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Monday, 11 October 2021

To: The Members of the **EXECUTIVE**
(Councillors: Alan McClafferty (Chairman), Colin Dougan, Shaun Garrett,
Rebecca Jennings-Evans, David Mansfield, Adrian Page and Robin Perry)

Dear Councillor,

A meeting of the **EXECUTIVE** will be held at Surrey Heath House and
www.youtube.com/user/SurreyHeathBC on Tuesday, 19 October 2021 at 6.00 pm. The
agenda will be set out as below.

Please note that this meeting will be recorded.

Yours sincerely

Damian Roberts

Chief Executive

AGENDA

Pages

Part 1 (Public)

- | | | |
|----|------------------------------|-------|
| 1. | Apologies for Absence | - |
| 2. | Minutes | 3 - 4 |

To confirm and sign the minutes of the meeting held on 9 September
2021 (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.

- | | | |
|----|-----------------------------|---|
| 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. | Five Year Strategy 2022 -2027 | 5 - 74 |
| 6. | Bids received for funding from the Local Community Improvement Fund | 75 - 86 |
| 7. | Surrey County Council's Local Transport Plan 2022-2032 consultation | 87 - 100 |
| 8. | Urgent Action | 101 - 108 |
| 9. | Write Off of Irrecoverable Bad Debts | 109 - 116 |
| 10. | Exclusion of Press and Public | 117 - 118 |

**Part 2
(Exempt)**

- | | | |
|------------|---|------------------|
| 11. | Additional Camberley High Street Trees | 119 - 126 |
| 12. | Review of Exempt Items | 127 - 128 |

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 9
September 2021**

+ Cllr Alan McClafferty (Chairman)

- | | |
|-------------------------------|------------------------|
| - Cllr Colin Dougan | - Cllr David Mansfield |
| + Cllr Shaun Garrett | + Cllr Adrian Page |
| + Cllr Rebecca Jennings-Evans | + Cllr Robin Perry |

+ Present

- Apologies for absence presented

In Attendance: Cllr Graham Alleway, Cllr Cliff Betton, Cllr Sharon Galliford, Cllr Sashi Mylvaganam, Cllr Graham Tapper, Cllr Helen Whitcroft and Cllr Valerie White

45/E Minutes

The minutes of the meeting held on 17 August 2021 were confirmed and signed by the Chairman.

46/E Exclusion of Press and Public

In accordance with Regulation 4 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 Local Government Act 1972 as set out below:

Minute	Paragraph(s)
47/E	3
48/E	3

47/E Contract Award for the Night Stop project

The Executive was reminded that, at its meeting on 17 November 2020, it had agreed to purchase 151 Gordon Avenue, Camberley, for night stop accommodation. The Council had subsequently agreed at its meeting on 9 December 2020 that the capital works needed to the property would be funded from the Affordable Housing Reserve.

Members considered a report seeking authority to award a contract for the refurbishment of the property, which followed the outcome of a competitive tender process.

RESOLVED that a contract be awarded at the value identified in the agenda report to carry out refurbishment of the Council property,

151 Gordon Avenue to a specification suitable to provide emergency homeless accommodation within the borough.

Note: This item was considered in accordance with Regulation 11 - Case of Special Urgency. The decision was considered to be urgent and could not reasonably be deferred because of contractual requirements. The Chairman of the Performance & Finance Scrutiny Committee, Cllr Sashi Mylvaganam, had agreed that the making of the decision was urgent, could not reasonably be deferred and should be considered in the exempt part of the meeting.

48/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 be made public but the report remain exempt for the present time.

49/E Questions by Members

It was noted that the agenda had not included an item on questions by Members. However, in view of the cancellation of the meeting scheduled for 21 September 2021, the Leader undertook to discuss a matter on Community Infrastructure Levy raised by Councillor Graham Alleway outside the meeting. He also agreed to refer a question from Councillor Helen Whitcroft on the Garden Waste Scheme to the Environment & Health Portfolio Holder, Councillor David Mansfield.

Chairman

Five Year Strategy 2022 -2027

Summary

This report introduces Surrey Heath Borough Council's new Five Year Strategy for 2022-27. It also includes a report that summaries all the comments, issues and feedback received from the consultation that was undertaken with the public, businesses and partners. It provides an overview of the work of the cross-party Five Year Strategy Task & Finish group in steering the development of a new Five Year Strategy and the role of the Performance & Finance Scrutiny Committee.

Portfolio: Leader

Date Portfolio Holder signed off report: 8 October 2021

Wards Affected: All

Recommendation

The Executive is advised to RECOMMEND to Full Council that the new Five Year Strategy, as set out at Annex B to this report, be adopted and the final amendments to the content of the strategy be delegated to the Chief Executive in consultation with the Leader.

1. Key Issues

Background

- 1.1 The Five Year Strategy is the document that sets the Council's overall direction and ambition and is used to inform the annual work programme of the Council in its Annual Plan. Progress against the Annual Plan is reported bi-annually to Performance & Finance Scrutiny Committee, the Executive and Council.
- 1.2 The environment in which the Council operates has seen vast changes in recent years including a world-wide pandemic, Brexit, a climate emergency, economic recession, technological change and many other significant factors. Hence there is a clear need to ensure the Council's direction, focus and capacity reflects the needs, opportunities and aspirations across the whole of the borough and its residents going forward.
- 1.3 What was also made quite clear by Surrey Heath Borough Councillors at the outset of this work was the need to ensure that we consulted well with our residents, businesses and partners when developing this strategy.
- 1.4 This report sets out how the Council consulted on the development of the strategy and how it has produced the Five Year Strategy which is now being presented to the Executive asking for recommendation to Council for adoption.

Preparation

- 1.5 The Performance and Finance Scrutiny Committee received updates about the preparation of a new Five Year Strategy at its meetings on 17 March 2021 and 7 July 2021.
- 1.6 At the Executive on 25 May 2021, a cross-party Task & Finish group was appointed to input into and steer the development and production of the new strategy and the analysis of feedback received during the public and partner consultation exercise.
- 1.7 Two all-Member workshops to identify key issues for the strategy took place in June, and these workshops informed topics to be included in the public, business and partner consultation. Two partner workshops also took place, and positive feedback was received from partners that they appreciated and valued the collaborative approach that the Council was taking as a community leader to bring stakeholders together and engage partners at an early stage.
- 1.8 In considering all of the feedback at its meeting on 23 June, the Task & Finish Group proposed that the three overarching priorities for the Strategy should be **Environment, Health & Quality of Life and Economy**. These were reported to the Performance & Finance Scrutiny Committee on the 7 July 2021. **Effective and Responsive Council** was added at a subsequent meeting of the Task & Finish group and all the issues and objectives for the Strategy would then flow from these key areas.

2. Five Year Strategy Task & Finish Group

- 2.1 A cross-party Five Year Strategy Task & Finish Group was established by the Executive at its meeting in May 2021 to steer the development of the new strategy and the analysis of feedback received during the consultation. It was agreed that the Task & Finish Group would be politically proportionate with 3 Conservative and 4 non-Conservative members, including the Leader and 1 other Executive member. Following the Executive, nominations were invited from Group Leaders.
- 2.2 The Task & Finish Group comprised Cllr Alan McClafferty (Chairman), Cllr Sashi Mylvaganam (Vice-Chairman), Cllr Dan Adams, Cllr Graham Alleway, Cllr Peter Barnett, Cllr Cliff Betton and Cllr Robin Perry.
- 2.3 The Task & Finish Group has met six times on 23 June, 19 July, 2 August, 16 August, 25 August and 29 September: The Task & Finish Group has:
 - Ensured representation and input from different political groups and areas across the whole borough,
 - Identified ways of improving the response to the consultation, and endorsed the Council trying a variety of new approaches as part of the consultation, to be built on for the future,

- Ensured the views and needs of residents and businesses are reflected in the strategy, taking into account the all feedback from the consultation,
- Called for the targets set within the strategy to be comprehensive, ambitious and focus on delivery,
- Determined that the strategy should not only focus on those services that are the responsibility of Surrey Heath Borough Council to deliver, but also the issues that are important for the borough where the Council will lobby and influence partners on behalf of its residents.

3. Consultation Approach

- 3.1 Following early engagement with partners in June, the wider public, partner and business consultation was launched in July and closed on 27 August 2021. The consultation exercise was very positive, with growing interest and engagement through its duration.
- 3.2 The public consultation survey was available both online and in paper form. In addition, a shorter survey focusing on the three key questions (*‘What do you love about Surrey Heath’, ‘What needs improving in Surrey Heath’ and ‘Looking ahead over the next five years what would you like Surrey Heath to be known for?’*) was also made available to boost responses. An accessible version of the survey was also available.
- 3.3 Other methods of feedback were:
- Partner online survey
 - Business online survey
 - Social media comments from residents on SHBC posts about the consultation
 - Attending public events in different locations to promote the survey and have conversations with residents
 - Online public focus groups
- 3.4 The aim of the survey was to gather both quantitative and qualitative data in variety of methods, to find out what issues matter most to those who live and work in the borough, and their aspirations for the future of Surrey Heath. The decision was taken to follow this broader approach to consultation rather than publishing a draft survey and asking for feedback.
- 3.5 A significant promotion campaign of the consultation took place across many different channels using the **‘We’re all ears’** strapline emphasising that the Council is listening to residents and will act on the responses. Further details can be found in the Five Year Strategy Consultation Report – Annex A.

