage it and learn from it.

Omni Channel Strategy

The more timely, relevant, and targeted your strategy is the better. Retailers who are harnessing the power of all of their data to make informed decisions on which messages and products to market are winning the race to the top. By understanding segments of your audience based on historical data you have a higher likelihood of breaking through all the noise and actually converting a browser into a buyer.

Alicia Thomas

Senior Marketing Manager at Klaviyo

Big Commerce have identified the key to omni-channel retail implementation strategy as:

- 1- Capture Data, track conversions and target messaging
- 2- User experience and customer experience are priority #1
- 3- Automate to save your sanity
- 4- Different channels means different devices (Including your feet)
- 5- Allocate the resources and use helpful technology
- 6- Conversion is only the first step, now you must deliver. (Big Commerce, 2018)

Building on this there are a number of ways that retailers can use technology to improve automation and the customer experience, these include:

e-Wallets	Currently being rolled out on the 4G network but will become even more prominent moving forward. These are digital versions of debit and credit cards that allow consumers to pay with their phones.
Virtual Reality	Very much built around the customer experience and using VR to sell experiences such as holidays, new cars or immersive experiences/games. It gives a sense of immersion that could not be experienced with other hardware.
Augmented Reality	Being trialled by a number of retailers that can show products in the home using a mobile phone. Ikea have started using this to show products in the home and allowing users to purchase straight away. Other retailers are using AR to guide people to products and promotions in the store. A big trend in Asia is smart mirrors which show different outfits and what others have bought with it to increase conversion and the value of a sale.
Artificial Intelligence	AI is not a new concept and has been used for generations but the way it has evolved makes it a powerful tool for retailers. Facial recognition, customer flows and personalisation is scratching the surface in regards to the power of AI and what it can do.
Internet of Things	By understanding consumer behaviour and trends it will allow retailers to get a better understanding of consumer behaviour and move towards more personalised approaches to consumers and increase conversion rates.
Customer Flow Monitoring	By monitoring the flow of consumers, the shopping centre can get a better understanding of footfall and how it moves through the centre. It can then decide on rents based on footfall and use tools like AR to move people about differently.
Payments	Point of sale units are becoming more and more mobile, as consumers can be put off by queuing or change their minds. Mobile devices can now handle payment and this has been seen by the likes of Apple who do not have tills and create a more personalised customer experience.
Theft Management	The introduction of RFID tags and sensors can help with theft management and link up with CCTV/Facial recognition software to help reduce theft and create a more linked up secure shopping centre and saving retailers significant amount of money from stolen stock.
Logistics and Last Mile Delivery	Smart ordering systems that can speed up delivery of items out of stock directly to the consumer's home means increased conversion rates and increased customer satisfaction rates.
CCTV	Object recognition is a key security measure moving forward and a step towards creating a safer shopping experience. There is also 4K CCTV which could gain analytics and information that can be commercialised.
Loyalty Reward Programmes	A number of bricks and mortar retailers are using loyalty reward programmes on mobile apps to drive consumers to their stores. Supermarkets such as Tesco and Waitrose use these very effectively. Nike one of the test cases listed has been known to run in-store promotions on the loyalty app to drive footfall.
Mobile Apps	With the number of users with smart phones increasing and the roll out of the number of apps, mobile applications are becoming critical for shopping centres and retailers to create loyalty programmes and understand their consumer behaviours better to create a more personalised experience.

7.3 Test Cases

Amazon Go

Amazon Go is one of the newest innovations in retail and has been trialled in the US in 15 cities, a combination of owning a smartphone and a user linking an Amazon account with the Amazon Go app. By utilising machine learning (ML) computer vision, Artificial Intelligence (AI) and deep learning

algorithms has meant that shoppers can walk in to a store and scan in with their smartphone, pick up anything they want on the shelf and then walk out without needing to queue and their amazon go account gets charged. This means that no purchases are lost due to large queues and there is limited dwell time. Amazon has named this technique just walk out technology.

Nike

“What we wanted to do is respond to the idea that all retail is moving from transactional to experiential,”

Andy Thaemert, Nike Senior Creative Director, Global Store Design

Nike has been one of the most recognised brands to adopt a mobile app to drive people into their retail stores. They have recently created the Nike House of Innovation 000 which is in New York City. This was built on the success of another innovation store they opened in Shanghai, the six-floor shop boasts a number of retail innovations showing that the experience is now key to a number of leading retailers.

Nike has used a number of ways to innovate and personalise the customer experience such as:

- Personalisation/Customisation

Nike created a customisation bar which meant that customers could personalise their Nike products the way they wanted, with lacing plates, different colours or selecting the Nike swoosh logo they wanted.

- QR Codes

Mobile app users could walk past a mannequin and if they liked what they were wearing, a customer could scan a QR code and be shown every piece of clothing being worn, where it was located in the store and the option to order it to a virtual bag.

- Virtual Bags

Customers could add a number of items to a virtual bag, which would then be delivered to them personally in a dressing room, so they did not need to walk around the store trying to find all the different items or clothes in their size.

Sainsburys

“We know our customers value their time and many want to shop as quickly as possible - technology is key to that. This is an experiment rather than a new format for us - it hasn't been done in the UK before and we're really excited to understand how our customers respond to the app experience. We'll be with our customers and colleagues all the way over the coming months, iterating continuously based on their feedback before we decide if, how and where we make this experience more widely available.”

Sainsbury's Group Chief Digital Officer, Clodagh Moriarty

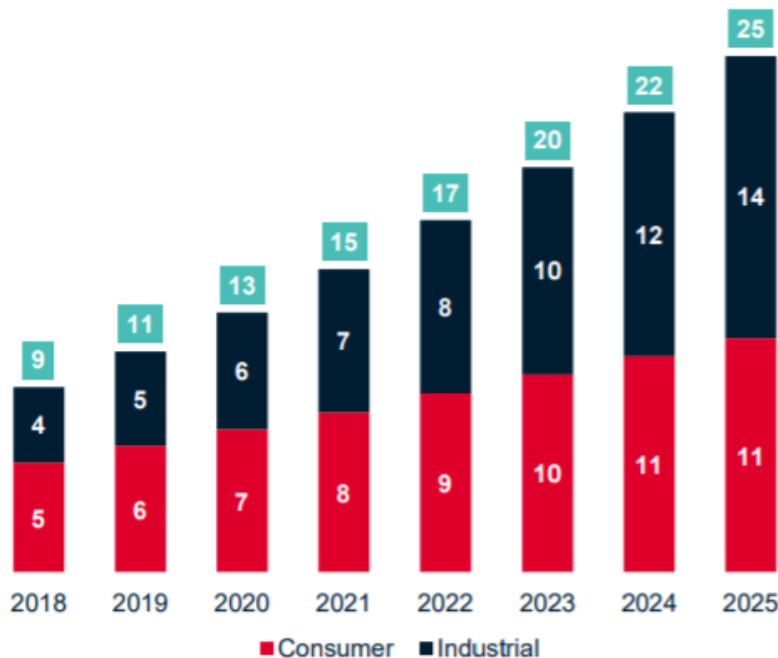
UK Supermarket and one of the key retailers in the Square Sainsburys conducted a three-month trial in their Holborn Circus shop with a mobile first check out free shop by utilising SmartShop scan and Pay & Go technology. (Sainsburys, 2019). The trial was conducted to see how shoppers would react and understand if this is something that should be rolled out across the country, as well as using customer feedback from the trial to help develop the SmartShop Scan and pay & go app further. Sainsburys quoted that 82% of transactions in this store were cashless, but still provided opportunities for people to pay with cash if needed.

7.4 The Global Rise of IoT

The Internet of Things (IoT) is the intelligent connectivity of physical devices through the internet. With sensors being embedded in devices and utilities used on a daily basis, it can provide real time data that can be used in a number of different ways benefiting real life decision making, health, retail and being the enabler for smart cities. According to GSMA Intelligence the world economy benefited

by \$175 Billion in 2018 from the productivity benefits to businesses from the use of IoT which is equivalent to 0.2% of GDP (GSMA Intelligence, 2019).

Global number of IoT connections (Billions)



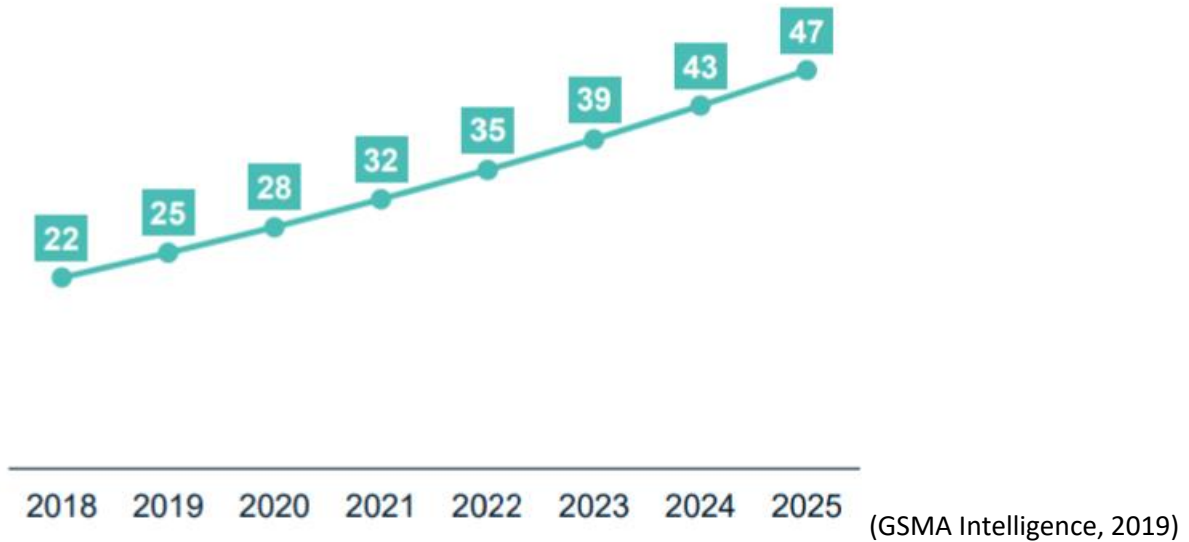
Source: (GSMA Intelligence, 2019)

Research undertaken by GSMA Intelligence has shown an upward trajectory for the global number of IoT connections for both consumer and industrial users. Industrial users will lead in the number of connections by an average growth rate of 21% per year, which will ultimately be benefited by the global 5G rollout. This means that industry will be responsible for over half of the IoT connections worldwide with 14 billion IoT connections, transforming the amount of data required and also the amount of information available.

The economic contribution of IoT is vast with the global productivity impact of IoT already at \$175 Billion and 0.2% of global GDP, GSMA Intelligence predict this to increase to \$370 Billion per annum in 2025 which would equate to 0.34% of global GDP. It is estimated that IoT companies will generate over \$1 Trillion in revenues by 2025 and governments are set to gain financially due to increases in taxes gained from corporate income and sales. It was estimated by GSMA Intelligence that \$22 billion

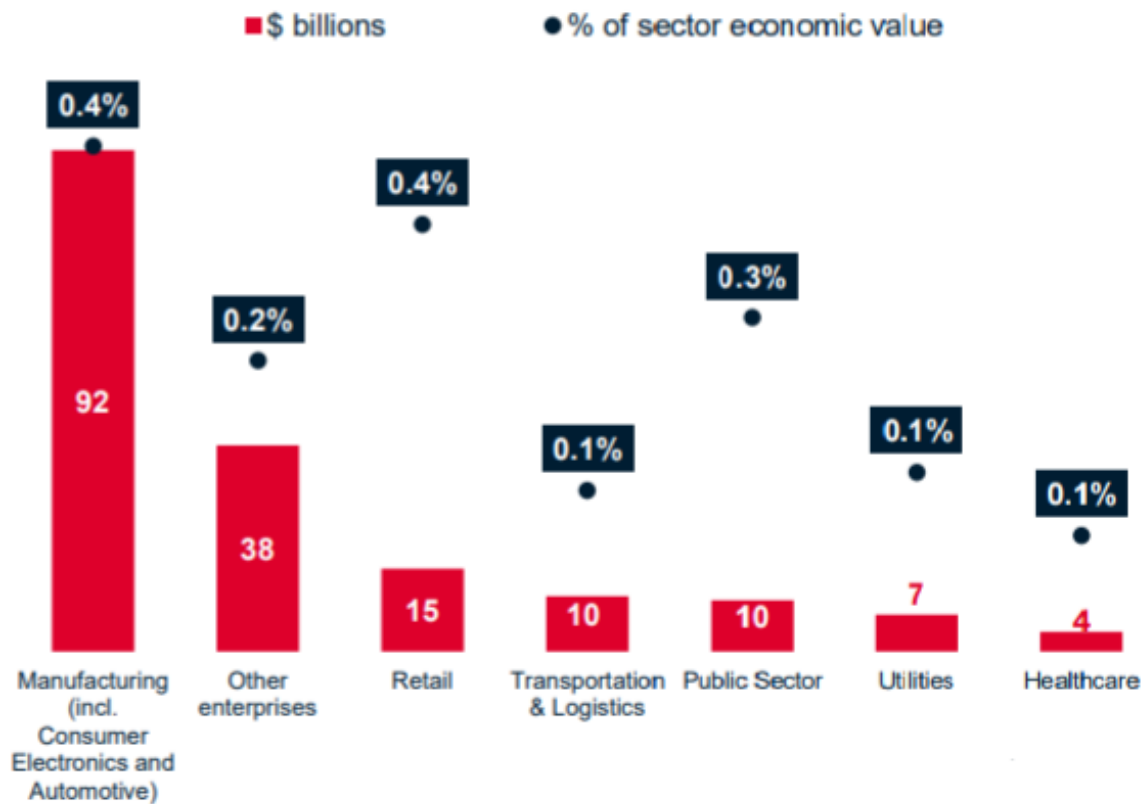
was contributed to government revenue worldwide and predicted to reach \$47 Billion by 2025 as seen in the graph next (this figure does not include direct/indirect tax contributions from IoT ecosystem).

IoT contributions to government revenue worldwide (Billions)



There are several industrial sectors that have benefited from IoT, mainly manufacturing (including consumer electronics and automotive) which globally is 50% of the total global productivity impact. Other key sectors included retail, transportation and logistics and the public sector.

Economic impact of IoT on productivity globally (2018)

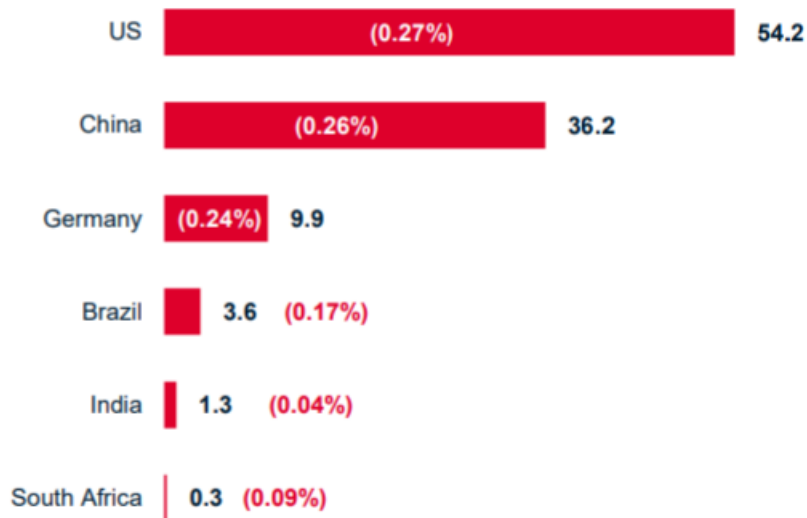


(GSMA Intelligence, 2019)

Globally IoT is contributing to economic growth and the chart below highlights the top six countries who are seeing the largest economic impact. The USA and China are leading the way in IoT productivity gains mainly due to the size of their economies as well as the higher rates of adoption in IoT technologies. Germany has seen productivity gains of around 0.2% due to the significant manufacturing sector.

Economic Impact of IoT on business productivity (2018)

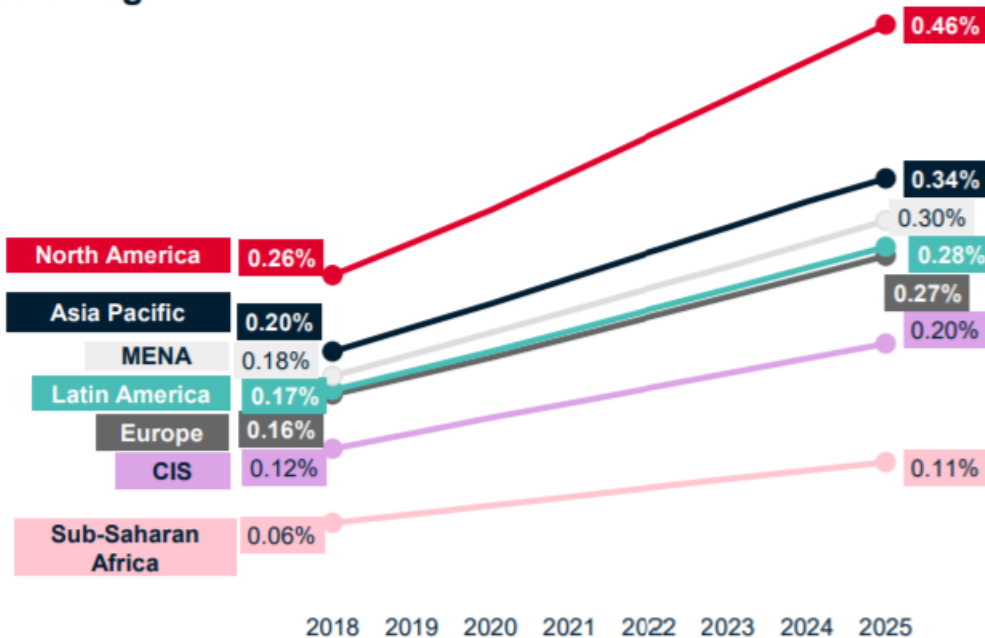
\$ billion (% of national GDP)



(GSMA Intelligence, 2019)

Economic impact of IoT on business productivity

% of regional GDP



(GSMA Intelligence, 2019)

Major growth areas have been identified for future growth with North America in line to gain the most benefits moving forward, with Asia Pacific in second place. Europe is predicted to see a rise from 0.16% to 0.27% in 2025. This is important metric to understand as it will help set the needs when looking at inward investment and exporting opportunities.

7.5 Shift in Generations

There is a shift in generations that is important for Surrey Heath Borough Council to understand, as it will impact how future generations work, live and play. This forms an important part of the project and making sure that The Square shopping centre is future proofed to meet the growing needs of a new generation known as Generation Alpha (born between 2010-2025). Generation Alpha are the children of the millennials, meaning that they are the most technology infused generation to date, with some being born into a world where 5G will be standard rather than a leap in innovation. Using a study by Mccrindle in Australia in 2017 (mccrindle, 2017) we can categorise the different age groups into the following:

Generation		Age Range
Builders	< 1946	73+
Baby Boomers	1946-1964	54-72
Generation X	1965-1979	39-53
Generation Y	1980- 1994	24-38
Generation Z	1995-2009	9-23
Alpha	2010-2025	0-8

The generation ages are slightly subjective and vary depending on who is researching and what metrics they are using, but there is usually a 1-5-year gap roughly which shows a level of consistency when benchmarking against other studies.

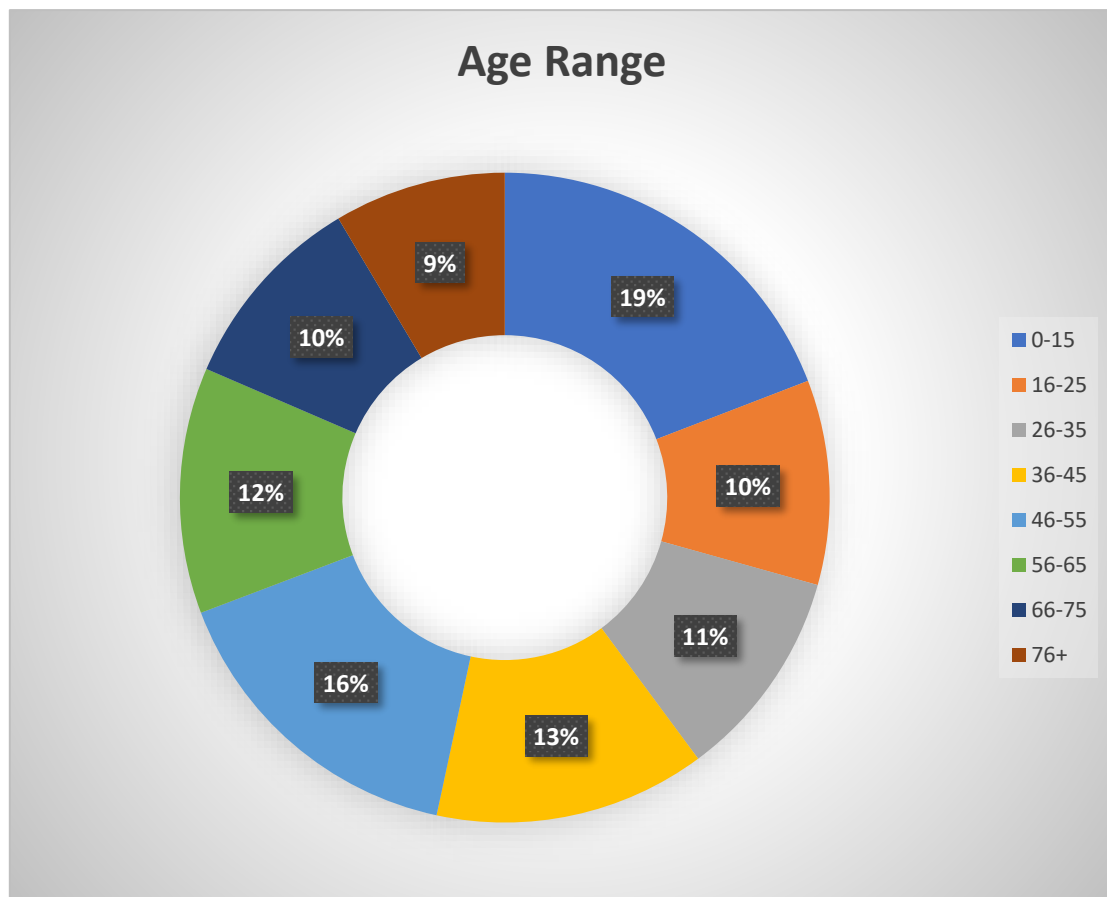
CATEGORY	BUILDERS	BABY BOOMERS	GENERATION X	GENERATION Y	GENERATION Z	GEN ALPHA
Slang terms	 We prefer proper English if you please. Born: < 1946 Age: 74+	 Be cool Peace Groovy Way out Born: 1946-1964 Age: 55-73	 Dude Ace Rad As if Wicked Born: 1965-1979 Age: 40-54	 Bling Funky Dah Fashizz Whassup? Born: 1980-1994 Age: 25-39	 Fam GOAT Slay Yass queen Born: 1995-2009 Age: 10-24	 lit yeet hundo oaf rn idrc Born: 2010-2024 Age: under 10
Social markers	World War II 1939-1945	Moon landing 1969	Stock market crash 1987	September 11 2001	GFC 2008	Trump / Brexit 2016
Iconic cars	 Model T Ford Final, 1927	 Ford Mustang 1964	 Holden Commodore 1978	 Toyota Prius 1997	 Tesla Model S 2012	 Autonomous vehicles 2020s
Iconic toys	 Roller skates	 Frisbee	 Rubix cube	 BMX bike	 Folding scooter	 Fidget spinner
Music devices	 Record player LP, 1948	 Audio cassette 1962	 Walkman 1979	 iPod 2001	 Spotify 2008	 Smart speakers Now
Leadership style L - Leader I - New leaders	 Controlling	 Directing	 Coordinating	 Guiding	 Empowering	 Inspiring
Ideal leader	Commander	Thinker	Doer	Supporter	Collaborator	Co-creator
Learning style	Formal	Structured	Participative	Interactive	Multi-modal	Virtual
Influence/advice	Officials	Experts	Practitioners	Peers	Forums	Chatbots
Marketing	Print (traditional)	Broadcast (mass)	Direct (targeted)	Online (linked)	Digital (social)	In situ (real-time)

(mccrindle, 2017)

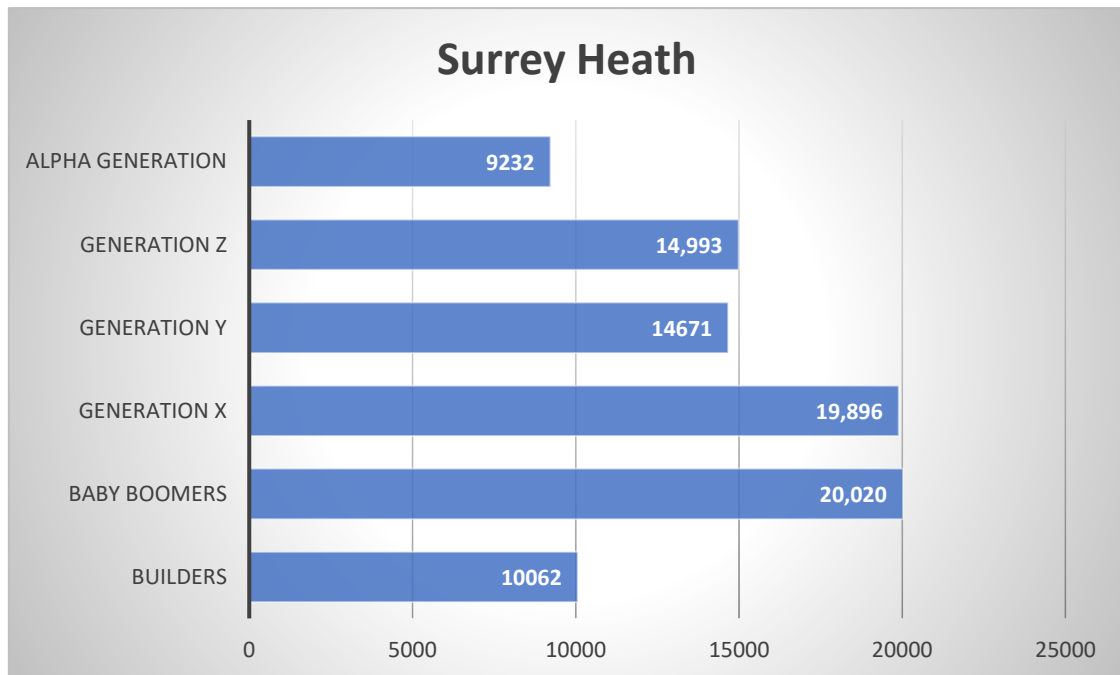
It is important to understand the demographics of the citizens of Surrey Heath to get an understanding on what the demands will be of citizens moving forward and allow to think strategically from a planning and digital perspective.

Surrey Heath Demographics (ONS)

	0-15	16-25	26-35	36-45	46-55	56-65	66-75	76+
Surrey Heath	17,020	9,053	9,346	12,012	14,100	10,883	8854	7606
%	19.15%	10.19%	10.52%	13.52%	15.86%	12.25%	9.96%	8.55%

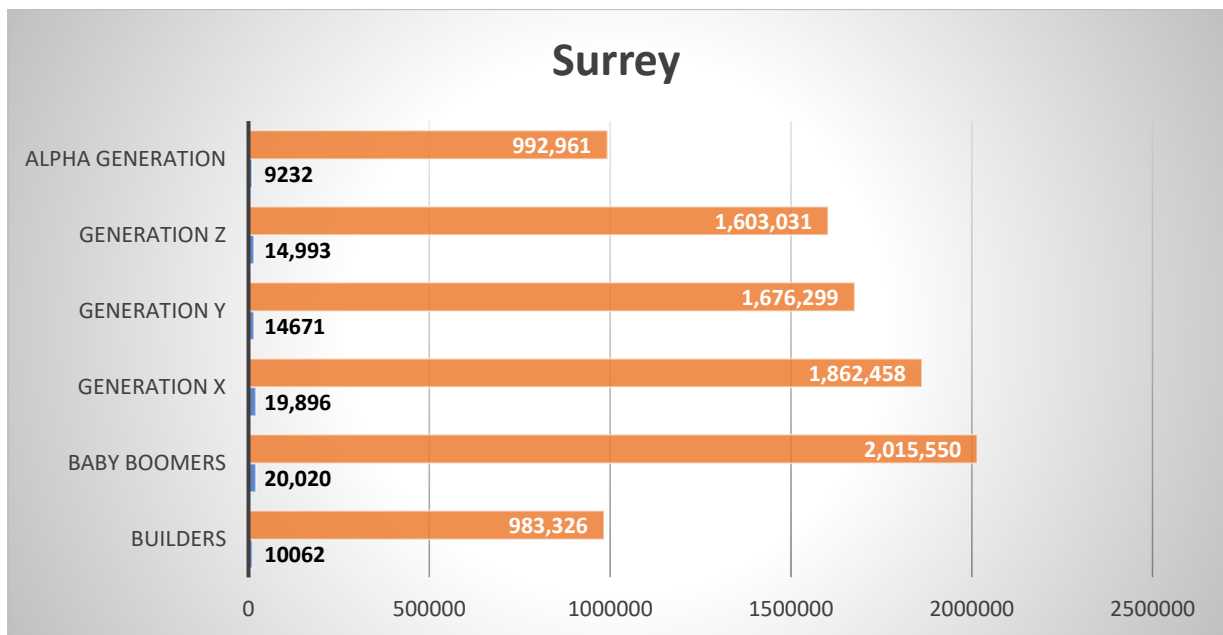


The data shows that the largest percentage of citizens for Surrey Heath fall between the ages of 0-15 years old at 19% meaning they fall into the generation Alpha and Generation Z. We can then extrapolate that information into a more granular view and break down into the different generations across Surrey Heath and Surrey in general to show the demographics of the Surrey region and potential users of the shopping centre.



The data shows that in Surrey Heath the following key bits of information:

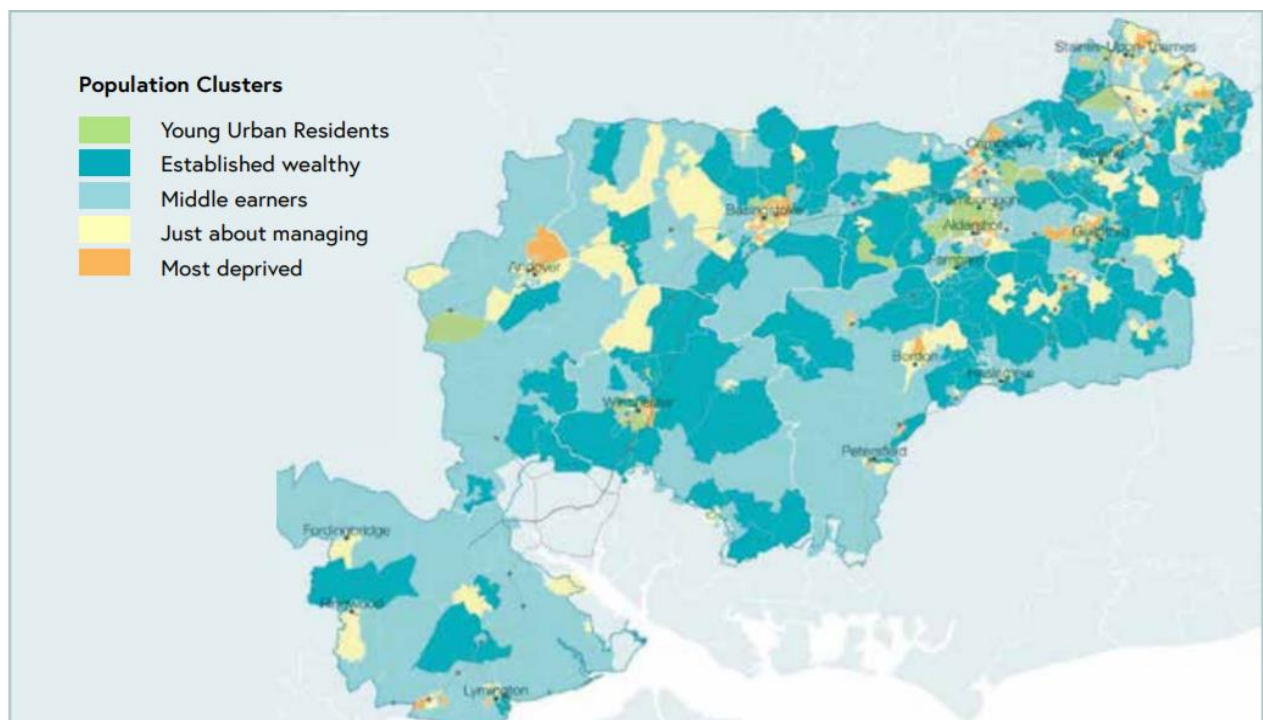
- The largest generation in the Surrey Heath region is **Baby Boomers** so it is important to understand their needs and requirements. They are followed closely by **Generation Z**. But Alpha and Generation Z classed in the 0-15 years old classification form the youngest and highest number of citizens combined.
- This shows the need for a number of areas of 5G especially around digital health, as there will be a large amount of **baby boomers** in the region needing increased health care the older they get.
- **Generation Alpha** will be growing from now until 2025 showing that there is a large generation of consumers with growing expectations on public services and the shopping centre.



When we look at Surrey in a wider context, we can pull out some interesting bits of information such as:

- Currently there are 992,961 **Generation Alphas** which will grow up to 2025 meaning a significant proportion of the Surrey region will be in this generation and consumers of the future.
- Similar to Surrey Heath there is a significant amount of baby boomers which demonstrates the future need for digital health projects.

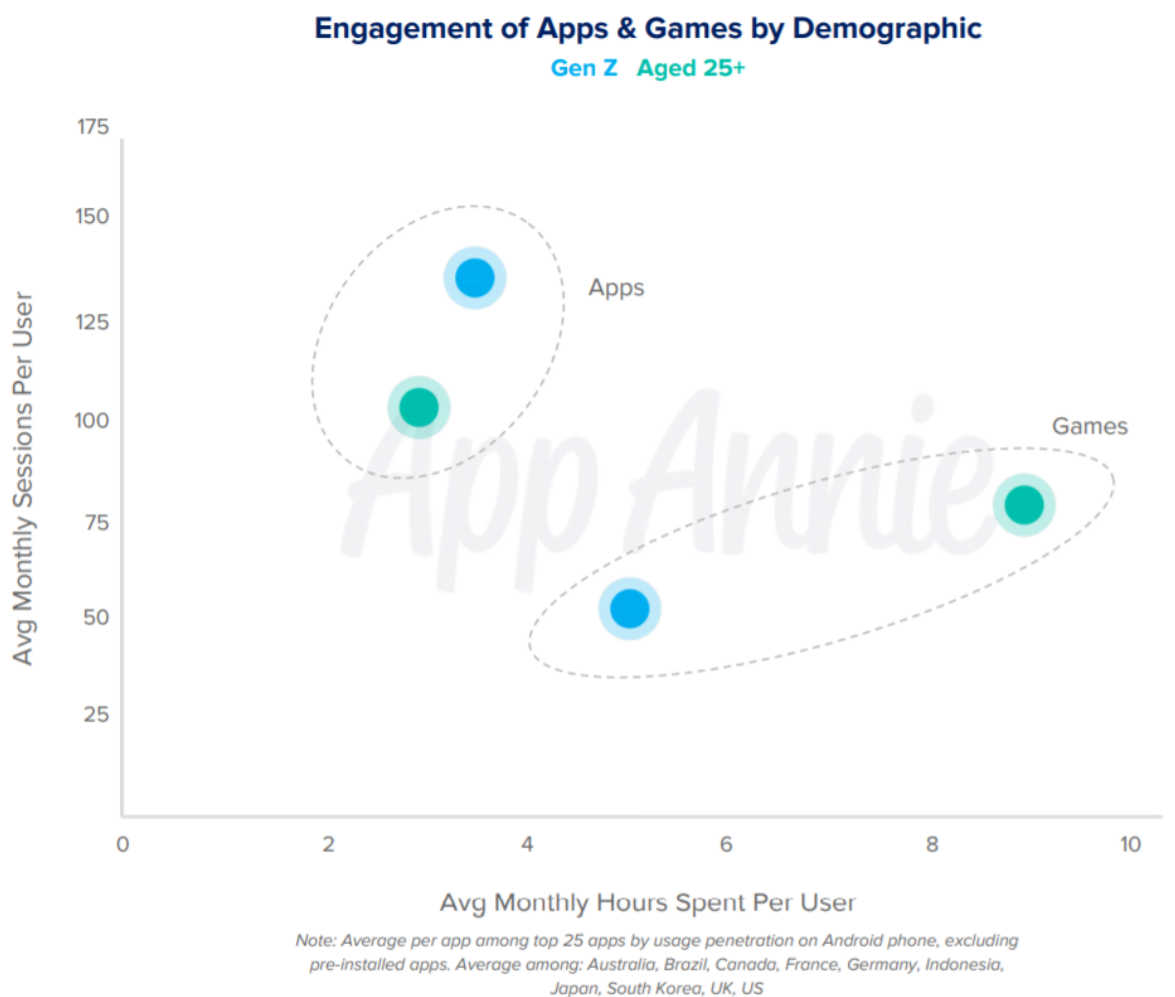
The Enterprise M3 strategic economic plan identifies Camberley as one of the towns that has a smaller group of Young Urban Residents, who are key to economic growth and prosperity. The Enterprise M3 LEP has aspirations to attract more young urban residents to the region as they are classified as “typically highly mobile and qualified 25-34 year olds with potential to create the jobs of tomorrow and enable future wealth” (Enterprise M3 LEP, 2018).