- 3.6 Details have been gathered during the exercise of residents who would be happy to take part in future consultations. This consultation and promotion has been the most significant that the Council has undertaken for a number of years, and officers are assessing what has worked well and what can be improved and built on for future consultations and engagements.
- 3.7 Strengthening the Council's ability to engage with residents, and also improving the perception of Surrey Heath Borough Council as a 'listening organisation' are important areas of work. Feeding back to those who have taken part the impact of their feedback and ensuring that the Council uses and acts upon the feedback received are critical elements of this.
- 3.8 The feedback received as part of the consultation will be shared widely with Surrey Heath Borough Council services and partners and used as proactively as possible. For example, officers are preparing a response to the Surrey County Council's consultation on a Local Transport Plan (to be reported to the October meeting of the Executive) and the feedback received as part of this consultation will form an important part of this response.

4. Consultation Responses

- 4.1 Following early engagement with partners in June, the wider public, partner and business consultation was launched in July and closed on 27 August 2021. The consultation exercise has been very positive, with growing interest and engagement through its duration.
- 4.2 The campaign reached thousands of people, with over 700 completed surveys received, in addition to significant feedback gathered via other means including social media and through more detailed conversations at public focus groups and local events.

Key headlines

4.3 Below is a summary of some of the quantitative data gathered from the survey.

Top-ranked important issues



Figure 2 - Top 5 issues by % of respondents rating them as 'very important' – source: long public survey responses



Figure 3 – top ranked issues by importance under different themes (Environment, Health & Quality of Life, Economy) – source long public survey responses

4.4 The survey included several 'free text' questions, and many respondents have taken the time to provide full responses to these which have been categorised under a 'coding framework' (a method recommended by The Consultation Institute) to allow recurring themes and points to be easily identified and reported to ensure all issues raised have been considered and included in the strategy.

4.5 The headlines from the survey are set out below and a report is attached setting out in more detail the feedback. All these areas have been included within the strategy:

- When asked ‘*What do you love about Surrey Heath?*’ – over half of the respondents mentioned some aspect of green space or open spaces or access to countryside or the rural feel of the area.
- Many people mentioned their communities and people in Surrey Heath as something they loved about the borough.
- ‘*Keeping the borough a safe place to live*’ was the issue with the highest proportion of respondents saying it was ‘*very important*’.
- Surrey Heath’s location and transport links were written about both positively and negatively.
- 37% of respondents mentioned roads (including pot holes) / traffic or congestion in their response to “*What needs improving in Surrey Heath*”.
- Cycle routes were mentioned by a number of residents as an area to improve and increase across the borough.
- Many people made reference to different local amenities and services as something they loved about Surrey Heath, often specifically referring to how easy these were to access.
- A large number of people wrote specifically about the key role of Camberley town centre and that village/smaller centres needed improving.
- A number of respondents raised issues around parking – this included how others parked inconsiderately, blocking pavements and roads.
- ‘Levels of development’ was the 4th biggest issue raised by respondents saying it was ‘very important’.
- A number of residents mentioned the affordability of housing and cost of living in the area as a challenge and the need for more affordable and affordable rented housing in the borough.

4.6 Some of the issues raised by residents are not something that the Borough Council can deliver on its own, but these issues are still included in the strategy as areas that the Council will lobby and influence partners on behalf of its residents.

4.7 Below is a breakdown of respondents to the residents survey by location:

Location	Count
Ash	5
Ash Vale	14
Bagshot	40
Bisley	22
Camberley	91
Camberley	10
Old Dean	8
Camberley	8
Parkside	8
Camberley	14
St. Michael's	9
Camberley	9
St. Paul's	8
Camberley	8
Town	8
Camberley	2
Waterhearts	80
Camberley	8
Yorktown	8
Chobham	8
Deepcut	35
Frimley	23
Frimley	23
Green	32
Heathside	64
Lightwater	26
Mytheth	76
West End	57
Windsorham	22
No Answer / Out of Borough	22

5. The Five Year Strategy 2022 - 2027

- 5.1 The Five Year Strategy themes, aims and objectives is attached at Annex B.
- 5.2 The strategy has been guided and developed by the Five Year Strategy Task & Finish Group and reflects feedback from the all Member and partner workshops in June, agreed priorities of the Council such as poverty and climate change, together with the feedback from the public, partner and business consultation. Efforts have been made to link targets with existing policies and work with key partners, and also distinguish between those which the Council can deliver or facilitate, and those aspirations where the Council, as community leader, will lobby and seek to influence outcomes on behalf of residents.
- 5.3 An evidence base showcasing key facts about Surrey Heath, its unique story, strengths and challenges has been gathered, shared as part of the introduction to the consultation and is a key driver of the final strategy.
- 5.4 The Performance and Finance Scrutiny Committee received the draft strategy on 8th September where valuable feedback was received and this was fed into the final strategy through the task and finish group.
- 5.5 The final published Five Year strategy will also include a section on the financial position of the council, the forward, data about the Borough, how the strategy will be monitored & progressed and contact details.
- 5.6 After the Executive have considered the strategy and made any final amendments it will be presented to Council on 27 October 2021 for final adoption.

6. Resource Implications

- 6.1 Mostly officer time, with some additional costs for paid social media adverts and printing from existing budgets. The Medium Term Financial Strategy will be prepared alongside the Five Year Strategy and reflect the priorities in it.
- 6.2 In the preparation of the new Five Year Strategy, the Council will need to have regard to the funding available, and ensure that the aspirations set out reflect this.

7. Options

- 7.1 The options for the Executive to consider are:-
 - (i) To AGREE the Five Year Strategy 2022-2027 as set out in Annex B of this report be recommended to Council for adoption.

(ii) To AGREE the Five Year Strategy 2022-2027 as set out in Annex B of this report be recommended to Council for adoption with any additional comments which the Executive may wish to make.

(iii) To NOT AGREE the Five Year Strategy 2022-2027 as set out in Annex B of this report be recommended to Council for adoption

8. Proposals

8.1 It is proposed that the Five Year Strategy 2022 -2027 be sent to Council for adoption on 27th October 2021.

9. Supporting Information

9.1 None

10. Corporate Objectives And Key Priorities

10.1 The Five Year Strategy will set out the Council's corporate objectives and key priorities for the next 5 years.

11. Policy Framework

11.1 The Five Year Strategy will set the overarching policy for the Council

12. Legal Issues

12.1 None

13. Governance

13.1 The required governance considerations have been taken into account.

14. Risk Management

14.1 The strategy itself has no risk attached to it but all individual projects will be appropriately risk assessed and will be reported through the council's performance monitoring process at Performance & Finance Scrutiny Committee, the Executive and Council.

15. Equalities Impact

15.1 An equalities impact assessment has been completed on the consultation undertaken to engage the borough's residents, partners and businesses.

15.2 All individual projects/actions included in the Five Year Strategy will complete an equalities impact assessment as part of the reporting process.

16. Human Rights

- 16.1 Nothing specifically identified but this will be considered when the actions / project within the strategy are undertaken.

17. Environmental Impact

- 17.1 The Five year strategy very clearly sets out the Council's ambition regards climate change and associated work of the Climate Change Action Plan.

18. Consultation

- 18.1 A full consultation process was undertaken to inform the Council of the content of the Five Year Strategy – A report is attached setting out the full detail at Annex A Five Year Strategy Consultation Report.

19. PR And Marketing

- 19.1 The promotion and marketing of the Five Year Strategy consultation is set out in the attached report see Annex A Five Year Strategy Consultation Report.
- 19.2 The completed Five Year Strategy will be promoted through all the sources used for the consultation and the strategy itself will detail how you can monitor the progress of the strategy.

20. Officer Comments

- 20.1 This has been very much a team effort with input from teams all across the Council. A lot has been learnt from the public consultation which has already been shared with services across the Council. We will continue to look at how to further improve our engagement but feel that from the guidance of the Councillor Task & Finish Group a Five Year Strategy has been developed where resident, partner & business issues are at the heart of it.

Annexes	Annex A – Five Year Strategy Consultation Report Annex B – Five Year Strategy 2022 -2027
Background Papers	
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Surrey Heath Borough Council

Five Year Strategy

Consultation 2021



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Introduction and background

Surrey Heath Borough Council needed a new Five Year Strategy to set the direction and priorities of the Council and the borough. The former strategy had been agreed in 2016. Since then the borough, its communities and the Council itself have experienced significant changes – not least the impact of the Covid-19 pandemic. This includes an increasing emphasis on climate change, supporting poverty and a focus on villages and rural communities alongside the ambitious Camberley town centre regeneration programme.

What was also made quite clear by Surrey Heath Borough Councillors at the outset of this work was the need to ensure that the Council consulted well with residents, businesses and partners when developing the strategy. A comprehensive consultation exercise was planned with local residents, business and organisations to understand and listen to what is important in making Surrey Heath an even better place to live and work.

Methodology

Preparatory work

It was agreed that it was important that a new Strategy should be grounded in data, so an evidence base showcasing key facts about Surrey Heath, its unique story, strengths and challenges was gathered and was a key driver of the emerging strategy.

In May 2021, the Council set up a 'Task & Finish Group' of seven Councillors from different political parties and representing different wards across the borough. The role of the group was to review the arrangements for the public consultation, analyse feedback received during the consultation and steer the development of the new strategy. The group met, with Council officers, on 23 June 2021, 19 July 2021, 2 August 2021, 16 August 2021, 25 August 2021 and 29 September 2021.

This evidence base was also used at two workshops with Councillors and two workshops with key partners that took place in June 2021 to discuss important issues and needs in Surrey Heath. These workshops informed topics to be included in the public, business and partner consultation. Positive feedback was received from partners that they appreciated and valued the collaborative approach that the Council was taking as a community leader to bring stakeholders together and engage partners at an early state.



At an early stage, and throughout the process, the Council has followed best practice guidance and training from [The Consultation Institute](#) in designing, analysing and reporting the consultation.



Consultation approach

Following early engagement with partners in June, the wider public, partner and business consultation was launched in July and closed on 27 August 2021. The consultation exercise was very positive, with growing interest and engagement through its duration.

The aim of the survey was to find out what issues matter most to those who live and work in the borough, and their aspirations for the future of Surrey Heath. Both quantitative and qualitative data was gathered in variety of methods, The decision was taken to follow this broader approach to consultation rather than publishing a draft strategy and asking for feedback, so that views expressed could shape the emerging strategy as it was being prepared. Also, the Council was happy to receive feedback by a variety of forms, including social media comments, to make it easier for people to give their views.

The Council wanted to hear residents' views about the issues and services that were important to them in the borough including things that needed improving. This includes service areas and activities that are not within a borough Council's direct control, for example roads and highways, rail and bus services, health provision and national housing targets. The Council is therefore committed to work collaboratively with partners and other agencies to represent the concerns and aspirations of local residents and in playing a full part in helping achieve better outcomes for the borough and its residents. The Five Year Strategy therefore includes specific targets for the Council where it will represent the interests of local residents, including lobbying and advocating on their behalf, on the issues that matter most to them.

The public consultation survey is attached at Annexe A, which was available both online and in paper form. In addition, a shorter survey focusing on the three key questions (*'What do you love about Surrey Heath', 'What needs improving in Surrey Heath' and 'Looking ahead over the next five years what would you like Surrey Heath to be known for?'*) was also made available to boost responses. An accessible version of the survey was also available.

Other methods of feedback were:

- Partner online survey
- Business online survey
- Social media comments from residents on SHBC posts about the consultation



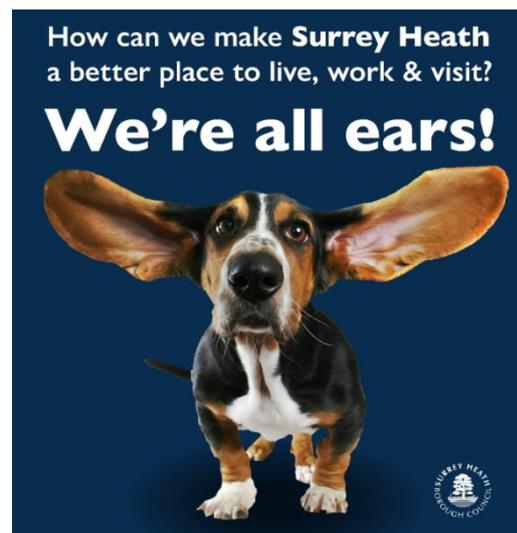
- Attending public events to promote the survey and have conversations with residents
- Online public focus groups

A significant promotion campaign of the consultation took place across many different channels using the 'We're all ears' strapline emphasising that the Council is listening to residents and will act on the responses. This consultation and promotion has been the most significant and wide reaching in recent years.



Promotion of the public consultation included:

- Significant promotion of the consultation on social media channels (Facebook, Twitter, NextDoor, LinkedIn) – the *initial* 'boosted' Facebook post targeted at local people aged 18+ reached more than 16,000 people.
- Targeted posts on Instagram aimed at local 18-30 year olds to try to reach the younger demographic.
- Promotion of the survey via the Surrey Heath Youth Council
- Article about the consultation signposting to both online and paper versions delivered to all households in the July edition of Heathscene
- Hard copies available in the Contact Centre.
- Contact Centre staff encouraged those calling to complete the survey and completed the short survey over the phone with residents when capacity allowed.
- Email signature templates promoting the survey for staff and councillors
- Hard copies distributed via the Meals at Home service
- Promoted via posters on the Borough Boards, and smaller posters distributed with scannable QR codes
- All Councillors provided with posters and surveys
- Stands at 'Celebrate Camberley' the Camberley Car Show, Windlesham Fete and a Business Improvement District Business Breakfast.
- Asking partners to promote to clients / users
- Contacting residents associations and neighbourhood watch schemes to share the survey
- Trial promoting the survey via Whatsapp messages being circulated organically by Councillors and local staff who volunteered to take part



- Promoted via homepage of the SHBC website with link to details about the consultation and surveys
- Specific promotion of the business version of the survey on LinkedIn, Facebook, Twitter, biz e-newsletter, via business associations, on SHBC website and on the 'Business in Surrey Heath' website.

Results and analysis

The campaign reached thousands of people, and over 700 completed surveys were received. In addition feedback was gathered via other means including social media and through more detailed conversations at public focus groups and local events.

Through out the consultation there was a positive level of engagement from residents and a high number of people took the time to share their views. The number of responses compares positively with similar exercises and gives a high level of confidence in the results of the survey.

The majority of data collected through the consultation was quantitative – written answers to questions such as *'What do you love about Surrey Heath?'*, *'What needs improving in Surrey Heath?'* Respondents took the time to give detailed and full answers to these questions, and so the Council invested significant resource in making sure every answer was reviewed and categorised under a 'coding framework' (a method recommended by The Consultation Institute) to allow recurring themes and points to be easily identified and reported.

Who responded?



Figure 1- location of respondents to resident survey



People gave feedback from all areas of the borough – the survey was open to anyone who wanted to respond. The table above shows the number responding from different locations across the borough to the resident surveys. Partners and businesses from across the borough also responded.

70% of residents who filled in the public surveys were happy to share demographic information about themselves, and this is in Annexe B.



Consultation Findings

Top-ranked important issues

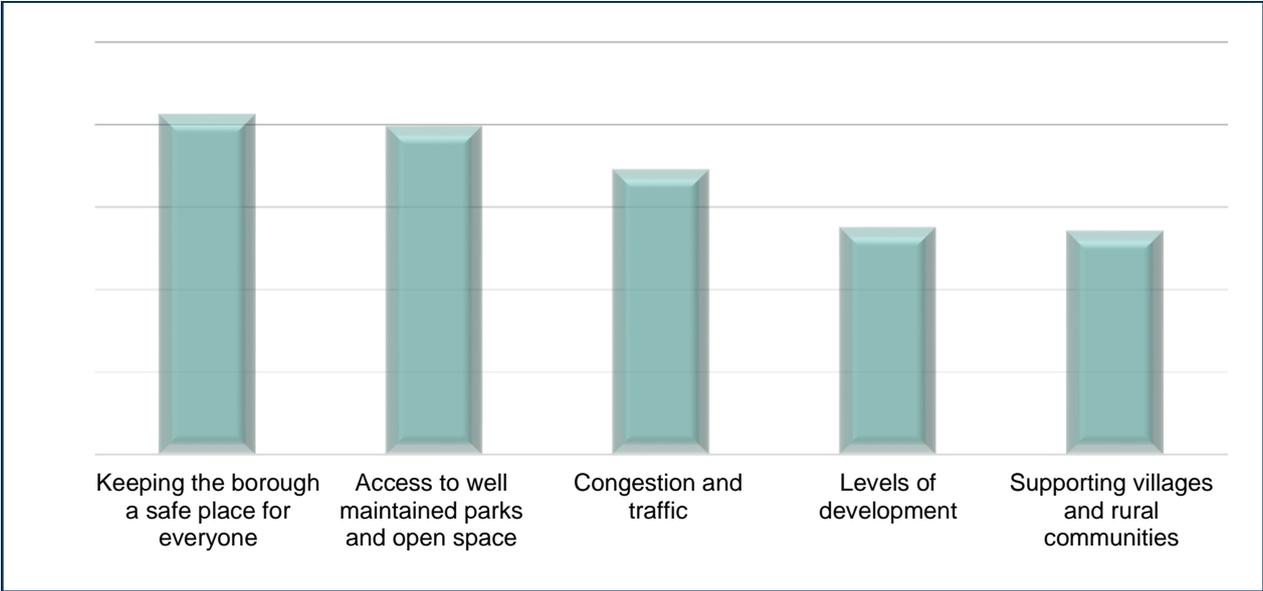


Figure 2 - Top 5 issues by % of respondents rating them as 'very important' – source: long public survey responses