(Enterprise M3 LEP, 2018)

7.6 Mobile and Retail

The 2019 state of mobility report by App Annie found interesting links with Generation Z, which they classed as 16-24 year olds. They found that Generation Z users engage on average with non-gaming apps than those in generation Y.

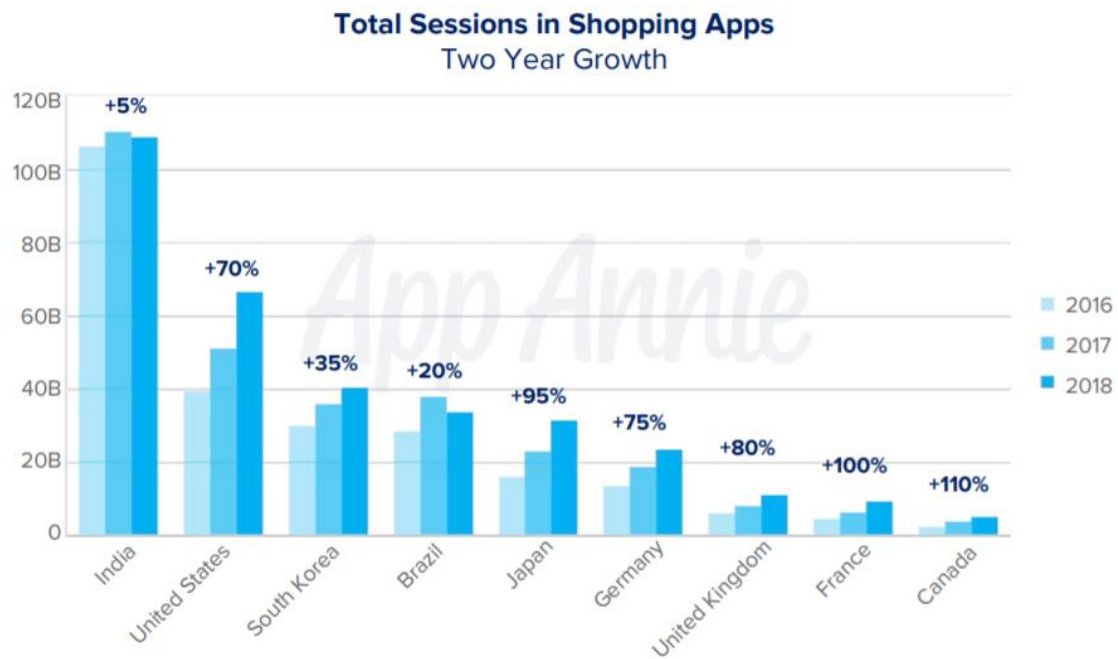


(Annie, 2019)

Generation Z user spent 20% more time and engages with their favourite apps 30% more often than any other generation, essentially highlighting that mobile applications are becoming second nature and used in a number of different ways. The report concluded that the types of apps used were

Communications, Social, Shopping and Banking and that any business hoping to attract a generation Z user will need to understand that mobile is non-negotiable.

The App Annie report has focussed significantly on key sectors which is embracing mobile technologies and retail was one of the key verticals chosen. It showed some extremely interesting findings which is showing the trends moving towards increased usage of mobile applications and the importance of mobile moving forward. Globally the amount of time spent in retail/shopping mobile apps grew to 18 billion hours in 2018, which was a 45% increase in just two years from 2016. The graph below has plotted this out and shows that the UK has seen an 80% increase from 2016.

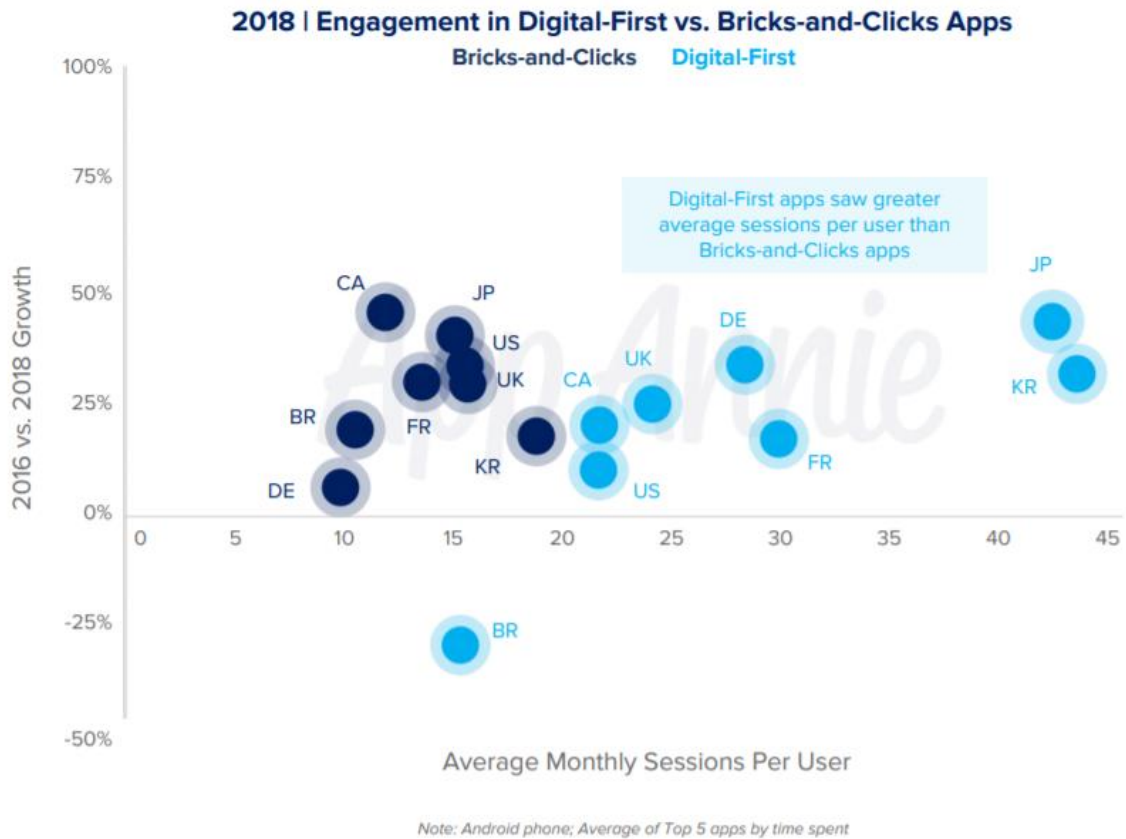


Note: Android phone

(Annie, 2019)

A key finding has been that bricks and mortar retail is making strides to increase engagement with mobile apps being rolled out. The UK saw a 25% increase in engagement with mobile applications in comparison to 2016. Digital first retailers still have done much better in terms of time/spend within

the applications but mobile commerce and in store experiences have meant that mobile applications do play a significant role in bricks and mortar retail.



Part of the report focussed on the US market and found that 2018 was a significant point in history as the consumer behaviour and corporate priorities seemed to shift. They found that traditional bricks and mortar retailers such as Walmart and Target were leveraging mobile applications to allow customers to access loyalty programs, point of sale payments, product information, and in store mapping.

Correlation of Quarterly Digital Sales and Time Spent in Shopping Apps

Q1 2014 — Q3 2018 | United States



Source: US Census and App Annie;
Time Spent on Android phone

The final part of the report looked at the time spent in mobile shopping apps and the correlation in sales. It found that the longer time spent in mobile shopping apps, the increased amount of digital sales.

7.7 Regionally

The Enterprise M3 region is one of the leading regions for 5G activity and investment, with the Enterprise M3 LEP investing in a number of key projects which aligns with their strategic economic priorities and the grand challenges set out by government in the industrial strategy. The Enterprise M3 has a vision to become a globally competitive region known for its knowledge, digital and design based economy and has developed a strategic economic plan for 2018-2030. The plan identified two stimulants to generate economic expansion:

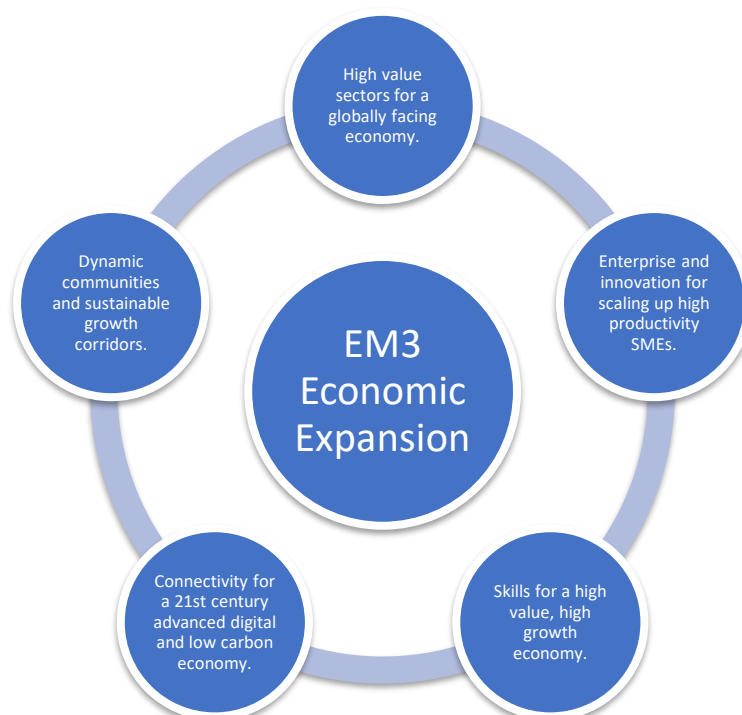
Digital and Data Technologies

Incorporating the ground-breaking 5G Innovation Centre based at the University of Surrey which includes Vodafone, Huawei, O₂ and EE as corporate members, and also the National Cyber Security Centre at Royal Holloway University.

The Clean Growth Economy

Siemens is working on an Energy Strategy for our region and there are plans to create an energy hub.

These support the EM3 LEPs five key priorities for economic expansion:



Key Sectors for the EM3 LEP:

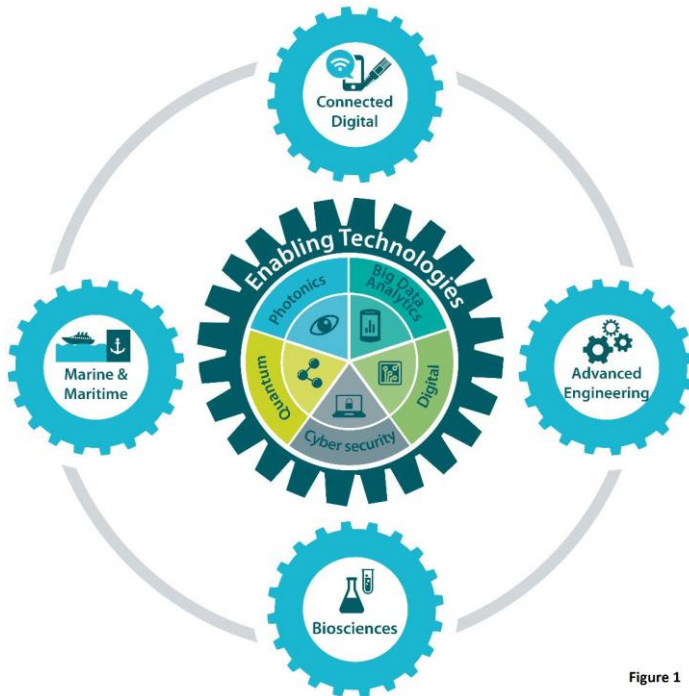


Figure 1 (Enterprise M3 LEP, 2018)

The diagram above shows that connected digital is a key sector for the EM3 LEP which means that this project falls directly under this. When you drill further there is also a number of enabling technologies that this project would support and become a part of such as digital and big data analytics. Due to the nature of the project and the importance of data security cyber security would play a big part in this project as well, meaning that 3 of the 5 key enabling technologies will be supported by this project.

7.7.1 Regional Ecosystem

There are a number of previously funded or soon to be funded projects in the EM3 region that the 5G retail test bed can connect and collaborate with.

The 5G Innovation Centre (5GIC)

The 5G Innovation Centre is located on the University of Surrey campus and officially opened in 2015. It is the largest industry and academic research partnership and test facility for development of future

5G communications in the world. The 5GIC works on a membership basis with large scale companies and SMEs paying a membership each year to get access to the testbed and research. Founding members (platinum) of the 5GIC include the likes of Vodafone, EE/BT, Huawei and O2 (Telefonica). There is also a number of other interesting partners in the gold and silver membership such as BBC, Samsung and Fujitsu, a full list of up to date partners are found on the 5GIC website. In 2016 the 5GIC was recognised by the G7 nations as a global leader driving the growth and promotion of a digitally connected world. (G7)

[Rocket Desk](#)

The EM3 LEP invested £1.75m in to enabling a 5G games hub at Rocket Desk on the research park at Guildford. Rocket Desk is a flexible co-working space for the start-up, indie and freelance creative technology professionals which has a dark fibre 5G link backhauled to the 5GIC. Rocket Desk is home to around 25 small companies who are developing digital games, VR/AR applications and creative experiences.

[Basing View Living Lab](#)

Whilst not funded yet, Basing View living lab will be a 5G enabled test bed located on an enterprise zone in Basingstoke.

[StoryFutures](#)

Funded by the Arts and Humanities Research Council (AHRC) creative industries clusters programme this project brings together world class creative and technology companies, Universities and SMEs to take next generation storytelling. Located at Royal Holloway University London (RHUL) in Egham the project looks at how the creative sector utilises emerging technologies such as AR/VR/MR/XR, smart devices and AI to engage audiences in new experiences.

7.8 Nationally

The industrial strategy and grand challenges have outlined a number of exciting and ambitious targets to ensure that the UK is at the forefront of technology and innovation. A key part of this was to roll out the national 5G test bed and trials programme through the Department of Digital, Culture, Media and Sport (DCMS). The purpose of the testbeds was exploring the benefits of 5G but also the challenges of 5G deployment with clear objectives:

- Accelerate the deployment of 5G networks and ensure the UK can take early advantage of the applications those networks can enable.
- Maximise the productivity and efficiency benefits to the UK from 5G.
- Create new opportunities for UK businesses at home and abroad, and encourage inward investment

7.8.1 UK Government funded projects

The UK Government funded six projects with each project receiving between £2M and £5M grants as well as match funding from industry partners.

	<p>5G RuralFirst</p> <ul style="list-style-type: none">• Lead Organisation: Cisco• Partners: The University of Strathclyde and 32 other partners• Grant: £4.3M• This project is looking to create a complete end-to-end rural 5G testbed system for trials of new wireless and networking technologies, spectrum sharing, and new applications & services.
	<p>5G Smart Tourism</p> <ul style="list-style-type: none">• Lead Organisation: West of England Combined Authority• Partners: BBC, Aardman, The University of Bristol Smart Internet Lab, Bristol City Council, Bath and North East Somerset Council, Bristol Futures Global, Mo-Sys and Zeetta Networks• Grant: £5M• Using technology to offer tourists new experiences using VR/AR in major attractions in Bath and Bristol
	<p>Worcestershire 5G Consortium</p> <ul style="list-style-type: none">• Lead Organisation: Worcestershire LEP• Partners: 5GIC, AWTG, Huawei, o2, BT, Worcester Bosch, Yamazaki Mazak, QinetiQ• Grant: £4.8M• This project is exploring ways to increase productivity by using robotics, big data analytics and augmented reality with 5G in a manufacturing setting.
	<p>Liverpool 5G Testbed</p> <ul style="list-style-type: none">• Lead Organisation: Sensor City• Partners: Liverpool University, NHS and social care organisations and Blu Wireless• Grant: £3.5M• This project will see high value technologies including low-cost open source 5G networks, artificial intelligence, virtual reality and IoT deployed across deprived communities in the Liverpool city region testbed.
	<p>AutoAir</p> <ul style="list-style-type: none">• Lead Organisation: Airspan Communications Ltd• Partners: 5GIC, McLaren Applied Technologies, ARM, Real Wireless, Quartus Limited, Blu Wireless, Dense Air Limited• Grant: £4.1M• This project will investigate and validate the development of Connected Autonomous Vehicles (CAVs) and look at handover speeds at fast speeds and whether this can be applied to both road and rail transportation.
	<p>5G Rural Integrated Testbed (5GRIT)</p> <ul style="list-style-type: none">• Lead Organisation: Quickline Communications• Partners: Cybermoor, Broadway Partners, Precision Decision, Bluebear, Kingston University, Kings College London, Lancaster University, North Pennines AONB, World Around Me• Grant: £2.1M• This project is looking at trialling innovative use of 5G technology across a range of rural applications, such as smart agriculture, tourism and connecting poorly-served communities, using shared spectrum in the TV bands and a mix of local ISPs and self-provision.

(DCMS, 2019)

Urban Connected Communities Project

In September 2018 the UK government announced that the West Midlands Combined Authority were the preferred partner for the Urban Connected Communities Project. This will see the development of a large scale 5G pilot across the midlands region with hubs being located in Birmingham, Coventry, and Wolverhampton with £50M approved for the project.

Cyber Security

With the increase in cyber security threats, the government has allocated £10M to work with the National Cyber Security Centre to create capabilities to test 5G networks.

Transportation Projects

The government is very keen on transportation of the future and has funded a number of different projects in different transportation modes.

Rail

The Government announced £35M from The Northern Powerhouse Investment Fund (NPIF) to look at different ways to improve communications for train passengers. The fund is being used to upgrade the Network Rail test track in Melton Mowbray, installation of trackside infrastructure along parts of the trans Pennine route and rollout of full fibre to allow 5G connectivity. With the recently announced South Korea/UK trade bridge a £2.4M grant (50% funded by UK government and 50% funded by South Korean Government) will fund 5G RailNext. This project is looking to provide uninterrupted “infotainment” across the Seoul Metro System. This project will aim to deliver next generation experiences whilst on the move, they will include Augmented Reality (AR) Mixed Reality (MR) to display travel information to customers, video streaming and gaming through headsets.

Roads

There has been £5M of funding put together for initial trials to test 5G application and deployments on roads. One of the key parts of this project is to look at the future productivity benefits from autonomous vehicles

7.9 Industrial strategy

In 2017 the UK government launched the modern industrial strategy, an ambitious long-term strategy for planning and investing in key areas that strengthen the UK economy and futureproof the country for future economic growth.

The Worlds Most Innovative Economy

- Raise total R&D to 2.4% of GDP by 2027; Increase tax credit to 12%; Further £725M for Industrial Strategy Challenge Fund

Good Jobs and greater earning power for all

- Technical Education System; Invest an additional £406m in maths, digital and technical education; Create a new National Retraining Scheme that supports people to re-skill, beginning with a £64m investment for digital and construction training.

A major upgrade to the UK's Infrastructure

- Increase the National Productivity Investment Fund to £31bn; Support electric vehicles through £400m charging infrastructure investment and an extra £100m to extend the plug-in car grant; Boost our digital infrastructure with over £1bn of public investment, including £176m for 5G and £200m for local areas to encourage roll out of full fibre networks.

The best place to start and grow a business

- Sector Deals partnerships between government and industry to increase sector productivity. The first Sector Deals are in life sciences, construction, artificial intelligence and the automotive sector; Establish a new £2.5bn Investment Fund, incubated in the British Business Bank; Actions for SME productivity, including the 'long tail' of lower productivity firms.

Prosperous communities across the UK

- Agree Local Industrial Strategies; Create a new Transforming Cities fund that will provide £1.7bn for intercity transport; Provide £42m to pilot a Teacher Development Premium for high quality professional development for teachers working in areas that have fallen behind

7.9.1 Grand Challenges

As part of the governments industrial strategy, four grand challenges were identified to put the UK at the forefront of the industries of the future. The aim of the challenges are to ensure that the UK takes advantage of global changes in innovation and make a real impact in peoples lives. The four challenges that were identified were:

Artificial Intelligence

- Artificial Intelligence Sector Deal
- Make the UK a global centre for artificial intelligence and data-driven innovation
- Support sectors to boost their productivity through artificial intelligence and data analytic technologies
- Lead the world in safe and ethical use of data and artificial intelligence giving confidence and clarity to citizens and business
- Help people develop the skills needed for jobs of the future

Clean Growth

- Develop smart systems for cheap and clean energy across power, heating and transport
- Transform construction techniques to dramatically improve efficiency
- Make our energy-intensive industries competitive in the clean economy
- Put the UK at the forefront of the global move to high-efficiency agriculture
- Make the UK the global standard-setter for finance that supports clean growth

Future of Mobility

- Establish a flexible regulatory framework to encourage new modes of transport and new business models
- Seize the opportunities and address the challenges of moving from hydrocarbon to zero emission vehicles
- Prepare for a future of new mobility services, increased autonomy, journey sharing and a blurring of the distinctions between private and public transport
- Explore ways to use data to accelerate development of new mobility services and enable the more effective operation of our transport system

Ageing Society

- Support new products and services for the growing global population of older people, meeting important social needs and realising the business opportunity for the UK
- Support sectors to adapt to a changing and ageing workforce
- Leverage our health data to improve health outcomes and UK leadership in life sciences
- Support care providers to adapt their business models to changing demands, encouraging new models of care to develop and flourish

8.0 International

There is a global race to launching 5G with governments all around the world keen to ensure that their country is at the forefront of innovation, with 5G and artificial intelligence being hailed as key enablers to economic growth and prosperity.

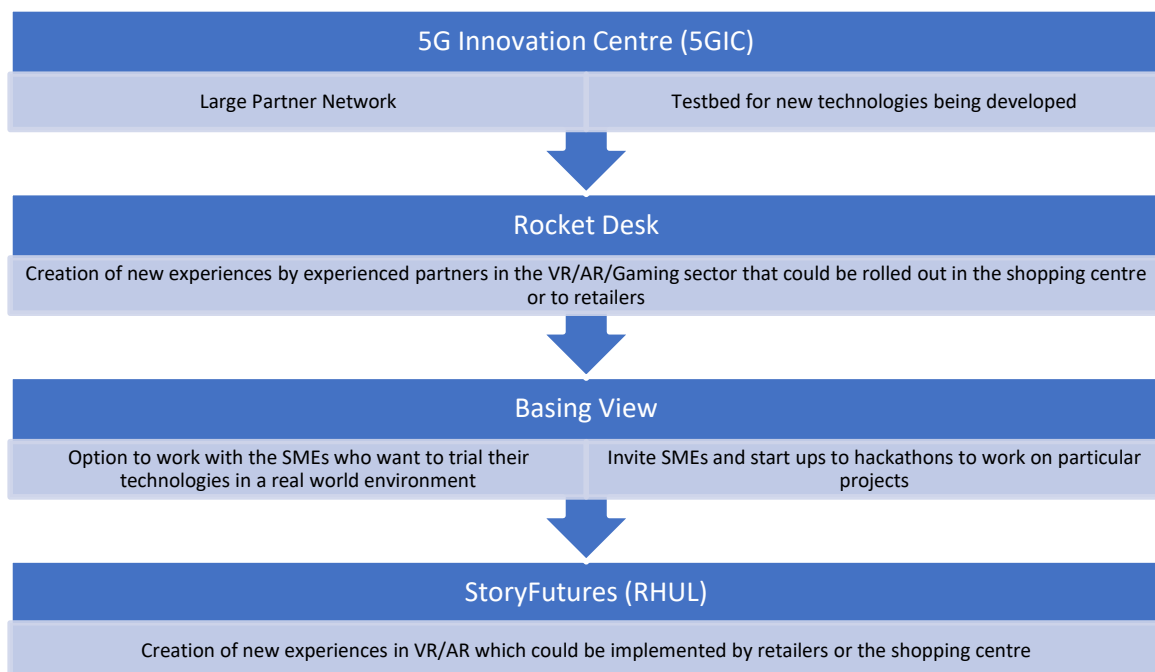
8.1 Inward Investment and Exporting

Driving inward investment either nationally or internationally and creating new streams of foreign direct investment are important for the creation of jobs and productivity. Section 12.0 of the document outlines the engagement plan with the department for international trade (DIT) and how to work closer on making this project a turnkey opportunity.

9.0 Fitting in to the regional and national ecosystem

There are a number of ways to ensure that this project collaborates and works with partners and projects which are already underway in the UK. This is important as there could be significant partner networks which can assist with the project, and when bidding for funding it is always important to leverage previous investments made by LEPs and government.

From a regional perspective the following partners/actions can be taken:



From a National Perspective there could be collaboration with the partners on the previous DCMS trials and test bed programme. The cyber security centre could also play a key part in this project, as well as discussions with two GCHQ accredited cyber security universities in The University of Surrey and Royal Holloway. There is also the opportunity of working closer with UK5G and similar projects where 5G is the common theme for all parties.

10.0 Initial Costings and Funding Calls

It is projected that this project could cost circa £8m-£10m as the following will need to occur:

Fibre Mapping- Initial costings are £100,000
Fibre Roll Out- Initial costings are £1,339,348 (ex-vat)
Data Centre- Initial costings are £250,000
IoT sensors- Scoping exercise to be done first
Base stations and indoor networks- Initial costing £250,000 and £30k annual costing
Spectrum Licences-Ofcom TBC with Ofcom and 5GIC at scoping meeting
Marketing and PR- Ongoing Revenue Cost but for an initial project outlined in section 11 £4000 (ex-VAT)
Smart Cities Team- Ongoing Revenue Cost
Consultancy Partners- Rahim Tafazolli (£50K)

Prices subject to change and full quotes would need to be obtained and public sector procurement rules followed. These prices are rough estimates or guideline prices

10.1 What is needed for 5G

In order for 5G to be rolled out across Camberley and into the shopping centre there is a number of things that are needed.

10.1.1 Fibre

The backbone of the 5G network is fibre and is critical to allow 5G connectivity. It is advised that a full mapping exercise is conducted to work out what fibre is in the ground and what is required moving forward to future proof for 5G.

10.1.2 Base stations/small cells

In order to give the ability for devices to connect to the network a series of base stations and small cells need to be deployed within the shopping centre. These small cells are the hardware which allows end devices or sensors to receive a network signal.

10.1.3 Spectrum

Discussions with Ofcom have identified that spectrum is available and there are two directions that can be taken. Firstly, Surrey Heath Borough Council can apply for a trial and development licence to get things underway, which is usually offered on a yearly basis. There are limitations with this though, and it is advised that this can only be used for a year. To ensure long term sustainability the advice of Ofcom is to apply for a shared access licence (24.25- 26.5 GHz) this is for indoor connectivity and should be seen as phase 1 of the project, with the outdoors/high street being seen as phase 2 which would require a different spectrum licence. Advice should be taken from the 5GIC on the best way of doing things with Ofcom in terms of spectrum and licences.

10.1.4 Business Layer

The 5GIC has been working on a business layer application with Vodafone, that allows for SMEs and scale up organisations to be able to have a plug and play in to the 5G network. This application would be crucial for the shared working space.

10.1.5 Data Centre

A data centre is key for the storage of data with a physical location used to store IT equipment which stores and manages the data obtained from the shopping centre.

10.1.6 Digital Twin

A digital twin is a digital version of an asset which can then be manipulated and tested on, this is a good way of seeing how the shopping centre operates and what would happen if any technological solution was put in to place.

10.2 Enterprise M3 LEP Funding

The EM3 LEP has funded significant projects in the past which have revolved around 5G, from the initial funding of the 5GIC, the investment in Rocket Desk of the research park in Guildford and the investment made in to Basing View. So they have a track record of investment in 5G and their strategic economic priorities strategy outlines the need for 5G. It was advised to enter an initial EOI to the EM3

LEP to gain exposure to the project and then build a full proposal which will be requesting a grant to the value of £5 Million.

10.3 European Regional Development Funding (ERDF)

There are significant ERDF funding calls currently open, but they are quite restrictive in terms of revenue generation and working with large scale organisations. The funding is primarily designed for SMEs and that means the larger organisations will have trouble benefiting from the project and it will become restrictive. It is advised that this funding route is not the right call for this project.

10.4 DCMS Funding

The Industrial 5G Testbeds and Trials grant funding competition is open for applications. DCMS is seeking projects to trial new 5G services and applications in the vertical industry sectors of manufacturing and logistics. The Programme is seeking 4-6 projects from the manufacturing sector with £3-4 million of DCMS funding available per project and 2-3 projects in the Logistics sector with £5-10 million available for each project. It is important to keep DCMS a vested partner in the project as it will mean that Surrey Heath Borough Council have an opportunity to lobby to government for increased investment into retail, and try and get a future call around 5G and retail.

10.5 Industry Funding

Part of the project can be funded directly and indirectly by industry partners who will join the project team. It is important that the relationships with industry are seen as two-way relationships rather than just transactional. The simplest form of investment can be seen as direct cash investment into the project otherwise industry can provide in kind benefits such as time/expertise/equipment to help offset the costs of the project.

10.6 Superfast Broadband Roll Out

There was a project funded by Surrey County Council which would look at funding broadband roll out; it is advised to speak directly with Surrey County Council to understand if the fibre installation costs could be covered by this project.

11.0 Marketing and PR Recommendations

The Marketing and publicity of the project is key to get national and international attention on the project, it is advised that a PR consultant is contracted to develop a strategy for informing technology news agents and retail press. After talks with PR agencies and PR experts the following has been advised by a technology PR consultant:

Project scope statement

The project will run over a two-month period and comprises of undertaking media relations outreach to a variety of retail, technology, telecommunications and local press in the UK for five days per month. Specifically, it will include the development and distribution of press releases (maximum of 2), organising of press interviews, storyline development and placement, writing and issuing byline articles (maximum or 2), undertaking news jacking activities, managing incoming media opportunities and providing ongoing counsel.

Deliverables

Provide monthly activity reports and send coverage as soon as it is seen.

Constraints

It is assumed that guidance will be provided regarding the specifics of the project. It is also assumed that content and imagery developed for the wider promotion of the project will be shared and useable. It is suggested that there is a monthly face-to-face meeting at the start of each month with all relevant stakeholders.

11.1 UK5G Publicity

The head of UK5G has offered publicity to the project through the 5GUK website, this should be considered as a good way of gaining publicity for the project and become linked with the UK5G brand.

11.2 Industry Publicity

When working with partners it is key to ensure that they give this project publicity through their marketing channels. This can be done by creating case studies, marketing videos, blogs or thought leadership pieces which associate the project with key industry players who will have significant followers on social media and access to news platforms.

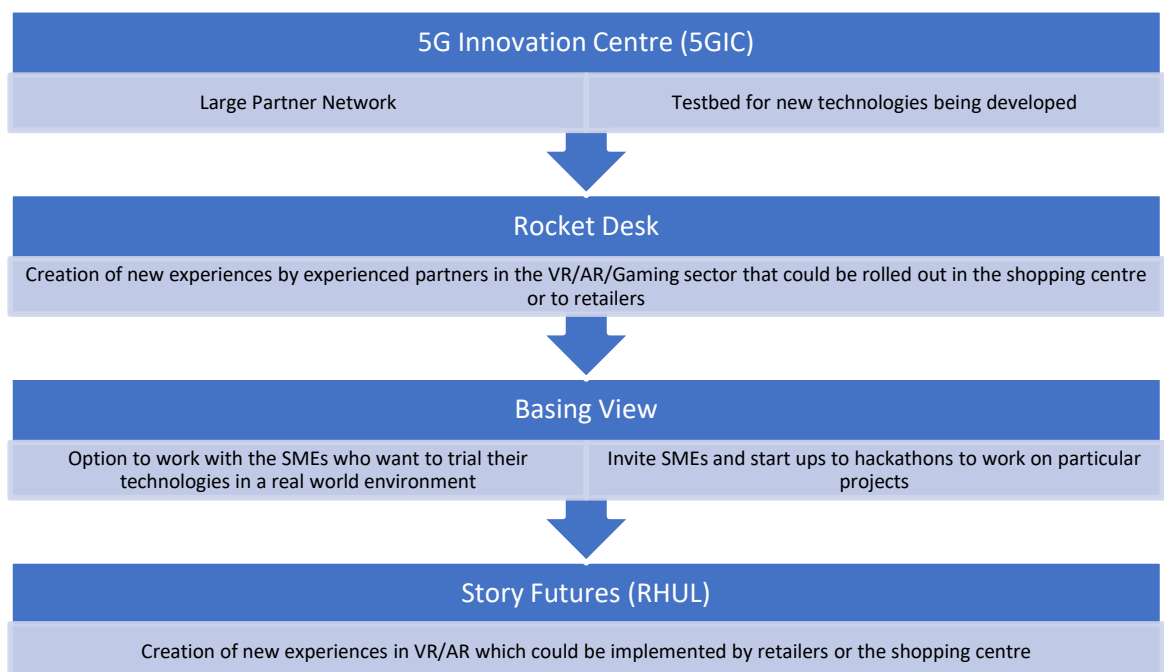
12.0 Engagement Plan

Engagement with key stakeholders and parties with associated interests in the project is key to the long-term success of the project. A number of key stakeholders have been identified and this section will explore the different stakeholders, what value they can add and how they should be engaged.

12.1 EM3 LEP

The Enterprise M3 (EM3 LEP) is an important partner to keep on board and part of the project, there is significant government money that can be obtained through grants and loans from the LEP which can help support the project initially. It is also important to have their support on the project because when you are bidding for larger scale grants from government it is important to have the LEPs support and show the wider impact regionally.

As highlighted in section 7.7.1 the regional picture has a number of 5G and creative projects that can add value to the project, and these can be all linked as seen below:



12.2 5GIC

The 5G Innovation Centre (5GIC) is a combination of Industry and government investment to get a physical building and test bed which has housed the 5G core network. The 5GIC has a number of core partners which can add value and expertise to the project. There is the opportunity for Surrey Heath Borough Council to join the 5GIC as a member and get access to the partners and research that is developed. It would also be good for the 5GIC as they will be able to test new technologies that they have been working on and use it as an innovation playground for their partners who want to test new technologies in a real-world environment.

12.3 UK5G

UK5G is a group of businesses that have a common interest in 5G technologies, by engaging UK5G early it puts Surrey Heath at the forefront of discussions and has the opportunity to give publicity to the project. It is also a good way of attracting 5G related partners to the project and getting notifications if new partners join UK5G.

12.4 DIT

A key outcome of this project is to make this a turnkey opportunity for the Department of International Trade. Inward investment and exporting are the two major components of the Department of International Trade (DIT). It is important to engage with key members of DIT as one of the key outcomes for the project will be attracting new businesses to the region. This can come in two different ways either direct investment where an organisation who has already invested in the UK look to relocate or open new premises and foreign direct investment (FDI) which is where a new organisation looks to open offices/premises in a different country. It is important that there is a soft-landing proposition put in place to ensure that the DIT have the best possible opportunity to market this "Turn Key" opportunity to all their posts across the world. A turnkey opportunity means that they can advertise this opportunity all over the world as a ready to invest in project to foreign investors.

12.5 Citizen engagement

Citizens are at the heart of any local economy; they will be the ones using the shopping centre and spending their money. Importantly it is their taxes that help fund the council and in turn they will be keen to see how their money is invested and used by Surrey Heath Borough Council, so it is important that citizens are made aware of the project and how it will impact them and how it will benefit them moving forward. It is recommended that citizens are kept up to date with the project and have a voice to make sure that they can help input into the project and advise what would make their lives better.

12.6 Retailers

The heartbeat of this project is the retailers and it is important to ensure that they are involved early on in the project, because essentially, they will be the end users of the project. It is important to understand that there are different classifications of retailers as you will have large scale organisations such as Game, Sainsburys, TK Maxx and smaller independent companies whose needs and understanding of 5G and IoT will be very different. Understanding the pain points of these organisations will be key as these will create use cases and encourage adoption of the technologies if the problems are being solved. It is recommended that there should be two round table events for independents and then for the larger organisations to understand the pain points and make them feel involved in the project.