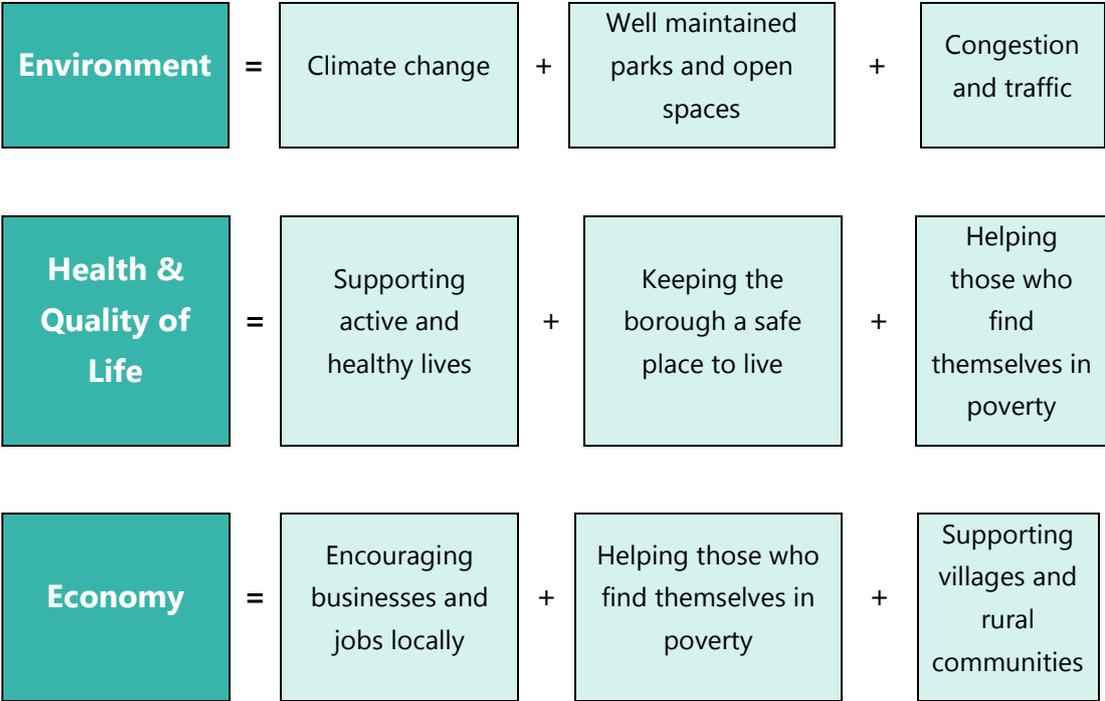


Figure 3 – top ranked issues by importance under different themes (Environment, Health & Quality of Life, Economy) – source long public survey responses

Green/open spaces /countryside

When asked 'What do you love about Surrey Heath?' – over half of the respondents to the public surveys mentioned some aspect of green space or open spaces or access to countryside or the rural feel of the area – more mentions than any other aspect of Surrey Heath.

98.5% of those who answered this question in the public survey said it was it was 'somewhat important' or 'very important' to have 'access to well maintained parks and open spaces'. This was the issue with the highest proportion agreeing it was important to some extent.



Figure 3
Source "What do you love about Surrey Heath?" - public survey responses

We live in a beautiful place. Our woodlands, heaths and waterways are amazing. Help to keep them healthy for all to enjoy.

A large number of people mentioned walking in green and open spaces, and the ease of accessing these. Lots of people talked about the rural/semi-rural or village settings, valuing wildlife, nature and habitats, trees and the 'leafy' feel of the

The fact that I can walk out of my door and you can walk to so many beautiful locations for exercise.
Survey Respondent Mutchett

borough, the green belt and green areas in between urban areas and the peace and quiet in the open spaces. Respondents mentioned different types of open/green spaces they loved including commons, open fields and meadows, woodlands and forests, parks, heathland and the canal. Some residents mentioned cycling or family walks in the countryside and the positive impact on mental health.



Green, beautiful countryside, some amazing landscapes which make you feel you could be 100s of miles from London rather than 20 miles. Chobham Common is a phenomenal asset. Some stunning old villages and buildings. Easy to commute to London via Woking Surrey Heath

'Access to well-maintained parks and open spaces' was ranked as the second most important issue overall under the Environment theme in the public survey behind 'congestion and traffic'.

When asked if there were any other issues not listed in the ranking questions that were important to them, a large number of respondents (approx 90) specifically mentioned the green belt; – preserving, maintaining and protecting it. 80% of those raising the green belt under this question were from Windlesham & Chobham or Bisley & West End.



Friendly people.

**Survey Respondent,
Chobham**

Community

Many people mentioned their communities and people in Surrey Heath as something they loved about the

borough. Respondents value friendly, nice people in their areas, and living close to friends and families. People wrote about a sense of community – and a strong community spirit.

Also the community feel it has about the area, especially during Lockdown there was so much good community spirit that happened.

Survey Respondent. Mvtchett

Safe nature of the borough

'Keeping the borough a safe place to live' was the issue with the highest proportion of respondents saying it was 'very important' (81%). It was also the highest ranked issue by respondents under 'Health & Quality of Life'.

Its surroundings, relative low rates of crime and antisocial behaviour, good schools.

Safety and the feeling of being safe was mentioned by some people as something they loved about Surrey Heath. A few people cited the low crime rate. Some people also raised policing and anti-social behaviour as an area for improvement, including police presence, enforcement, instances of anti-social behaviour and crime rates.

Location / Transport links

Surrey Heath's location and transport links were written about both positively and negatively. Many people commented

Public transport not sufficient or frequent enough making residents reliant on cars for commuting.

If you were able to get a more frequent train service direct from Frimley/ Camberley etc into London. That would be a massive benefit. It's a pain swapping trains at either Aldershot or Ascot. The times don't match

positively on the rural/green location, that was still close to major road networks to connect to work or the rest of the country, proximity to London, airports and other facilities/towns. Some commented that Surrey Heath had the best mix of urban and rural.

Public transport was mentioned by many respondents when asked 'What needs improving in Surrey Heath?'. People wrote about public transport both across and out of the borough.



A number of people mentioned the rail link into London – and that either a direct link, faster service or better connections would improve it. Bus routes across the borough and to other transport hubs (e.g. Woking/Farnborough) were raised and also the need for more cycle routes. A few people specifically mentioned bus links to schools or colleges and Frimley Park Hospital.



Many

responses talked about the amount of traffic and congestion, with some referring to particular locations - quote in their local areas or on their commutes. Other issues raised were concerns over rural routes being used by traffic displaced from or avoiding major routes.

Pollution and air quality were also mentioned in a number of responses. Some people linked traffic levels and the state of repair of the roads to the amount of development in the area.

Introduce a 20mph speed limit through village and surrounding roads that are used as a cut through by people from outside the village
Comment from resident



Local Services, facilities and amenities

Many people made reference to different local amenities and services as something they loved about Surrey Heath, often specifically referring to

Leafy, safe, clean, canal, walks, theatre, library, town centre, shops, cinema, train and bus services, golf courses, Places, restaurants and coffee shops, bank, post office, dentist, opticians, excellent

how easy these were to access. Town centre, and village and community shops, pubs and restaurants and

recreational/sporting amenities were the most frequently mentioned as things people valued, some mentioning the newly opened Leisure Centre. Local schools, the hospital and parks were also mentioned.

I like the combination of urban living and services in the main centre of Camberley & Frimley combined with the rural or semi-rural villages to the north west of the Borough - each with its own special character and the generally

A larger number of people spoke about local amenities and services as something that needed improving in Surrey Heath. Most frequently mentioned was access to health services – mostly access to GPs where people spoke of difficulties getting appointments. Schools – particularly availability of places was mentioned by some, together with facilities for young people and children. Some people mentioned local play areas that needed improving.

Shops / town and village centres

A large number of people wrote specifically about Camberley town centre and village/smaller centres needed improving. Issues that were raised as important were the look and feel of areas – particularly those that were described as ‘run down’, attracting better, quality retailers – with some mentioning independent businesses – and a better and more interesting selection of bars and restaurants. Participants at a focus group discussed ways the town and village centres could be made more engaging and appealing to a wide range of people.

Let's not be a carbon copy of everywhere else in the country. Independent businesses across the Borough are the ones we need to support or it's pretty dull otherwise – you might as well be anywhere!

Parking



A number of respondents raised issues around parking – this included how others parked unhelpfully blocking pavements and roads, and also a few mentioned parking around schools at pick up and drop off. Some mentioned parking provision in the borough – both public and residential, with a few suggesting there should be more free parking.



Development / Planning / Infrastructure

'Levels of development' was the 4th issue by the number of respondents saying it was 'very important', although it did not feature in the top three issues under Environment when ranked against other issues. Many people made reference to development in their responses to 'What needs improving in Surrey Heath?' by mentioning the local planning policies, that there was too much development – particularly on green spaces, and infrastructure was needed to support development.

Too many new homes, doctors surgery is inaccessible. Unless you live within 500m of schools it's not definite you will get a space. Roads often flooded as reduced undeveloped land for

Some people said that there should be no more development at all, and a larger number said that there should be no more development specifically on green spaces or the green belt. A number of respondents also mentioned protecting the villages from development or said that the villages could not cope with any more development. A number of people raised concerns about the lack of infrastructure to cope with more development – with

roads and doctors surgeries being specifically mentioned by some.

Housing

A number of residents mentioned the affordability of housing and cost of living in the area as a challenge. Particular scenarios raised including those renting, first time buyers, younger people and older people.

Discussions at the partner workshops in July emphasised the importance of a safe, warm, quality home on people's other life chances including health, employment and education.

Affordable housing for young people. There are a lot of retirement places but nowhere for young people to live to stay near their families. Affordable housing is not a 2 bed house worth half a million on help to buy

Other Environmental issues

Other environmental issues raised in survey responses included:

- Protection of nature, habitats and wildlife
- Maintenance and protection of verges
- Climate change and sustainability



- Air Quality
- Flytipping and litter
- Waste collection
- Maintenance of footpaths and pavements where these are overgrown

The Council

A few suggested levels of Council Tax were too high. A number of respondents described what they wanted to see from Surrey Heath Borough Council, which included listening and responding to feedback, good communication, transparency, accountability, good use of funds and an ability to run things well and be efficient. Some questioned whether the Council would do anything as a result of the feedback received during the consultation.

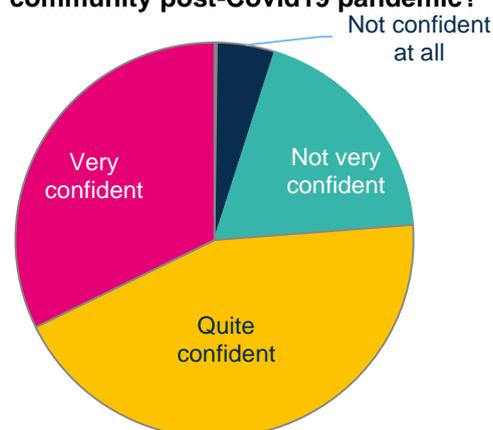
Question is, will they actually listen to these comments or are they just ticking a box?
Comment on Facebook

Impact of Covid - How confident people feel.

The survey also asked people how confident they felt about restarting their normal activities in their communities post Covid-19 pandemic. The majority of people said they felt either very or quite confident.

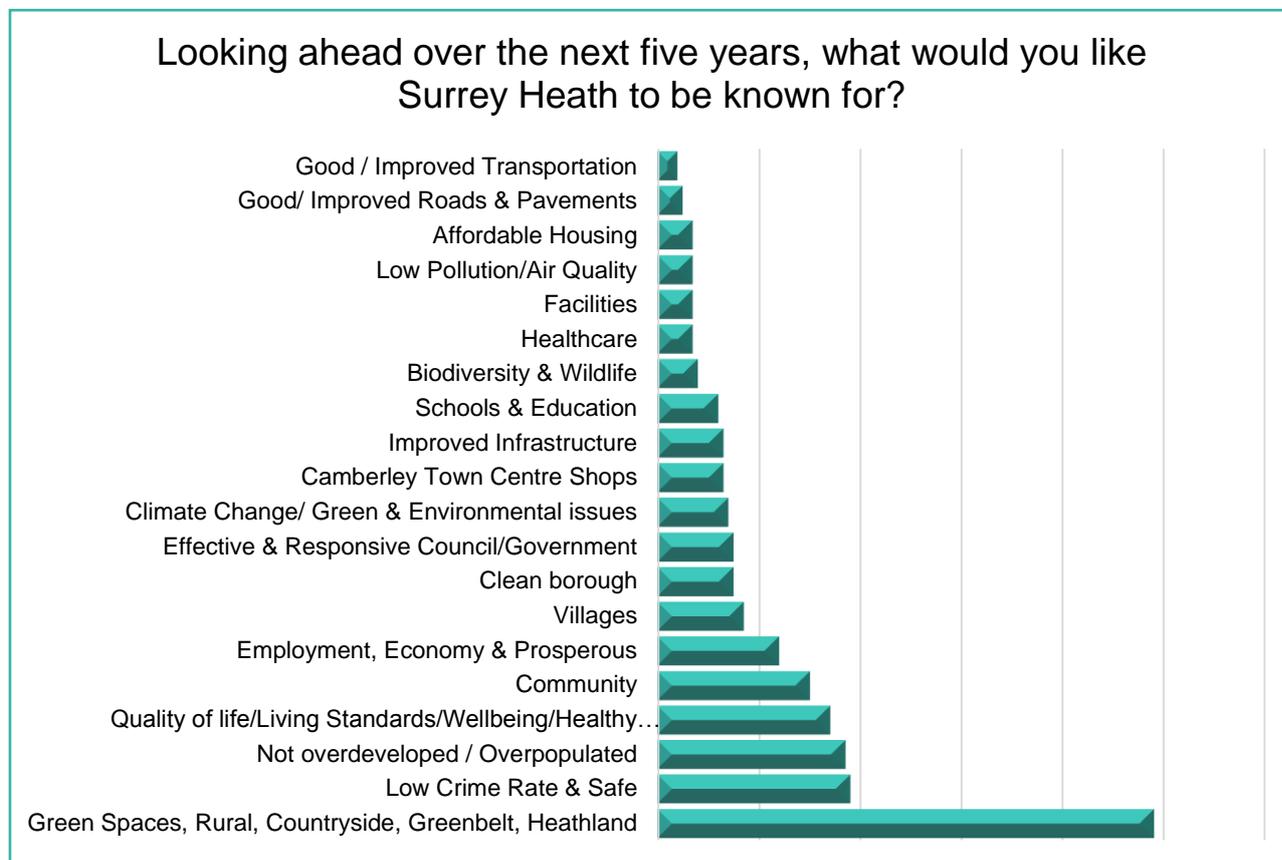
When asked what would help improve people's confidence, many people mentioned mask-wearing and clarity over guidelines.

How confident do you feel about restarting all your normal activities in your community post-Covid19 pandemic?



Aspirations for the future

The final main question in both the long and short public surveys asked respondents what they would like Surrey Heath to be known for.



Closing Remarks

This consultation represents one of the largest and most wide ranging ever undertaken in the borough of Surrey Heath. It has been successful in utilising a range of different engagement and consultation methods including both face to face and through various digital channels and as a result, has accessed a broad spectrum of valuable views and aspirations from people across the borough.

The feedback has demonstrated strong recurring themes around some key priority issues for the borough which have been drawn out within this report. At the same time, there are also some areas where inevitably views were less aligned. For example the need for more affordable housing and investment in facilities and infrastructure across the borough, while at the same time recognising the concerns about overdevelopment



and ensuring that Surrey Heath continues to be a “green” borough. The importance of supporting increased employment and economic prosperity, while also actively pursuing ambitious climate change targets. These represent real world challenges where many of the issues that are important to local people are connected in some way and need to be balanced.

The Council has a key role in setting a future strategy for the borough that reflects the full spectrum of views expressed and that, within financial and legal constraints, optimises the delivery of all the outcomes that residents want to see achieved.



Appendix A – Copy of Public Survey



SURREY HEATH BOROUGH COUNCIL

Our plans for the future

We are working on our 'Five Year Strategy' which will shape what we do over the coming years, and we want to hear from you.

We're having conversations with local people, businesses and organisations to help to understand how we can make Surrey Heath an even better place to live and work.

We need your help to decide where we focus our energies and limited resources over the next five years. You can help by telling us what you love about your local area, what you would like to see improved and what issues and services matter the most to you.

We will use your feedback to make our plans for the future, and also share your views with other local public sector and community organisations so we can work better together to serve Surrey Heath, its residents and businesses. **Thank you for your contribution.**

Please complete this survey by Friday, 27 August 2021.



Please return to:

Five Year Strategy Consultation, Surrey Heath House
Knoll Road, Camberley GU15 3HD
fiveyearstrategy@surreyheath.gov.uk



1. Which of the following best describes you? (Please tick all that apply)

- I live in Surrey Heath
- I work in Surrey Heath
- I study in Surrey Heath
- I shop in Surrey Heath
- I visit Surrey Heath for other reasons (please specify below)

2. If you live in Surrey Heath, which area do you live in?

3. What do you love about Surrey Heath?

4. What needs improving in Surrey Heath?



5. How important are these issues to you personally?

	Very important	Somewhat important	Not very important	Not important at all	Don't know
Climate change					
Helping those who find themselves in poverty					
Supporting villages and rural communities					
Investing in a thriving Camberley town centre					
More affordable housing that meets the needs of local people					
Supporting residents into employment					
Encouraging businesses and jobs locally					
Supporting active and healthy lives					
Keeping the borough a safe place for everyone					
Access to parks and well-maintained open spaces					
Addressing loneliness and isolation					
Supporting families to give young people the best start in life					
Congestion and traffic					
Levels of development					
Support for older and vulnerable people					



	Very important	Somewhat important	Not very important	Not important at all	Don't know
Improving access for all to online services and the risk of cyber crime					
Supporting community organisations and encouraging volunteers					
Ensuring everyone in our community can access all opportunities available					
Helping residents and communities with the impact of Covid-19					

6. Are there any other issues that are important to you that aren't listed?



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7. Please rank the following issues related to **Health & Quality of Life** in order of importance from 1 to 10 (1 being the most important and 10 being the least important)

Issue	Ranking
Helping those who find themselves in poverty	
Supporting active and healthy lives	
Keeping the borough a safe place for everyone	
Addressing loneliness and isolation	
More affordable housing that meets the needs of local people	
Supporting families to give young people the best start in life	
Support for older and vulnerable people	
Improving access to all online services and the risk of cybercrime	
Supporting the community organisations and encouraging volunteers	
Ensuring everyone in our community can access all opportunities available	



8. Please rank the following issues related to the **Economy** in order of importance from 1 to 6 (1 being the most important and 6 being the least important)

Issue	Ranking
Helping those who find themselves in poverty	
Supporting villages and rural communities	
Investing in a thriving Camberley town centre	
Supporting residents into employment	
Encouraging business and jobs locally	
Helping residents, communities and business with the impact of Covid-19	

9. Please rank the following issues related to the **Environment** in order of importance from 1 to 6 (1 being the most important and 6 being the least important)

Issue	Ranking
Climate change	
Well maintained parks and open spaces	
Congestion and traffic	
Levels of development	
Keeping streets clean	
Taking action to deal with anti-social behaviour such as litter, fly-tipping and graffiti	



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10. How confident do you feel about restarting all your normal activities in your community post Covid-19?