12.7 Trade Bodies

It is important that the trade bodies associated with retail are included in the project, they are able to be a voice for a number of retailers who are not in the region but could be potential targets moving forward. By working with the trade bodies it will give national exposure to the project and have the interests of the retailers at the heart of the project, which should make it easier when approaching a retailer to relocate to the region. There is also the opportunity to do national/international events with the trade bodies which will give even more exposure and publicity to the project.

13.0 Recommendations and Next Steps

Based on this business case the following recommendations are made:

1- Surrey Heath Borough Council have a short window to become first movers in this field, and appeal to a number of technology and innovation partners. The business case shows there is significant benefits to this project from an economical perspective as well as potential ROI models that could generate revenue in the future. But the window is small, the closer the UK gets to the full roll out of 5G and phase 2 of the 5G roll out, other shopping centres will do this meaning that Surrey Heath would not have a USP and lose appeal to larger towns and cities.

2- Engage with retailers and citizens early through roundtable events and briefing sessions to truly understand their needs and requirements and make them a key part of the project.

3- Consider becoming members of the 5GIC to obtain significant benefits in terms of 5G core access for the shared work space and networking with large scale partners and innovative SMEs

4- Engage the EM3 LEP to use this project as a catalyst to attract young urban residents to the region and be one of their flag ship projects.

5- Linking in with Regional and National Projects as outlined in section 9.0

6- It is important to become part of the regional 5G ecosystem and benefit from the research and work that has been done by previously funded projects. The 5G retail test bed could incorporate a number of the existing projects and work collaboratively in a number of areas.

7- Structure a phased approach to implementation with the focus on the inside network in the shopping centre then the outdoor network coming at a later stage.

8- Ensure that revenue is put in place to have a designated smart cities team within Economic Development to manage the project correctly. There will be the need for data analysts/data scientists to correctly analyse and visualise the data to make the correct decisions. There should be

discussions with academia (The University of Surrey) computer science department and business school to discuss KTPs around the use of data, operating models and cyber security.

9-Work closely with the Department for International Trade to make this project a “turn key” project. With international focussed events being held at The Square or the shared work space.

10-Choose the right technology partners with cyber security and data security at the heart of the solutions.

11-Ensure that the marketing and promotion of this project is done professionally to ensure that the project gets the exposure it needs on a national and international basis. The creation of a soft landing website could significantly drive attention to the project and make it easier to sell for the DIT.

12-Ensure that this project is in line with GDPR regulations and legislation, it would be recommended to speak to GDPR professionals about this project. It would also be recommended all partners in the project are GDPR compliant and have measures in place to follow GDPR compliance regulations.

13-Find partners that have strong corporate social responsibility programmes who could potentially sponsor or invest in the flexible working space.

14- Be open and transparent with the public in terms of data collection and look at ways that users could opt out of providing data if they do not feel comfortable with it or incentive people to provide more data to help create a more personalised approach.

15- Ensure that Surrey Heath Borough Council fully own the data.

14.0 Conclusion

The purchase of the shopping centre and owning a large scale asset gives this project the opportunity to become a flagship project nationally. The retail stats show that there is 2.8m people employed nationally in retail, and in Surrey Heath 13.7% of the residents are employed in retail/wholesale which shows that it is a significant sector regionally. By future proofing the shopping centre, Surrey Heath Borough Council will be a position to utilise the paradigm shift in mobile technology to enable retailers to implement new technologies and innovations into their stores and the shopping centre. From a retailer perspective it is a unique opportunity to trial new technologies in a real world environment, which could be cheaper for them to trial them in one store and then roll out nationally if successful. From a shopping centre perspective the 5G connectivity combined with IoT sensors will mean that real time data could be collected, this is important as historically brands have not relocated to the Shopping Centre due to insufficient data sets on footfall or visiting on days where footfall is light. By understanding the shopping centre footfall, interventions could be put in place to drive footfall to certain areas or create dynamic pricing that could be adjusted for rental agreements to try and attract and incentivise new retailers in to quieter parts of the shopping centre. The flexible working space will also encourage new start ups and SMEs to locate to the region, and will create a stronger link with academia, which could be a significant step forward for Surrey Heath as it has no HE/FE establishments in the borough.

Regionally this project has a number of upsides, from an economic perspective the LEP should see this project as a significant turn key project for the region and one of the driving catalysts for attracting young urban residents to the EM3 region. There is also the opportunity to add a new digital specialism to the EM3 strategic economic plan, by investing in this project they would then be linked with Europe's first 5G enabled shopping centre and centre of excellence for retail innovation. This project has the capability to give international recognition to the region for its ground breaking work in 5G, and drive inward investment in to the region which could be foreign direct investment or national

inward investment creating more jobs regionally. From a national perspective with Brexit dominating most headlines and causing economic instability, the UK government will need flagship projects and turn key opportunities such as this. There is also the need for interventions to be made to the bricks and mortar retail industry, as there is 2.9 Million people employed nationally in retail.

There is a generational shift occurring with millennials, generation Z and generation Alphas becoming prominent which will see a transformational shift in how they use shopping centres and what they expect from them. The global rise of IoT is triggering a number of innovations in a number of sectors with retail being a key sector which will benefit from the growth of IoT. Retailers are now looking at innovative ways of attracting consumers in to physical bricks and mortar stores, and will be dependant on consistent, high speed connectivity so their consumers can interact with them digitally in store.

There a significant number of benefits and upside to doing this project, being Europe's first 5G enabled shopping centre will give national and international appeal and publicity to Camberley/Surrey Heath as well as putting the region on the map. It futureproofs a significant asset purchased by Surrey Heath Council and creates an economic blueprint for bricks and mortar retail which could be commercialised and sold to other shopping centres. There are other revenue streams that could be recognised such as the commercialisation of data sets created by the shopping centre and IoT sensors throughout the borough. It will also equip the council with data to make more informed decision making, this is incredibly important as different generations are now expecting decisions made by the public sector to be supported by facts and data. This will shift Surrey Heath Borough Council towards a data driven decision making council, and be able to justify large investments to the public by using real time data. With large scale projects there are always a number of risks to doing a project of this scale. An obvious risk is the significant up front investment to ensure there is the correct infrastructure in place to enable 5G connectivity in the shopping centre, this can be potentially offset by a number of different elements such as EM3 LEP funding, in kind or direct contribution support by technology companies looking to partner on the project. There is also GDPR and security issues that will need to be addressed by key

technology partners with a track record in delivering project, securely and safely and making sure that the storage and use of data is in line with GDPR legislation.

To conclude Surrey Heath Borough Council have a unique opportunity to leverage a significant asset they own and become synonymous with retail innovation and working with key technology partners, to become Europe's first 5G retail shopping centre. Due to the short window that Surrey Heath Borough Council have with 5G, estimated at roughly 18 months. It is recommended that Surrey Heath Borough Council act quickly in developing the solution and work with industry partners and experts within academia such as the 5G Innovation Centre to develop the proposition and solution to create the 5G retail test bed and be a cause for change for the high street and bricks and mortar retail.

15.0 FAQ

Do we need 5G?

Yes, the 4G network was never designed to handle the amount of data that will be required to power 5G networks. There are significant improvements in the 5G network over the 4G network such as: Better latency rates, Download Speeds and the ability to intelligently divide the network through network slicing.

Can't we just wait until 5G is rolled out in this region?

This is an option, but is dependant on networks rolling out 5G to the region sooner rather than later with larger cities and towns getting preferred over Camberley. Surrey Heath have a short window of opportunity to gain an international USP by becoming an innovation playground for retailers and a centre of excellence for retail innovation. If they decide to wait until normal roll out, then the shopping centre will have no distinct USP other over shopping centres and regions. They will also run the risk of another shopping centre doing this project before them, and potentially lose retailers and consumers.

Is there Health risks of 5G?

Advice is taken from key institutions around the world:

- **World Health Organisation (WHO)**

“Despite extensive research, to date there is no evidence to conclude that exposure to low level electromagnetic fields is harmful to human health”

“Considering the very low exposure levels and research results collected to date, there is no convincing scientific evidence that the weak RF signals from base stations and wireless networks cause adverse health effects.”

- **Public Health England (PHE)**

Public Health England advised that radio waves from base stations is in line with the guideline set out by The International Commission on Non-Ionizing Radiation Protection (ICNIRP) who are formally recognised as an official collaborating non-governmental organisation by the World Health Organisation (WHO) and the International Labour Organization.

- **National Health Service (NHS)**

“Concerns have been expressed that prolonged or frequent exposure to radio waves might increase a person's risk of health problems such as cancer. But most current research suggests it's unlikely that radio waves from mobile phones or base stations increase the risk of any health problems. Since the 1990s, there's been a huge amount of scientific research into the potential health effects of mobile phone use”.

“Large reviews of published research have concluded that overall the evidence does not suggest that radio waves from mobile phones cause health problems. But further research is still needed to check that there are no health impacts from long-term exposures (using a mobile phone for more than 20 years)”.

“When it comes to other risk factors for cancer, such as smoking, poor diet, drinking too much alcohol and lack of exercise, mobile phone ownership is probably not a significant risk to your health”. (NHS, n.d.)

In 2012 an independent report by the Health Protection Agency found “no convincing evidence that RF exposure below agreed international guideline levels (which the UK adheres to) causes health effects in adults or children”. (NHS, 2012)

What is next after 5G?

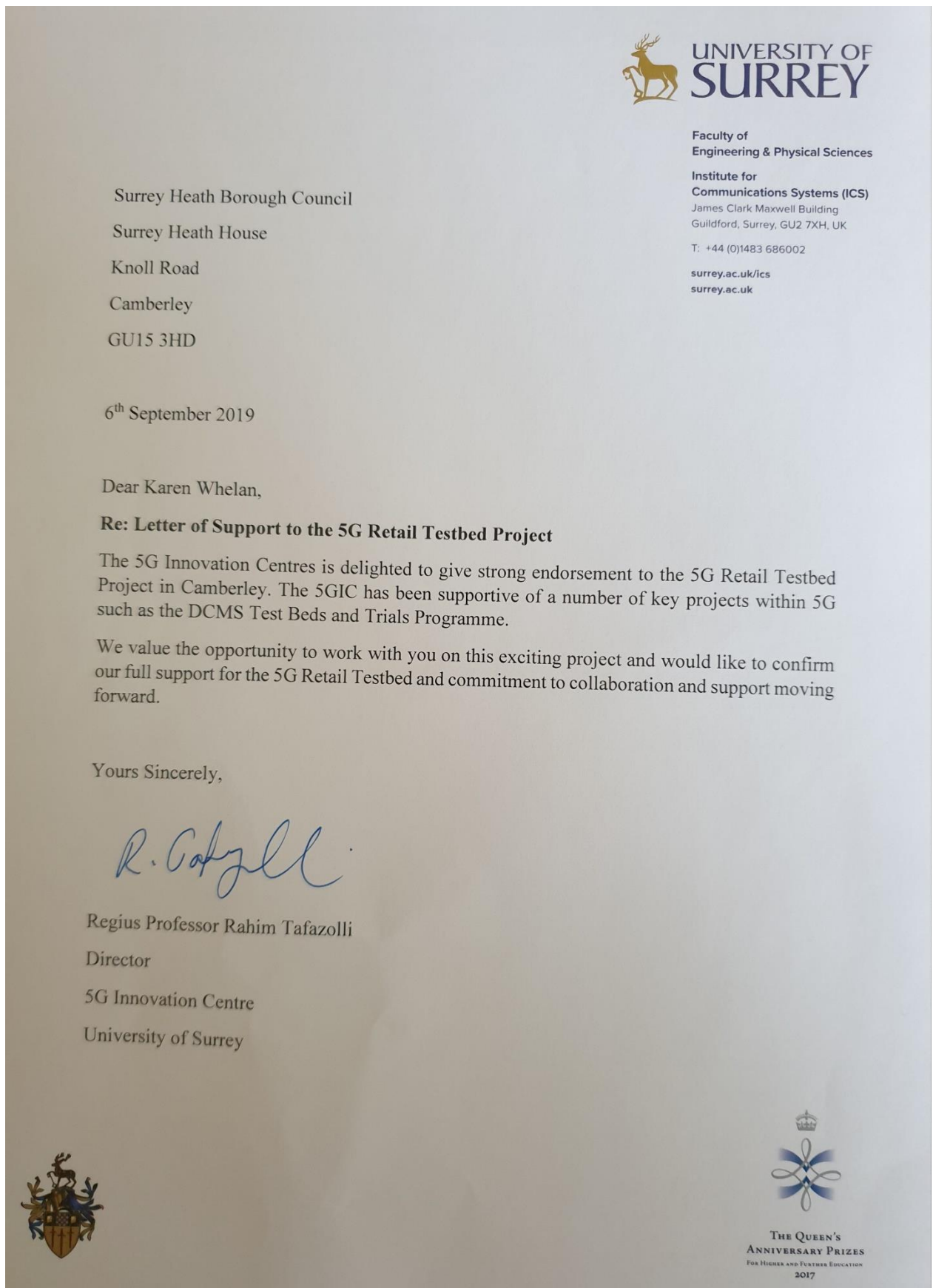
Networks and research institutions are already looking at the next phase of communications after 5G, but this is predicted to not roll out until at least the year 2030.

16.0 Appendices

Other applications of 5G:

- **Autonomous Vehicles-** 5G will power the network that allows driverless cars to communicate (V2V and V2X) IoT also used for tracking and diagnostics
- **IoT/Smart Cities-** Smart CCTV, Lighting, Sensors on rubbish bins, environmental monitoring
- **Digital Health-** Sensors in the home to remotely monitor patients (Vitals, movements, lack of mobility)
- **Retail-** Smart mirrors utilising AR, AI, smart payments such as Amazon Go, Improved logistics
- **Tourism-** Smart tourism using VR and AR to boost tourism sites and track people movement
- **Creative Sectors-** Digital Gaming, Competitive Gaming, VR/AR/XR
- **Manufacturing-** Industry 4.0 and automation of supply chains, logistics, and production lines. Use of robotics and remote monitoring

Letter of recommendation from the 5GIC and Regius Professor Rahim Tafazolli who is the 5GIC director:



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**Camberley 5G Retail
Research, Development & Enterprise
Memorandum of Understanding ("MoU")**

1. This MoU is made between:

Surrey Heath Borough Council, Knoll Road, Camberley, Surrey, GU15 3HD (**SHBC**)
and
Huawei Technologies (UK) Co., Ltd, Enterprise Business Group, 300 South Oak Way, Green Park,
Reading, Berkshire, RG2 6UF (**Huawei**).
and
Alibaba Cloud International, Davidson Building, 5 Southampton Street, London, WC23 7HA (**Alibaba**).
and
The 5G Innovation Centre, University of Surrey, Guildford, Surrey, GU2 7XH (**5GIC**).
and
Arcom IT, Head Office Export House Wolsley Walk Woking Surrey GU21 6QX (**Arcom**).
and
Natta Building Co, Rose Court, Rye Common Ln, Crondall, Farnham GU10 5DD (**Natta**).
and
Stuart Fenton Consultancy, 21 Ravenscroft, Hook, Hampshire, RG27 9NP (**SFC**)
and
Montagu Evans, 5 Bolton St, Mayfair, London W1J 8BA (**ME**)
and
Story Futures, Shilling Building, Royal Holloway, University of London, Egham, Surrey TW20 OEX
And (**STORY**)
and
The Knowledge Transfer Network, Unit 218, Business Design Centre, Upper Street, Islington, London N1
0QH (**KTN**)
and
Deloitte LLP, 1 New Street Square, London EC4A 3HQ (**DEL**)

All parties to this MoU named above (each referred to as a "party" and together referred to as the "parties") share a commitment to work towards delivering the purpose (the purpose) as set out below.

2. The Purpose:

- i. Surrey Heath Borough Council is leading on the delivery of its ambition to become one of the first places in the world to implement a 5G testbed with a focus on the advancement of technology in retail.
- ii. This ambition will help to create a better understanding of how traditional retail is changing and will provide an innovative and disruptive environment underpinned by cutting edge connectivity. The ambition will help to create the blueprint for modelling how the bricks and mortar retail sector operates whilst also creating new opportunities for generating revenue income streams.
- iii. To achieve this ambition, a '5G Retail' consortium is being formed consisting of technology (hardware, software & data) companies; key services innovators, specialist contractors & consultants and universities.
- iv. As well as delivering the overarching '5G Retail' ambition and addressing key technology challenges, the aim of the consortium is also to enable each party, both collectively and individually to conduct research, undertake development and create new business opportunities.

3. Contributions:

All parties each bring resources and expertise to enable the Purpose to be realised. The following, non-exhaustive, list identifies what each party can contribute:

SHBC:

- A '5G Retail' vision, strategy and programme;
- A 'retail' place in which extensive research, development and deployment of technologies can be undertaken;
- Political support;
- Programme and project management expertise;
- Funding streams; including potential government and Local Enterprise Partnership funding,
- Major collaboration partners.

Huawei:

- Significant hardware, software and data capability;
- Leading-edge technology;
- Technical expertise;
- Comprehensive resources and support;
- Significant global marketing reach;
- Agility and the ability to move quickly.

Alibaba & Deloitte:

- Smart, agile & powerful cloud computing platforms;
- Access to the Alibaba Ecosystem;
- Experience in innovating in the global retail market;
- Comprehensive resources;
- Powerful global network;
- Unparalleled expertise in retail and e-commerce sectors

5GIC:

- Leading 5G technical and academic research;
- Infrastructure design and support;
- Accurate future use prediction;
- High profile key industry network;
- 5G core access;
- Connection to wider University of Surrey academics.

Arcom:

- Network design and connectivity;
- The commercialisation of Council owned fibre networks;
- Powerful and unrivalled Surrey connections;
- Installation for Huawei;

Natta:

- Turn-key multi-utility infrastructure;
- Civil engineering solutions;
- Supply, installation and commissioning of fibre optic networks;

- Groundworks and Civil Engineering experience

SFC:

- Highly credible knowledge of 5G and the 5GIC
- Global understanding of the advancements of 5G and AI technologies.
- High profile industry and Government networks
- 5G project management experience.
- Successful Government 5G funding bid experience;

ME:

- Local and national retail operations and property advice;
- Knowledge and understanding of all aspects of retail and leisure property throughout the UK;
- Exceptional history of letting and funding major retail and leisure schemes;
- Skilled negotiators with tenants and landlords.

STORY: (led by Royal Holloway and Bedford new College)

- € StoryFutures Creative Cluster supports cutting-edge innovation in next generation immersive technologies and experiences;
- € Leading expertise and connections across VR, AR and MR sectors;
- € Opportunity to align with StoryFutures R&D project activities;
- € Access to wider Royal Holloway Royal Holloway academics, including the leading Cyber Security centre.

KTN:

- Specialises in cross-sector collaboration;
- An unparalleled network of businesses, universities, funders and investor;
- Network partner of Innovate UK
- Ability to draw purpose and objectives from multi-organisational projects.

4. Period:

This MoU is intended to run for a period of 9 months, through to September 30 2020, subject to a replacement agreement not being put in place beforehand.

5. Understanding:

- This MoU establishes that all parties wish to develop the opportunity of collaborating together prior to the development of a formal agreement subject to due process.
- Except for sections 5iii, 6, 7, 8 and 9, this MoU is non-binding on any party. Furthermore, this MoU is non-exclusive and does not restrict any party from working with other technology companies or place.
- The Parties agree that, unless expressly agreed to and approved in advance by all the Parties, no Party shall make any public announcements or press releases with respect to the relationship or collaboration amongst the Parties created by this MoU.

6. Confidentiality

- i. For the purpose of this MoU:-
 - a. "Affiliate" in respect of a party shall mean any member of the group of companies to which that party belongs;
 - b. "Confidential Information" means all information (however recorded or preserved) which is disclosed or made available to a party (the "Receiving Party") directly or indirectly by or behalf of another party (the "Disclosing Party") and which relates to the purpose of this MoU as described in paragraph 2 of this MoU (the "Purpose") and/or the business, products, affairs, customers, clients or suppliers of the Disclosing Party or any of its Affiliates and which has been identified as proprietary or confidential or would be regarded as such by a reasonable business person.
- ii. Each Receiving Party shall not disclose to any person any Confidential Information of the Disclosing Party except as permitted by paragraph 6 iii.
- iii. Each Receiving Party may disclose the Confidential Information of the Disclosing Party:
 - a. to the Receiving Party's employees, officers, representatives or advisers or those of its Affiliates (together referred to as its "Authorised Representatives") who need to know such information for the Purpose and the negotiation of formal agreements associated with the Purpose. Each Receiving Party shall ensure that its Authorised Representatives to whom it discloses the Disclosing Party's Confidential Information comply with this paragraph 6; and
 - b. as may be required by law, a court of competent jurisdiction or any governmental or regulatory authority, in particular but not limited to the Freedom of Information Act 2000, Environmental Information Regulations 2004, General Data Protection Regulations and Data Protection Act 2018.
- iv. No Receiving Party shall use the Confidential Information of the Disclosing Party for any purpose other than for delivering the Purpose or for the negotiation of formal agreements relating to the Purpose.
- v. Each Receiving Party shall at its own expense return or destroy or if stored in electronic form erase from its systems save to the extent required under its standard document retention and archiving policies the Confidential Information of the Disclosing Party (together with any copies in its possession or in the possession of the Receiving Party's Authorised Representatives) at the request of the Disclosing Party.
- vi. The confidentiality obligations set out in this paragraph 6 shall not apply to any Confidential Information which the Receiving Party can show:
 - a. is or becomes generally available to the public other than as a result of its disclosure by the Receiving Party or its Authorised Representatives in breach of this paragraph 6 or any other obligation of confidentiality owed by the Receiving Party or its Authorised Representatives to the Disclosing Party or its Affiliates; or
 - b. was in its possession or known to it by being in its use or being recorded in its files or computers or other recording media, without any confidentiality obligation, before it was disclosed or made available by or on behalf of the Disclosing Party; or
 - c. was obtained from any third party without infringing the rights of any person and is not the subject of any restriction as to its use or disclosure imposed by or on that third party at the time of provision; or
 - d. was developed by the Recipient Party independently of the information disclosed by or on behalf of the Disclosing Party.

- vii. No party makes any express or implied representation or warranty as to the accuracy or completeness of any Confidential Information.
- viii. The Receiving Party acknowledges and agrees that damages alone would not be an adequate remedy for any breach by the Receiving Party of the provisions of this paragraph 6, and that the remedies of injunction and specific performance as well as any other equitable relief for any threatened or actual breach by the Receiving Party or its Authorised Representatives would be more appropriate remedies.

7. Intellectual Property Rights

The Parties acknowledge that nothing in this MoU shall affect ownership of any intellectual property rights.

8. Costs and Financial Considerations

- i. All parties shall pay their own costs incurred in connection with the proposed Purpose, whether or not it proceeds (including without limitation any due diligence activities and the preparation and negotiation of the formal agreements and any documents contemplated by them).
- ii. No financial obligation on any party is implied by this MoU. Any formal contractual arrangements will be conducted in accordance with the laws of England.

9. Governing Law

This MoU shall be governed and construed in accordance with the laws of England and shall be subject to the exclusive jurisdiction of the English courts.

10. Signing

	Signed for and on behalf of [Redacted] Council		Signed for and on behalf of Huawei Technologies (UK) Co., Ltd
Signature	[Redacted]	Signature	[Redacted]
Name	Tim Pashen	Name	Robert Tang
Title	Deputy Chief Executive (Interim)	Title	Vice President Enterprise
Date	13-01-2020	Date	07-02-2020

	Signed for and on behalf of Alibaba.com(Europe)Limited		Signed for and on behalf of The University of Surrey
Signature		Signature	[Redacted] yah Testa
Name		Name	Director, Research & Innovation Services
Title		Title	
Date		Date	29th January 2020

Enterprise M3 Ltd
DeskLodge,
Belvedere House,
Basing View,
Basingstoke
RG21 4HG
26 November 2019

Dear Louise,

Enterprise M3 LEP is pleased to be able to give its support to Surrey Heath Borough Council for the 5G Retail Testbed Project proposed in Camberley. As the Local Enterprise Partnership for Surrey and Hampshire, we recognise the importance of working toward a step-change in 5G in the region.

This project is original, innovative and looks to work toward solving real challenges in a global shift in the retail industry. We, therefore, believe this project to have significant national and international appeal.

We look forward to working with Surrey Heath Borough Council and its consortium partners on this exciting experimentation and commercialisation of 5G technology.

Yours Sincerely,



Rachel Barker

Assistant Director – Operations

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Surrey Heath Borough Council
Surrey Heath House
Knoll Road
Camberley
GU15 3HD

6th September 2019

Dear Karen Whelan,

Re: Letter of Support to the 5G Retail Testbed Project

The 5G Innovation Centres is delighted to give strong endorsement to the 5G Retail Testbed Project in Camberley. The 5GIC has been supportive of a number of key projects within 5G such as the DCMS Test Beds and Trials Programme.

We value the opportunity to work with you on this exciting project and would like to confirm our full support for the 5G Retail Testbed and commitment to collaboration and support moving forward.

Yours Sincerely,



Regius Professor Rahim Tafazolli

Director

5G Innovation Centre

University of Surrey



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ANNIVERSARY PRIZES
FOR HIGHER AND FURTHER EDUCATION
2017

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Community Fund Grant Applications

Summary:

To consider grant applications to the Council's Community Fund Grant Scheme received by 31st December 2019.

Portfolio: Support and Safeguarding (Cllr Josephine Hawkins)

Date Signed Off: 24 February 2020

Wards Affected: All

Recommendation

The Executive is advised to RESOLVE that

- (i) subject to the conditions set out in the agenda report, the following grants be awarded from the Council's Community Fund Grant Scheme:**
 - a. £4,900 to Heatherside Community Centre to replace low energy lighting in the entrance and the hallway;**
 - b. £3,000 to Windlesham United Charities (James Butler Almshouses) to convert a bedsit to a 1 bedroomed property;**
 - c. £2,500 to Chobham Cricket Club to install new fencing; and**
- (ii) a decision on the award of a grant to Chobham Parish Council to supply and fit an outdoor gym at the recreation ground at Station Road, Chobham be delegated to the Executive Head of Transformation in consultation with the Support & Safeguarding Portfolio Holder.**

1. Key Issues

- 1.1 To qualify for a grant from the Community Fund, applications must meet the Council's objectives from our 5 Year Strategy and must demonstrate a benefit to the local community. All awards are made at the discretion of the Executive. Each of the applicants is a not for profit organisation. Each project recommended for a grant must be well planned with a sound financial basis.
- 1.2 Information on the Community Fund Grant scheme is provided on the Council's website and articles are regularly published in the Council's Heath scene magazine promoting recent successful awards.
- 1.3 All decisions on grant awards rest with the Executive. The Executive can also add conditions to the awarding of any grants as it sees fit.

1.4 The Community Fund Grant Scheme is attached at Annex C for information.

2. Resource Implications

2.1 The Council has its own Community Fund from which it provides grants of up to £25,000 to assist local 'not for profit organisations' with the delivery of community projects. Total project costs of up to £2,000 can attract 75% funding and total project costs over £2,001 can attract up to 50% funding from the scheme.

2.2 There are two submission deadlines each year namely 30 June and the 31 December. This report includes the applications received by 30th June 2019.

2.3 The Portfolio Holder reviewed four applications on the 28th January 2020 and supported all and has recommended that all three applications are funded, with one being delegated to enable the Executive Head of Transformation and the Support and Safeguarding Portfolio holder an opportunity for further discussion to explore the ability of the applicant to self-fund this project.

2.4 An analysis of each of the bids is included in Annex A. Details the applications are located in Annex B.

2.5 The total amount requested from the four applications total £24,771. However, it is recommended a total spend of £10,400 is awarded from an existing reserve of **£210,000 as at 1st April 2019**. The summary information is included in Annex B. No payments are made until after evidence is submitted that the work is completed.

3. Options

3.1 The Executive has the option to;

- i. Fund the organisations in line with the proposed amount in Annex B;
- ii. Fund the organisations to a greater or lesser amount of their requested sum;
- iii. Not fund the organisations.

4. Proposals

4.1 It is proposed that the Executive agree the proposed awards set out in Annex B from the Community Fund Grant Scheme.

5. Corporate Objectives and Key Priorities

5.1 The funding of voluntary organisations allows the Council to meet its objectives to:

- Work in partnership with local organisations to provide support to the community and diverse open space and recreation facilities.
- Understanding and supporting local voluntary groups.
- Significantly contribute to civic pride through the provision of events and green spaces.
- Work in partnership with the voluntary and third sector to extend opportunities in the Borough.
- Encouraging greater involvement from local clubs and organisations including volunteering.

6. Equalities Impact

6.1 The Community Grant Fund has been equality impact assessed.

Annexes	Annex A – Summary of Bids Annex B – Proposed Grant Awards Annex C - Community Fund Grant Criteria
Background Papers	Application Forms
Author/Contact Details	Jayne Boitoult - Community Partnership Officer jayne.boitoult@surreyheath.gov.uk
Service Manager	Louise Livingston - Executive Head of Transformation

CONSULTATIONS, IMPLICATIONS AND ISSUES ADDRESSED

Resources	Required	Consulted
Revenue	N/A	
Capital	✓	✓
Human Resources	N/A	
Asset Management	N/A	
IT	N/A	

Other Issues	Required	Consulted
Corporate Objectives & Key Priorities	✓	✓
Policy Framework		
Legal		
Governance		
Sustainability		
Risk Management		
Equalities Impact Assessment	✓	✓
Community Safety		
Human Rights		
Consultation		
P R & Marketing	✓	✓

Annex A – Summary of Bids

Applicant: Heatherside Community Centre

Project: To contribute towards the costs of replacing the lighting in the entrance hall, and main hallway.

Grant requested: £9,800

Project cost: £5,000

The Heatherside Community Centre opened its doors to the public in 1980. This centre hosts a wide variety of activities ranging from the pre-school, badminton, savoy singers, yoga, karate, tap dancing, and private hire for parties, wedding receptions, meetings etc.

The hall is leased from the Council on a peppercorn basis, and is managed by an established committee, with Mr Robins as its Chairman. The centre successfully self-funds and has reserves of approximately £50,000.

This project seeks to replace the existing costly lights we efficient eco-friendly lights and replace the fuse box.

The Council appreciate the popularity of this well supported community facility and the importance of ongoing maintenance. It is noted that the Community Centre received a grant in 2019 of £2,232 to update the kitchen area.

Recommendation and rationale:

The Council is supportive of this application and acknowledges the community benefits that can be accessed from this popular venue that hosts such a variety of activities it is suggested that a recommendation of a grant of £4,900 is offered which meets this funds criteria of 50% of the overall cost, this is conditional that no further grant applications are made to this fund until 2022 and that a maintenance programme is introduced.

Applicant: Windlesham United Charities – James Butler Almshouses

Project: To convert one of the five existing bedsit properties to a 1 bedroom property

Grant requested: £10,000

Project cost: £30,000

The facilities, located in Bagshot comprises of a total of 9 properties of which 5 are bedsits and this project will convert 1 in to a single bedroomed property. This work can only be undertaken when a vacant unit exists, as the upheaval requires relocation of the tenant.

A funding bid will be made to Windlesham Parish Council with the outcome being unknown until April 2020. It is also suggested that a funding bid is made to the Almshouse Association. The applicant advises that if all bids are unsuccessful the project will be funded by the charity reserves.

A contribution is sought from the Community Fund Grant scheme to meet some of the projects costs and this has the same merits as a previous application to W.C. Lees Alms-houses approved in September 2019.

The organisation has existed for over 100 years and provide accommodation to local, vulnerable people, it is appreciated that the numbers are restrictive due to there being a maximum of 9 at any one time, but a need is being met in providing affordable local homes.

Recommendation and rationale: It is suggested that the Council supports an award of up to £3,000 in recognition of the long period of time that James Butler Almshouses have provided homes to local residents.

Applicant: Chobham Parish Council

Project: To supply and fit an outdoor gym equipment for adults at the Chobham Road Recreation Ground

Grant requested: £4,771

Project cost: £9,542

The location of the recreation ground playing fields, children's playground and memorial garden are managed on behalf of Chobham Village by a charity the Chobham Recreation Ground Charities Trust, where the trustee is Chobham Parish Council.

These grounds were originally created as a war memorial following WW1 on meadowland purchased by monies raised through a public appeal, this being added to following further memorials after WW2 which added the formal gates, supporting wall and a chestnut tree planted for each of the local men who lost their lives in this conflict.

The whole facilities are welcoming and open all year round, and other recreational facilities on this site include an outdoor tennis table for ping-pong and a zip wire, children's play area. The grounds are also shared with Chobham Tennis Club, Scouts groups and Chobham Burymead football club.

The project will see an installation of seven pieces of outdoor equipment designed to be used by anyone aged 11 plus. This includes a: air skier, arm and pedal bike, rider, air walker, chest press, leg lift, leg press and chin up station.

If funding permits other pieces of equipment can be added at a later date. The applicant seeks to secure full project funding, and have advised if this is not possible the project will be funded from their reserves. All future ongoing maintenance liabilities will be met by the Parish Council. Other applications are to be made, to The Chobham Poor's Allotment, Lottery Awards for All and Tesco bags of help.

The Council is supportive of this project concept, but is minded of the existing reserve levels which are considerable at £228,000 (from cash and investments). Plus income of £51,717 from CIL (Community Infrastructure Levy) over the past 6 years, and with a capital project to consider raising the precept. The applicant advised that the precept for 2020/21 had already been set and does not include any restricted amount for the outdoor gym equipment.

The Parish has an ongoing maintenance programme which ensures the equipment is safe and in good working order. Planned new purchases for the next year include a gazebo or sail shade to provide a shady area in the children's playground, a water fountain, and replacing three picnic benches. Last year saw a conversion of the floodlights of the all-weather pitch, and there is an aspiration to replace or undertake a major upgrade of this asset, however that will be dependent upon the success of external fundraising.

Recommendation and rationale: The Council is supportive of the open access to fitness, and it is suggested that the Council delegate this decision to the Executive Head of Transformation and the Support and Safeguarding Portfolio holder to enable further discussion to explore the ability of the applicant to self-fund this project.

Applicant: Chobham Cricket Club**Project: To replace a fence along the boundary****Grant requested: £2,500****Project cost: £5,178**

Chobham Cricket Club is located behind the High Street in Chobham, with access via the White Hart Public House car park, or the Council public car park.

The club is very well established and has operated since 1844. At present it has 3 senior teams and 7 junior teams, which gives a total number of players at approximately 250.

The main aim is to develop the junior teams and coaching events focussing at 5-8 year old group to grow their own future youth and adult teams. The location on the field (and boundary) used for this backs directly on to a water filled ditch where the existing fencing is dilapidated and would not prevent an eager player to retrieve a cricket ball. The project would see the completion of the replacement fencing around the boundary perimeter, around 50% of this was completed two years ago.

The club has net assets of around £8,000 of which we are advised that the project balance cost will be funded from this source.

Recommendation and rationale: The Council is supportive of the organisation and the benefits that it provides to the community and would recommend that the award is offered at £2,500.

Annex B – Proposed Grant Awards

Applicant	Project Details	Project Cost £	Amount Sought £	Amount Proposed £	Suggested Conditions
Heatherside Community Centre	Replacement low energy lighting in the entrance, hallway and mail hall	9,800	5,000	4,900	SHBC to be acknowledged of the Community Fund Grant Award, no further applications until 2022 and introduce a maintenance programme
Windlesham United Charities (James Butler Almshouses)	Convert a bedsit to a 1 bedroomed property	£31,500	£12,500	£3,000	SHBC to be acknowledged of the Community Fund Grant Award.
Chobham Parish Council	To supply and fit an outdoor gym at the recreation ground at Station Road Chobham	£9,542.00	£4,771	Delegated, for further discussion	
Chobham Cricket Club	To install new fencing	£5,178	£2,500	£2,500	SHBC to be acknowledged of the Community Fund Grant Award.
TOTAL		£56,020	£ 24,771	£10,400	

N.B. All Grants to be subject to a general rule that SHBC is acknowledged by the recipient as having awarded the grant.

Annex C – Community Fund Grant Scheme

SURREY HEATH BOROUGH COUNCIL

COMMUNITY FUND GRANT SCHEME FOR GRANTS UP TO £25,000

About the scheme

The Council has its own 'Community Fund' from which it provides grants of up to £25,000 to assist local not for profit organisations with the delivery of community projects.

To qualify for a grant from the Community Fund applications must fit with the Council's objectives from our 2020 Strategy (a copy of which is available from our website at the following link

<http://www.surreyheath.gov.uk/council/councilinformation/corporateplan.htm>)

and must demonstrate a benefit to the local community or a section of it.