- Very confident
- Quite confident
- Not very confident
- Not confident at all

11. If anything, what would help you restart all your normal activities in your community?

12. Looking ahead over the next five years, what would you like Surrey Heath to be known for?

13. Do you want to make any other comments?



Equality & Diversity Information (Optional)

We ask these questions to ensure all of Surrey Heath's communities' views are taken into account. Your response to this part of the survey is optional and any responses will remain anonymous.

1. What is your gender?

Male

Female

Gender neutral/non-binary/non-conforming

Prefer not to say

Other _____

2. How old are you?

Under 16

16-24

25-44

45-64

65-84

85+

Prefer not to say





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3. Please add the first part of your postcode e.g. GU15 3

4. What is your ethnic group? Choose one option that best describes your ethnic group or background

- White – English/Welsh/Scottish/Northern Irish/British
- White – Irish
- White – Gypsy or Irish Traveller
- Any other White background
- Mixed/Multiple ethnic groups - White and Black Caribbean
- Mixed/Multiple ethnic groups - White and Black African
- Mixed/Multiple ethnic groups - White and Asian
- Any other Mixed/Multiple ethnic background
- Asian/Asian British - Indian
- Asian/Asian British - Pakistani
- Asian/Asian British - Bangladeshi
- Asian/Asian British - Chinese
- Any other Asian background
- Black/ African/Caribbean/Black British - African
- Black/ African/Caribbean/Black British - Caribbean
- Any other Black/African/Caribbean background
- Other ethnic group - Arab
- Any other ethnic group
- Prefer not to say





5. Do you believe you have a disability according to the Equality Act?

The Equality Act 2010 states that "a person has a disability for the purposes of the act if he/she has a physical or mental impairment which has a substantial and long-term adverse effect on his/her ability to carry out normal day-to-day activities.

- Yes
- No
- Prefer not to say

6. What is your religion?

- No religion
- Christian (including Church of England, Catholic, Protestant and all other Christian denominations)
- Buddhist
- Hindu
- Jewish
- Muslim
- Sikh
- Prefer not to say
- Other _____

7. Which of the following best describes your sexual orientation?

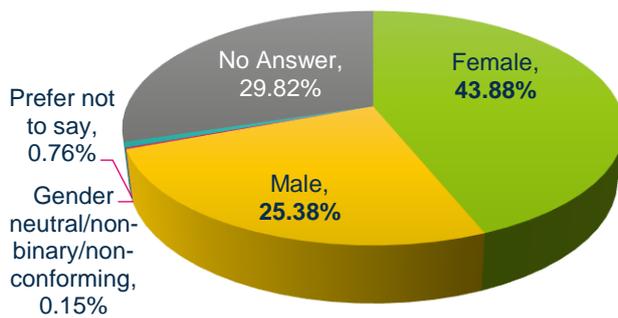
- Straight/Heterosexual
- Gay or Lesbian
- Bisexual
- Prefer not to say
- Other _____



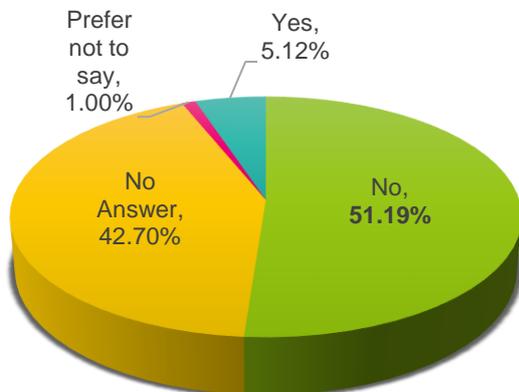
Annexe B – Demographic information

Optional demographic questions were included at the end of both the long and short public surveys. In total 70% of respondents agreed to provide this information, which is set out below.

What is your gender?



Do you believe you have a disability according to the Equality Act?

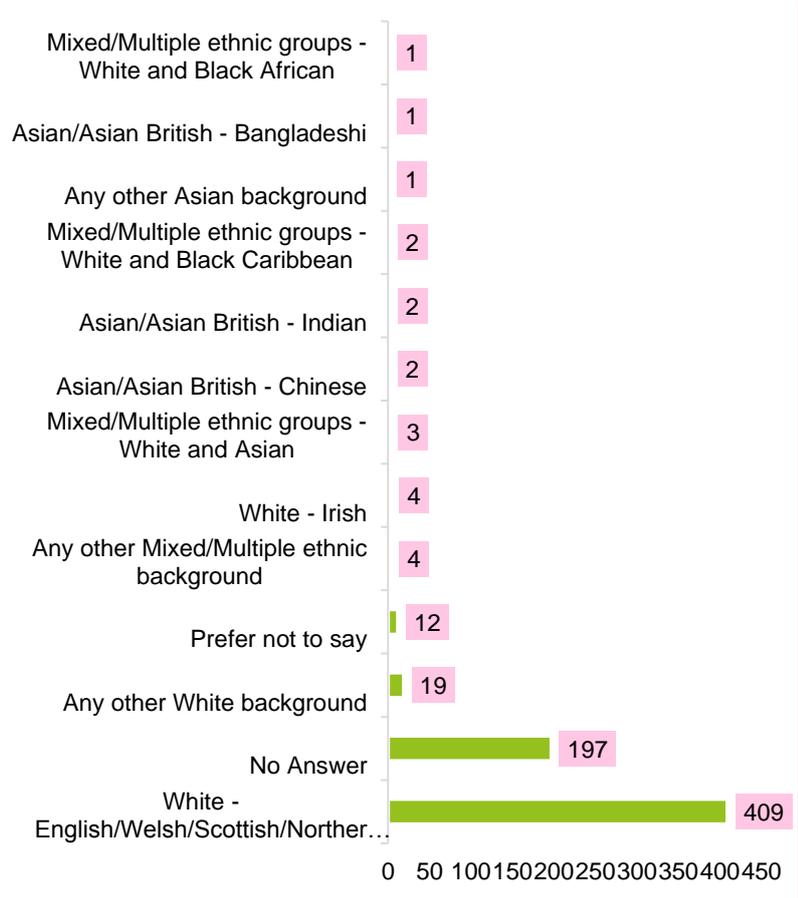


How old are you?

Under 16	2
6-24	11
25-44	107
45-64	206
65-84	121
85+	3
Prefer not to say	10
No Answer	194

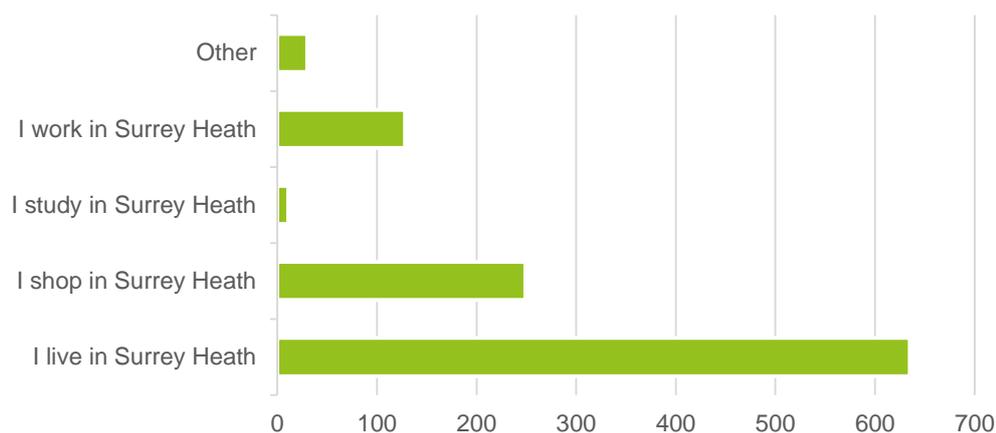


What is your Ethnicity?



Which of the following best describes you? (select all that apply)





Where did you hear about this survey?

ANSWER	COUNT	%
Borough boards	6	0.92%
Call to SHBC Contact Centre	8	1.23%
Camberley Eye	10	1.53%
Council website	15	2.30%
Friend/Neighbour/Family	10	1.53%
Heathscene magazine	25	3.83%
Messenger message	1	0.15%
Neighbourhood Watch	5	0.77%
No Answer	211	32.36%
SHBC Councillor	24	3.68%
Social Media - Next Door website	2	0.31%
Social Media	313	48.01%
Stand at a local event	6	0.92%
Whatsapp message	2	0.31%





Other	14	2.15%
Grand Total	652	100.00%



Appendix C – public committee reports

Links to Surrey Heath Borough Council Committee reports on Five Year Strategy:

- [Performance & Finance Scrutiny Committee, 17 March 2021](#)
- [Executive, 25 May 2021](#)
- [Performance & Finance Scrutiny Committee, 7 July 2021](#)
- [Performance & Finance Scrutiny Committee, 7 September 2021](#)



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Environment

To enhance and improve access to the borough's cherished **green spaces and natural environments** for the enjoyment of generations to come, balancing our commitments to housing delivery and economic growth. We are committed to tackling **Climate Change**, working with communities and partners.

Health & Quality of Life

To nurture the **strong sense of community across the whole borough**, fostering a sense of respect and consideration. We aim to ensure everyone can access a **safe, quality home** to meet their needs. We will take a positive approach to **supporting** all sectors of our community, including those who are most vulnerable. We will promote **active and healthy lives** for all and a rich programme of **cultural and community events**.

Economy

To invest in our **towns, villages and communities**, supporting our **existing businesses and attracting new ones**. We will promote the unique identity for our whole borough and its places and work with partners to improve to the borough's infrastructure including **transport** infrastructure.

Effective & Responsive Council

We have **listened** to the views of residents, business and partners to set these priorities. We will continue this positive engagement through the implementation process, and we will **advocate** on behalf of our community on issues outside our direct control. We will increase how we **work together** with other Local Authorities, partners, businesses and the voluntary sector – we recognise more can be achieved by working together. **Customer service** will be at the heart of everything we do. We will harness the opportunities of **technology** to deliver efficient and effective services. We will **spend public money wisely** and attract resources and investment into the borough as a whole.

Environment

Surrey Heath is fortunate to have large areas of high quality green space, countryside and internationally important habitats. The challenges facing our planet should not be underestimated and caring for it has never been so important. We are committed to showing leadership, working with partners, businesses and residents to undertake local action on the environment. In doing so we will work to protect and enhance our natural environment for future generations.

The Council declared a climate emergency in October 2019 and as a result of this it has developed a Climate Change Action Plan setting out expectations in this area.

The borough as a whole enjoys one of the highest recycling rates in the country, but there is still scope to achieve even more over the next five years.

Our Aims:

- Enhance and improve access to **green spaces** across the whole borough for the enjoyment of generations to come.
- Through our **strategic planning**, we will ensure that we balance our commitments to housing delivery and economic growth, alongside preserving and enhancing the natural environment as a place to enjoy and spend time.
- To work towards achieving the ambitious **net-zero carbon emission target** by 2030 as an organisation and contribute to making the entire borough net zero by 2050 (with the aspiration for net zero by 2030).
- To ensure that the Council as an organisation is resilient to the impacts of **climate change** and support the resilience of the whole borough to the impacts of climate change.
- Work with our communities and partners to reduce the amount of household waste produced by increasing **recycling** and ensuring improved knowledge of our recycling processes, and reducing the impact of environmental crime.
- Improve the **air quality** of the borough by working with partners to improve public transport and supporting and enabling greener and more active methods of travel.

How will we do this – our actions

Environment			
Our Aim	Our Action	Link to Partner/Policy	Implementation Year
Enhance and improve access to green spaces	<p>Enhance the Borough's parks and green spaces, protecting our unique biodiversity whilst also improving public access to green space for leisure, recreation and wellbeing. Every year, implement at least:</p> <ul style="list-style-type: none"> • One playground improvement or replacement programme • One biodiversity scheme (e.g. habitat improvement, wildlife corridors, planting pollinators) • One project improving accessibility to green space 	Local Plan Natural England, Special Protection Areas (SPAs), Suitable Alternative Natural Green Space (SANGS), Surrey Wildlife Trust,	<i>Years 1 – 5 Implement improvement plans</i>
Strategic Planning	<p>To adopt in 2023 an ambitious new Local Plan for the whole borough that will:</p> <ul style="list-style-type: none"> - Deliver significant reductions in carbon emissions - Enhance, protect and provide improved greenspaces and other open spaces - Include a 'Biodiversity Strategy' - a plan of action to ensure that plants, animals and ecosystems are conserved, protected and enhanced and that progress is tracked, using measurable targets. 	Local Plan Natural England, Special Protection Areas (SPAs), Suitable Alternative Natural Green Space (SANGS), Surrey Wildlife Trust, Surrey County Council	<p><i>Adoption Year 2: Regulation 18 consultation in 2022 Adoption of Plan in December 2023</i></p>
Net Zero Carbon Emissions & resilient to the impacts of climate change	<p>Achieve at least 70% net reduction in the Council's carbon emissions by the end of this Strategy. Develop and deliver a credible pathway to being carbon neutral by 2030 in our estate and operations. This will be achieved by understanding</p>	Climate Change Action Plan The Carbon Trust Surrey County Council	<i>Years 1 – 5 (and beyond to 2030)</i>

Environment			
Our Aim	Our Action	Link to Partner/Policy	Implementation Year
	the nature and use of fleet and pathway set for an ultra-low emission transformation. Energy Strategy implemented to guide net zero estate goals		
	Improve energy efficiency and increase local renewable energy production to transition to net zero-carbon energy status.	Climate Change Action Plan The Carbon Trust	<i>Years 1 – 5 (and beyond to 2030)</i>
	Work with partners to support initiatives and infrastructure to increase the uptake of walking, cycling and public transport, and low emission vehicles. Deliver at least one new cycle route during the period.	Climate Change Action Plan Infrastructure Delivery Plan Surrey County Council	<i>Years 1 – 5 (and beyond to 2030)</i>
	Deliver improvements to green infrastructure across the Borough, increasing the potential of land, biodiversity, current and future woodland in the Borough to sequester and store carbon, e.g. promoting use of hedgerows.	Climate Change Action Plan Environment Agency Natural England	<i>Years 1 – 5 (and beyond to 2030)</i>
	Use education and best practice sharing to drive significant behavioural changes within Surrey Heath to encourage the adoption of more sustainable lifestyle choices	Climate Change Action Plan Surrey Waste Partnership & Surrey Environment Partnership Surrey Greener Futures Board Surrey County Council	<i>Years 1 – 5 (and beyond to 2030)</i>
	Adapt our estate and operations to meet the challenges posed by climate change and set the standard for all sectors of our local community and new development, and existing housing stock, to reduce carbon emissions and adapt	Climate Change Action Plan Local Plan Accent Housing	<i>Years 1 – 5 (and beyond to 2030)</i>

Environment			
Our Aim	Our Action	Link to Partner/Policy	Implementation Year
	to the impacts of climate change.		
	Identify a preferred partner to invest and deliver sustainable energy sources across the borough and reflect the need to establish sustainable energy sources into future Planning Policy.	Local Plan	By year 3
Respond promptly to Environmental and planning enforcement matters	Investigate against suspected unlawful environmental and planning activities, uses or behaviours including encroaching bushes/trees/hedges that obscure sight lines and force pedestrians to walk in the road. Take appropriate enforcement action. Deliver at least 15 joint initiatives with the police to tackle environmental crime including anti-social behaviour over the next 5 years, e.g. stop vehicles that may be involved in illegal waste disposal. Implement mobile CCTV cameras.	Police Environment Agency Highways Agency Surrey County Council Landowners	<i>Years 1 – 5</i>
Increase recycling rates	Reduce waste and increase reuse and recycling and the quality of recycled materials across the Borough, by working with partners to increase public awareness and respond to the Government's new Resources and Waste Strategy. Continue to have the highest recycling rate in Surrey over the next 5 years.	Climate Change Action Plan Joint Waste Solutions Amey Surrey Environment Partnership	<i>Years 1 – 5 Implementation from Year 2 pending new national Resources and Waste Strategy.</i>
Improve air quality / Air 'inequality'	Change the Council's entire fleet of vehicles to electric and/or low/zero emission vehicles (where technology	Surrey County Council	<i>By Year 2: EV Charging points installed</i>

Environment			
Our Aim	Our Action	Link to Partner/Policy	Implementation Year
	allows). Support the use of electric/low/zero emission vehicles across the rest of the borough, for example introducing electric charging points in Council car parks and supporting the installation of on-street charging points.		<i>in council owned car parks</i> <i>Years 1-5: On-street charging points development with Surrey CC</i>

Health & Quality of Life

The health and quality of life of all the Borough's residents is very much at the core of the services that the Council provides to its residents understanding that having a warm, safe and secure home, and a healthy, attractive environment which is key for improving health outcomes and our residents quality of life.

The Council wants to ensure communities have the infrastructure and accessibility to meet the needs of a changing and growing population. Supporting the development of attractive, sustainable and vibrant communities for people to live, work and enjoy. We will also take a positive approach to supporting those who are most vulnerable.

We will continue to harness the strengths that exist within communities, so that local people are able to contribute and play an active role. Empowering people to maintain good mental and physical health and well-being with access to information, advice and guidance on local activities and services that will enable them to lead active and healthy lifestyles.

Our Aims:

- Building strong communities and connections with a sense of place and **strong community identity**, fostering a sense of respect and consideration between neighbours and communities.
- Support health and wellbeing by promoting and developing initiatives that means residents can lead **active and healthy lives**
- We will deliver new homes that people can afford by finding ways to provide more good quality, **genuinely affordable housing**, including at least 100 new socially rented homes through Housing Associations for those with the lowest income levels, to better provide for the needs of all Surrey Heath residents
- Address the underlying causes of **housing need**, improving outcomes and support available for people who are homeless or at risk of homelessness.
- **Safeguard and support** our vulnerable residents and support independent living for all.
- Deliver projects that support **young people and families**.