Any non-profit making community/voluntary organisation serving all or part of Surrey Heath can apply for a community fund grant. Organisations not based in the Borough may also be eligible to apply for a grant where the project significantly benefits Surrey Heath residents.

Grants are available for amounts up to £25,000. The Council will pay up to 75% of a project that does not exceed £2,000 in total and will pay up to 50% of project costs for projects that cost between £2,001 and £25,000 in total.

The grant scheme is the Council's own. There is no legal requirement for the authority to have such a scheme in place; therefore all grants are awarded at the Council's discretion and there is no right of appeal if an application is refused.

No retrospective applications will be considered.

Grants will be considered for

- Equipment purchase
- One-off events
- Building projects
- Start-up costs

Grants will not be considered for

- General running costs
- Endowments
- Loan payments
- Activities promoting specific religious or political beliefs
- Salaries, wages, honoraria

Grants will not be made to

- Statutory Authorities or Schools/Colleges
- Trading/profit making companies
- Individuals or funds set up to benefit an individual

Assessment

In assessing the grant application, the Council will have regard to the amount of funding applicants have endeavoured to raise from other sources and will expect to see evidence of this.

In particular, there is a need to demonstrate a wider public benefit to the community over time with regard to the following:

- The existing funds/fundraising ability of the applicant;
- The sustainability of the project, for example the provision being made by the applicant for future repair and maintenance;
- The extent of support for the project in the local community;
- The extent to which the project recognises diverse needs and social inclusion.

Applications must be from properly constituted bodies/organisations that are not for profit groups.

Applications will be determined twice a year with deadlines for receipt being 30th June and 31st December. Applications received outside of these dates will not be considered until the next round. All grants will be determined by the Council's Executive Committee.

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Temporary change to car parking fees during Camberley Town Centre Public Realm works

Summary

Introduction of temporary one hour free parking in Knoll Road Multi Storey Car Park during the improvements to the public realm in the High Street, Princess Way (east) and Knoll Walk.

Portfolio: Business & Transformation

Date Portfolio Holder signed off report: 27 February 2020.

Wards Affected: Town

Recommendation

The Executive is advised to RESOLVE that the introduction of a temporary 1 hour free parking tariff in Knoll Road Multi Storey car park during the construction of the improvements to the High Street/ Princess Way (east) and Knoll Walk to offset the loss of the 30 minute free parking bays during the works and any impact on local trades in the High Street.

1. Background

- 1.1 The work to improve the High Street/ Princess Way (east) and Knoll Walk commenced with the arrival of the contractors on 6th January. The High Street will be closed to all through traffic until at least the autumn 2020.
- 1.2 This will result in the loss of all on street 30 minute car parking between Pembroke Broadway and St Georges Road. Parking at the northern end of the High Street will still be available. A traffic management system has been put in place by the contractors to manage deliveries.

2. Key Issues

- 2.1 Many small independent traders rely on the 30 minute short term free parking to attract customers.
- 2.2 Introducing an hour free period in Knoll Road Multi Storey Car Park during the improvements allows customers time to walk to the High Street shop and return to their cars. This is being suggested in response to concerns from traders in the High Street.
- 2.3 Visitors collecting very bulky goods are able to access the High Street providing that they prearrange this with the retailer and contractor.

- 2.4 An urgent action was signed in December 2019 and noted at the January 2020 Executive requesting delegated authority for the Executive Head of Business to 'waive' the 1 hour tariff for 3 months. This is not a key decision as the value is less than £100,000. This allowed for the 6 weeks needed for the change to be advertised and the new tariffs could be introduced place on 6 Jan 2020.
- 2.5 It is not recommended that this be introduced in Main Square as visitors there are already choosing not to use the nearby free car parking and there would be significant implications for car parking revenue if this was introduced.
- 2.6 It is not recommended that this be introduced at Surrey Heath House as the pay and display machines are harder to adjust and the scheme would require extra enforcement.

3. Resource Implications

- 3.1 The issue for the Council is potential loss of revenue and management of the free parking. It is estimated that impact on car parking revenue from loss of revenue in that car park and any migration of short term parking from Main Square could result in a loss of £2,000 per month in income. However early indications show that at present income levels have remained stable. This will be monitored on a monthly basis throughout the project.
- 3.2 Any costs would arise directly as a consequence of the public realm scheme construction works, as such the loss of car parking income can be capitalised against the scheme so avoiding loss of income to the parking service. For this reason, it will not be possible to continue with the free parking once the public realm scheme is completed.
- 3.3 Parking can be managed by adjusting the pay on foot machines so there will be no additional impact on staff workloads.

4. Options

4.1 Option One

Agree the recommendation

4.2 Option Two

Reject the recommendations and not continue with the 1 hour free parking at Knoll Road.

5. Corporate Objectives And Key Priorities

Place - Deliver an improved Camberley Town Centre for the benefit of all residents of the Borough;

This initiative directly supports the smooth delivery of the important Public Realm works.

Prosperity - Support local businesses by encouraging economic development and improvements to local transport and other infrastructure;

This initiative directly support Camberley businesses, particularly those on the High Street directly impacted by the works.

6. Risk Management

6.1 This is a temporary tariff that can be reviewed at any point during the Public Realm works.

7. Consultation

7.1 The initiative is already in operation as per the urgent action and has been well received by stakeholders.

8. PR And Marketing

8.1 This initiative has on the whole been very positively received by the public and stakeholders.

8.2 The decision to extend beyond the first three months is likely to generate further positive PR

Annexes	None
Background Papers	
Author/Contact Details	Daniel.Harrison – Executive Head of Business in consultation with Corporate Property
Head of Service	Daniel Harrison - Executive Head of Business

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Surrey Physical Activity Strategy 2020 - 2022

Summary

This report seeks adoption of a Physical Activity Strategy for Surrey Heath.

Portfolio – Places & Strategy (Cllr Rebecca Jennings-Evans)

Date Signed Off - 11 February 2020

Wards Affected

All

Recommendation

The Executive is advised RESOLVE to adopt the Surrey Heath Physical Activity Strategy 2020-22 as a document that outlines the councils approach to helping reduce the number of inactive residents and helping to improve access for underrepresented groups.

1. Resource Implications

- 1.1 The council will utilise existing resources for Sports Development projects and initiatives linked to the Surrey Heath Physical Activity Strategy.
- 1.2 The council are also proactive in identifying, and successful in applying for external funding e.g. Sport England and Tesco Bags for Help in 2019.

2. Key Issues

- 2.1 As it stands 21% of Surrey Heath residents are inactive which means that they do no exercise at all. Being inactive is responsible for 1 in 6 UK deaths which is equal to smoking.
- 2.2 This strategy aims to show the councils commitment to reducing the number of inactive residents despite the closure of the boroughs main leisure centre, the Arena Leisure Centre.
- 2.3 The council works closely with partners such as the Surrey Heath CCG, Active Surrey, National Governing Bodies of sport and other boroughs/district councils who all have their own strategies outlining aims and objectives. Despite its current work Surrey Heath Borough Council has not had a Physical Activity strategy to show residents and partners how it is supporting the community.

3. Options

- 3.1 **Option 1:** Adopt the strategy with no amendments
- 3.2 **Option 2:** Adopt the strategy with suggested amendments

3.3 **Option 3:** Choose not to adopt the strategy

4. **Proposals**

4.1 It is proposed that the Executive choose **Option 1.**

5. **Supporting Information**

5.1 A copy of the strategy can be seen at Annex 1.

5.2 From national and local research there are demographics that we know are less active than others. The strategy identifies 7 key themes highlighted as priorities for action which help to target these demographics.

5.3 Making physical activity accessible which includes:

- Those from lower socio-economic backgrounds
- BAME (black, Asian and minority ethnic people) groups.
- Women and girls
- Children and young people
- Older people
- People living with one or more disabilities or health conditions
- Clubs and community groups which aims to build on a lot of the good work that is already being done in the borough and providing support if required.
- Events which include current events such as the Surrey Heath Sports Awards and GO TRI triathlon events which are community based and 'beginner' friendly

6. **Corporate Objectives And Key Priorities**

6.1 It is considered that this proposal meets the following corporate objectives which are outlined in Annex B of the strategy itself.

Place – We want to make Surrey Heath an even better place where people are happy to live

- Highlight alternatives to leisure centres for physical activity such as community centres, green gyms etc.
- Encourage physical activity in less traditional settings (e.g. car parks, youth centres, sheltered accommodation etc.)
- Provide targeted activities in least active areas

Prosperity – We will support and promote our local economy so that people can work and do business across Surrey Heath

- Continue to support local sports clubs and leisure organisations to increase their membership and ensure they are sustainable for the future
- Encourage networking and best practice sharing opportunities amongst organisations

People – *We will build and encourage communities where people can live happily and healthily*

- Working with partners across the private, public and third sectors to most effectively promote and deliver opportunities that will improve the health and wellbeing of our local community
- Run local events which are attractive to inactive people
- Utilise our green spaces to deliver a programme of active opportunities and support community engagement
- Provide targeted activities to least active groups
- Celebrate those who take part in physical activity
- Champion volunteers and those who make physical activity easier for others

Performance – *We will deliver effective and efficient services better and faster*

- Further develop links with services such as Children’s Centres and Family Services teams to support those who might think themselves unable to participate in physical activity for financial or cultural reasons
- Where possible, look to make the customer journey as simple as possible to get involved in physical activity
- Better promote activities and opportunities to be active
- Apply for external funding to support projects and initiatives in an effort to provide as much as possible at minimal cost to the taxpayer

7. Policy Framework

- 7.1 The outcomes generated by the implementation of this strategy will contribute directly to the key objective areas of ‘**Surrey Heath Borough Council’s 5 Year Strategy**’ (2017), Sport England’s ‘**Towards an Active Nation**’ (2016), the Governments ‘**Physical activity: Applying All Our Health**’ (2019), **Surrey’s Physical Activity Strategy** (2020) and **Surrey Health and Wellbeing Strategy** (2019).

8. Sustainability

- 8.1 This is a two year strategy. Each aim has an associated action plan. A more detailed action plan will be created to implement, monitor and evaluate the strategy.

9. Equalities Impact

- 9.1 The key priorities for the strategy are:
- To reduce % of “inactive” Surrey Heath residents according to Active Lives Survey (currently 21%)
 - To reduce % of “less active” under 16 residents according to the Active Lives Children and Young People Survey (currently 38%)
 - Reduce gap between inactivity levels in most inactive ward and least inactive ward based on MSOA data (currently 7.5% - Old Dean, 25% inactive vs Bisley, 17.5% inactive)

10. Consultation

10.1 This Physical Activity strategy has been written by Surrey Heath Borough Council officers and reviewed by members of the Surrey Heath Sports Council (which represents a wide range of local sporting organisations including clubs, schools, and other physical activity focused bodies), representatives from Active Surrey and the Surrey Heath Clinical Commissioning Group.

11. PR and Marketing

11.1 The strategy will be put into a more reader friendly format with graphics and pictures to support statistics and wording. The strategy will be available on the Surrey Heath Borough Council website and shared with the public once the document is created.

Annexes	Annex 1 – Surrey Heath Physical Activity Strategy (Draft)
Background Papers	N/A
Author/Contact Details	Craig Alford - Community Development Officer Ben Sword - Commercial and Community Development Manager
Head of Service	Daniel Harrison – Executive Head of Business

Surrey Heath Borough Council

Physical Activity Strategy 2020 - 2022

Foreword – by Cllr Rebecca Jennings-Evans

I am delighted to present the Physical Activity Strategy for Surrey Heath Borough Council. This strategy aims to set out the priorities of this Council to create an environment that allows our residents to participate in physical activity regardless of abilities, background, or circumstances.

Based on comprehensive research undertaken by Sport England through their bi-annual 'Active Lives Survey' and an understanding of local issues and needs the Council has been able to highlight key areas as priorities for action. This strategy aims to set out initiatives to address these priorities alongside our health focussed partners, such as the Clinical Commissioning Group and Active Surrey, to enrich the lives of our residents.

As a Borough we need to celebrate the good work that we are already doing in this area with programmes such as 'Walking Football, Walking for Health, Parkrun and the annual Surrey Youth Games amongst other initiatives. We need to recognise the fantastic facilities that we currently provide as well as the ongoing renovations that will provide superb amenities for our residents, as well as the beautiful open spaces that we have access to in our Borough. We are lucky that we have a thriving support network with many good quality local clubs that play a critical role in aiding others to be active.

I look forward to working with our officers to deliver the next steps in our strategy to ensure that our residents have access to the best quality resources and facilities.

Consultees

This Physical Activity strategy has been written by Surrey Heath Borough Council officers and reviewed by members of the Surrey Heath Sports Council (which represents a wide range of local sporting organisations including clubs, schools, and other physical activity focused bodies), representatives from Active Surrey and the Surrey Heath Clinical Commissioning Group.

Their collective comments and contributions have been gratefully received and have helped shape this strategy.

1. Why is Physical Activity Important?

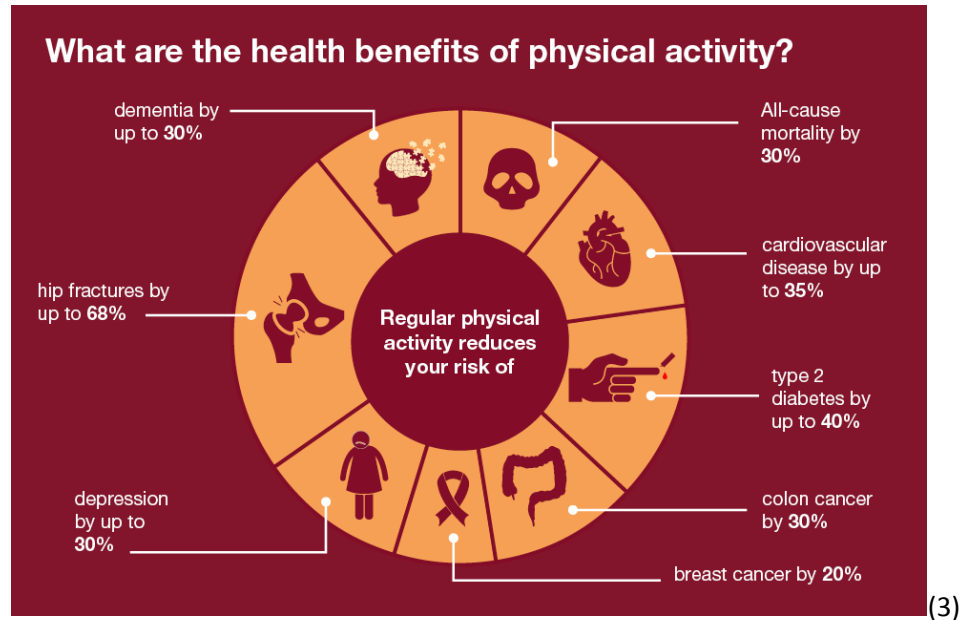
Physical inactivity (or a lack of physical activity) is a growing global epidemic that presents a major threat to the health and wellbeing of our residents. It is responsible for one in six UK deaths - equal to smoking - and is estimated to cost the UK £7.4 billion annually, including £0.9 billion to the NHS alone. (1)

Taking part in physical activity can benefit almost every aspect of our lives. In their latest report published in 2019, the UK's Chief Medical Officer reiterated the message that

"If physical activity were a drug, we would refer to it as a miracle cure, due to the great many illnesses it can prevent and help treat."

Within the report, the Chief Medical Officer reinforces previous guidelines advising that adults should undertake 150 minutes of moderate intensity (or 75 minutes of vigorous intensity) physical activity a week, while children and young people aged 5-18 should aim for an average of at least 60 minutes per day across a week period. (2)

It's been medically proven that those taking part in 150 minutes of physical activity are:



There is a common misconception that “physical activity” means the same thing as “sport”. While sport plays a hugely valuable role in the wellbeing of our community, there are many different ways to be active. Physical activity refers to any bodily movement produced by the muscles that uses energy including sport, exercise and other activities such as playing, walking, doing household chores, recreational activities or gardening. (4)

In addition to being active on a daily basis, adults should include muscle strengthening activity (such as exercising with weights, yoga or carrying heavy shopping) on at least 2 days a week. Being strong makes all movement easier and increases our ability to perform normal daily tasks. (5)

The greatest health gains can be achieved by those currently doing the lowest levels of activity (fewer than 30 minutes per week) – research shows that improvements in health per additional minute of physical activity will be proportionately greater for this group. (2)

Other Benefits

Physical activity also offers a number of important psychological benefits. There is strong evidence to show physical activity has a positive impact on anxiety, depression, cognitive function, dementia, sleep, confidence and better overall quality of life (2). Social benefits include community cohesion, a stronger connection with the local neighbourhood and opportunities to meet new people for residents who may otherwise be isolated. (6)

A wealth of further information about physical activity including recommendations for various demographics can be found within the Chief Medical Officer's guidelines document via reference (2) at the end of this strategy.

2. How does this document fit with other strategies?

Rather than work in isolation, Surrey Heath Borough Council's Physical Activity Strategy will align with and compliment much of the great research and strategies already produced by key partners including:

- Sport England – "Towards an Active Nation", 2016-2021(7)
- Surrey Physical Activity Strategy 2015 – 2020 (8)
- Surrey Health and Wellbeing Strategy 2019 – 2030 (9)

A brief overview of these reports can be found in appendix A with links to full documents available in the references section.

How does this document fit into the Council's wider priorities?

This document will support the objectives set within Surrey Heath Borough Council's annual plan (10) and five-year strategy (11) by contributing towards the Council's 4 key priorities:

Place – *We want to make Surrey Heath an even better place where people are happy to live*

Prosperity – *We will support and promote our local economy so that people can work and do business across Surrey Heath*

People – We will build and encourage communities where people can live happily and healthily

Performance – We will deliver effective and efficient services better and faster

Further detail on how this physical activity strategy supports the four priorities above can be found in Appendix B.

3. The Current Playing Field

Surrey Heath covers 36.5 square miles in North West Surrey on the borders with both Hampshire and Berkshire. As of 2019, the population of the borough was 88,874(12). Based on 2018 police data, Surrey Heath is one of the safest districts in one of the safest counties in England (13), comprising an attractive mix of urban and rural environments.

The urban part of the borough comprises of Camberley, Frimley, Deepcut, Mytchett and Frimley Green. Centres of population in the more rural part of the borough include Lightwater, Windlesham, Bagshot, Chobham, Bisley and West End, commonly known as the six villages. **(Can we include map?)**

Active Lives Survey

Sport England provide a unique and comprehensive view of the nation's activity levels twice a year via their 'Active Lives Survey'. The adult survey (16+) is one of the largest in Europe, with a sample size of nearly 200,000 people a year helping to provide an in-depth picture of how many people take part in sport and physical activity by demographic group, location and activity type. The minimum sample size for each local authority (including Surrey Heath) is 500 people.

Depending on the number of minutes of physical activity, people are classed as being either:

- **Active** – doing at least 150 minutes a week.
- **Fairly active** - doing 30-149 minutes a week
- **Inactive** – doing fewer than 30 minutes a week

Each 'moderate' minute of activity counts as one minute and each 'vigorous' minute of activity counts as two moderate minutes. Moderate activity is defined as activity which raises your breathing rate, and vigorous activity is where you are out of breath or sweating. (14)

The latest data covering the period May 2018 – May 2019 shows Surrey Heath having an active population of 65.8% (up 0.7% from the previous year May 17-18), a fairly active population of 13.2% (up 1.6% from the previous year) and an inactive population of 21% (down 2.3% from the previous year). This compares favourably against national figures of 63.2% active, 12% fairly active and 24.8% inactive.

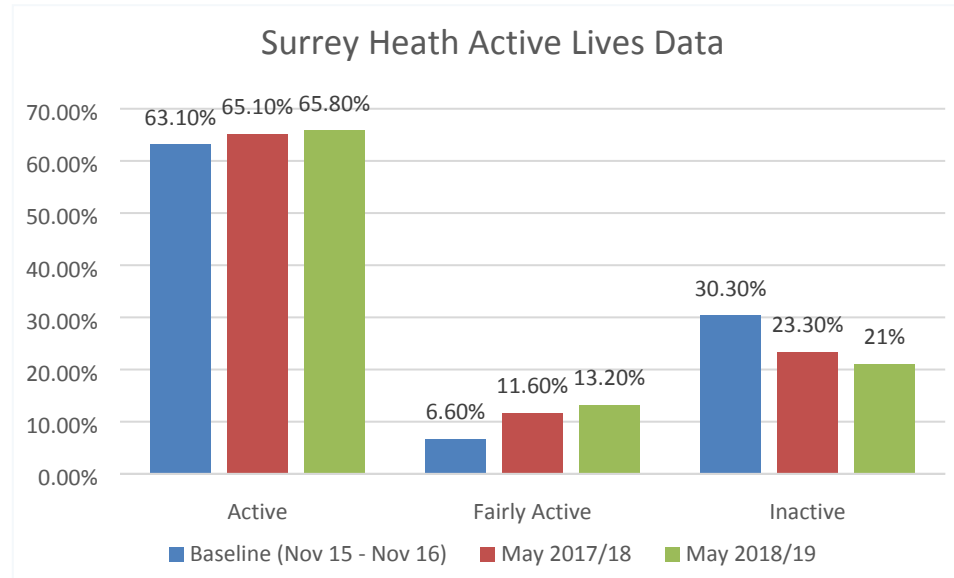


Table 1: Surrey Heath Active Lives Data 2015 – 2019, from Sport England ‘Active Lives Survey’ (15)

There is further cause for optimism. When reviewed against the baseline results from the first Active Lives Survey (covering November 2015 -2016), Surrey Heath has made considerable strides in the right direction. Since the baseline survey the percentage of active Surrey Heath residents is up 2.7%, fairly active residents are up 6.6% (considered by Sport England as a significant increase) and inactive residents have dropped by more than 9% (considered a significant decrease).

While this data is largely very positive for the borough, there is still work to do in comparison with some of our Surrey neighbours. According to the same survey, 71.6% of Guildford's residents are active with 19.3% inactive, Woking's residents are 69% active with 19% inactive, while Runnymede's residents are 67.3% active with 21.7% inactive (the remaining percentages being made up by 'fairly active' in all cases).

As Active Lives data is collected from only a sample of residents, the results cannot be assumed to be definitively accurate. Nevertheless the survey provides a reliable *indication* of activity levels and these results have been used to support officers understanding of the borough when highlighting themes within this strategy.

Active Lives Children and Young People

Sport England's first Active Lives Children and Young People Survey was published in December 2018 summarising the activity levels of children and young people aged 5-16 in England from September 2017 to July 2018. Each term, a number of schools are randomly selected to take part in the survey, with the aim of getting 100,000 children and young people in Years 1 to 11 to complete it each academic year.

Activity levels are measured differently to the adult survey, based on Chief Medical Officer's guidelines. Children and Young People are classed as either **Active Every Day** (60 mins or more activity every day), **Active Across the Week** (average of 60 mins or more a day), **Fairly Active** (average of 30-59 minutes a day) or **Less Active** (less than an average of 30 minutes a day).

There is cause for concern based on Surrey Heath's results within this survey, with the borough having a far higher percentage of "less active" pupils than the county and national average:

Classification	Surrey Heath	Surrey	England
Active Every Day	18.5%	18.7%	17.5%
Active Across the Week	22.9%	24.9%	25.7%
Fairly Active	20.0%	25.5%	23.9%
Less Active	38.6%	30.9%	32.9%

Table 2: Sport and Physical Activity levels amongst children and young people in school years 1-11 by % (16)

A number of actions will be set as part of this strategy in an effort to address low activity levels amongst children and young people (discussed in greater detail under "age" below) but a degree of caution should be taken before drawing too many conclusions from this information. Unlike the adult Active Lives

survey which is more established and allows us to see trends over time, this is the only set of Children and Young People results published and the Surrey Heath sample size (259) is smaller than the in the adult survey (500).

4. Tackling Inequalities

In addition to indicating our overall activity levels, Active Lives data also highlights a number of inequalities between the various demographics that make up our borough. In order to give every resident the opportunity to enjoy the benefits of physical activity and to improve our Active Lives results further, these inequalities need to be explored and addressed.

Area

While collectively Surrey Heath’s Active Lives results are positive, activity levels vary heavily across the borough within the borough. Data can be analysed to an even more local level, allowing an understanding of activity levels based on where survey respondents live.

The table below shows activity levels by ‘Middle Super Output Area’ - geographical regions which break down approximately (though not exactly) to ward level. The areas highlighted as having the highest level of *inactivity* are Old Dean, St. Michaels and Frimley.

Ward Name	Inactive (less than 30 mins a week)	Active (more than 150 mins)
Old Dean	25.0%	62.4%
Frimley	23.4%	63.6%
St Michaels	23.1%	64.2%
Bagshot	22.8%	64.2%
Mytchett and Deepcut	22.2%	64.0%
Frimley Green	20.0%	66.1%
Parkside	19.8%	65.8%
Windlesham	18.8%	67.5%
Lightwater	18.6%	68.0%
St Pauls	18.0%	68.5%

Heatherside	17.9%	69.4%
Bisley	17.5%	68.8%

Table 2: Activity levels by Middle Super Output Area, November 2017-18 (17)

Why are we focusing on levels of *inactivity* rather than activity?

The greatest health benefits can be achieved by encouraging those who are inactive to start doing something (and move into the “fairly active” category) rather than getting those who are already fairly active to move into the “active” category (2, 18). With this in mind, we plan to channel our limited resources into areas that we believe will reduce the percentage of inactive residents.

When MSOA activity levels are compared to the Index of Multiple Deprivation (IMD), there is some clear correlation. IMD is produced by the Ministry of Housing, Communities and Local Government to give a unique measure of relative deprivation at a small local area level (smaller than MSOA’s) across England. The indices provide a set of relative measures of deprivation for small across England, based on seven different facets:

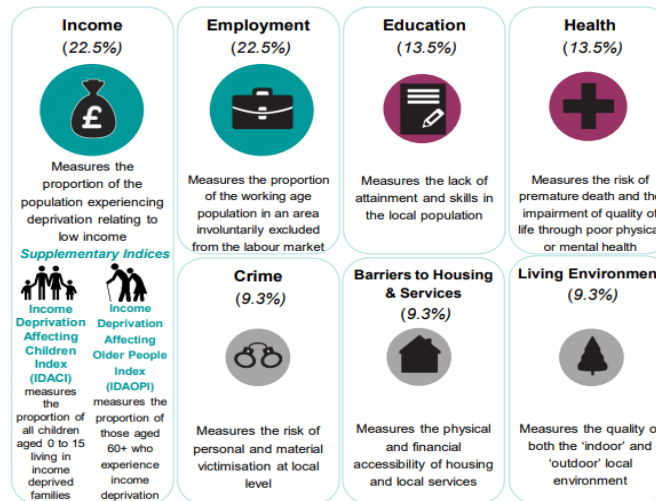


Table 3: Seven domains of deprivation which create Index of Multiple Deprivation (19)

The latest data published in 2019 shows areas of St Michaels, Old Dean and Watchetts (which is largely absorbed within the neighbouring St. Michaels ward in the MSOA data) score highest against these indicators of deprivation (20). It is not coincidental that residents living in the most deprived areas of the borough are also most likely to be inactive.

A lack of disposable income could mean families can't afford to prioritise the cost of physical activity sessions. Family members may have to care for relatives with a health condition, which may impact their time for physical activity. An individual might not have a fixed address which affects their ability to commit to a weekly session.

Whether for financial, time, transport or other reasons it may not be easy for residents in these areas to access physical activity in the same way as others. As part of this strategy officers will focus on delivering targeted physical activity programmes in the right areas, at the right time, at an affordable price in order to make physical activity accessible rather than a luxury for those who would benefit most. Additionally, officers will publicise support available through bodies such as the Surrey Heath Sports Council and Surrey Playing Fields who can offer grants to those who might find finance a barrier to sport.

Gender

Although the most recent Active Lives results show only 21% of Surrey Heath women are inactive compared to 23% of men, many of our previous results have reflected the wider social picture that females are more likely to be inactive than males. Nationally 26% of women are inactive compared to 24% of men (15) (though positively the gender gap has been closing in recent years), while 34.2% of girls in school years 1-11 are less active in comparison with 30.8% of boys (16).

Worries about body confidence or having strangers seeing what they look like after exercise (no make-up, hot, sweaty etc.) can create additional barriers for women and girls that are less likely to be experienced by male counterparts. Social confidence and concerns about ability are also prevalent issues while women, in particular mothers, often feel bad about being away from their family and spending time on themselves. (21)

Efforts to address this have included successful national campaigns such as Women’s Sport Week and “This Girl Can”, which have highlighted various ways to get active, promoted “real-life” female role models and shared inspirational stories to encourage women and girls to participate. As part of this strategy, Surrey Heath Borough Council will show involvement in these campaigns by championing local female-focused activities and celebrating the numerous female role-models we have within the borough.

Sport England’s document “Go Where Women Are” offers guidance on engaging women in sport and exercise on their terms (22) while the charity Women in Sport also provide a host of research, insight and toolkits around engaging various female audiences. These resources will be taken into consideration when designing local projects to encourage females to be more active.

Age

Information available to us shows that the issue of inactivity is most prevalent at either end of the age spectrum.

As discussed in section 3, a significant percentage (38.3%) of local children and young people are taking part in less than 30 minutes of activity a week. Active Surrey, the county’s Active Partnership, are working hard to boost activity levels within school settings through a designated School Games Organiser who supports PE leads and coordinates the Surrey School Games, a year-round calendar of sporting events for schools across Surrey. Surrey Heath Borough Council will continue to support both our local schools and Active Surrey by sending a representative to school PE lead meetings (SHPSSA), assisting with links with local clubs/organisations and offering general guidance and assistance where required.

Actions from this strategy will focus more greatly on opportunities for young people to be active *outside* of school settings. By working with local clubs and young person-focused organisations such as The Eikon charity, and Surrey Youth Focus, we will design activity programmes focused around the needs and desires of the young people who need it most.

The Borough will also continue to give young people a chance to take part in free, local physical activity through the Specsavers Surrey Youth Games. Organised by Active Surrey and co-ordinated locally by Surrey Heath Borough Council in partnership with local clubs, over 200 Surrey Heath young people benefitted from free sessions in 2019. The Games has recently refocused its outcomes to target inactive children and young people, aligning with the aim of this strategy. A major focus will be to increase the number of young people taking part in the initiative over the coming years, which should in turn reduce the number of 'less active' under 16s within the borough.

For adults, research shows that the older we get, the more likely we are to be inactive.

Age band	Inactivity
16-24	15.4%
25-34	19.5%
35-44	20.5%
45-54	22%
55-64	26.4%
65-74	28.9%
75-84	47.2%
85+	70.2%

Table 3: percentage of inactive residents by age band from Sport England 'Active Lives Survey' Nov 17-18 (23)

As discussed in section 1, there is strong evidence to suggest physical activity can help prevent strokes, type 2 diabetes and some cancers in later life, while increased core strength helps reduce risk of falls. Evidence also suggests that physical activity is linked to a reduced risk of developing dementia and Alzheimer's disease in particular (3).

We are still learning and trying to understand more about how we should support inactive older adults, but within this strategy we aim to work with partners to create informal opportunities for older people to be active in addition to providing more sessions such as Walking Football and Walking Netball, where people can return to games they may have used to enjoy but thought they were no longer physically able to take part.

Additionally, it will be important to make more residents aware of current resources such as “Otago” Strength and Balance classes and support campaigns such as Active Surrey’s Active Aging Campaign, which helps advise older people on how they can build physical activity into their daily lives such as by walking that little bit faster, or by doing 10 minutes of yoga with friends each morning.

People with Disabilities and Long Term Health Conditions

While statistical data local to Surrey Heath is limited (sample sizes for this demographic are too small for Sport England to include within the Active Lives Survey at a local authority level), we know that nationally one in four people live with a long-term health condition. People within this category are twice as likely to be inactive, despite evidence suggesting being active can reduce the severity of some symptoms and help with the management of many conditions (24).

Sport England conducted a survey of over 1000 people with long standing health conditions and found:

- 69% of people living with long-term health conditions would like to be more active
- 66% say it would help manage or improve their condition, with improved mood and wellbeing seen as the biggest benefit (52%).
- Nearly a quarter (24%) of people with a long-term health condition feared that physical activity would make their health issues worse and two in five (44%) would like more help and advice on how to be more active.

While there are a number of excellent local examples that support people with disabilities and long term health conditions such as the Chobham Chargers Mixed Ability Rugby team, Mytchett Athletic’s ‘Football For All’ programme, Surrey’s Visually Impaired cricket team based at Frimley Cricket Club, the Welcome Wizards mental health football team and Valley End Cricket Club’s junior “Rascals” team to name a few, it is recognised that more can be done to encourage and support this audience to take up some form of sustainable physical activity.

There is no ‘one size fits all’ approach; every long term health condition has its own challenges and every person living with a condition may experience these challenges differently. What remains consistent is the need to treat each person as an individual.

As part of this strategy officers will look to support additional sessions that are tailored to the needs of people with long term health conditions and raise awareness of the benefits of physical activity by getting behind promotion of national initiatives such as Sport England's "We are Undefeatable" Campaign. Council Officers have also worked with local special schools Carwarden House and Portesbery to increase physical opportunities for students with Special Educational Needs and will continue to develop these links as part of this strategy.

Ethnicity and Cultural Differences

According to the last census data in 2011, Surrey Heath's largest ethnic group is "White British" 84.95% followed by 5.24% being "All Other White Ethnicities". Other ethnicity groups include 1.99% "Asian/Asian British: Indian" residents and 1.89% "All mixed/multiple ethnicities". "All black/African/Caribbean/black British" residents represent 1% of the population, while 0.77% of residents are "Asian/Asian British: Pakistani"(25). Notably, Camberley has the third highest Nepali population in the UK. (26).

It is important we consider that people of certain ethnicities or cultures may have different (or additional) barriers to participation in physical activity than others. Sessions that are mixed gender, have a specific dress code or take place in public settings may not always be suitable.

As part of this strategy, officers will work alongside partners to better understand the needs and challenges of our different communities. By taking time to understand their requirements, we can work with them to create solutions which meet those needs.

5. Beyond the Data: Local Strengths and Challenges (SWOT)

While Active Lives data and other valuable pieces of national insight play an important role in shaping the actions within this strategy, it is also important we do not overlook the importance of local knowledge.

In order to meet our goal of reducing the number of inactive residents we have in the borough, we need to continue to develop our strengths, recognise and address our challenges, take advantage of opportunities and be aware of potential threats specific to Surrey Heath.

Strengths

Great volunteers

We know thousands of hours are given up every year by volunteers to support Surrey Heath Borough Council schemes, local clubs and leisure organisations and national movements such as ParkRun and U3A. Volunteers play a critical role in helping others to be active and we want to continue to encourage people to give back to their local community in addition to meeting new people and learning new skills.

Strong Club scene

Taking part through a club remains an extremely popular and valued way to participate in physical activity. In many sports there is a thriving local club scene, particularly at junior level, with some scooping national awards in recent years. Clubs provide social hubs that strengthen local communities so it is important that clubs continue to be supported to grow their membership and develop sustainably. The majority of clubs across the borough have achieved 'Clubmark' status in recognition of their higher standards of welfare, equity, coaching and management.

Array of existing programmes and initiatives (include photos)

There are many great examples of physical activity initiatives in the borough which we want to champion and encourage more of. Some of these are operated and managed by Surrey Heath Borough Council, while others are ran by valued community focused volunteers or instructors – a small sample are listed below:

Fans in Training Programme – (SHBC/CCG): 12-week theory and practical programme, working with fans of local clubs such as Camberley Rugby Club and Camberley Indoor Bowling to get fit and live a healthier lifestyle. Focus on delivering physical activity in a setting they are already comfortable with.

Walking Football (Volunteer led with SHBC support) – a slower form of the game for players over the age of 50, encouraging them to get back into the game they love. Held at Frimley Lodge Park and Chobham Recreation Ground.

Walking for Health (Volunteer led with SHBC support) - Free of charge guided walks, lasting up to 90 mins for people of all backgrounds and ages. Walks are graded gentle, moderate or challenging.

parkrun (Volunteers) – led by volunteers, Frimley Lodge parkrun is a free weekly 5km event for runners of all standards, which takes place every Saturday at 9:00am at Frimley Lodge Park. An average of 350 people a week take part.

Go Tri Events (SHBC) - Entry level triathlon events (swim, bike, run) with very short distances – allowing anyone to have a go and “tri” triathlon

Ping Pong Parlour (SHBC/The Square) – Free to use Table Tennis in empty retail units in The Square shopping centre, encouraging families and friends to play informally

Surrey Youth Games - 6-8 weeks of free coaching sessions in a number of sports for young people aged 6-16 with over 200 local young people benefitting each year

Relationships with local partners

Surrey Heath Borough Council has an excellent relationship with health focused partners such as the Surrey Heath Clinical Commissioning Group (CCG) and the county's Active Partnership, Active Surrey.

Good examples of partnership working have included the "Get Active 50+" programme which engaged a number of previously inactive people over the age of 50 into physical activity and the Fans in Training programme (mentioned above).

Challenges

Clubs at full capacity

While it is positive that clubs in some of our sports are fully subscribed, the downside created is a reduction in opportunities for potential new members. With this in mind, a focus needs to be placed on supporting clubs with their infrastructure, workforce development and programming to help them grow sustainably and increase capacity for new members.

Consideration also needs to be given to increasing and promoting the number of opportunities to be active outside of traditional club settings.

Transport

For families with low disposable income or for residents who do not live close to public transport routes, it is not always easy or affordable to get to organised sessions at clubs, community centres or leisure venues. To try and overcome this, more consideration needs to be given to how physical activity opportunities can be delivered where people already are, rather than expecting residents to travel.

Impact of screen time on physical activity particularly amongst children and young people

An increase in 'screen time' across society, particularly amongst children and young people who are spending more and more time on phones and games consoles, is well documented. With only a finite number of hours in the day, increased time on a behaviour such as watching TV tends to decrease time in another such as playing sport (27).

In order to compete, care needs to be given towards making sure opportunities to be active are marketed in an attractive way.

Opportunities

Fantastic Parks and green spaces

Surrey Heath is one of the greenest boroughs in the country with significantly more green space than the national average (28). In addition to larger parks such as Frimley Lodge Park and Lightwater Country Park there are a number of other green spaces across the borough which can be utilised for a range of formal and informal activities.

Public Events

Evidence suggests that the effect of sports events on increasing participation is mixed (29). However it is undeniable that when major sporting events such as the Olympics come around, thanks largely in part to mass media coverage, the interest of the nation is captured – even if only temporarily.

As part of the strategy, officers will look to take advantage of increased publicity of sport and physical activity by working with partners to offer taster sessions, open days and other opportunities related to the event in question.

Threats

Impact of Arena Closure

With the Arena Leisure Centre in Camberley closing its doors to make way for a new flagship facility, there is a risk that many of its users may slip out of physical activity. Temporary venues such as the Camberley Theatre have taken on some of the existing demand along with the borough's other leisure centres and community centres but it will be important to promote and develop a greater level of alternative opportunities to get and stay active.

When Camberley's new leisure centre opens, an updated strategy document will be created which will embrace the new opportunities created by a state of the art facility, whilst continuing to developing the great work taking place during this interim period.

Budget

It is well documented that over the last decade pressures on the public purse have continued to grow, with local councils having to make increasingly difficult decisions around how money should be spent. To overcome financial pressures and offer residents an appealing programme of active opportunities, there is a need to be creative by collaborating resources with like-minded partners. Officers will also investigate and pursue opportunities for external funding to support local projects.

Increasing Older Population

Based on 2016 population data, it is predicted that the number of residents over the age of 65 in Surrey Heath will increase by 20.5% by the year 2026. (30)

This reiterates the importance as highlighted in section 4 that a robust physical activity offer is needed to encourage older people to be active, which in turn will help them to stay happy, healthy and out of public care.

6. Action Plan

Based on existing research and an understanding of issues local to the area, seven key themes have been highlighted as priorities for action. They are:

- Making Activity Accessible
- Women and Girls
- Children and Young People
- Older People
- People with disabilities and Long Term Health Conditions
- Clubs and Community Groups
- Events

It is acknowledged that there are several alternative areas that could also be highlighted as priorities but with limited resources available, it is considered that these themes will have the greatest impact in reducing overall inactivity within the borough. The nature of some of the actions below will mean they have a positive impact across multiple themes.

The action plan is not intended as an exclusive list (officers will continue to work on other areas that may not fit into the themes above if considered to be beneficial) but as a structured and targeted approach to tackling inactivity in the years ahead.

A detailed review of progress will take place each January in order to ensure targets remain relevant. As part of this process, new actions may be introduced and existing actions may be amended where appropriate to reflect new research/guidance or other external factors that could influence decision making.

Vision

To create an environment where all residents, regardless of background or circumstances, can participate in physical activity.

Key Objectives/KPI's

- To reduce % of “inactive” Surrey Heath residents according to Active Lives Survey (currently 21%)
- To reduce % of “less active” under 16 residents according to the Active Lives Children and Young People Survey (currently 38%)
- Reduce gap between inactivity levels in most inactive ward and least inactive ward based on MSOA data (currently 7.5% - Old Dean, 25% inactive vs Bisley, 17.5% inactive)

Priority 1: Making Activity Accessible

Priority	Action	Baseline (2019)	Target	Target Date
1.1	Deliver (or facilitate) targeted, localised physical activity programmes and/or events in areas of the borough where there is evident need	Example Projects such as Friday Night Project	Launch at least 5 new opportunities in areas of evidenced need	End of Strategy
1.2	Launch webpage and mixed media campaign to promote free or low-cost opportunities to be active in the borough	New	New “Low-cost ways to be active” page on SHBC website, posts on social media and mention in borough magazine ‘Heathscene’	Jan 2021
1.3	Consult with local communities to understand their needs and barriers to physical activity, before introducing programmes that meet those needs	Uncoordinated conversations with various groups	Consult with at least 5 different community groups with a view to introducing new activity or signposting to existing sessions	End of Strategy
1.4	Expand free ‘Walking for Health’ offer in top 3 most inactive areas/wards according to Active Lives	One walk starting in the St Michaels ward (Blackwater Meadows)	At least two new weekly walks to be introduced in top 3 most inactive areas	End of Strategy

1.5	Create calendar of 'alternative' physical activity in partnership with Surrey Heath CCG to keep people active during the Arena Leisure Centre's closure	Drafted "Get up and Get Active" programme of alternative activities ready for promotion in 2020	Advertise 1 alternative way to get active outside of a leisure centre setting a month between Jan 2020 – opening of Arena Leisure Centre (expected summer 2021)	Opening of Arena Leisure Centre
1.6	Promote sources of grant funding to eligible residents who may find cost a barrier to activity	New	5 eligible individuals to be referred to grant awarding agencies such as Surrey Heath Sports Council or Surrey Playing Fields	Jan 2021
1.7	Expand 'Fans in Training' model, taking education on healthy lifestyles and physical activity to settings where inactive people are already comfortable	Ran projects with supporters of Camberley Rugby Club and Camberley Indoor Bowling Club	Deliver 12-week Fans in Training programme to at least one cohort a year	End of Strategy
1.8	Expand range of informal opportunities to be active (i.e. outside of traditional sports/leisure settings, needs little planning or ongoing commitment)	Example projects such as Ping Pong Parlour	Launch or promote at least 3 new informal opportunities to be active	End of Strategy

Priority 2: Women and Girls

Priority	Action	Baseline (2019)	Target	Target Date
2.1	Deliver or facilitate new female-orientated initiatives that are co-designed by women and/or girls	Example projects such as 'Ladies That Lift' at the Arena Leisure Centre	Minimum of 1 new female-orientated project per year	Jan 2021
2.2	Taking physical activity to groups where women and girls already are, e.g. Women's Institute	New	1 new initiative working with women and girls	Jan 2021
2.3	Re-launch local This Girl Can campaign to encourage more women and girls to take part	Took photos of local women doing physical activity as part of This Girl Can campaign in Jan 2019	Re-launch campaign with call to action and encourage "bring a friend for free" activities	End of Strategy

Priority 3: Children and Young People

Priority	Action	Baseline (2019)	Target	Target Date
3.1	Offer free coaching through Specsavers Surrey Youth Games programme, with greater focus on engaging inactive young people	218 number of young people taking part 52.7% entrants classed as inactive based on sign up survey	230 number of people taking part 60% entrants classed as inactive based on sign up survey	Summer 2020
3.2	Create opportunities for young people to be active informally, on their own terms	Examples such as Ping Pong Parlour	At least 1 new opportunity for young people to be active informally	Jan 2021
3.3	Apply for funding with a view to implementing 'Fit N Fed' style programme, allowing young people to access physical activity and a nutritious meal during the school holidays	New	Submit a funding application with a view to project launching in 2021	Summer 2021
3.4	Support schools and clubs to engage children and young people who may not be considered "sporty" into physical activity.	Borough Rep on Surrey Heath Primary School Sports Association (SHPPSA) Supported 4 clubs/schools with community links and/or guidance on their offer	Continue to support Surrey Heath Primary School Sports Association (SHPPSA) Support 4 more sports clubs/schools	Jan 2021

Priority 4: Older People

Priority	Action	Baseline (2019)	Target	Target Date
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4.1	Work with partners to expand offer of modified sports/activities that better suit older people e.g. Walking Netball	Walking Football sessions at Frimley Lodge Park and Chobham	2 more modified activities designed for older people	End of Strategy
4.2	Coordinate and facilitate opportunities for physical activity that can be delivered in older person-focused settings e.g. Windle Valley Day Centre	Otago Strength and Balance classes at St Marys Church, Bowls Fans in Training (BFIT) at Camberley Indoor Bowls	2 more physical activity initiatives to take place in settings with older people	End of Strategy
4.3	Work with partners to develop physical activity sessions for those living with early onset dementia and/or their carers	Trialling Dementia Walks	1 established session for those living with early onset dementia and/or their carers	End of Strategy
4.4	Support county and national campaigns such as 'Active Ageing Week' to signpost sessions for local older people	Ad-hoc social media posts	Co-ordinated approach of social media posts listing details of local and accessible sessions for residents	End of Strategy

Priority 5: Disabilities and Long Term Health Conditions

Priority	Action	Baseline (2019)	Target	Target Date
5.1	Support existing programmes and provision of new sessions to encourage those living with disabilities and long-term health conditions to be more active	Number of excellent local sessions in football, cricket and rugby TBC number of referrals from social prescribing	1 additional programme in a new sport or activity aimed at people living with disabilities and long-term health conditions TBC number of referrals from social prescribing	End of Strategy
5.2	Share resources and knowledge with Surrey Heath Clinical Commissioning Group (CCG) along with other partners in the Integrated Care System to better understand specific needs and 'plug the gaps'	Collaborating on projects such as Fans in Training, Dementia walks and Diabetes Walks	Use partner knowledge to identify gaps in provision and deliver or facilitate at least 2 new initiatives	End of Strategy

5.3	Support special schools to increase range of physical activity opportunities	Supported Special Schools with orienteering and tennis resources	Support special schools to implement at least 2 new opportunities for students	End of strategy
5.4	Take part in national campaigns such as “We are Undefeatable” to raise awareness of local active opportunities for people with disabilities and long term health conditions	New	Co-ordinated approach of social media posts listing details of local and accessible sessions for residents	End of strategy

Priority 6: Clubs and Community Groups

Priority	Action	Baseline (2019)	Target	Target Date
6.1	Support funding applications for sports clubs or leisure organisations to improve facilities and/or increase participation	5 clubs supported with and were successful with grant applications	An additional 5 clubs or community groups to be supported	Jan 2021
6.2	Assist with linking community groups who need somewhere to be active with local facilities who have availability (e.g. school halls/community centres/leisure centres)	Supported 2 community groups and classes participating at the Arena to find alternative locations	Link an additional 2 community groups with places to be active	Jan 2021
6.3	Support local sports clubs or physical activity focused community groups by running a Club Conversations evening to help with governance, networking and general support	Last event ran in 2018	Engage 10 local clubs/organisations in a Club Conversations event each year	End of Strategy

Priority 7: Events

Priority	Action	Baseline (2019)	Target	Target Date
7.1	Harness public interest in sport and physical activity	New	Work with partners to provide ‘taster	End of current

	created by national and international events such as the Olympic Games and Sport Relief		sessions' in public spaces to engage residents	strategy
7.2	Maintain and build reach of beginner friendly events such as the Camberley 'GO-TRI'	Hosted annual GO-TRI events of whom 86% are not members of a triathlon club	Continue to host a beginner triathlon based event despite Arena Leisure Centre closure with at least 90% non-members Develop 1 new participation event	End of current strategy
7.3	Maintain popularity and value of Surrey Heath Sports Awards as a means to celebrate physical activity and volunteering despite changes to county pathway	30 nominations made for various awards held at Camberley Theatre with 8 award sponsors	Continue to host the event at Camberley Theatre with at least 30 nominations and 8 award sponsors	Nov 2020
7.4	Continue to recognise local sport and physical activity focused volunteers by putting them forward for external awards	Put forward local reps for Surrey Heath Volunteer Awards, Ping! Table Tennis Awards, Badminton England Awards	Coordinate or directly put forward minimum of 3 volunteers for awards each year of strategy	End of current strategy

Useful Websites

<https://www.sportengland.org/>

www.healthysurrey.org.uk

<https://www.nhs.uk/oneyou/>

<https://www.beinspireduk.org/>

<https://www.bbc.co.uk/sport/get-inspired>

<http://www.activesurrey.com/getstarted>

<http://www.activityalliance.org.uk/>

<https://www.nhs.uk/live-well/exercise/free-fitness-ideas/>

<https://www.parkinsons.org.uk/information-and-support/exercise>

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<https://public.tableau.com/profile/kathy.trott#!/vizhome/Populationprojections2016-2041forareasinSurrey/Introduction> (accessed 13 Nov 2019)

Appendix A: Overview of Related Strategic Documents

Sport England – “Towards an Active Nation”, 2016-2021

Their vision is that everyone, regardless of their age, background or level of ability, feels able to engage in sport and physical activity. It acknowledges that while some participants will be young, fit and talented, most of us will not fit that profile. (4)

Under the new strategy all investment is being focused towards achieving one of five key outcomes;

- Mental wellbeing
- Physical wellbeing
- Individual development
- Economic development
- Social and community development.

Some of the key changes made within the strategy included focusing more money and resources on tackling inactivity, helping those who are active now to carry on being active (but at lower cost to the public purse) and working with a wider range of partners, including the private sector.

Surrey Physical Activity Strategy 2015 - 2020

In conjunction with the Surrey Health and Wellbeing Board, all of Surrey's local authorities (including Surrey Heath Borough Council) and a range of other partners and stakeholders, Active Surrey produced a Surrey Physical Activity Strategy covering the 2015-2020 period. This provides guidance to improve activity levels so that residents of all ages and abilities can:

- Start Moving - Supporting all children and young people to have an active start in life
- Move Every Day - Encouraging all adults to build activity into their everyday lives
- Stay Moving - Supporting older adults to live longer and more active lives

Targets within the strategy included to increase the number of adults active for at least 150 minutes a week, reduce the number of adults not active for at least 30 minutes a week, to get more adults playing sport once a week and increase the number of children and young people involved in regular sporting activities and events.

Surrey Health and Wellbeing Strategy 2019 - 2030

Produced by the Surrey Health and Wellbeing Board, this document sets the vision that by 2030

“we want Surrey to be a uniquely special place where everyone has a great start to life, people live healthy and fulfilling lives, are enabled to achieve their full potential and contribute to their community, and no one is left behind.”

The strategy looks to tackle health inequalities through partnership working and takes a holistic approach to health and wellbeing. An area of focus includes working to reduce obesity, excess weight rates and physical inactivity.

Appendix B: How does this document fit into the Council's wider priorities?

This strategy document will support the objectives set within Surrey Heath Borough Council's annual plan (14) and five-year strategy (5) by contributing towards the Council's 4 key priorities.

Place – *We want to make Surrey Heath an even better place where people are happy to live*

- Highlight alternatives to leisure centres for physical activity such as community centres, green gyms etc.
- Encourage physical activity in less traditional settings (e.g. car parks, youth centres, sheltered accommodation?)

- Provide targeted activities in least active areas

Prosperity – *We will support and promote our local economy so that people can work and do business across Surrey Heath*

- Continue to support local sports clubs and leisure organisations to increase their membership and ensure they are sustainable for the future
- Encourage networking and best practice sharing opportunities amongst organisations

People – *We will build and encourage communities where people can live happily and healthily*

- Working with partners across the private, public and third sectors to most effectively promote and deliver opportunities that will improve the health and wellbeing of our local community
- Run local events which are attractive to inactive people
- Utilise our green spaces to deliver a programme of active opportunities and support community engagement
- Provide targeted activities to least active groups
- Celebrate those who take part in physical activity
- Champion volunteers and those who make physical activity easier for others

Performance – *We will deliver effective and efficient services better and faster*

- Further develop links with services such as Children’s Centres and Family Services teams to support those who might think themselves unable to participate in physical activity for financial or cultural reasons
- Where possible, look to make the customer journey as simple as possible to get involved in physical activity
- Better promote activities and opportunities to be active
- Apply for external funding to support projects and initiatives in an effort to provide as much as possible at minimal cost to the taxpayer

Surrey Heath Statement of Community Involvement

Summary

This report seeks adoption of the Surrey Heath Statement of Community Involvement (SCI) following consultation.

The SCI sets out how the Council will involve the community and stakeholders in the preparation of the Surrey Heath Local Plan and in the determination of planning applications. Consultation on the SCI took place in November-December 2019 and this report outlines the proposed changes resulting from that consultation.

Portfolio: Planning & People

Date Portfolio Holder signed off report: 28 February 2020

Wards Affected

All

Recommendation

The Executive is advised to resolve:

- i) **To adopt the Council's Statement of Community Involvement (SCI)**

1. Resource Implications

- 1.1 There are no resource implications beyond that provided for within the agreed budget for 2019/20.

2. Key Issues

- 2.1 It is a legal requirement for the Council to have an up to date Statement of Community Involvement and to make it available on the website for the public to access.
- 2.2 The current SCI was adopted in 2017. In view of the progression of the Local Plan, it is appropriate to ensure that it is robust and up to date. This is particularly relevant, as at independent Examination of the Local Plan, the Inspector will consider whether the Council has carried out consultation in accordance with the approach set out in the SCI.
- 2.3 The SCI sets out:
 - The statutory background;
 - The purposes of Community Involvement;
 - Requirements and potential methods of public involvement in the preparation of the Local Plan and associated documents;
 - Support for neighbourhood plans;
 - The process for consultation on planning applications.

- 2.4 In September 2019, the Executive agreed to a six-week consultation on the Draft SCI. The consultation took place in November and December 2019.
- 2.5 Following consultation there have been a number of minor changes to the SCI, as follows:
- Page 6, paragraph 1.8 – Add further bullet point: *“Members of the public who do not have access to, or the means to use the Internet.”*
 - Page 9, Table 2 – Amend Table 2 column 2 row 1 to include the following statement: *“Make Local Plan documentation available to view as part of the consultation.”*
 - Page 22, Appendix 1 – Add a footnote reference to The Town and Country Planning (Local Planning) (England) Regulations 2012 for Specific Consultation Bodies and General Consultation Bodies.
 - Page 23, Appendix 1 – Amend title of Local Equality Groups Table to *“Local Equality Groups in Surrey Heath”*.
 - Page 23, Appendix 1 – Amend Local Equality Groups Table to include a section for Gypsy and Traveller Groups. Include within this section the Surrey Gypsy and Traveller Communities Forum.
 - Page 25, Appendix 3 – Add definition for Large Scale Major Development to Glossary of Terms for Community Involvement.
 - Page 27, Appendix 3 – Add definition for Small Scale Major Development to Glossary of Terms for Community Involvement.
- 2.6 The Local Plan Working Group considered the revised SCI including post consultation amendments at the 10 February 2020 meeting and had no further suggested changes to make.

3. Options

- 3.1 The options for the Executive to consider are:-
- (i) To **AGREE** to adopt the updated Statement of Community Involvement.
 - (ii) To **NOT AGREE** to adopt the updated Statement of Community Involvement.

4. Proposals

- 4.1 It is proposed the Executive adopt the Statement of Community Involvement. This is to ensure compliance with the Planning and Compulsory Purchase Act 2004 (as amended).

5. Corporate Objectives And Key Priorities

5.1 The SCI supports the objective for Place and People through engagement with local communities on planning matters.

6. Policy Framework

6.1 The SCI, on adoption, will support the preparation of the Local Plan and associated documents and the Development Management process and will therefore have implications for future local community engagement.

7. Legal Issues

7.1 It is a legal requirement for the Council to prepare an SCI.

8. Consultation

8.1 The draft SCI was subject to public consultation in accordance with Regulation 26 of the Town and Country Planning Regulations (Local Development) (England) 2004 (as amended) following agreement by the Executive. The consultation ran from Tuesday 5th November until Tuesday 17th December 2019. A Statement of Consultation has been prepared is attached at Appendix 2 of this report.

Annexes	Appendix 1: Revised Surrey Heath Statement of Community Involvement Appendix 2: Statement of Consultation for the SCI.
Background Papers	None
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Head of Service	Jenny Rickard – Executive Head of Regulatory

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SURREY HEATH BOROUGH COUNCIL

LOCAL PLAN



Statement of Community Involvement (SCI)

Revised Version
2020



Great Place • Great Community • Great Future

Foreword

This Statement of Community Involvement (SCI) sets out how the Council will involve the community and stakeholders in the preparation of the Surrey Heath Local Plan and in planning applications.

By getting involved in planning documents and proposals at the early stages, residents, businesses and other stakeholders will have the opportunity to have a better say in shaping their local area.

The Council has a legal requirement to prepare an SCI and has had regard to national planning policy and legislation in preparing this revised version. This SCI, once adopted, will be an updated version of the SCI previously adopted by the Council in 2017.

We are updating the SCI now to ensure that it reflects the most up to date national planning policy and legislation. One of the main changes is the inclusion of the neighbourhood plan process and details of the support that the Council can provide to those communities preparing neighbourhood plans.

The Council is seeking views on this Draft revised SCI.

[Consultation details to be added]

Should you have any queries regarding this document including whether you would like a copy in large print, Braille or another language, please contact the Council on 01276 707100 or alternatively e-mail planning.policy@surreyheath.gov.uk

Printed and Published by:
Planning Policy and Conservation
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1 Introduction

What is a Statement of Community Involvement?

- 1.1 Surrey Heath Borough Council as Local Planning Authority is legally required² to produce a Statement of Community Involvement (SCI) and make it available on the website for the public to access. The SCI sets out how the Council will involve the community in the preparation of the Surrey Heath Local Plan and in the determination of planning applications. It also sets out the support that the Borough Council will provide to local communities in the preparation of neighbourhood plans.
- 1.2 In producing the SCI, the Council is setting out how it will promote effective public participation in the planning system. This will ensure that all sections of the community (local residents, businesses, landowners, interest groups, organisations) and stakeholders (national and regional organisations) have an opportunity to be actively involved at an early stage of the planning process. This involvement will continue through the preparation and revision of Local Plan documents and in significant development management decisions.

National Planning Policy and Legislation

- 1.3 In preparing the SCI, and in preparing planning documents and making planning decisions, the Council must have regard to national policy and legislation. These include:

The **National Planning Policy Framework** (NPPF), 2019

The key aims of national planning policy are to:

- Make sure a local plan, produced by communities, is the cornerstone of the planning system;
- Make planning more accessible for everyone;
- Raise design standards;
- Protect the natural and historic environment;
- Create a presumption in favour of sustainable development;
- Ensure that planning is as simple and as quick as possible, meaning that approval processes are simplified and thus supporting economic growth.

The **Localism Act** 2011.

The Act brought in the following:

- Community right to challenge – allowing local community groups the chance to procure important local services and deliver them for the borough;
- Neighbourhood Planning - allowing local communities to prepare plans to guide the planning of their local areas;
- Community right to bid – allowing local groups the opportunity to bid for buildings that the local authority has placed on a list of community assets;
- Abolition of Regional Strategies;
- Duty to co-operate – local authorities must work together, and with other prescribed bodies to co-operate on planning issues to provide outcomes.

² Section 18 of the Planning and Compulsory Purchase Act 2004 (as amended).

The ***Duty to Involve***³

Imposes a duty on all local authorities to involve local representatives when carrying out "any of its functions" by providing information, consulting or "involving in another way". The duty is wide ranging and applies to the delivery of services, policy, and decision making.

The ***Duty to Co-Operate***⁴

Imposes a duty on a local authority to co-operate with specific bodies in relation to planning of sustainable development and strategic matters. A 'strategic matter' is defined as:

- a) sustainable development or use of land that has or would have a significant impact on at least two planning areas, including (in particular) sustainable development or use of land for or in connection with infrastructure that is strategic and has or would have a significant impact on at least two planning areas, and
- b) sustainable development or use of land in a two-tier area if the development or use
 - i. is a county matter,
 - ii. has or would have a significant impact on a county matter.

- 1.4 The duty to co-operate bodies and other key stakeholders and community groups to be consulted are set out in Appendix 1 of this document.

Purposes and Benefits of Community Involvement

- 1.5 Community involvement should be a continuous process which enables the local community to say what sort of place it wants to live in, at a stage when this can make a difference. The benefits of involving a wide range of people and organisations throughout the planning process include:
- Increased focus on the priorities identified by the local community;
 - Increased understanding of the process;
 - Consensus and ownership of the process;
 - Influencing site specific proposals.
- 1.6 In coming to a view as to what should be included in the SCI, the Council has had regard to certain principles. The principles underpinning community involvement in planning are as follows:
- Arrangements should be built on an understanding of local needs and be fit for the purpose;
 - The community and stakeholders should be involved as early as possible to provide people with a chance to discuss issues and options and the potential to make a difference;
 - Use of methods which encourage engagement and are relevant;
 - Providing feedback on decisions and an opportunity to see how ideas have developed through the process;

³ Imposed by Section 138 of the Local Government and Public Involvement in Health Act 2007

⁴ Imposed by Section 33A of the Planning and Compulsory Purchase Act 2004 (local development)

- Clear processes and rules on engagement so that people understand when they can participate and the rules for doing so;
- Building community involvement into the process from the start and links to other community involvement processes.

Who will be involved

- 1.7 The legal requirements for community involvement and public participation are set out in the Town and Country Planning (Local Development) (England) Regulations 2012⁵. The Borough Council will meet the legal requirements for involving the community in the preparation of the Local Plan and in determining planning applications. Further detail in relation to community involvement and public participation are set out in the relevant sections below.

Under Represented Groups

- 1.8 Under-represented groups are those that are traditionally under-represented in formal consultation. In Surrey Heath the following groups are considered particularly hard to reach:

- Black and Minority Ethnic (BME) Groups including Gypsies and Travellers
- Disabled People
- Young people
- Older People
- Lesbian, Gay, Bi-Sexual and Transgender (LGBT) groups
- Low income groups
- Members of the public who do not have access to, or the means to use the Internet

- 1.9 The Council will work with these groups to see how to best involve them in the Local Plan consultation process.

2 Links with other Plans and Strategies

Surrey Heath Five Year Strategy

- 2.1 The Surrey Heath Five Year Strategy sets out the vision, corporate objectives and key priorities of the Borough Council. The Local Plan has particular relevance to the following corporate objectives:

- Making Surrey Heath an even better place where people are happy to live
- Sustaining and promoting our local economy so that our people can work and do business across Surrey Heath
- Building and encouraging communities where people can live happily and healthily

⁵ Available at <http://www.legislation.gov.uk/uksi/2012/767/contents/made>

Links with other documents

- 2.2 Wherever possible regard will also be had to other documents which reflect the aspirations of local communities. Such documents could include Neighbourhood Plans, Parish Plans and Village Design Statements. These documents help to build links within the community, strengthen the evidence base and gather opinion. The factual information, views, opinions and priorities for action that these documents provide can inform the development plan process. Community led plans are an inclusive approach to planning at a local level and require minimal officer support.

3 The Local Plan

The Local Plan

- 3.1 Local Planning Authorities are required to produce a Local Plan. Local Plans set out the long term planning policies for an area against which planning applications are determined. Surrey Heath's 'Local Plan' currently consists of the Core Strategy and Development Management Policies Document (2012), the Camberley Town Centre Area Action Plan (AAP) (2014) and saved policies in the Local Plan 2000. In addition, the Windlesham Neighbourhood Plan has been "made" and therefore forms part of the Development Plan, against which planning applications are determined. Work on a new Local Plan has commenced and consultation on an Issues and Options/Preferred Options document took place in 2018.
- 3.2 The legal requirements for community involvement and public participation for the Local Plan are set out in the Town and Country Planning (Local Development) (England) Regulations 2012. Community involvement will be inclusive seeking to reach either all of those most affected or an appropriately chosen representative group. The organisations that the Council must consult comprise 'specific' and 'general' consultation bodies. These include statutory consultees, key stakeholders and general community groups and are listed in Appendix 1. The Council also retains a list of those groups/individuals which the Borough Council will also seek to involve in the Local Plan process as appropriate to their interests.
- 3.3 Tables 1 – 4 set out the stages at which community involvement will occur, who will be consulted, when it will occur and how organisations and individuals will be involved. With the growth in digital technology, the Council will explore how this can best be used to engage with the local community in planning consultations. Paragraphs 3.4 – 3.6 below explain how representations will be considered in the process.

Table 1 Procedures and Methods for Public Involvement in Local Development Documents that are not a Local Plan/SPD

Document	Consultation & Notification What we will do	When will you be involved?	How will you be involved?
Local Development Scheme (LDS)	There is no legal requirement for consultation or notification.		The LDS will be monitored on an annual basis and reviewed as required. The Council will accept representations seeking changes to the LDS at any time. These will be considered at the time of the LDS review.
Statement of Community Involvement (SCI)	There is no legal requirement for consultation or notification, however the Council will consult on revised versions of the SCI prior to adoption.	Consultation on draft revised versions of the SCI.	The SCI will be monitored on an annual basis and subject to review as deemed appropriate by the Local Authority. All statutory consultees and identified stakeholders will be consulted in writing, e-mail and other forms of communication on draft revised versions of the SCI.
Authority Monitoring Report (AMR)	The AMR will be produced on an annual basis (typically December). Following the enactment of the Localism Act 2011, the provision to consult the Secretary of State has been repealed.		The AMR will be reviewed annually. The AMR will be published on the Council website and copies made available for inspection at local libraries and for purchase on request.

Table 2 Procedures and Methods for Public Involvement in Local Plans

Activity	Involvement & Notification What we will do	When will you be involved?	How will you be involved?
Issues and Options Stage/ Pre-Submission Stage Consultation (Regulation 18)	<p>Notify specific and general consultation bodies as the local planning authority consider appropriate. Make Local Plan documentation available to view as part of the consultation.</p> <p>Dependent upon the subject matter of the Local Plan, the Local Planning Authority may employ further engagement techniques as deemed appropriate e.g.</p> <ul style="list-style-type: none"> • Workshops for key stakeholders • Presentations to parish councils • Major articles in Council's Heathscene magazine to all households • Issue press release(s) 	<p>Specific and general consultation bodies will be notified of the consultation period prior to the publication of the document.</p> <p>The consultation will run for a period not less than 6 weeks.</p>	<p>Documentation to be published on the website and placed in local libraries and at parish council offices. The Council will also use social media as a means of communication.</p> <p>Dependent upon the subject matter of the Local Plan, the Local Planning Authority may employ further engagement techniques as deemed appropriate.</p>
Publication of a local plan (Regulation 19) and Representations relating to a local plan (Regulation 20)	<p>Make Submission Documents and statement of the representations procedure available for inspection in accordance with Regulation 35 (see appendix 1) and send to statutory consultation bodies.</p> <p>Send to general consultation bodies invited to make representations under Regulation 18:</p> <p>A statement of the representations procedure;</p>	<p>Specific and general consultation bodies will be notified of the consultation period prior to the publication of the document.</p> <p>The consultation will run for a period not less than 6 weeks.</p>	<p>Documentation to be published on the website and placed in local libraries and at parish council offices.</p> <p>Any person may make representations about a local plan which the local planning authority proposes to submit.</p>

Activity	Involvement & Notification What we will do	When will you be involved?	How will you be involved?
	A statement of the fact that the Submission Documents are available for inspection and of the places and times at which they can be inspected.		
Independent Examination (Regulation 24)	At least 6 weeks before the examination starts, the Council will <ul style="list-style-type: none"> • Publish details on website • Notify people who made representations of the date the examination starts and name of person appointed to hold examination 	All those who have submitted a representation will be notified of the dates and times of: <ul style="list-style-type: none"> - a Pre-Examination Hearing if considered necessary by the Inspector; and - the EiP. 	All those who have submitted a representation will be invited to attend both the Pre-Examination Hearing (if held) and the EiP. An Independent Programme Officer appointed to oversee the Examination process will advise these individuals / organisations of the timetable on behalf of the Planning Inspector. Those that have previously stated their intent to provide oral evidence at the EiP will be asked whether they still wish to do so.
Adoption (Regulation 26)	As soon as is reasonably practicable after the Local Planning Authority adopt a Local Plan we will: <ul style="list-style-type: none"> • Make available the adopted document/adoption statement/sustainability appraisal report for inspection (includes web site) • Notify anyone who requested to be notified of adoption • Send an adoption statement to the Secretary of State 		All statutory consultation bodies and anyone else who submitted a representation will be notified. Electronic copies of the adopted document will be sent to specific consultation bodies and be made available to others on the website, at local libraries or for purchase. The Council will also use social media as a means of communication.

Table 3 Procedures and Methods for Public Involvement in Supplementary Development Documents (SPD)

Activity	Involvement & Notification What we will do	When will you be involved?	How will you be involved?
Draft SPD - Public Participation (Regulation 12)¹	<p>Copies of SPD documents and a statement of the SPD matters will be made available for inspection at Council Offices and such other places considered appropriate (local libraries, Parish Council Offices and website).</p> <p>The Council will also notify the general public via local advertisement/press releases where deemed appropriate and carry out a targeted engagement with local residents for site specific SPD's.</p>	<p>Specific and general consultation bodies, identified by the Council as relevant to the context of the SPD, will be notified of the consultation prior to the publication of the document.</p> <p>The consultation will run for a period not less than 4 weeks. The Council will opt to consult for 6 weeks in the context of SPD's to ensure maximum opportunity for engagement.</p>	<p>For site specific SPD's, the Council will seek to engage with local residents/businesses, for example through forums such as Community Planning Events, Neighbourhood Forums and Focus Groups in the early stage of developing the SPD and continue engagement through to adoption.</p> <p>The Council will also use social media as a means of communication</p> <p>For issue based SPDs appropriate groups and organisations will be involved in developing the SPD. Dependent upon the subject matter of the SPD, the Local Planning Authority may employ further engagement techniques as deemed appropriate.</p>
Adoption (Regulation 14)	<p>As soon as is reasonably practicable after the Local Planning Authority adopt a SPD they must:</p> <ul style="list-style-type: none"> • Make available for inspection at Council Offices and such other places considered appropriate (local libraries, Parish Council Offices and website) the adopted document, adoption statement and a summary of issues raised during consultation and how they were addressed; 		<p>All relevant statutory/general consultation bodies and anyone else who submitted a representation will be sent the adoption statement.</p> <p>The Council will also use social media as a means of communication</p>

- Notify anyone who requested to be notified of adoption

Table 4 Procedures and Methods for Public Involvement in Evidence Base Documents supporting the Local Plan

Activity	Involvement & Notification What we will do	When will you be involved?	How will you be involved?
Evidence Base Documents e.g. Strategic Land Availability Assessment/ Employment Land Review	<p>No statutory requirement to consult</p> <p>Depending on the subject matter, the Council will engage with local residents/organisations where deemed appropriate.</p> <p>e.g. Call for Housing sites as part of the Strategic Land Availability Assessment (SLAA)</p>	<p>As appropriate to each document at Regulation 18 and 19 stages in the context of the Local Plan.</p> <p>As appropriate to each document at Regulation 12 stage in the context of SPD's.</p>	<p>Groups and organisations appropriate to the subject matter will be invited to comment on evidence base documents where deemed appropriate.</p> <p>Documents once published will be available on the website, at libraries and on request. Documents will be publicised and comments invited as part of the work on the relevant Local Plan.</p>
Strategic Environmental Assessment/ Sustainability Appraisal (SA/SEA)	<p>As required by the Environmental Assessment of Plans and Programmes Regulation 2004, the Council will:</p> <ul style="list-style-type: none"> • Produce a Scoping Report at Regulation 12³ stage for statutory consultation bodies to comment prior to undertaking the Options Consultation on Local Plans • Produce an Initial Sustainability Report for statutory consultation bodies and the public to comment on. This will be produced at the same time as the Options consultation for Local Plans <p>For the Environmental Report (Reg 13)³ the Council will:</p>	<p>As appropriate to each document at Regulation 18 and 19 stages.</p>	<p>Appropriate groups and organisations will be invited to participate in the Scoping process, in particular this will include: Historic England, Natural England and the Environment Agency.</p> <p>Draft versions of final documents will be sent to appropriate statutory consultees for comment before final publication.</p> <p>Documents once published will be available on the website, at libraries and on request. Publication will be publicised and comments invited as part of the work on the relevant Local Plan.</p>

³ See The Environmental Assessment of Plans and Programmes Regulations 2004

Activity	Involvement & Notification What we will do	When will you be involved?	How will you be involved?
	<ul style="list-style-type: none"> • Send a copy to each statutory consultation body • Publicise the Report to all those having an interest in or likely to be affected by the plan or programme being assessed. • Advise where the document can be viewed or purchased. • Invite comments • Any person may make representations during the 6 weeks from the date of notice. • We must consider those representations <p>At the adoption of the Local Plan the Council will as soon as reasonably practicable (Reg 16)³:</p> <ul style="list-style-type: none"> • Make copies of the final Environmental report available to view or purchase. • Publicise the Report • Advise consultees of adoption <p><i>In addition, the Council will:</i></p> <ul style="list-style-type: none"> • <i>Publish summary of comments received on website</i> 		<p>Where the SA/SEA is the subject of an objection through the Local Plan process, all those who have submitted a representation of objection will be invited to attend the Examination. The Programme Officer will advise these individuals / organisations of the timetable on behalf of the Inspector.</p> <p>At adoption all statutory consultation bodies and anyone else who submitted a representation will be notified. Electronic copies of the adopted document will be sent to specific consultation bodies and be made available to others on the website, at local libraries or for purchase.</p>

How will Comments and Responses on Local Plan Documents be dealt with?

- 3.4 In the early stages of drawing up ideas and options for the Local Development Documents including Local Plans, the Local Planning Authority will aim to acknowledge receipt of relevant representations on the day they are received. On occasions where a significant number of representations are received, all representations will be acknowledged within 2-3 working days. A summary of comments received will be produced and published on the website.
- 3.5 At the Pre-Submission public participation stage (Regulation 19) a standard response form will be produced which those wishing to comment will be encouraged to use. The Local Planning Authority will aim to acknowledge receipt of representations on the day received. All representations will be acknowledged within 2-3 working days. A summary of comments received will be produced and made available on the Council's website at the time of submission to the Secretary of State.
- 3.6 All representations⁵ received will be made available to the public with relevant personal information redacted. At each stage of consultation a report to the Executive will be produced listing a summary of all representations received, and if appropriate, an Officer Response to representations. The report will also carry a recommendation as to what change if any should be made. The results of any such consultation will be reported and taken into account in decisions made by, and on behalf of, the Council.

4 Neighbourhood Plans

- 4.1 Neighbourhood plans were introduced in the Localism Act 2011 and are prepared by communities to inform the planning of their local areas. These plans can be prepared by Parish or Town Councils, Neighbourhood Forums or community organisations that meet the criteria for qualifying bodies. Neighbourhood plans set out policies for the development and use of land in a local area or neighbourhood. They are required to be in general conformity with strategic policies in the development plan. Once adopted, a neighbourhood plan forms part of the development plan and has the same status as a local plan.
- 4.2 As adopted neighbourhood plans form part of the Development Plan for Surrey Heath, it is important that work is co-ordinated between the preparation of the Surrey Heath Local Plan and neighbourhood plans. Neighbourhood plans must follow legal requirements for consultation to ensure the views of the local community have informed the plans preparation. Plans are also subject to independent examination and local referendum as part of the preparation process.
- 4.3 Local planning authorities are required to help communities in the process of preparing a neighbourhood development plan, but the plan-making process itself must be community led. Appendix 2 sets out a summary of the neighbourhood plan process and responsibilities. The Council has a statutory role in the preparation of neighbourhood plans as follows:
- Designating the neighbourhood area and neighbourhood forum;
 - Publicising the submitted neighbourhood plan;

⁵ Some consultation responses may be deemed 'inappropriate' for publication i.e. libellous or threatening comments and will not be made public at the discretion of the Council.

- Arranging and funding the examination;
- Publicising the examiner's report and plan proposal decision;
- Arranging and funding the referendum;
- Adopting the Plan.

4.4 Table 5 below sets out the support that the Borough Council can provide at different stages in the preparation process.

Table 5 Steps in preparing a Neighbourhood Plan

Stage	Borough Council support
Designation as a Neighbourhood Area/Neighbourhood Forum	<ul style="list-style-type: none"> • Advise as to the information required to submit an application for designation as a Neighbourhood Area or Neighbourhood Forum; • Carry out any relevant consultation; • Determine the outcome of the application and advise the Qualifying Body accordingly.
Evidence to support the neighbourhood plan	<ul style="list-style-type: none"> • Advise on evidence available to support the Local Plan and other planning documents and sources of information which may be relevant to the neighbourhood plans
Strategic Environmental Assessment (SEA) and Habitat Regulation Assessment (HRA)	<ul style="list-style-type: none"> • Undertake an SEA and HRA Screening for the neighbourhood plan. If full assessments are required this is the responsibility of the Qualifying body.
Pre-submission preparation and consultation	<ul style="list-style-type: none"> • Provide a list of Strategic development policies • Advise on the statutory process for pre-submission • Provide a contact list for statutory consultees as defined in Schedule 1 of The • Neighbourhood Planning (General) Regulations 2012 (as amended); • Provide comments and advice on specific issues proposed within a NP where officer resources are available, where there is a direct link with the emerging Local Plan, and where there are issues likely to affect meeting the Basic Conditions; • Provide a high level review of a fully drafted (or close to fully drafted) Plan prior to • formal consultation where officer resources are available; and, • Provide a formal response to the Pre-Submission Consultation.
Submission and Examination	<p>Upon Submission to Surrey Heath, the Council will:</p> <ul style="list-style-type: none"> • Undertake a review to ensure that the Submitted Neighbourhood Plan complies with • all the statutory requirements; • Confirm in writing to the Qualifying Body whether the Plan meets these requirements;

	<ul style="list-style-type: none"> • Undertake statutory consultation on the Submission NP for a minimum of 6 weeks; • Notify consultation bodies identified in the Consultation Statement; and, • Provide a formal response to the Submission Plan as part of the consultation process. <p>In relation to independent Examination of the Plan, the Council will:</p> <ul style="list-style-type: none"> • Appoint, and fund an Examiner for the Plan in discussion with the relevant Qualifying Body; • Produce a summary of representations from the Submission consultation to be sent to the Examiner and to the Qualifying Body and placed on the website; • Communicate examination timetables and progress with the Qualifying Body; • Discuss the independent Examiners Report on the NP with the Qualifying Body; • Consider at Executive the Examiners recommendations and make a decision as to whether to proceed to referendum; • Amend the Plan in line with the Examiners Report in conjunction with the Qualifying Body; and, • Issue a Decision Statement setting out its reasons for accepting or otherwise the Examiners modifications.
Referendum	<ul style="list-style-type: none"> • Liaise with the Qualifying Body on the Referendum date (which will be subject to resources and workloads of the Elections team); • Organise, fund and run the local referendum.

5 Planning Applications

- 5.1 The Council has a duty to consider all valid planning applications it receives, regardless of whether or not they reflect adopted policies. Most people become involved in planning as a result of commenting on or submitting a planning application. The majority of planning applications received are minor developments for which meeting the statutory minimum requirement on consultation is sufficient.

Minor Developments

- 5.2 Planning applications falling within this category include:

- Dwellings schemes of 1-9 units or less than 0.5 hectares (including Gypsy and Traveller pitches);
- For all other uses (Office/light industrial, general industrial, retail), a minor development is one where the floorspace to be built is less than 1,000 square metres or where the site area is less than 1 hectare;

Major Developments

- 5.3 A major development includes the following:

- Dwellings schemes of 10 units or above and sites over 0.5 hectares (including Gypsy and Traveller pitches);
- For all other uses, a major development is one where the floorspace is 1,000 square metres or above or where the site area is above 1 hectare.

Other Development

- 5.4 Other development includes the following:

- Householder applications
- Change of Use (no operational development)
- Advertisements
- Listed Building extensions/alterations
- Listed Building demolition
- Application for relevant demolition of an unlisted building within a Conservation Area
- Certificate of Lawfulness (191)

- 5.5 The Council will consult in accordance with the statutory requirements of the Town and Country Planning (General Development Procedure) Order 2015 as follows: to consult with the Parish Council, to notify adjoining owners or occupiers⁶ by letter or by display of a site notice, consult with statutory bodies as appropriate and for some applications advertise in a local newspaper (e.g. listed building consent). Site notices may be displayed for some applications. Departures from the Development Plan are advertised by a site notice and in a local newspaper. In addition, applications are publicised on a Weekly List which is available on the Council's website. Following the case officer

⁶ Adjoining owner or occupier means any owner or occupier of any land adjoining the land to which the application relates. Typically this is any property adjoining the red line of the application site.

site visit a wider neighbour notification can be undertaken if deemed appropriate. Neighbours are given 21 days to respond to the first notification and typically either 14 or 7 days for subsequent notifications of amended plans. Additional time will be afforded for any bank holidays falling within the consultation period.

- 5.6 In addition the Council will consult other non-statutory bodies and organisations which represent specialist interest groups, such as the Surrey Wildlife Trust. Where a major planning application has implications for a service provider such as the Health Service these will be consulted at an early stage in the process.
- 5.7 Comments supporting or objecting to a proposal may be made by anyone regardless of whether they have received a letter or been individually notified. However, the Council can only take into account material planning considerations.
- 5.8 Comments should be submitted as soon as possible, although the Council will take into account any representations received up to the date on which the decision is made. The Council will not determine any application within a period of 21 days from the date on which notification letters are sent out or within the consultation period. Occasionally, it may be necessary to write and publish reports on planning applications for the Planning Applications Committee agenda before the expiration of the 21 day period. In such cases comments received post-publication will be reported orally at the committee meeting. Comments received are made available for public inspection on the Council's website and at the Council Offices and none can be treated as confidential⁷.
- 5.9 The Council will neither acknowledge nor respond to letters commenting on applications, nor enter into correspondence on the details or merits of proposals and this is stated in notification letters, site notices and on the website.
- 5.10 The Council's practice is not to negotiate amendments to applications unless they are of a minor nature. In a few cases though, amendments may be appropriate. Where such revisions are significant and raise new issues that could lead to further comment, the Council will re-notify those who were initially notified of the application and any others who have commented upon it. 14 days are usually given for re-consultation comments. Where amendments are to take place, it is often difficult to meet the statutory determination period and so an extension of time agreement is normally sought.

Deciding Applications

- 5.11 The majority of applications are determined under authority delegated to Executive Head of Regulatory after full consideration of all the planning issues and comments received. Planning applications can also be referred to the Council's Planning Applications Committee for determination.
- 5.12 Public speaking at Planning Applications Committee meetings will be permitted in respect of a planning application and any other related consent applications to be determined by the Committee, where:

⁷ Some consultation responses may be deemed 'inappropriate' for publication i.e. libellous or threatening comments and will not be made public at the discretion of the Council.

- a) there have been 10 or more written representations from separate households, or a petition signed by more than 50 signatories with addresses, in respect of an application for development within an urban area or village settlement, as defined by the Development Plan; or
 - b) there have been 5 or more written representations from separate households, or a petition signed by more than 25 signatories with addresses, in respect of an application for development outside an urban area or village settlement, as defined by the Development Plan.
- 5.13 In order to be counted in relation to the public speaking procedure, the representations or petitions must have been received no later than 10 working days before the date of the Committee meeting.
- 5.14 Where an application triggers the public speaking procedure, all those who have submitted written representations in compliance with paragraph 5.12 above, will be notified and invited to register to speak at the Committee meeting.

Surrey County Council Planning Applications

- 5.15 Some planning applications are determined by the County Council, including proposals affecting County owned land (e.g. schools) and proposals for mineral working and waste disposal. The Borough Council is consulted on these proposals but does not make the ultimate decision. Consultation responses in respect of these applications should be sent to the County Council.

Community Involvement at the Pre –Application Stage

- 5.16 Pre-application discussions with prospective developers/applicants and/or their agents are welcomed and are treated as confidential.
- 5.17 The Council will encourage applicants and developers to discuss their proposals with their neighbours or the community before submitting their formal application. This will not affect the statutory notifications undertaken by the Council upon registration of the application. Table 6 sets out suggestions for approaches that could be adopted by applicants. The benefit of early engagement with the community is that this may reduce delays when an application is submitted. The applicant will also be able to demonstrate how the views of the local community have been incorporated or why this was not possible.
- 5.18 In reporting the outcome of any pre-planning application consultation, applicants should indicate:
- The method of consultation used
 - Who was consulted and the level of involvement
 - How the matters raised in the consultation were addressed by the applicant.
- 5.19 The level of community engagement should reflect the scale of the proposed development.
- 5.20 The Borough Council will remain impartial and not get involved with any pre-application community engagement undertaken by the applicant.

What the Council cannot do

- 5.21 The Council can only request, not require developers to involve the local community. The Council cannot refuse planning applications because a developer refuses to contact and involve the local community.

Table 6 Suggested measures for applicants to involve the public at the pre – application stage

Development Type	Letter/ leaflet to and/or discuss with neighbour	Meeting or other event to discuss proposals with neighbours and community/ amenity groups	Exhibition and/or public meeting with neighbours, local businesses and community/ amenity groups and consultation bodies	Publicise proposal on a website	Design exercise or similar. Event should be publicised in local media
Minor Development	Yes	Yes			
Small scale Major Development	Yes	Yes	Yes	Yes	
Large scale Major Development	Yes	Yes	Yes	Yes	Yes

6 Data Protection

6.1 In order to register comments on applications and local plan documents, the Council requires contact details which will help us to contact you in regard to the comments made. There are also statutory requirements requiring copies of comments to be made publically available.

6.2 The Council will publish names and associated representations on its website but will not publish personal information such as telephone numbers, or email addresses.

6.3 In accordance with the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 personal information will only be used for appropriate purposes, as agreed when originally provided. The information will only be kept for the necessary period of time required. The Council has an updated privacy policy which can be viewed on the website <https://www.surreyheath.gov.uk/council/information-governance/how-we-use-your-data>

APPENDICES

Appendix 1: Consultation bodies for the Local Plan

Specific Consultation Bodies⁹

- (a) the Coal Authority,
- (b) the Environment Agency,
- (c) Historic England (formerly part of English Heritage),
- (d) the Marine Management Organisation,
- (e) Natural England,
- (f) Network Rail Infrastructure Limited (company number 2904587),
- (g) Highways England (formerly the Highways Agency)
- (h) a relevant authority any part of whose area is in or adjoins the local planning authority's area,
- (i) any person—
 - (i) to whom the electronic communications code applies by virtue of a direction given under section 106(3)(a) of the Communications Act 2003, and
 - (ii) who owns or controls electronic communications apparatus situated in any part of the local planning authority's area,
- (j) if it exercises functions in any part of the local planning authority's area—
 - (i) a Clinical Commissioning Group;
 - (ii) a person to whom a licence has been granted under section 6(1)(b) or (c) of the Electricity Act 1989;
 - (iii) a person to whom a licence has been granted under section 7(2) of the Gas Act 1986(a);
 - (iv) a sewerage undertaker; and
 - (v) a water undertaker;
- (k) the Homes and Communities Agency; and
- (l) where the local planning authority are a London borough council, the Mayor of London;
- (m) Civil Aviation Authority
- (n) Transport for London
- (o) Enterprise M3 Local Enterprise Partnership
- (n) Office of Rail regulation

General Consultation Bodies⁹

- (a) voluntary bodies some or all of whose activities benefit any part of the local planning authority's area,

⁹ As specified in Part 1(2) of The Town and Country Planning (Local Planning) (England) Regulations 2012:
http://www.legislation.gov.uk/ukxi/2012/767/pdfs/ukxi_20120767_en.pdf

- (b) bodies which represent the interests of different racial, ethnic or national groups in the local planning authority's area,
- (c) bodies which represent the interests of different religious groups in the local planning authority's area,
- (d) bodies which represent the interests of disabled persons in the local planning authority's area,
- (e) bodies which represent the interests of persons carrying on business in the local planning authority's area (including the Council's Economic Development Team);

Where deemed appropriate, the Council will also consult with relevant Equalities Groups, whose activities benefit the whole or part of the Authority's area.

Local Equality Groups in Surrey Heath

Religious/Ethnic Minority Leaders in Surrey Heath
Churches Together in Camberley and Churches @ GU16 for Frimley
Bengali Welfare Association (Muslim representative)
Chairman of Nepalese Buddhist Community UK
The Buddhist Community Centre UK (BCCUK) Youth Association
SH Sikh Association
BME Development Manager
Surrey Faith Links Advisor
Older People Groups
Tringhams West End Day Centre
Surrey Heath Age Concern
University of 3 rd Age
Young People Groups
Tomlinscote School Students Representatives
Kings International College Student Representatives
Collingwood College Student Representatives
Surrey Heath Youth Council
Disability Groups
Delivering Empowerment Coordinator
Disability Initiative
Disability Access Surrey Heath (DASH)
Surrey Deaf Forum
Gender Groups
Your Sanctuary
Bagshot Women's Association and Trustee of the Surrey Federation of Women's Institutes (SFWI)
Sexual Orientation Groups
Gay Surrey (registered charity for all gay, lesbian, bisexual, and trans people in Surrey)
OutlineSurrey (support service for people with their sexuality and gender identity)
Voluntary Services Groups
Blackwater Valley Countryside Trust
Blackwater Valley Alzheimer's Society
Gypsy and Traveller Groups
Surrey Gypsy and Traveller Communities Forum

Appendix 2: Summary of Neighbourhood Plan Process

Stage	Task	Who
Step 1 Neighbourhood Area	<ul style="list-style-type: none"> Make application to SHBC for designation as a Neighbourhood Area 	Qualifying body submits application SHBC determines
Step 2 Preparing a Draft Plan	<ul style="list-style-type: none"> Gather baseline information and evidence Engage and consult those living and working in the neighbourhood area and other stakeholders Identify a vision and objectives Identify and assess options Determine whether the Plan is likely to have significant environmental effect (and therefore whether a Strategic Environmental Assessment(SEA) and/or Habitat Regulation Assessment (HRA)is required) Start to prepare proposals documents 	Qualifying body (SHBC can provide a screening opinion in relation to SEA and HRA)
Step 3 Pre-submission publicity and consultation	<ul style="list-style-type: none"> Prepare and Publicise the draft Plan and invite representations (statutory 6 weeks) Ensure compliance with any Environmental obligations (as Step 2) Consider consultation responses and amend plan if appropriate Prepare Consultation Statement and other submission documents 	Qualifying body
Step 4 Submission of the Plan to Surrey Heath Borough Council	<ul style="list-style-type: none"> Submit the Plan (and supporting documents) to SHBC Check the submitted Plan and documents comply with relevant legislation Publicise the Plan for 6 weeks Appoint an independent examiner 	Qualifying body SHBC SHBC (with Qualifying body)
Step 5 Independent Examination	<ul style="list-style-type: none"> Send Plan, representations and supporting documents to Examiner Examination takes place (usually by written representation) Examiner issues a report to SHBC and Qualifying body Publish Examiners report Considers report recommendations and makes changes to the Plan Decide whether to send the plan to referendum (Executive) 	SHBC Examiner Examiner SHBC SHBC (with QB) SHBC
Step 6 Referendum	<ul style="list-style-type: none"> Publicise forthcoming referendum (28 working days notice) Undertake referendum 	SHBC
Step 7 Make the Plan	<ul style="list-style-type: none"> Providing the Plan is compatible with EU obligations make the Plan part of the Surrey Heath Development Plan (Executive and Council) 	SHBC

Appendix 3: Glossary of Terms for Community Involvement

Throughout this document a number of abbreviations and specific terms have been used as follows:

AAP Area Action Plan.	A Development Plan Document Plan for a specific area, such as the Camberley Town Centre AAP.
Amenity Bodies	These are groups that operate within Surrey Heath such as local village societies, historic trusts, preservation societies, open space societies etc.
AMR Authorities Monitoring Report.	An annual report which includes an update of how Local Plan policies are being delivered.
BME's	Stands for Black and Minority Ethnic groups whose needs should be recognised and addressed
Citizens Panel	Local residents who have volunteered to provide information and input to the Council on issues and problems in the Borough and comments on proposed policies and documents.
DPD Development Plan Document.	The Town and Country Planning (Local Planning) (England) Regulations 2012 refers to these as the Local Plan. It is the main planning policy document produced by the Council and forms the statutory development plan for the area.
Focus Groups	These would be set up to discuss local issues or options for development and would comprise a cross section of individuals representing the local community
Key Stakeholders	These are the organisations whose input into the community or the issue being considered is particularly important. For example for health issues the local Clinical Commissioning Group would be a key stakeholder.
Large scale Major Developments	A large scale major development is one where the number of residential units to be constructed is 200 or more or where the floor space to be built is 10,000 square metres or more, or where the site area is 2 hectares or more. Where the number of residential units or floor area proposed to be constructed is not given in the application a site area of 4 hectares or more should be used as the definition of a major development.
LDD Local Development Document.	This is a document or documents prepared by a local planning authority individually or in cooperation with one or more other local planning authorities, which contains statements regarding : (i) the development and use of land which the local planning authority wish to encourage during any specified period; (ii) the allocation of sites for a particular type of development or use. The Local Plan Development Plan Document is a Local Development Document.

LDS Local Development Scheme.	The Local Development Scheme (LDS) sets out Surrey Heath Borough Council's programme for preparing future planning documents. It outlines what documents the Council will be working on and a timetable for the production of these documents.
Local Plan	A Local Plan document sets out the policies and site allocations which will form the basis for future land use planning and be used to determine planning applications. These documents are statutory documents accorded legal status under the Planning and Compulsory Purchase Act 2012.
Major Development	As defined in the Town and Country Planning (Development Management Procedure)(England) Order 2015 "major development" means development involving any one or more of the following— (a) the winning and working of minerals or the use of land for mineral-working deposits; (b) waste development; (c) the provision of dwellinghouses where— (i) the number of dwellinghouses to be provided is 10 or more; or (ii) the development is to be carried out on a site having an area of 0.5 hectares or more and it is not known whether the development falls within subparagraph (c)(i); (d) the provision of a building or buildings where the floor space to be created by the development is 1,000 square metres or more; or (e) development carried out on a site having an area of 1 hectare or more; "mining operations" means the winning and working of minerals in, on or under land, whether by surface or underground working.
Neighbourhood Forums	Groups set up to represent their neighbourhood input into the planning process who could meet regularly to discuss planning issues affecting the local area and provide an opportunity for community involvement. Such groups could be formed in response to a single issue or large scale planning application or meet regularly as a recognised community group involved with the Borough Council in planning matters.
Neighbourhood Plans	Prepared by communities to inform the planning of their local areas. Plans can be prepared by Town or Parish Councils or by Neighbourhood Forums. Once adopted they form part of the Development Plan for the Borough.
SA/SEA Sustainability Appraisal incorporating a Strategic Environmental Assessment.	A Sustainability Appraisal (SA) is a tool used to appraise planning policy documents in order to promote sustainable development. Social, environmental and economic aspects are all taken into consideration. Sustainability Appraisal (SA) is a compulsory requirement under the 2004 Planning and Compulsory Purchase Act and the 2001/42/EEC European Directive.

SCI Statement of Community Involvement.	The Statement of Community Involvement (SCI) sets out the Council's approach for involving the community in the preparation and revision of local development documents and planning applications.
SEA Strategic Environmental Assessment.	Strategic Environmental Assessment (SEA) is the process by which environmental considerations are required to be fully integrated into the preparation of plans and programmes. In plan making it is usually incorporated into the Sustainability Appraisal document.
SHBC Surrey Heath Borough Council.	Surrey Heath Borough Council is the Local Planning Authority.
Small scale Major Developments	A small scale major development is one where the number of residential units to be constructed is between 10 and 199 (inclusive) and where the floor space to be built is 1,000 square metres and up to 9,999 square metres or where the site area is 1 hectare and less than 2 hectares. Where the number of dwellings to be constructed or floor area proposed is not given in the application a site area of 0.5 hectare and less than 4 hectares should be used as the definition of a small scale major development.
SPD Supplementary Planning Document	These are documents that provide further information and additional detail to the policies within the Local Plan.
Stakeholders	Those organisations and individuals having a particular interest in an issue or proposal by virtue of residency, ownership, service provision or statutory responsibility etc.



Great Place • Great Community • Great Future

Statement of Consultation Statement of Community Involvement (SCI)

January 2020

Introduction

This statement sets out comments received and the Council's response to the Surrey Heath Borough Council's consultation on the updated Statement of Community Involvement.

The updated Statement of Community Involvement update was consulted on from Tuesday 5th November 2019 until Tuesday 17th December 2019.

Letters and e-mails were sent out to residents and organisations on the Council's Local Plan database, neighbouring authorities, Parish Councils and those Specific and General Consultation Bodies, and Local Equality Groups set out in Appendix 1 of the draft Statement of Community Involvement. The consultation was advertised on the front page of the Council's website, and the Council's social media platforms. The consultation was also accessible online at <https://consult.surreyheath.gov.uk/consult.ti/SHBCSCI>

In summary, the changes to the Statement of Community Involvement following consultation are as follows:

- Page 6, paragraph 1.8 – Add further bullet point: *“Members of the public who do not have access to, or the means to use the Internet.”*
- Page 9, Table 2 – Amend Table 2 column 2 row 1 to include the following statement: *“Make Local Plan documentation available to view as part of the consultation.”*
- Page 22, Appendix 1 – Add a footnote reference to The Town and Country Planning (Local Planning) (England) Regulations 2012 for Specific Consultation Bodies and General Consultation Bodies.
- Page 23, Appendix 1 – Amend title of Local Equality Groups Table to *“Local Equality Groups in Surrey Heath”*.
- Page 23, Appendix 1 – Amend Local Equality Groups Table to include a section for Gypsy and Traveller Groups. Include within this section the Surrey Gypsy and Traveller Communities Forum.
- Page 25, Appendix 3 – Add definition for Large Scale Major Development to Glossary of Terms for Community Involvement.
- Page 27, Appendix 3 – Add definition for Small Scale Major Development to Glossary of Terms for Community Involvement.

Responses to the Draft Statement of Community Involvement (SCI)

Respondent	Comment	Surrey Heath Borough Council's (SHBC) Response
Chobham Parish Council	<p>Thank you for inviting Chobham Parish Council's views on the above consultation. The Council very much believes in community engagement in the planning system and supports the aims of the statement.</p> <p>After reviewing the draft document, the Council would like to make the following observations and comments:</p> <ol style="list-style-type: none"> 1. As one of the principles of community involvement is identified as "increased focus on the priorities identified by the local community" (paragraph 1.5), the Parish Council wonders whether more could be done to ensure Surrey Heath Borough Council (SHBC) is aware of the priorities at a very local level in Chobham. The Parish Council would welcome any opportunity to explore this issue further. 2. Now that planning applications and planning policy documents are almost all published exclusively online, it is of great importance that there is no delay in their publication and that they are easily accessible 24/7, particularly during consultation periods. Online feedback forms should be user-friendly and not overly prescriptive or repetitive (e.g. not selecting from a set of pre-defined responses or forcing a response to every section of longer consultations). 3. As a key user of SHBC's online planning pages, the Parish Council feels it would have been appropriate to have been consulted at an early stage before the implementation of the new online system. It is felt that the lack of consultation was a missed opportunity to ensure that the new system would be set up to suit users' needs. The Council would appreciate 	<p>Noted. SHBC recognises the importance of appropriate partnership working with Parish Councils on local issues and encourages an ongoing dialogue.</p> <p>Noted. All public planning policy consultations will continue to be accessible on the Council's website and will be available throughout the full duration of the relevant consultation period. Planning applications will also remain accessible on the Council's website at all times (notwithstanding any temporary technical issues that are beyond the Council's control).</p> <p>Noted. The Council's consultation and planning application systems have been subject to procurement processes in accordance with the Council's guidelines.</p>

Respondent	Comment	Surrey Heath Borough Council's (SHBC) Response
	<p>being consulted on any future major changes which could affect its workflow.</p> <p>4. While it is understood that the Planning Authority cannot require developers to involve the local community, SHBC is in a position to help developers recognise the value and benefits of genuine engagement with the community from an early stage. There remains a perception that public engagement is a “tick box exercise” for developers and recent experiences in Chobham have done nothing to change that view.</p> <p>5. The Parish Council has previously written to the Borough Council regarding its concerns around changes to planning laws affecting High Streets. Since that letter, it appears there are even more widespread plans to extend permitted development rights. Community involvement cannot take place if changes are made at government level that remove the chance for occupiers, neighbours, local people and groups to have a say. The Parish Council urges the Borough Council to resist changes to legislation that undermine public involvement in the planning process.</p> <p>6. It is noted that the topics of appeals and enforcement do not appear to be covered in the document. The Parish Council suggests that as these are planning matters where the community has an interest, it may be appropriate for the Planning Authority to detail how it will involve the community and stakeholders in these areas.</p> <p>7. Chobham Parish Council previously discussed with SHBC the possibility of holding a public meeting regarding potential</p>	<p>Noted. Not within the scope of the SCI. The SCI is a document that sets out how the community will be involved in the various stages of plan making and in consulting on planning applications and preparation of neighbourhood plans in Surrey Heath.</p> <p>Noted. The Council endeavours to continue to respond to government consultations that are held in relation to any proposed changes to permitted development rights, as appropriate.</p> <p>The SCI explains to the community how and when they can be involved in the preparation of planning policy documents, the determination of planning applications, and neighbourhood planning. It is not within the scope of the SCI to set out community involvement in appeals or enforcement cases.</p> <p>Noted. The SCI sets out that applicants should submit a Statement of Community</p>

Respondent	Comment	Surrey Heath Borough Council's (SHBC) Response
	<p>re-development of the Fairoaks Airport site. SHBC advised that its preferred approach for such a meeting would be to listen to what the public have to say rather than give a prepared speech. The meeting did not end up taking place, but could have been a valuable way to involve the public at an early stage. The Planning Authority may wish to consider including a public meeting as part of its standard process when potential development is of a scale affecting large numbers of people within the Borough.</p> <p>8. The SCI draft document mentions petitions in relation to how many signatories are required to trigger public speaking at a Planning Applications Committee meeting, but does not seem to cover or sign post how the Council will respond to planning-related petitions themselves and what action can be expected.</p> <p>9. It is suggested that the "hard to reach" groups listed in paragraph 1.8 could include members of the public who are not online and/or not confident with technology.</p> <p>10. On a general note, it is felt that public confidence and trust in the planning system is vital to encouraging engagement. Upholding planning conditions, swift action to deal with breaches, equality and consistency of planning decisions,</p>	<p>Engagement, as required in the Surrey Heath Local Validation List and Guidance Document, 2014, where community engagement has been undertaken, or as a matter of course for applications involving 10 or more dwellings or 1000 sq. metres commercial increase.</p> <p>Noted. The Council has no set procedures for responding to petitions relating to planning application sites beyond those referenced in the SCI. Paragraph 5.7 of the SCI sets out, "<i>comments supporting or objecting to a proposal may be made by anyone regardless of whether they have received a letter or been individually notified.</i>" This could include any comments submitted as part of a petition or through a local group.</p> <p>Noted. Paragraph 1.8 of the SCI will be amended to contain an additional bullet stating:</p> <ul style="list-style-type: none"> • "<i>Members of the public who do not have access to, or the means to use the Internet.</i>" <p>Noted. The Council recognises the importance of community engagement.</p>

Respondent	Comment	Surrey Heath Borough Council's (SHBC) Response
	<p>evidence that views and comments have been taken into account, and many other factors play an important part in maintaining or restoring such confidence. I trust that the above feedback is useful and, as always, if the Council can provide any further information or clarification around the above points, please do not hesitate to contact me.</p>	
Historic England	<p>The consultation process detailed in the SCI should be adequate in meeting the requirements of the Local Development Regulations 2004. It will be important to ensure that stakeholder organisations with interests and responsibilities in the historic environment, at national and local levels, are fully involved throughout the consultation process. To this end, it is important to consult with both the Council's own conservation officer or team and local amenity societies. In terms of the general requirements of consultation in relation to the historic environment, I attach a Note on Consultation with the Heritage Sector and a list of national amenity bodies.</p>	Noted.
Natural England	<p>Natural England is a non-departmental public body. Our statutory purpose is to ensure that the natural environment is conserved, enhanced, and managed for the benefit of present and future generations, thereby contributing to sustainable development. We are supportive of the principle of meaningful and early engagement of the general community, community organisations and statutory bodies in local planning matters, both in terms of shaping policy and participating in the process of determining planning applications.</p> <p>We regret we are unable to comment, in detail, on individual Statements of Community Involvement but information on the planning service we offer, including advice on how to consult us, can be found at: https://www.gov.uk/protected-species-and-sites-how-to-review-planning-proposals.</p>	Noted.

Respondent	Comment	Surrey Heath Borough Council's (SHBC) Response
	We now ask that all planning consultations are sent electronically to the central hub for our planning and development advisory service at the following address: consultations@naturalengland.org.uk. This system enables us to deliver the most efficient and effective service to our customers	
Surrey County Council	Thank you for consulting Surrey County Council on the Surrey Heath Statement of Community Involvement. We do not have any comments to make.	Noted.
Waverley Borough Council	Thank you for giving Waverley Borough Council the opportunity to comment on the above consultation. We have concluded that we do not wish to comment on any specific issues. However we look forward to hearing from you regarding future consultations.	Noted.
Windlesham Parish Council	At a meeting of this Council held on Tuesday 26 th November, the draft Statement of Community Involvement was considered by Councillors and I am now submitting this representation on behalf of my Council. As a general comment, if the SCI is concerned with the promotion of effective public participation, then consideration should be given to the language that is very often used in consultations. It can often be difficult to understand without a background knowledge of the issues and therefore language and terminology that can be universally understood should be utilised. As a further general comment, consultation responses should allow "free dialogue" boxes, alongside specific and direct questions as	Noted. Consultations often contain technical material and references. Whilst every effort will be made to ensure that the documentation is accessible to as wide an audience as possible, there will be instances where the subject areas covered may contain information that requires some additional background reading in order to fully appreciate the subject matter. Noted. During Planning Policy consultations, general comments can be submitted in addition to comments that respond to

Respondent	Comment	Surrey Heath Borough Council's (SHBC) Response
	<p>this Council feels that very often those who respond are being led down certain routes to give a determined response.</p> <p>Finally, consultation material should be distributed as widely as possible and using as many channels as possible. The Council supports the SCI statements that Surrey Heath will explore how best to use digital technology but also want to emphasise that for some residents paper/hard copy formats will always be preferable. Although these are currently provided and sent to local libraries, the signposting for this is not always obvious and could be improved.</p> <p>With regard to planning applications specifically, the Parish Council acts a statutory consultee. There have been issues recently with the migration of data to a new system which has caused access problems and a great deal of difficulty trying to locate all the relevant documents for any given planning application. These issues will hopefully resolve as time goes on. However, the Parish Council Planning Committee have on a number of occasions found that applications have been determined before the 21 day deadline and therefore the Committee has been unable to make a comment due to the timings of committee meetings. The most recent example – planning application 19/2139/LLD – had an expiry date of 4th December. The Planning Committee meeting held on 3rd December would have allowed the committee to make a comment and for it to be submitted in time to be considered. However, the planning decision was made and posted online on 2nd December.</p> <p>The SCI document states that “no application will be determined within a 21-day period from the date on which notification letters are</p>	<p>specific questions. However, in order to encourage comments that are relevant to the consultation material, it is considered useful to include targeted questions located within specific topic areas.</p> <p>Noted. The Council would welcome suggestions for how the signposting for paper copies of consultation material available to residents could be improved.</p> <p>Noted. The Council has migrated its planning applications to a new system as the original software was significantly dated and not supported by its provider. During the transition period, some technical issues may be experienced whilst data is transferred onto the new system. However, this will be temporary and it is anticipated that normal service will resume as soon as possible.</p> <p>Under normal circumstances, consultation letters will be sent out well in advance of the</p>

Respondent	Comment	Surrey Heath Borough Council's (SHBC) Response
	<p>sent out.” These rules need to be consistently followed by planning officers, otherwise the inclusion of the statement in the SCI is misleading.</p>	<p>application’s expiry date, enabling the full 21-day period for responses to be received. Due to extenuating circumstances involving the migration of planning applications to a new system in late 2019, there is a short period where notifications may have been issued later in the application process, thus impacting the timescales for receiving comments. Where it appears that the Parish Council committee date and expiry of a planning application are in close proximity, Surrey Heath Borough Council would encourage Parish Councils to notify the relevant case officer of this potential conflict. In such instances, officers will work with the Parish Council to retrieve any comments on a planning application before it is determined.</p>
Mr D Chesneau	<p>The document is more 'reader-friendly' than its predecessor, and this is to be welcomed.</p> <p>I have three comments:</p> <ul style="list-style-type: none"> - Firstly, the concept of 'local representative groups' is rather flawed. Many of the organisations listed towards the end of the document have not been formed to represent anyone. For example, take the University of the Third Age (now formally renamed U3A). Arguably U3A is highly non-representative of local older people - demographically, financially and educationally. Its views may well be useful - but they may not be representative. 	<p>Noted. Amend wording in Appendix 1 to state, “<i>Local equality groups in Surrey Heath</i>”.</p>

Respondent	Comment	Surrey Heath Borough Council's (SHBC) Response
	<p>Also, it does not appear that there is any representative group of Travellers, even though reaching such people is a particular aim of the SCI.</p> <p>- Secondly, headings such as 'When will YOU be involved' are often inappropriate. They may not actually refer to any particular 'you'. Eg who is the 'you' in "Specific and general consultation bodies, identified by the Council as relevant to the context of the SPD, will be notified of the consultation prior to the publication of the document."? In reality, the document is largely a reference document (I trust that the council will use it!) not something to be read from start to finish. It would be better to refer to 'the community' rather than 'you'.</p> <p>- Thirdly, the draft mentions putting documents on the council website a number of times. This is a necessary, but fairly unambitious, way of communicating. Much wider use of the social media is essential to reach most residents these days. This needs to be highlighted, or the document will seem to be out-of-touch.</p>	<p>Noted. Amend Local Equality Groups Table in Appendix 1 of the SCI to include a section for Gypsy and Traveller Groups.</p> <p>Noted. The SCI will be published on the Council's website and available for members of the public and community groups to read. No change required.</p> <p>Noted. The SCI document includes reference to using social media as a means of communication at four reference points in Table 2 - Procedures and Methods for Public Involvement in Local Plans.</p>
Mr S Greenway	Ref. ESSO pipeline replacement. I fear the construction work site in Deepcut will generate an awful amount of traffic to service the scheme now other hubs have been removed. We are already subject to a large amount of extra construction traffic due to the development of the Princess Royal Barracks site which is on-going. Therefore I object to Deepcut being subjected to more construction traffic due to a new project. Please put it elsewhere. Thank you.	Noted. Not within the scope of this consultation on the SCI.
Ms C Kingsley	1. The Contents list: Page 17 is listed as containing Minor Developments, Smallscale Major Developments and Largescale Major Developments.	Noted. Amend SCI document to add definitions for Small Scale Major Development and Large Scale Major Development at Appendix 3: Glossary of Terms for Community Involvement.

Respondent	Comment	Surrey Heath Borough Council's (SHBC) Response
	<p>2. Page 17 Para 5.3 Major Developments does not mention Smallscale or Largescale, never mind explaining what these are! Please include clarification of how these are defined.</p> <p>3. Table 5 suggests measures for involving the public in different scale developments, but again does not specify what these are. This needs attention.</p> <p>4. For Local Plan consultations, perhaps mention of a recommended time scale for notification of the public would be good. 'In a timely manner' perhaps? The last Local Plan consultation was 'advertised' in Heathscene only a few days before the consultation ended. Public displays of information were few, were not publicised sufficiently and finished weeks before many people realised they were happening. If the Council is serious in wanting to involve the public in plan-making, a lot more needs to be done to communicate effectively with residents. Not everyone uses social media and the Council needs to consider this.</p>	<p>Table 5 of the SCI refers to the steps in preparing a Neighbourhood Plan. Table 6 refers to small scale major development and large scale major development. Amend SCI document to add definitions for Small Scale Major Development and Large Scale Major Development at Appendix 3: Glossary of Terms for Community Involvement.</p> <p>All Local Plan consultations will be advertised on the Council's website, social media platforms, and local libraries and parish council offices, prior to commencement of the consultation, in accordance with Table 2 of the SCI: Procedures and Methods for Public Involvement in Local Plans. Public exhibitions and drop-in events will also be publicised through these channels. Heathscene magazine is produced quarterly, and therefore due to possible conflicts in timetabling, it will not always be possible to include reference to a Local Plan Consultation within Heathscene, prior to its commencement. However, the Council will endeavour to provide information about upcoming Local Plan consultations within the Heathscene magazine wherever feasible. Further engagement techniques may also be</p>

Respondent	Comment	Surrey Heath Borough Council's (SHBC) Response
		employed by the Council, as set out at column 2 row 4 of Table 2 of the SCI.
Mr N Lennox	<p>It would be good to within this document define the levels of response that would indicate a positive consultation has been achieved. It is not acceptable to say that a document or policy has been “consulted on” merely because it has been through a process. If there has been very few responses further action should be taken to gain additional responses or to seek community involvement.</p> <p>A level of 5 - 10% of the impacted populations should be seen as a target response.</p> <p>As an example the recent consultation on the draft local plan was very poorly responded to as it was not well publicised or promoted and feedback was only passively sought. For a document that is as important as this active feedback needs to be sought and communities need to be engaged.</p>	<p>Noted. The Council will endeavour to publicise consultations on Local Plan documents with a range of outreach methods as outlined in Tables 1-4 of the SCI document. This complies with the Council's legal and statutory requirements for consultation. The methods of outreach include using social media, the Council's website, documentation in parish councils and libraries, and any further engagement techniques deemed appropriate.</p> <p>Whilst it is the Council's aim for consultations to reach as many members of the public, businesses and organisations as possible, the Council is not subject to target levels of response and can only encourage involvement in public consultations. Public participation in consultations is not mandatory, and it would therefore be ineffective to set specific response targets.</p> <p>All Local Plan consultations have been promoted in accordance with the engagement methods set out in the SCI at the time of that consultation. The Regulation 18 Local Plan 2018 consultation received 1,273 comments from 387 separate individuals or organisations.</p>

Respondent	Comment	Surrey Heath Borough Council's (SHBC) Response
Mr G O'Connell	<p>General: The SCI revised draft is rather mechanistic and not very user-friendly. It seems to provide a basic framework to meet the legal minimum rather than aspiring to best practice. The focus is more on allowing individuals and groups to comment rather than true engagement and involvement. There is a real opportunity here for SHBC to step up and be proactive in seeking meaningful inputs from across the community.</p> <p>Table 2: At the Issues & Options stage it states that the LPA may employ further engagement techniques. This is no mention under what circumstances and is too weak. At the very least it should state that the LPA will 'undertake workshops with key stakeholders and may subsequently employ further techniques (such as those cited) dependent upon the feedback from the workshops.</p> <p>A draft of the Local Plan should be available for comment. This is implied but is not explicit.</p> <p>Table 3: How you will be involved in the Draft SPD indicates a number of methods but none of them specifically relate to under-</p>	<p>Noted. Community engagement is a crucial element of the plan making process. The SCI sets out how the Council will involve the community in the preparation of the Surrey Heath Local Plan, the determination of planning applications and the preparation of neighbourhood plans. This includes contact and engagement through a range of methods. Efforts will also be made to involve hard to reach groups, as set out in the SCI.</p> <p>Noted. Examples of the further engagement techniques that may be employed are listed at column 2 row 4 of Table 2. This includes:</p> <ul style="list-style-type: none"> • Workshops for key stakeholders • Presentations to parish councils • Major articles in Council's Heathscene magazine to all households • Issue press release(s). <p>It is not possible to predetermine which additional engagement techniques are most appropriate to employ, as this will depend on the content of the specific Local Plan consultation.</p> <p>Noted. Amend Table 2 column 2 row 4 in the SCI to include the following wording: <i>"Make Local Plan documentation available to view as part of the consultation."</i></p> <p>Noted. The SCI references the consultation of general consultation bodies in Table 2:</p>

Respondent	Comment	Surrey Heath Borough Council's (SHBC) Response
	<p>represented groups. There is a real danger in practice that there will be continued (albeit unintended) exclusion of such groups.</p> <p>Table 4: Strategic Environmental Assessment / Sustainability Appraisal - this is a good example of focussing purely on the legal minimum. In view of the agreed Climate Crisis there needs to be more in this section. SHBC should commit to proactively engaging with the community in order to seek inputs and gain greater</p>	<p>Procedures and Methods for Public Involvement in Local Plans and Table 3: Procedures and Methods for Public Involvement in Supplementary Development Documents (SPD). General consultation bodies are set out in Appendix 1 of the SCI, and include:</p> <ul style="list-style-type: none"> a) voluntary bodies some or all of whose activities benefit any part of the local planning authority's area, b) bodies which represent the interests of different racial, ethnic or national groups in the local planning authority's area, c) bodies which represent the interests of different religious groups in the local planning authority's area, d) bodies which represent the interests of disabled persons in the local planning authority's area, e) bodies which represent the interests of persons carrying on business in the local planning authority's area (including the Council's Economic Development Team). <p>Noted. Table 4 outlines the procedures and methods for public involvement in preparation of evidence base documents supporting the Local Plan, including the Strategic Environmental Assessment/Sustainability Appraisal.</p>

Respondent	Comment	Surrey Heath Borough Council's (SHBC) Response
	<p>consensus on how the plan will contribute towards ever greater environmental protection and a zero carbon future.</p> <p>3.6: having 'an Officer Response to representations' is sensible and appropriate. However, such responses are often reflective of the internal, official perspective and can be seen by the public, rightly or wrongly, as lacking the challenge, dynamic insight and community voice. As second, independent assessment of the representations would help inform the executive and offer greater balance.</p> <p>5.21: This rightly states that the Council cannot require a developer to involve the local community. However, it could go on to say that the Council will conduct its own consultation in certain circumstances such as for large or controversial schemes and for areas where local views are crucial (eg certain S106 issues that are outside the area where the planning application has been advertised). Take the case of the planned traffic lights in Frimley Green. No notices were placed on the Green because the planning application location was in Deepcut. Consequently Frimley Green residents were not consulted or engaged on this issue which has led to a protracted battle that could have been averted if there had been proper consultation at the outset.</p>	<p>Therefore it is not appropriate to include specific reference to climate change within Table 4, in isolation of other evidence base topic areas. However, as part of the preparation of the Local Plan, the Council will be producing a climate change evidence base study. In turn, this will inform policy making in the Local Plan which will be subject to the consultation processes set out in the SCI.</p> <p>Noted. The Local Plan is a Council document. Therefore it is deemed most appropriate for the Council's Planning Policy officers to respond to representations made during consultations, and to provide recommendations to the Council's Executive Committee.</p> <p>Noted. No change. Paragraph 5.21 of the SCI refers to what developers are not required to do at pre-application stage specifically. Pre-application is a paid service provided by the Council for applications for potential future schemes in the Borough, and as stated in paragraph 5.16 of the SCI, are treated as confidential. It is therefore not within the Council's powers to consult on pre-application documentation submitted by developers. In addition, the release of material from the Council could prejudice the</p>

Respondent	Comment	Surrey Heath Borough Council's (SHBC) Response
	<p>Table 6: This states possible methods which is fine. However, it would be useful for there to be further explanation below this table to emphasise that these tools will be used to illicit local knowledge, legitimate concerns, constructive ideas and meaningful engagement rather than simply comments and views. The key here is not just about listing a set of tools but committing to using them in line with best practice to get high quality information and involvement.</p> <p>Appendix 1: General Consultation Bodies should include, explicitly, local bodies that represent residents. This is weakly implied but should be spelled out. If you want to include an example I'd suggest The Mytchett, Frimley Green & Deepcut Society.</p>	<p>Council's position as decision maker for any forthcoming planning application at the site.</p> <p>Noted. Table 6 provides an indication for how applicants can involve members of the public at pre-application stage. Paragraphs 5.17 and 5.18 of the SCI provide an overview of the possible approaches that applicants could take to community engagement. However, there are no specific requirements or policies for applicants or developers to involve the public at pre-application stage, as it is a voluntary part of the planning process, and is not mandatory. It is therefore not within the scope of the SCI to dictate how the methods in Table 5 should be used; rather it is at the applicant's discretion.</p> <p>Noted. The definition of General Consultation Bodies is defined in The Town and Country Planning (Local Planning) (England) Regulations 2012, which has been directly quoted in the SCI. Voluntary bodies are included within the definition. The Council has employed this definition, for consistency with national planning law. Appendix 1 of the SCI will be amended to add a footnote reference to The Town and Country Planning (Local Planning) (England) Regulations 2012.</p>
Ms J Sherrard-Smith	A lengthy, dry, formal document seeking community involvement! Make it easier to read, keep it simple.	Noted. Central government consultations are not within the scope of the SCI. It is a

Respondent	Comment	Surrey Heath Borough Council's (SHBC) Response
	<p>Exampe: RE: telecommunication masts, antennae and cell deployment to support 5G and extend coverage: What information do / did you share with the general public about the UK Government consultation on proposed reforms to permitted development rights to support the deployment of 5G and extend mobile coverage that ended on 4th Nov 2019.</p> <p>https://www.gov.uk/government/consultations/proposed-reforms-to-permitted-development-rights-to-support-the-deployment-of-5g-and-extend-mobile-coverage</p> <p>What information are you sharing with the public about 5G? 5G as a military grade pulsed microwave system / use of LED lights in lamposts / health & safety issues including non-ionising radiation sickness & electromagnetic sensitivity / insurance and liability / impact on climate crisis - removal of trees, increase in use of power by IOT / environmental impact including aesthetic impact, damage to wildlife / monitoring, evaluation and regulation of EMF's / etc Please ensure the public are kept informed about the roll-out of wi-fi & 5G technology.</p>	<p>requirement for the SCI to set out how the Council will involve the community in the preparation of the Surrey Heath Local Plan, the determination of planning applications and the preparation of neighbourhood plans.</p> <p>Where appropriate, Local Plan documents will include policies in relation to the implementation of 5G. Furthermore, the Council will seek to include policies in relation to loss of trees and climate change in the Local Plan. This will be consulted on in accordance with the methods set out in the SCI. It is not within the scope of the SCI to set out how information will be provided about central government consultations. However, efforts will be made by the Council to promote central government consultations that are relevant to Surrey Heath through the Council's media outlets.</p>

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Response to government’s consultation on the design and delivery of First Homes

Summary

This report sets out the Council’s response to the government’s First Homes Consultation, which began on Friday 7th February and ends on Friday 3rd April 2020.

The consultation proposes a new type of affordable housing called First Homes. It is proposed that First Homes will be subsidised market homes sold at the discounted rate of at least 30% held in perpetuity, meaning the same reduction must be applied when the original purchaser decides to sell. First Homes will be prioritised for first-time buyers, serving members and veterans of the Armed Forces, and key workers. The consultation states that delivery of First Homes is to be achieved either as a prescribed proportion of all units at new schemes of more than ten homes, or as a stipulated percentage of section 106 affordable housing secured through developer contributions. To ensure their delivery, the consultation proposes either amending planning policy or/and legislating the requirement for First Homes.

The Council’s letter of response to the First Homes consultation is included at Annex A.

Portfolio: Planning & People

Date Portfolio Holder signed off report: 26/02/2020

Wards Affected

All

Recommendation

The Executive is advised to RESOLVE that

- (i) the publication of the government’s First Homes consultation be noted; and
- (ii) the response set out in the letter at Annex A of this report be agreed as the Council’s formal response to the government’s First Homes Consultation.

1. Resource Implications

- 1.1 There are no resource implications beyond that provided for within the agreed budget for 2019/20.

2. Key Issues

- 2.1 The government is consulting on plans in introduce a new housing product called First Homes; a subsidised form of market housing for

sale with proposed discounts at a minimum 30% of market values. The consultation indicates that First Homes will be included in the National Planning Policy Framework's (NPPF) definition of affordable housing, replacing the existing category of discounted market homes, which currently includes homes available for a 20% discount from market values.

- 2.2 The consultation material covers information about the proposed level of discount for First Homes, eligibility for entrants to the First Homes scheme, how the scheme will be administered and delivered through changes to planning policy and/or legislation, and the proposed financing mechanism for First Homes.
- 2.3 Officers have considered the consultation material and have identified the key issues, from Surrey Heath's perspective.

Proposed level of discount and cap

- 2.4 The consultation asks what the minimum level of discount should be for First Homes. The Council's response initially sets out that land values in Surrey Heath are high, just like many other parts of the South East and across the nation, also drawing attention to evidence that suggests the premium attached to new build properties is often as high as 27% above established properties¹. We therefore strongly suggest a discounted rate of 40% or above would be more appropriate, to help ensure the target market for First Homes is able to afford the scheme. It is proposed that local authorities should be given the ability to set higher discounts than those set by government, which we support.
- 2.5 In our response, we raise concerns that developers may seek to artificially inflate the cost of First Homes to absorb their requisite discount, thus undermining the scheme and not assisting the target groups that the scheme seeks to help. To avoid this occurring, we suggest that First Homes properties should be independently valued based on the local market to prevent developers from uplifting asking prices. Our response also suggests that grant funding for the scheme should be made available by the government, to help ensure the discounts are achievable.
- 2.6 The consultation proposes introducing a defined price cap on the value of housing that is included under the First Homes scheme, to help ensure the scheme serves as a gateway to homeownership and is not misused to subsidise the purchase of exceptionally expensive property. The Council's response supports the introduction of a cap and suggests that regional caps rather than a nationally set cap would be the most appropriate approach, accounting for variations in property prices across the country. We advise that there is clear and transparent evidence for average house prices by region, which should be used to

¹ Mortgage Finance Gazette - New build price premiums hit 108% in parts of the UK: <https://www.mortgagefinancegazette.com/market-news/housing/new-build-price-premiums-hit-108-parts-uk-28-08-2019/>

inform the caps. We also support the government's proposal that local authorities should be able to impose their own caps in addition to the regional caps, to reflect their local housing market. This is because there can be significant variations in property prices within the regions.

Eligibility for entrants to the First Homes scheme

- 2.7 The consultation advises that local people will be prioritised for First Homes schemes, within each local authority. First Homes will therefore be made available for people with a local connection, in the first instance. The consultation asks whether local authorities are best placed to determine what the local connection restrictions are, and provides some examples of eligibility criteria including residency, family connections and place of work. We suggest that considerations for identifying a local connection are generally restricted to those specified, and it would therefore be logical for the government to set the criteria, to ensure consistency across the country. We suggest that it is then considered appropriate for local authorities to determine which combination of the nationally set criteria they will apply.
- 2.8 The Council's response expresses support that the First Homes scheme is broadened to key workers, and households in need of assistance to purchase their second home due, for example, to overcrowding. In addition, our response agrees that it is reasonable for serving members and recent veterans of the Armed Forces to be exempt from local eligibility criteria, as set out in the consultation. However, we ask for clarity from government in respect of the maximum length of time a veteran of the Armed Forces can have been retired from their post to qualify as a 'recent veteran' and accordingly meet the eligibility requirement. Our response advises that prior to the scheme's implementation, it must be determined how the allocation of First Homes dwellings to each of these groups should be prioritised.
- 2.9 A national cap is proposed for entrants to the First Homes scheme, based on household income levels. In our response, we agree that a cap is necessary, but do not expressly support a nationally set cap. Instead, we advise that caps should be reflective of local incomes, to ensure areas with higher land values and correspondingly higher incomes are not subject to the same cap as localities with lower house prices and incomes.

Changes to planning policy and/or legislation

- 2.10 The consultation asks whether it is most appropriate to deliver First Homes through changes to national planning policy and guidance, or through primary legislation supported by planning policy changes. In our response, we raise concerns about both of these approaches, but particularly the introduction of legislative requirements for First Homes without similar legislative requirements for other types of affordable housing. We explain that in areas such as Surrey Heath, house prices are well above the national average, and therefore even with First

Home scheme discounts, it would not be feasible for large sections of our local community to purchase discounted market housing. We emphasise that our housing need evidence tells us the greatest need in the Borough is for social rented and affordable rented accommodation.

- 2.11 Our response to this section of the consultation concludes that legislating or introducing a policy requirement at a national level for a set percentage of First Homes would circumvent local authorities from setting out policies requiring affordable housing types that best reflect the needs of their areas. We explain that the consequences of this are wide ranging and could include increased homelessness, declining housing conditions, and higher levels of poverty. Therefore, we advise that it should remain for local authorities to determine their local affordable housing needs, and categorise the types of affordable housing sought based on this locally determined evidence. We summarise that the delivery of First Homes should therefore be determined alongside other types of affordable housing, through local planning policies, informed by local evidence, and not specifically attributed greater weight in policy or legislation.

Financing First Homes

- 2.12 The consultation asks whether First Homes should be delivered either as a percentage of section 106 affordable housing through developer contributions, or as a percentage of all units delivered on suitable sites. The Council's response to this reflects our comments in response to the proposed changes to planning policy and legislation, stating that the suggested methods of implementation for First Homes could undermine the delivery of traditional affordable housing products such as social rented, affordable rented and shared ownership housing. We emphasise that should developer contributions or set percentages be required for First Homes, there will be a risk that the viability to deliver a range of affordable housing types would be compromised. On this basis, we recommend that percentage requirements should be set out for all types of affordable housing provision, and be locally set to reflect an area's specific housing needs.
- 2.13 Our response to the consultation explains that if the scheme is launched, developers may look toward the government for additional funding to help promote this type of housing to its target market, and to contribute financially to their discounted purchase price. We therefore emphasise that further consideration should also be given to how the discount for First Homes will be funded without detriment to other types of affordable housing.

First Homes and the Community Infrastructure Levy (CIL)

- 2.14 The consultation proposes to exempt First Homes from CIL, to help encourage their delivery. This could pose risks to the delivery of infrastructure to new communities in the Borough. In particular, it is widely suggested that one of the key reasons for local opposition to

development is the perceived lack of infrastructure to support new housing. Therefore, our response advises that it is important for a balance to be struck whereby First Homes and traditional affordable housing types can both be delivered, but also the necessary infrastructure for the new homes is funded and provided. We also cite the concerns that many communities have in respect of their perception that infrastructure is not delivered alongside new housing. Our response therefore suggests that a suitable compromise may be to provide a First Homes CIL discount, which would still allow infrastructure funding to be collected, but also provides relief from full CIL liability.

- 2.15 Finally, the consultation asks whether the government should take steps to prevent CIL rates being set at a level which would reduce the amount of affordable housing delivered through section 106 obligations. It is not fully clear what the consultation is suggesting here, or what its proposed measure seeks to achieve. Our interpretation is that government are suggesting CIL would be set nationally, rather than locally. If this is the case, and CIL levels are set and regulated nationally, this could restrict the delivery of new infrastructure in local authorities. Accordingly, our response advises that CIL should be determined locally, so that the rates set can take account of an area's land values and specific viability evidence. We also draw attention to recent government pledges to provide more infrastructure to mitigate the impacts of new residential development. Our response explains that a likely outcome of setting CIL nationally would be insufficient levels of infrastructure in many local authorities, and correspondingly, increased opposition to development from local communities.

3. Options

- 3.1 The options for the Executive to consider are:-

- (i) To **AGREE** the response to the First Homes Consultation, as set out in Annex A of this report.
- (ii) To **AGREE** the response to the First Homes Consultation, as set out in Annex A of this report with any additional comments which the Executive may wish to make.
- (iii) To **NOT AGREE** the response to the First Homes Consultation, as set out in Annex A of this report.

4. Proposals

- 4.1 It is proposed that Members agree to submit the letter of response attached at Annex A to the Ministry of Homes, Communities and Local Government as Surrey Heath Borough Council's formal response to the First Homes Consultation.

5. Supporting Information

- 5.1 The documentation that forms part of the First Homes Consultation is available at:
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/864265/First_Homes_consultation_document.pdf

6. Corporate Objectives And Key Priorities

- 6.1 Responding to the First Homes consultation supports the objectives for Place and People through ensuring that local housing need considerations for people in Surrey Heath are fully represented in our response to the Ministry of Housing, Communities and Local Government.

7. Policy Framework

- 7.1 The government’s consultation on the design and delivery of First Homes is a national consultation whose proposals apply to all local authorities within England.

8. Legal Issues

- 8.1 The First Homes consultation proposes to legislate that a set percentage of homes that are delivered must be First Homes. This would affect the types of homes that Surrey Heath Borough Council would be required to deliver, and could minimise the delivery of other types of affordable housing. The consultation also indicates amendments to the Community Infrastructure Levy (CIL) Regulations that would exempt First Homes from CIL and potentially set CIL rates at a nationally prescribed level.

9. Consultation

- 9.1 The Ministry of Housing, Communities and Local Government’s First Homes consultation commenced on 7th February 2020 and closes on 3rd April 2020.

Annexes	Annex A: Surrey Heath Borough Council’s letter of response to the First Homes Consultation
Background Papers	None
Author/Contact Details	Chris Kirk – Senior Planning Officer christopher.kirk@surreyheath.gov.uk
Head of Service	Jenny Rickard – Executive Head of Regulatory



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Home Ownership Division,
3rd Floor Fry Building,
2 Marsham Street,
London SW1P 4DF

17th March 2020

Dear Sir/Madam,

Design and Delivery of First Homes Consultation

Thank you for the opportunity to comment on your consultation on the design and delivery of First Homes. This letter is Surrey Heath Borough Council's formal response. This response addresses the questions within the consultation that the Council considers relevant for its plan making and decision taking purposes.

- Q1. a) *Do you agree with a minimum discount of 30% (but with local flexibility to set a higher one)?*
b) *If not, what should the minimum discount be?*
- i. 20%
 - ii. 40%
 - iii. *Other (please specify)*

A higher minimum discount for market housing above the existing discount of 20% in the NPPF Annex 2 definition of discounted market sales housing is essential in order for First Homes to be affordable for first time buyers and key workers. It is worth noting that there is already a premium attached to new build properties, with evidence to suggest that the cost of a new build is 27% higher than existing homes, in England¹. This indicates that a discount of 30% would pitch the price of First Homes at a similar level to established market housing. Taking this into account, it is strongly suggested that a discount of 40% or higher would be more appropriate to provide any notable assistance to the scheme's entrants.

The ability for local authorities to set higher discounts is welcomed. For areas with high property values such as Surrey Heath, this will be vital in certain parts of the Borough, to ensure the properties are affordable for first time buyers and other local people falling within the need

¹ Mortgage Finance Gazette - New build price premiums hit 108% in parts of the UK:
<https://www.mortgagefinancegazette.com/market-news/housing/new-build-price-premiums-hit-108-parts-uk-28-08-2019/>

bracket for discounted market housing. Moreover, the need for First Homes as discounted market housing should be assessed and taken account of alongside all other types of affordable housing needs within local areas, to ensure delivery of other types of affordable housing such as social and affordable rented is not stymied by the introduction of First Homes.

It can be expected that there will be resistance from developers to the level of discount offered, particularly if it is 40% or above. The government will therefore need to be clear whose responsibility it is to subsidise the discount for First Homes, and how their delivery should be achieved. A particular concern is that developers may seek to artificially inflate the prices of First Homes to absorb the requisite discount, thus undermining the aims and objectives of the project and fundamentally, not assisting those groups of people that the scheme seeks to help. It is therefore considered that a requirement should be introduced for First Homes properties to be independently valued based on the local market to prevent developers from uplifting their asking prices. It would also be beneficial for a proportion of grant funding to be centrally provided from the government toward First Homes, to help ensure their discounts are achievable, without impacting the delivery of other types of affordable housing.

Q2. a) Should we set a single, nationally defined price cap rather than centrally dictate local/regional price caps?

b) If yes, what is the appropriate level to set this price cap?

i. £600,000

ii. £550,000

iii. £500,000

iv. £450,000

v. Other (please specify)

It is considered that pricing by region would be more appropriate. See answer to Question 3 below.

Q3. a) If you disagree with a national price cap, should central Government set price caps which vary by region instead?

b) If price caps should be set by the Government, what is the best approach to these regional caps?

i. London and nationwide

ii. London, London surrounding local authorities, and nationwide

iii. Separate caps for each of the regions in England

iv. Separate caps for each county or metropolitan area

v. Other (please specify)

Regional price caps for the First Homes scheme are considered to be the most appropriate means for implementing an upper threshold for eligibility. It is often felt that schemes which introduce national caps provide the least benefit for the South East region, where values are well above the national average, but unlike London, the upper threshold for schemes in the region is rarely increased to take account of this. The introduction of regional price caps would take better account of variations throughout England. Whilst there will, of course, be a degree of variation in property values within a given region, this could be accounted for by enabling local authorities the flexibility to adjust the caps according to property prices in their area, as indicated in the consultation material.

It is not felt that the introduction of regional caps would appear centrally dictated to local areas, as implied at Question 2. This is because there is clear and transparent evidence for average house prices for different housing types and sizes by each region, which could be used to inform the level of the regional caps.

Q4. Do you agree that, within any central price caps, Local Authorities should be able to impose their own caps to reflect their local housing market?

It would be beneficial for price caps to be as reflective of local circumstances as possible. Whilst regional caps would provide a good benchmark and fall-back position for the caps, it would then be practical for additional flexibility in the level of caps to be provided at a local authority level, taking account of local variations in house prices. Whilst this should be evidence based, it need not be a complicated exercise to justify. Instead, the local caps can relate directly to ONS data or other local data as appropriate, for the average property prices within the given area.

Q5. Do you agree that Local Authorities are best placed to decide upon the detail of local connection restrictions on First Homes?

It is considered that there are limitations to how a local connection can be identified. These are generally restricted to residency, family connections and place of work. It would therefore be reasonable for the government to set the parameters of such criteria for determining local connections, to ensure consistency in what criteria can be applied across the country. From this, it is then considered appropriate for local authorities to determine which of the set criteria they will apply, or whether all criteria should apply, as relevant.

Q6. When should local connection restrictions fall away if a buyer for a First Home cannot be found?

- i. Less than 3 months*
- ii. 3 - 6 months*
- iii. Longer than 6 months*
- iv. Left to Local Authority discretion*

The importance that First Homes are for local people in the first instance is significant. A period of 12 months is considered to be most appropriate, to enable greater opportunity for local buyers to be found. Whilst local first time buyers should be given priority, it would be advantageous for local key workers, or people in need of assistance to purchase their second home due, for example, to overcrowding, to be offered eligibility to the First Homes scheme before it is made more widely available to people from outside the local area.

Q7. In which circumstances should the first-time buyer prioritisation be waived?

The inclusion of a percentage of First Homes on suitable sites, for key workers and constrained households that need assistance to purchase their second home due, for example, to overcrowding, would be beneficial to local people. These groups could be subject to the same local connection time restrictions as first time buyers.

Q8. a) Should there be a national income cap for purchasers of First Homes?

b) If yes, at what level should the cap be set?

c) Do you agree that Local Authorities should have the ability to consider people's income and assets when needed to target First Homes?

A cap on household income for eligibility to First Homes is necessary to help ensure that the scheme is not used by those on higher incomes to access cheaper housing unfairly over those who are in need of the scheme's assistance to purchase a property of their own. This should be reflective of local incomes. However, it should also be recognised that where the local connection restriction for First Homes within a local authority area falls away, there is a risk that people from higher income areas could take advantage of the scheme in areas that have lower income threshold requirements. The government will need to give consideration to how this can be prevented, to ensure that the purpose of First Homes remains to be only for those who need assistance to afford their own home. Evidence in Surrey Heath's draft Housing Need Assessment suggests an estimated household income of £60,200 is needed to buy a house in the Borough. Using similar evidence as a basis for determining the level of the cap by local authority area is considered to be a reasonable and sound approach.

Q9: Are there any other eligibility restrictions which should apply to the First Homes scheme?

Suitable household income level restrictions and local connection criteria are considered to be the key requirements for entry to the First Homes scheme.

*Q10. a) Are Local Authorities best placed to oversee that discounts on First Homes are offered in perpetuity?
b) If no, why?*

In the Surrey Heath area, the valuation and assessment of eligibility for affordable home ownership products is currently undertaken through Local HomeBuy agents. Local HomeBuy Agents signpost applicants to relevant affordable home ownership schemes in the area, administer the schemes, and guide entrants through the process of purchasing properties that are available through the relevant schemes. As the local authority, Surrey Heath Borough Council does not have involvement in these administration or allocations processes, to avoid duplication.

On account of the current administration processes in place, it is considered that HomeBuy Agents would be best placed to oversee the administration of First Homes, and ensure that First Homes discounts are offered in perpetuity. It would also be logical for First Homes to be identified through land charges searches and allocated to HomeBuy Agents accordingly.

Q11. How can First Homes and oversight of restrictive covenants be managed as part of Local Authorities' existing affordable homes administration service?

See answer to Question 10. The administration of the First Homes scheme and oversight of restrictive covenants should be undertaken by HomeBuy Agents, to ensure consistency with the approach taken to administering existing affordable home ownership schemes.

Q12. How could costs to Local Authorities be minimised?

See answers to Questions 10 and 11. The administration of the First Homes scheme should be undertaken by HomeBuy Agents, to ensure consistency with the approach taken to administering existing affordable home ownership schemes. It is understood that HomeBuy Agents are government funded, and as such the proposed replacement of existing affordable homeownership schemes with the First Homes scheme should not have significant additional cost implications for the government.

Q13. Do you agree that we should develop a standardised First Home model with local discretion in appropriate areas to support mortgage lending?

The need for a standardised model to support mortgage lending and encourage lenders to approve First Homes products at competitive rates is recognised. The details of the standardised model should be provided and ideally be subject to further consultation before it is agreed, to ensure input is sought for what the model would include and how it would operate.

Q14. Do you agree that it is appropriate to include a mortgage protection clause to provide additional assurance to lenders?

It is again recognised that lenders will need encouragement to provide mortgages for First Homes products as with any newly introduced scheme on the market, there can initially be some uncertainty. The proposed mortgage protection clause should help provide some assurance to lenders, and it is welcomed that the consultation advises, "*We will seek to ensure that this system cannot be abused.*" Details should be provided for how the government intend to prevent this clause from being misused for financial gain by lenders, or other interested parties. It will be necessary for the government to demonstrate how entrants to the First Homes scheme are protected from misuse of the clause to provide buyer confidence in the scheme.

Q15. For how long should people be able to move out of their First Home and let it out (so it is not their main or only residence) without seeking permission from the Local Authority?

- i. Never*
- ii. Up to 6 months*
- iii. 6- 12 months*
- iv. Up to 2 years*
- v. Longer than 2 years*
- vi. Other (please specify)*

A balance needs to be struck in respect of this matter. As suggested in the consultation material, it is vital that First Homes are not used as a subsidised investment opportunity, which would be of no benefit to local people, and in particular, those struggling to own their own home. However, home owners also have a right to be able to let out their property in times when circumstances require them to be away from their sole residence. On balance the limitation of up to two years to let out a First Home property seems reasonable. However, it must be ensured that this cannot take place on a recurring basis, as a loophole to the requirement. Therefore it would be necessary for the government to consider introducing a restriction that would prevent First Homes homeowners from re-letting their homes within a given time period following the termination of the previous tenant's occupancy.

Q16. Under what circumstances should households be able to move out of their First Home and let it for a longer time period? (Tick all that apply)

- i. Short job posting elsewhere*
- ii. Deployment elsewhere (Armed Forces)*
- iii. Relationship breakdown*
- iv. Redundancy*
- v. Caring for relative/friend*
- vi. Long-term travelling*
- vii. Other (please specify)*

It is considered reasonable that members of the Armed Forces should be able to move out of their First Homes residence and let it for longer than the 2 year period indicated in answer to Question 15, in circumstances where they are deployed elsewhere (50 miles or greater distance). Aside from this allowance, there are likely to be quite specific circumstances for First Homes homeowners choosing to move out of their homes, warranting the situation to be considered on a case by case basis.

Q17. Do you agree that serving members and recent veterans of the Armed Forces should be able to purchase a First Home in the location of their choice without having to meet local connections criteria?

It is reasonable that serving members and recent veterans of the Armed Forces should be able to purchase a First Home in the location of their choice without having to meet local connection criteria, particularly given that they often will have been required to relocate relatively frequently throughout the duration of their service. However, clarity will need to be provided by government in respect of the maximum length of time a veteran of the Armed Forces can have been retired from their post to qualify as a 'recent veteran' and accordingly meet eligibility for the First Homes scheme. Prior to the scheme's implementation, it must also be determined how the allocation of First Homes to first time buyers, key workers, servicing members and recent veterans of the Armed Forces, or any other relevant groups should be prioritised.

Q18. What is the appropriate length of time after leaving the Armed Forces for which veterans should be eligible for this exemption?

- i. 1 year*
- ii. 2 years*
- iii. 3-5 years*

iv. Longer than 5 years

The length of time for which veterans of the Armed Forces should be eligible for the First Homes exemption should be determined centrally and applied nationwide. It is not a decision that can be made by individual local authorities.

Q19. Are there any other ways we can support members of the Armed Forces and recent veterans in their ability to benefit from the First Homes scheme?

The ability for members of the Armed Forces and recent veterans not to have to fulfil eligibility criteria, and the freedom to let their own First Home properties during assignments more than 50 miles from their home without restrictions, are considered reasonable concessions in acknowledgment of their service.

Q20. Which mechanism is most appropriate to deliver First Homes?

- i. Planning policy through changes to the National Planning Policy Framework and guidance*
- ii. Primary legislation supported by planning policy changes*

The Council has concerns about both of the above approaches to the delivery First Homes, but in particular the introduction of legislative requirements specifically for First Homes, whilst not having similar legislative requirements for other types of affordable housing. For areas such as Surrey Heath, house prices are well above the national average, and therefore even with First Home scheme discounts, it would not be feasible for large sections of our local community to purchase discounted market housing.

Our housing need evidence tells us that the greatest need in the Borough is for social rented and affordable rented accommodation. It should remain for local authorities to determine their local affordable housing needs, and categorise the types of affordable housing sought based on the locally determined evidence accordingly. Legislating or introducing a policy requirement for a set percentage of First Homes at a national level would circumvent local authorities from setting out policies requiring affordable housing types that best reflect the housing needs of their areas. Consequences of this are wide ranging and could include increased homelessness, declining housing conditions, and higher levels of poverty. The delivery of First Homes should therefore be determined through local planning policies, informed by local evidence.

Q21. Which do you think is the most appropriate way to deliver First Homes?

- i. As a percentage of section 106 affordable housing through developer contributions*
- ii. As a percentage of all units delivered on suitable sites*

Implementing the delivery of First Homes through either Section 106 agreements or as a percentage of all units delivered on suitable sites over 10 units could undermine the delivery of traditional affordable housing products such as social rented, affordable rented and shared ownership housing. There is a risk that the viability to deliver a range of affordable housing types would be compromised, should developer contributions or set percentages against overall housing delivery be required for First Homes only. It is a requirement of to assess and meet the housing needs for a local area. Due to affordability, and a range of local incomes, there will inevitably always be a diverse range of housing needs that must be met. On this basis, percentage requirements should be set out for all types of affordable housing provision, and be locally set to reflect an area's specific housing needs.

Q22. What is the appropriate level of ambition for First Home delivery?

- i. 40% of section 106*
- ii. 60% of section 106*
- iii. 80% of section 106*
- iv. Other (please specify)*

Please see the above response to questions 20 and 21.

Q23. Do you agree with these proposals to amend the entry-level exception site policy to a more focused and ambitious First Homes exception site policy?

It is understood that entry-level exception sites, as referenced in the NPPF (2019) are to support the delivery of affordable housing (as defined in Annex 2 of the NPPF), for first time buyers within a local area. According to paragraph 71 of the Framework, the sites can be adjacent to settlements, but not located within specific protected areas of importance, as specified in footnote 34 of the NPPF, hence they are an exception to sequentially preferable sites and will not be allocated in the Local Plan.

The use of entry-level exception sites solely for First Homes is not supported by the Council. It is recognised that a proportion of First Homes could be included at the sites. Nevertheless, the purpose of an exception site is considered to be for the provision of affordable housing for local people, including first time buyers. First Homes will meet an element of affordable local needs, providing discounted market housing. However, local authorities determine local housing needs through locally derived evidence which sets out the range of affordable housing needs in the area. It is considered that entry-level exception sites should therefore provide affordable housing that reflects the range of needs identified, and should not be restricted exclusively to First Homes.

Q24. a) Do you think there are rare circumstances where Local Authorities should have the flexibility to pursue other forms of affordable housing on entry-level exception sites, because otherwise the site would be unviable?

b) If yes, what would be an appropriate approach for Local Authorities to demonstrate the need for flexibility to allow other forms of affordable housing on a specific entry-level exception site?

See answer to question 23. All exception sites including entry-level exception sites should be used to provide for affordable housing needs, as determined through a local authority's evidence base. This would help ensure an area's most significant housing needs can be prioritised and met. It is important to reiterate that the identified housing need for discounted market products in Surrey Heath is far lower than the identified housing need for social rented and affordable rented housing. To restrict entry-level exception sites to providing for First Homes except in rare circumstances, would therefore be contrary to providing for the greatest housing needs in our Borough, informed by our own evidence.

Q25. What more could the Government do to encourage the use of the existing rural exception site policy?

Rural exception sites should remain as exception sites that provide affordable housing in accordance with paragraph 145(f) of the NPPF (2019). As such, these sites should continue only to be delivered where there is a demonstrated need for affordable housing that cannot be met within the settlement area, and subject to requirements set out in policies in a Local Plan. A key benefit of rural exception sites is their ability to reflect the key types of housing need, and the range of affordable housing needs in the local community where they are delivered. It is important that this is not compromised through any changes to government policy.

Q26. What further steps could the Government take to boost First Home delivery?

The proportion of affordable housing that needs to be delivered as First Homes should be locally determined to ensure all affordable housing needs are met. However, to boost the delivery of First Homes specifically, it is considered the scheme could replace affordable housing types b) starter homes and c) discounted market sales housing in the definition for affordable housing at Annex 2 of the NPPF (2019). This would provide a greater emphasis on First Homes specifically as the sole type of discounted market housing product to meet this sub-category of affordable housing need. Further consideration should also be given to how the discount for the product could be funded, without detriment to other types of affordable housing.

Should there be significant future delivery of First Homes, developers are likely to look toward government for additional funding to help promote this type of housing to its target market, and to contribute financially to the discounted purchase price of First Homes.

Q27. Do you agree that the proposal to exempt First Homes from the Community Infrastructure Levy would increase the delivery of these homes?

It is important that a balance can be struck whereby First Homes and other types of affordable housing can be delivered in order to meet a local authority's housing needs, but also the necessary infrastructure for the new homes is implemented. This is particularly important, given that a key concern often raised by communities in opposition to new development is a lack of sufficient new infrastructure provided. Therefore, rather than exempting First Homes from CIL, a suitable compromise may be to provide a First Homes CIL discount, to enable the delivery of infrastructure that can sufficiently mitigate the impact of new development.

Q28. Do you think the Government should take steps to prevent Community Infrastructure Levy rates being set at a level which would reduce the level of affordable housing delivered through section 106 obligations?

It is not fully clear what the consultation is suggesting here in relation to nationally setting the level of CIL, or what this measure seeks to achieve. If the government takes steps to regulate the rates that a local authority can set their CIL, thus potentially restricting the delivery of new infrastructure, regard will need to be had to the impact this may have on communities where new development is delivered. In particular, regard should be had to the Government's press release² dated 4th June 2019 which stated,

"New rules which make the way housing developers stump up money for infrastructure simpler and more transparent are being brought in, the government confirmed today... They will not only make it simpler for communities to know what the money has been spent on, but also make it faster for councils to introduce the Community Infrastructure Levy in the first place – so areas can benefit from getting the infrastructure they need in good time."

CIL should remain to be determined locally, so that the rates set can take account of an area's land values and specific viability evidence. Setting the level of CIL nationally would inhibit such considerations from informing rates of CIL, and it would not be able to reflect local circumstances. A likely outcome of this would be insufficient levels of infrastructure being delivered in many local authorities, and correspondingly, increased opposition to development from local communities.

Q29. a) What equality impacts do you think the First Homes scheme will have on protected groups? b) What steps can the Government take through other programmes to minimise the impact on protected groups?

As mentioned earlier in this response, the implementation of First Homes as set out in the government's consultation is likely to impact the delivery of other types of affordable housing. The proposed requirement for a set percentage or proportion of First Homes to be delivered is not conducive to meeting locally identified affordable housing needs, which will vary from area to area. As previously stated, in areas with high property values such as Surrey Heath and much of the wider South East region, many local people will still not be able to afford to buy subsidised market housing, even with a First Homes discount. It is therefore important to stress again that our Borough's local housing need for social rented and affordable rented housing far outstrips the need for discounted market sales housing. Accordingly, it is felt that protected groups in Surrey Heath would be adversely affected by the mechanism for delivery of First Homes set out in this consultation.

² Press release - Communities to benefit from new housing infrastructure rules:

<https://www.gov.uk/government/news/communities-to-benefit-from-new-housing-infrastructure-rules>

The most practical way to minimise any negative impacts of the First Homes scheme to protected groups and others who are in need of affordable housing is to enable local authorities to use their own locally derived evidence to determine the required proportions for each type of affordable housing within their areas. This information should then continue to be used to inform local affordable housing policies that set requirements based on the identified needs.

Yours faithfully,

Planning Policy and Conservation
Surrey Heath Borough Council

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Business Rates Relief Schemes

Summary

To agree the March 2020 Budget amendments to the Retail Discount Scheme and Pub Discount Scheme from 1 April 2020 to support qualifying businesses in the Borough.

Portfolio – Finance

Wards Affected

All

Recommendation

The Executive is advised to RESOLVE that

- (i) amend the Local Discretionary Business Rates Retail Discount scheme percentage award to 100% from 1 April 2020;
- (ii) amend the Local Discretionary Business Rates Pub Discount scheme sum to be awarded to £5000 from 1 April 2020;
- (iii) approve the award of Small Business grant to eligible ratepayers for 2020/21 and
- (iv) the Executive Head of Finance in consultation with the Portfolio Holder for Finance be authorised to make changes to the schemes to ensure that the costs remain fully funded by Government and do not fall on the Council

1. Background and Key Issues

- 1.1 On 27 January 2020 the Government announced that it would provide a Business Rates Retail Discount and Business Rate Discount for public houses. For the year 2020/21.
- 1.2 Council approved the proposed schemes at the meeting dated 26 February 2020.
- 1.3 The value of the Retail Discount will be 50% of the 2020/21 rates bill for qualifying properties with a Rateable Value of less than £51,000.
- 1.4 The value of the business rate discount for public houses with a rateable value of less than £100,000 was £1000 in 2020/21.
- 1.5 The Chancellor announced changes to these two measures in his Budget on 11 March 2020 together with a new measure for Small Businesses receiving 100% occupied Business Rate Relief.
- 1.6 Central Government will fully reimburse Surrey Heath and Surrey County Council for the local share of the discretionary relief awarded using a grant under section 31 grant of the Local Government Act 2003.

- 1.7 Surrey Heath is free to set any criteria for reliefs they wish the Government has made it clear it will only reimburse Councils for the cost of these reliefs if the schemes meet set criteria. If a scheme does not meet these criteria then the cost of the scheme will fall on the Council.
- 1.8 The Retail Discount will be useful to support retailers in our town and village centres facing significant challenges due to changing customer behaviour.
- 1.9 The Pub Discount will go some way to recognising, in a small way, the important role that pubs play in our urban and rural communities.

2. Resource Implications

- 2.1 The Business Rates Relief Discount scheme and the Business Rates Pub Discount scheme are fully funded through the NNDR3 by Central Government provided the relief is awarded in line with the criteria set out in the guidance from Ministry of Housing, Communities and Local Government.
- 2.2 The Government has indicated that it will provided funding nationally of £2.2 billion to Local Authorities in respect of the Small Business grant funding of £3000 and provided New Burdens funding for the cost of implementing the scheme.
- 2.3 The Retail Discount scheme is aimed at helping retail premises in town (and village) centres.
- 2.4 The Government has announced that New Burdens funding will be provided to offset the costs of introducing the amendments to the current discount schemes and this funding will include covering the cost of re-billing the affect accounts. Annual bills were issued 10 March 2020.

3. Options

- 3.1 The Executive can accept, reject or amend the proposal. However if the proposal is amended this may have financial implications. In addition if a scheme is not introduced the Council will required to provide an explanation to Government.

4. Proposals

- 4.1 It proposed that the EXECUTIVE approve:
 - (i) The Local Discretionary Business Rates Retail Discount scheme be extended to 100% of the Business Rate liability for the period 01 April 2020 to 31 March 2021;
 - (ii) The Local Discretionary Business Rates Pubs Discount scheme award be increased to £5000 for the period 01 April 2020 to 31 March 2021;
 - (iii) The award of Small Business grant funding of £3000 to eligible ratepayers for 2020/21 and
 - (iv) That the Executive Head of Finance in consultation with the Portfolio Holder for Finance be authorised to make changes to the schemes to ensure that the costs remain fully funded by Government and do not fall on the Council;

5. Supporting Information

- 5.1 The Government has expanded to Retail Discount scheme to include hospitality and leisure properties, with a rateable value of less than £51,000 (such as museums, theatres, gyms and hotels).
- 5.2 Surrey Heath will identify any new qualifying properties and make an award in line with the current scheme guidance subject to State Aid rules.
- 5.3 Retail properties that will benefit from the 100% relief will be occupied hereditaments with a rateable value of less than £51,000, that are wholly or mainly being used as shops, restaurants, cafes, drinking establishments, cinemas, museums, theatres, gyms, hotels and live music venues in our town and village centres.
- 5.4 Eligible pubs to receive the £5,000 relief should be open to the general public, allow free entry other than when occasional entertainment is provided, allow drinking without requiring food to be consumed and permits drinks to be purchased at a bar and finally have a rateable value of less than £100,000.
- 5.5 Both reliefs are subject to State Aid limits.
- 5.6 The Government is to publish guidance to help Local Authorities implement to Small Business funding grant and Surrey Heath will follow that guidance when implementing the scheme to ensure reimbursement of the grants made.

6. Corporate Objectives And Key Priorities

- 6.1 To support and promote our local economy.

7. Risk Management

- 7.1 There is a risk that the scheme may cost more than the funding available however that has been mitigated as much as possible in the design of the scheme.
- 7.2 Failure to implement a scheme could be seen as not being supportive of local businesses.

8. Consultation

- 8.1 As no financial impact on Surrey County Council's share of the business rate income of this scheme no consultation undertaken.

9. PR And Marketing

- 9.1 The relief schemes are likely to be of considerable interest to local businesses.

10. Officer Comments

- 10.1 The introduction of these new reliefs before annual billing on 2020/21 will remove the necessity to issue of new bills to those businesses that benefit.

Annexes	A – 2020/21 Retail Discount (amended) B – 2020/21 Pub Discount (amended)
Background Papers	DCLG at www.gov.uk : Business Rates information Letter (03/2020)
Author/Contact Details	Robert Fox Revenues and Benefits Manager Robert.fox@surreyheath.gov.uk
Head of Service	Executive head of Finance



Surrey Heath Borough Council Business Rates Retail Discount Scheme 2020/21 (amended for March 2020 Budget)

About the Scheme

This scheme is intended to help retailers in our town and village centres urban centres cope with the challenges presented to them by changing consumer behaviour.

This document sets out the criteria to be used to determine properties eligible for the Business Rates Retail Discount Scheme. The scheme does not require new legislation and replaces from 1 April 2020 the current Retail Discount Scheme that offers a 33% reduction to eligible properties. Surrey Heath Borough Council's 2020/21 Business Rates Retail Discount Scheme mirrors the Guidance issued by Central Government.

The Council may review and amend the scheme and the amount of relief within each year to reflect any changing circumstances or advice from Central Government.

Introduction

The Government recognises the important role that retail businesses play in urban and rural centres. In the Budget on 11 March 2020 the Chancellor announced that it would extend the value of the Retail Discount from one third of the bill to 100% in 2020/21.

This relief will apply to occupied retail properties with a rateable value of less than £51,000 in the year 2020/21.

The Government expects local billing authorities to grant relief to all qualifying ratepayers.

No new legislation is required to deliver the scheme. Instead, Central Government will reimburse Surrey Heath Borough Council if we use our discretionary relief powers, under section 47 of the Local Government Finance Act 1988 to grant relief. Central Government will reimburse Surrey Heath using grants under section 31 of the Local Government Act 2003, provided our scheme is in accordance with Central Government guidance.

This document explains how the scheme will operate and the eligibility criteria that applies in Surrey Heath.

Eligibility criteria

Properties that will benefit from the relief will be occupied hereditaments with a rateable value of less than £51,000 that are wholly or mainly being used as shops, restaurants, cafes, drinking establishments, cinemas, live music venues and including cinemas, museums, theatres, gyms and hotels.

Surrey Heath consider shops, restaurants, cafes, drinking establishments, cinemas and live music venues to mean:

Hereditaments that are being used for the sale of goods to visiting members of the public:

- Shops (such as: florists, bakers, butchers, grocers, greengrocers, jewellers, stationers, off licences, chemists, newsagents, hardware stores, supermarkets, etc)
- Charity shops
- Opticians
- Post offices
- Furnishing shops/ display rooms (such as: carpet shops, double glazing, garage doors)
- Car/caravan show rooms
- Second hand car lots
- Markets
- Petrol stations
- Garden centres
- Art galleries (where art is for sale/hire)

Hereditaments that are being used for the provision of the following services to visiting members of the public:

- Hair and beauty services (such as: hair dressers, nail bars, beauty salons, tanning shops, etc)
- Shoe repairs/key cutting
- Travel agents
- Ticket offices e.g. for theatre
- Dry cleaners
- Launderettes
- PC/TV/domestic appliance repair
- Funeral directors
- Photo processing
- Tool hire
- Car hire

Hereditaments that are being used for the sale of food and/or drink to visiting members of the public:

- Restaurants
- Takeaways
- Cafes
- Sandwich shops
- Coffee shops

- Pubs
- Bars

Hereditaments which are being used as cinemas

Hereditaments that are being used as live music venues

Live music venues are hereditaments wholly or mainly used for the performance of live music for the purpose of entertaining an audience. Hereditaments cannot be considered a live music venue for the purpose of business rates relief where a venue is wholly or mainly used as a nightclub or a theatre, for the purposes of the Town and Country Planning (Use Classes) Order 1987 (as amended).

Hereditaments can be a live music venue even if used for other activities, but only if those other activities (i) are merely ancillary or incidental to the performance of live music (e.g. the sale/supply of alcohol to audience members) or (ii) do not affect the fact that the primary activity for the premises is the performance of live music (e.g. because those other activities are insufficiently regular or frequent, such as a polling station or a fortnightly community event).

There may be circumstances in which it is difficult to tell whether an activity is a performance of live music or, instead, the playing of recorded music.

Although we would expect this would be clear in most circumstances, guidance on this may be found in Chapter 16 of the statutory guidance issued in April 2018 under section 182 of the Licensing Act 2003.

To qualify for the relief the hereditament should be wholly or mainly being used as shops, restaurants, cafes, drinking establishments, cinemas and live music venues. In a similar way to other reliefs (such as charity relief), this is a test on use rather than occupation. Therefore, hereditaments which are occupied but not wholly or mainly used for the qualifying purpose will not qualify for the relief.

The lists of qualifying hereditaments set out above is not intended to be exhaustive as it would be impossible to list the many and varied retail uses that exist. There will also be mixed uses. However, it is intended to be a guide for authorities as to the types of uses that the Government considers for this purpose to be retail. Authorities should determine for themselves whether particular properties not listed are broadly similar in nature to those above and, if so, to consider them eligible for the relief. Conversely, properties that are not broadly similar in nature to those listed above should not be eligible for the relief.

The list below sets out the types of uses that Surrey Heath does not consider to be retail use for the purpose of this relief. Again, it is for local authorities to determine for themselves whether particular properties are broadly similar in nature to those below and, if so, to consider them not eligible for the relief under their local scheme.

Hereditaments that are being used for the provision of the following services to visiting members of the public:

- Financial services (e.g. banks, building societies, cash points, bureaux de change, payday lenders, betting shops, pawn brokers)
- Other services (e.g. estate agents, letting agents, employment agencies)
- Medical services (e.g. vets, dentists, doctors, osteopaths, chiropractors)
- Professional services (e.g. solicitors, accountants, insurance agents/

- financial advisers, tutors)
- Post office sorting offices

Hereditaments that are not reasonably accessible to visiting members of the public

Generally speaking, Surrey Heath also does not consider other assembly or leisure uses beyond those listed above to be retail uses for the purpose of the discount. For example, theatres and museums are outside the scope of the scheme, as are nightclubs and industrial hereditaments. Hereditaments used for sport or physical recreation (e.g. gyms) are also outside the scope of the discount. Where there is doubt, Surrey Heath Borough Council will exercise their discretion with reference to the above and the knowledge of their local tax base always bearing in mind the need to meet the spirit of the Government's intention to support retailers in town centres.

How much relief will be available?

The total amount of government-funded relief available for each property for 2020/21 under this scheme is 100% of the bill, after mandatory reliefs and, with the exception of the 2020/21 pubs discount, other discretionary reliefs funded by section 31 grants have been applied, excluding those where local authorities have used their discretionary relief powers introduced by the Localism Act which are not funded by section 31 grants. The 2020/21 pubs discount should be applied after the retail discount. There is no relief available under this scheme for properties with a rateable value of £51,000 or more.

The eligibility for the relief and the relief itself will be assessed and calculated on a daily basis. The following formula should be used to determine the amount of relief to be granted for a chargeable day for particular hereditament in the financial year 2020/21:

Amount of relief to be granted =

$$\frac{V}{1} \text{ where}$$

V is the daily charge for the hereditament for the chargeable day after the application of any mandatory relief and any other discretionary reliefs, excluding the pubs discount and those where local authorities have used their discretionary relief powers introduced by the Localism Act which are not funded by section 31 grants.

This should be calculated ignoring any prior year adjustments in liabilities which fall to be liable on the day.

Ratepayers that occupy more than one property will be entitled to relief for each of their eligible properties, subject to State Aid De Minimis limits.

Where relief has been found to have been awarded incorrectly or in error the relief will be removed and amended bills issued. If a change in circumstances that would affect the relief is not informed to the Council within 28 days the Council reserves the right to cancel all relief granted and refuse any further application.

Explanatory notes to the Retail Discount Scheme (these do not form part of the scheme)

Compensation Arrangements

Central Government will fully reimburse Surrey Heath Borough Council and Surrey County council for their local share of this discretionary relief. Surrey Heath has been asked provide an estimate of the likely total cost for providing the relief in a one-off estimate for 2020/21. Central Government will then provide payments for the local share of the cost of the estimated relief for 2020/21. The final cost will be calculated and reconciled following the submission of the NNDR3 for 2020/21

State Aid

State Aid law is the means by which the European Union regulates state funded support to businesses. Providing discretionary relief to ratepayers is likely to amount to State Aid. However, the Supporting Small Businesses relief scheme will be State Aid compliant where it is provided in accordance with the De Minimis Regulations (1407/2013).

The De Minimis Regulations allow an undertaking to receive up to €200,000 of De Minimis aid in a rolling three-year period (consisting of the current financial year and the two previous financial years).

Surrey Heath has familiarised itself with the terms of this State Aid exemption, in particular the types of undertaking that are excluded from receiving De Minimis aid (Article 1), the relevant definition of undertaking (Article 2(2))4 and the requirement to convert the aid into Euros.

Whilst the UK left the EU on 31 January 2020, the Withdrawal Agreement negotiated by the Government and the EU provides that during an implementation period State aid rules will continue to apply as now and will be subject to control by the EU Commission as at present. Local authorities should therefore continue to apply State aid rules, including De Minimis, to the relief during the implementation period.

Although it is unlikely that any business given this relief will exceed State Aid limits we will request ratepayers inform us if any award breaches State Aid limits.

Other Discretionary Reliefs reimbursed by s.31 grants

If a property is eligible for relief under other schemes for which s.31 grant is payable – for example, “new empty property” relief or the Supporting Small Business Scheme– Surrey Heath will first award relief under those schemes and claim s.31 grant funding in the normal way. Only having awarded relief under those schemes, and any mandatory relief such as Small Business Rate Relief will Surrey Heath then award additional relief in accordance with the Retail Relief Scheme.

MHCLG does not prescribe whether the separate local discretionary relief scheme is calculated before or after any other local scheme. However, MHCLG understands that authorities and software companies will follow the practice of applying this discretionary relief before the Pubs Relief.

Delegated Authority to Award Relief

Delegated to Executive Head of Finance, Revenues and Benefits Manager or any officer delegated by the Executive Head of Finance to award relief

Application Process

The scheme entitlement is established based on information already held within Surrey Heath Borough Council's Business Rates system. Therefore, awards will be applied automatically where entitlement is found. Ratepayers may request we review their account where no automatic award has been made.

Appeals Process

There is no statutory right of appeal against a decision regarding discretionary rate relief unless the decision is so unreasonable that no reasonable person could have reached it ('Wednesbury Rules').

However, the Council recognises that ratepayers should be entitled to have a discretionary decision reviewed if dissatisfied with the outcome. Only the ratepayer or authorised agent may appeal against the decision not to award relief or the level of relief awarded. Appeals must be made within four weeks of the notification of decision.

Appeals must be in writing specifying reasons why a decision should be amended and supported by relevant new or additional evidence.

An appeal will be deemed to be discontinued if further evidence requested from the ratepayer has not been received within two weeks of the request.

Appeals against decisions made under delegated authority by the Executive Head of Finance will be considered by the Head of Legal.



Surrey Heath Borough Council Pub Discount Scheme 2020/21 (Amended for March 2020 Budget)

About the Scheme

This scheme is intended to support pubs and is to be known as the 'Pubs Relief Scheme'.

This document sets out the criteria used to determine properties eligible for the 'Pubs Relief Scheme'. The scheme does not require new legislation and does not replace any other relief. Surrey Heath Borough Council's scheme essentially mirrors the Guidance issued by Central Government, but additionally refers to 'The Licensing Act 2003 (Consequential Amendment) (Non-Domestic Rating) (Public House in England) Order 2007' for the definition of a pub in deciding eligible properties.

The Council may review and amend the scheme and the amount of relief within each year to reflect any changing circumstances or advice from Central Government.

Introduction

The Government recognised the important role that pubs play in urban and rural communities across the country. In a written Ministerial Statement on 27 January 2020 the Financial Secretary to the Treasury announced a £5,000 business rate discount for public houses with a rateable value of up to £100,000 for one year from 1 April 2020.

The Government expects local billing authorities to grant relief to all qualifying ratepayers.

No new legislation is required to deliver the scheme. Instead, Central Government will reimburse Surrey Heath Borough Council if we use our discretionary relief powers, under section 47 of the Local Government Finance Act 1988 to grant relief. Central Government will reimburse Surrey Heath using grants under section 31 of the Local Government Act 2003, provided our scheme is in accordance with Central Government guidance.

This document explains how the scheme will operate and the eligibility criteria that applies in Surrey Heath.

Eligibility criteria

This section describes in principle the Pubs Relief Scheme. Surrey Heath Borough Council will use this section to determine eligibility for the relief. The scheme will be available to eligible occupied properties with a rateable value of less than £100,000. The majority of pubs are independently owned or managed and will not be part of chains. Where pubs are part of a chain, relief will be available for each eligible property in the chain, subject to meeting State Aid requirements.

There is no definitive description of a traditional pub or public house in law which could be readily used to determine eligibility. Surrey Heath will follow the Government's objective and adopt an approach that makes the design and eligibility of the scheme easy to implement in a clear and consistent way, is widely accepted by the industry and which is consistent with the Government's policy intention.

The Government's policy intention is that eligible pubs should:

- be open to the general public
- allow free entry other than when occasional entertainment is provided
- allow drinking without requiring food to be consumed
- permit drinks to be purchased at a bar.

In addition to determine eligibility Surrey Heath will refer to the definition of a pub as set out in the 'The Licensing Act 2003 (Consequential Amendment) (Non-Domestic Rating) (Public House in England) Order 2007' which states:

Public house means a property that meets the following conditions:

- a premises licence authorising the sale by retail of alcohol for consumption on the premises has effect;
- the premises are used principally for such sales to members of the public for consumption on the premises; and;
- the sales are not made subject to the condition that buyers reside at or consume food on the premises;

For clarity, Surrey Heath's (and the Government's) definition of a pub would exclude:

- restaurants
- cafes
- nightclubs
- hotels
- snack bars
- guesthouses
- boarding houses
- sporting venues
- music venues
- festival sites
- theatres
- museums
- exhibition halls
- cinemas
- concert halls
- casinos

This exclusions list is not intended to be exhaustive.

Where eligibility under the criteria is unclear Surrey Heath may also consider broader factors in our considerations – i.e., in meeting the stated intent of the scheme in that does it demonstrates the characteristics that would lead it to be classified as a pub, for example being owned and operated by a brewery. Additionally, we may also consider other methods of classification, such as the planning system and the use classes order to help decide whether a property is a pub or not. However, permission for a particular use class will not necessarily mean that the property meets the definition of a pub.

How much relief will be available?

The total amount of relief available for 2020/21 only under this scheme is up to £5,000 for each eligible occupied property. There is no relief available under this scheme for properties with a rateable value of £100,000 or more. Eligibility for the relief and the relief itself will be assessed and calculated on a daily basis.

Where relief has been found to have been awarded incorrectly or in error the relief will be removed and amended bills issued. If a change in circumstances that would affect the relief is not informed to the Council within 28 days the Council reserves the right to cancel all relief granted and refuse any further application.

Splits, mergers, and changes to existing hereditaments

The pubs discount will be applied on a day-to-day basis using the formula set out above. A new hereditament created as a result of a split or merger during the financial year, or where there is a change of use, should be considered afresh for the relief on that day.

Explanatory notes to the Pub Discount Scheme (these do not form part of the scheme)

Compensation Arrangements

Central Government will fully reimburse Surrey Heath Borough Council and Surrey County council for their local share of this discretionary relief. Surrey Heath has been asked provide an estimate of the likely total cost for providing the relief in a one-off estimate for 2020/21. Central Government will then provide payments for the local share of the cost of the estimated relief for 2020/21. The final cost will be calculated and reconciled following the submission of the NNDR3 for 2020/21

State Aid

State Aid law is the means by which the European Union regulates state funded support to businesses. Providing discretionary relief to ratepayers is likely to amount to State Aid. However, the Supporting Small Businesses relief scheme will be State Aid compliant where it is provided in accordance with the De Minimis Regulations (1407/2013).

The De Minimis Regulations allow an undertaking to receive up to €200,000 of De Minimis aid in a rolling three-year period (consisting of the current financial year and the two previous financial years).

Surrey Heath has familiarised itself with the terms of this State Aid exemption, in particular the types of undertaking that are excluded from receiving De Minimis aid (Article 1), the relevant definition of undertaking (Article 2(2))⁴ and the requirement to convert the aid into Euros.

Whilst the UK left the EU on 31 January 2020, the Withdrawal Agreement negotiated by the Government and the EU provides that during an implementation period State aid rules will continue to apply as now and will be subject to control by the EU Commission as at present. Local authorities should therefore continue to apply State aid rules, including De Minimis, to the relief during the implementation period.

Although it is unlikely that any business given this relief will exceed State Aid limits we will request ratepayers inform us if any award breaches State Aid limits.

Other Discretionary Reliefs reimbursed by s.31 grants

If a property is eligible for relief under other schemes for which s.31 grant is payable – for example, “new empty property” relief, Retail Discount or the Supporting Small Business Scheme– Surrey Heath will first award relief under those schemes and claim s.31 grant funding in the normal way. Only having awarded relief under those schemes, and any mandatory relief such as Small Business Rate Relief will Surrey Heath then award additional relief in accordance with the Pubs Relief Scheme.

MHCLG does not prescribe whether the separate local discretionary relief scheme is calculated before or after the Support for Pubs relief scheme. However, MHCLG understands that authorities and software companies will follow the practice of taking the Discretionary Relief before the Pubs Relief.

Delegated Authority to Award Relief

Delegated to Executive Head of Finance, Revenues and Benefits Manager or any officer delegated by the Executive Head of Finance to award relief

Application Process

The scheme entitlement is established based on information already held within Surrey Heath Borough Council's Business Rates system. Therefore, awards will be applied automatically where entitlement is found. Ratepayers may request we review their account where no automatic award has been made.

Appeals Process

There is no statutory right of appeal against a decision regarding discretionary rate relief unless the decision is so unreasonable that no reasonable person could have reached it ('Wednesbury Rules').

However, the Council recognises that ratepayers should be entitled to have a discretionary decision reviewed if dissatisfied with the outcome. Only the ratepayer or authorised agent may appeal against the decision not to award relief or the level of relief awarded. Appeals must be made within four weeks of the notification of decision.

Appeals must be in writing specifying reasons why a decision should be amended and supported by relevant new or additional evidence.

An appeal will be deemed to be discontinued if further evidence requested from the ratepayer has not been received within two weeks of the request.

Appeals against decisions made under delegated authority by the Executive Head of Finance will be considered by the Head of Legal.

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Write Off of Irrecoverable Revenues Bad Debts**Summary**

To approve the write-off of irrecoverable revenues bad debts over £1,500

Portfolio - Finance

Date signed off: 13 March 2020

WARDS AFFECTED

All

RECOMMENDATION

The Executive is asked to RESOLVE that bad debts totalling £33,227.50 in respect of Council Tax and £78,681.114 in respect of Non-Domestic Rates be approved for write off.

1. Resource Implications and Key Issues

- 1.1 Attached at Annex A is a schedule of bad debts for Council Tax and Business Rates, the individual amounts of which are greater than £1,500. Financial Regulation 26.1 requires that any bad debt in excess of £1,500 shall only be written-off with the approval of the Executive.
- 1.2 All of the debts have been subject to the relevant recovery action and tracing enquiries have been undertaken.
- 1.3 The Council's enforcement agents (bailiffs) have also been unable to recover the debts from any forwarding address obtained from the tracing undertaken and the debt is now considered irrecoverable.
- 1.4 In respect of the Council Tax a total of £62,806.47 is being requested to be written off in the current financial year with the cost being shared between all preceptors. This compares with £67,288.41 for 2018/19. This represents 0.039% of the total collectable.
- 1.5 £29,578.97 of Council Tax was written off in November 2019.
- 1.6 A further £33,227.50 of Council Tax is requested to be written off. The reasons for writing off £33,227.50 are given in the attached annex.
- 1.7 The continued collection of the Council Tax arrears has been achieved by the judicious use of all the recovery options made available to us by the Council Tax (Administration and Enforcement) Regulations. The recovery options available include making special payment arrangements, direct deduction from a debtor's wages or benefits and in cases where all other options are not available or have failed the use of Enforcement Agents.

- 1.8 In respect of business rates a total of £462,860.05 is being requested to be written off in the current financial year with the cost being shared between Central Government (50%), Surrey Heath (40%) and Surrey County Council (10%). The £462,860.05 represents 0.13% of the 2019/20 net collectable debit. Debts are only written off if the company is dissolved or in liquidation.
- 1.9 £384,178.94 of business rates was written off in November 2019.
- 1.10 A further £78,681.11 of business rates is requested to be written off. The reason for the write off requests are given in the attached annex.
- 1.11 We use all the legal methods available to us carefully to ensure that we maximise collection but allow viable businesses to continue trading.
- 1.12 In respect of Council Tax our in year collection rate was 5th nationally for 2018/19 and for Business Rates 12th nationally.

2. Options

- 2.1 The debts are now deemed to be irrecoverable and therefore should be written off. The only other option would be to leave them in the accounts which would show a false situation.

3. Proposals

- 3.1 It is proposed that the debts as set out in Annex A, having been deemed irrecoverable, be written off.

4. Supporting Information

- 4.1 Attached in Annex A is a listing of the individual debts for write-off showing the name of the debtor, year the debt arose, the reason for the write-off and the amount of the debt.

5. Legal Issues

- 5.1 In accordance with advice from the Information Commissioner's office personal details of debtors subject to write-off can only be made public if a full risk analysis as regards possible vulnerability has been undertaken. In all cases being recommended for write-off the authority holds insufficient information as to the debtor's circumstances e.g. age group or possible disability, to perform a proper risk assessment and therefore all cases should remain on the confidential part of the agenda.

6. Risk Management

- 6.1 As some of these debtors may be vulnerable, if any of their personal details were placed in the public domain the Council could be subject to legal action.

7. Human Rights

7.1 See Paragraph 6.1

8. Officer Comments

8.1 None in addition to the matters raised above.

Annexes	Annex A Council Tax Write-offs and NDR Write-offs
Background papers	None
Author/contact details	Robert Fox – Revenues and Benefits Manager robert.fox@surreyheath.gov.uk
Head of Service	Kelvin Menon – Executive Head of Finance Kelvin.menon@surreyheath.gov.uk

CONSULTATIONS, IMPLICATIONS AND ISSUES ADDRESSED

	Required	Consulted	Date
Resources			
Revenue	N/A		
Capital	N/A		
Human Resources	N/A		
Asset Management	N/A		
IT	N/A		
Other Issues			
Portfolio Holder	Yes		
Corporate Objectives & Key Priorities	N/A		
Policy Framework	N/A		
Legal	Yes		
Governance	N/A		
Sustainability	N/A		
Risk Management	N/A		
Equalities Impact Assessment	N/A		
Community Safety	N/A		
Human Rights	N/A		
Consultation	N/A		
P R & Marketing	N/A		

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Exclusion of Press And Public

Recommendation

The Executive is advised to RESOLVE that, under Section 100A(4) of the Local Government Act 1972 (as amended) and Regulation 5 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012, the public be excluded from the meeting for the following items of business on the ground that they involve the likely disclosure of exempt information as defined in the paragraphs of Part 1 of Schedule 12A of the Act, as set out below:

<u>Item</u>	<u>Paragraph(s)</u>
13 (part)	1&3
15	3
16	3
17	3
18	3

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