How will we do this

Health & Quality of Life			
Our Aim	Our Action	Link to Partner/Policy	Implementation Year
Strong Community Identity	As part of the recovery of our communities implement and support exciting programme of events across the whole borough spanning the whole year. Overall we will double the number of events and activities the Council supports over the next five years.	Business Improvement District Local Community Groups	<i>From Year 1</i>
	Provide support to residents in need by developing the Community Support Working Group with partners and community leaders.	Citizens Advice SH Voluntary & Community Groups	<i>Year 1</i>
	Deliver a safe borough and take prompt action in response to environmental crime and anti-social behaviour building a reputation as the safest Borough in Surrey.	Police & the Surrey Heath Partnership	<i>Year 1 – 5</i>
	Deliver a Charity Hub for multiple charities to benefits with a flexible office type offer for both admin space, outreach work and a café area.	Voluntary & Community Groups	<i>Year 1 Analysis and business case Year 2 Implement</i>
Improving Health & Well Being	Implement a new Physical Activity Strategy; working with our communities and partners to enable everyone to participate in physical activities.	Physical Activity Strategy Sports England	<i>From Year 1</i>
	Ensure that the Leisure Centre is being fully utilised and accessible to all, through excellent management of the contract and delivery against the key performance indicators. Achieve the projected maximum membership level by year 2.	Physical Activity Strategy Places Leisure	<i>Year 2</i>
	Work with health and voluntary partners to target the issue of obesity (a 'whole systems approach') to reduce the number of people in Surrey Heath who are likely to develop serious long term health issues due to obesity. In Surrey Heath 62.2% of adults are estimated to be overweight or obese, compared to 55.5% across Surrey as a whole.	Health & Social Care Partners Voluntary Groups	<i>Year 1 Analysis Year 2 Implementation</i>

Health & Quality of Life			
Our Aim	Our Action	Link to Partner/Policy	Implementation Year
	Work with Frimley Hospital and Frimley Integrated Care System to identify suitable sites to help establish outreach health facilities from an accessible Town Centre location.	Frimley Hospital Frimley ICS	Year 4-5
	Deliver where possible, facilitate or lobby for improved transport infrastructure within our rural villages, to increase connectivity within communities, between villages and with the wider amenities, facilities and services in Surrey Heath	Surrey County Council Local Plan	Year 1 SHBC scheme Year 1-5
	Deliver an expanded programme of high quality arts and cultural activities and events across the borough to support the wellbeing of residents.	Surrey Arts Partnership Business Improvement District	From Year 1
A safe place to live and work	Deliver at least 20 Joint Action Groups (JAGs) with the Police and partner organisations to provide an early response to emerging crime and anti-social behaviour issues at a community level.	Surrey Police Local Businesses Housing Associations Schools	Year 1 to 5
	Replace the borough's ageing CCTV infrastructure and provide the ability to quickly deploy mobile CCTV when and where it is needed.	Surrey Police	Year 3 to 5
	Work with the Police and other agencies to ensure that there is a robust response to emerging national threats including County Lines, Human Trafficking, Child Sexual Exploitation, Extremist behaviour and Serious Organised Crime.	Surrey Police Housing Associations Contractors Voluntary Organisations	Year 1 to 5
	Raise awareness and deliver training to all front-line staff on safeguarding and domestic abuse and the action that can be taken to protect victims.	Surrey County Council Surrey Police Local Organisations	Year 1 to 5

Health & Quality of Life			
Our Aim	Our Action	Link to Partner/Policy	Implementation Year
Housing & Homelessness	Prevent homelessness and rough sleeping and find housing solutions for individuals and families who find themselves homeless, by: <ul style="list-style-type: none"> Maximising the use of the Council's new Night Stop (6 rooms) and Connaught Court (9 rooms for stays between 6 months and two years) facilities Delivering partnerships that aims to eradicate homelessness across the whole Borough 	The Hope Hub, MHCLG Accent Accent & Other Housing Associations, private landlords, statutory and voluntary sector partnerships	Year 1 - 5
	Where housing is delivered, do all that we can within the confines of legislation to maximise the amount of affordable and socially rented homes. Deliver at least 300 affordable homes across the borough of which 100 will be new socially rented homes and build at least 49 homes through a joint venture to support people receiving housing benefit or being paid minimum wages.	Local Plan Accent & other Housing Partners Developers	Years 1 – 5
	Oversee and provide support to secure the agreed housing development and associated infrastructure at Deepcut (Mindenhurst) At least 600 houses to be delivered over the next 5 years.	DIO MOD Developer & Housing partners	342 dwellings by year 3 Further 275 by year 5 Permission permits 1200 dwellings in total.
	Repurpose under-utilised office and retail units for housing	Local Plan Town Centre Strategy Town Centre Master Plan	Construction commences from Year 3
	Deliver Gypsy and Traveller pitches in line with the need identified and Government policy and work with partners to secure implementation of a new transit site for Gypsy and Travellers in Surrey.	Local Plan Surrey County Council Other Surrey Borough & Districts	Years 1 – 5

Health & Quality of Life			
Our Aim	Our Action	Link to Partner/Policy	Implementation Year
Access to leisure and recreation	Work with Disability groups and charities to maximise access to leisure and recreation facilities across the borough.	Leisure Partner Charity Groups	Years 1 – 5
Safeguard and Support	Continue to support the current and future refugee resettlement programmes supporting our new residents into full independence.	Housing Policy Accent Health & Social Care Education Local community & charity groups	<i>Independent by Year 5</i>
	Deliver and fund services that promote independent living for older and more vulnerable residents to reduce loneliness and isolation by increasing take up of community support services by at least 20% over the next 5 years.	Community Services Partnership (with Runnymede BC)	Years 1 - 5
	Undertake an independent review of our aids and adaptations service and implement improvements to increase by at least 20% the number of disabled and vulnerable residents supported subject to future funding.	Better Care Fund partners, Adult Social Care	<i>Year 1 Complete independent review Year 2 -5 deliver</i>
	Through the Council's Family Support programme work together with families and children with complex needs or in crisis to help them get back on their feet, offering the right help at the right time to prevent things escalating. Over 5 years will support a minimum of 100 families in crisis.	Surrey County Council Runnymede Borough Council	<i>Years 1 – 5 (annual review with SCC)</i>

Economy

Surrey Heath Borough is home to a diverse range of successful businesses with high levels of employment in both our rural and urban areas. As we look beyond the Covid-19 pandemic it is vital we restore the vibrancy of our high streets, village and community centres and key employment areas, retain and develop our existing business base and make Surrey Heath a place where new businesses want to be located.

Investment in local infrastructure is key to the economic success and jobs for the borough as a whole and the health and quality of life of local residents.

Our Aims

- Seek opportunities where the Council can **invest in** property both in our urban and rural communities
- Be recognised as an authority and borough that is '**pro-business**'
- Develop the **Local Plan** in line with national policy, ensuring that where growth is planned and designed in a way that maximizes the protection of the borough's valuable green spaces and distinct character. Through the plan promote vital and viable town, village and community centres, ensuring an appropriate supply of employment land.
- Support all of the Borough's **business community** by attracting inward investment and creating conditions for existing and new business to thrive.
- Develop and implement a strategy that will deliver improvements in the borough's **transport infrastructure**
- **Help young people into employment**
- Encourage a **unique and engaging offer** in our town, village and community centres by encouraging independent and artisan businesses
- Monitor and support the **needs of existing businesses** in terms of infrastructure and connectivity and lobby government, funding and private organisations on their behalf

How will we do this

Economy			
Our Aim	Our Action	Link to Partner/Policy	Implementation Year
Invest in our urban and rural areas	Identify a minimum of five sites across the Borough for the Council to invest in to deliver regeneration and community facilities.	Investment Strategy Medium Term Financial Strategy Developers Infrastructure Delivery Plan	<i>Years 1 - 5</i>
	Deliver increased housing from the London Road Block through the development of a viable and high quality scheme.	Developers	<i>Years 1 part demolition Year 2 development partner selected Year 3 construction starts</i>
	Undertake an assessment of our rural areas to identify and deliver infrastructure needs that will improve community facilities and enhance our villages and communities	Villages Working Group	<i>Year 1 identify infrastructure needs Year 2-5 Implementation</i>
Improve transport infrastructure	Enable the delivery of local infrastructure improvements across the Borough through the Community Infrastructure Levy (CIL) spending strategy, including a review of the CIL rates.	CIL Guidance / Infrastructure funding statement	<i>Years 1 – 5</i>
Deliver a new Local Plan for Surrey Heath	Identify and allocate appropriate development sites for housing to be delivered in line with National and Local Planning Policy.	Local Plan Landowners	<i>Years 1 - 2</i>
	Identify and acquire land that can be used for SANGs (Suitable Alternative Natural Green space) to unlock housing development in the Borough where it is most needed	Local Plan Landowners	<i>Years 1 – 5 (Local Plan adoption Year 2)</i>
	Agree and implement a clear vision, strategy and masterplan for the development of Camberley Town Centre, based on feedback from local residents and businesses.	Local Plan Camberley Town Centre Strategy	<i>Agree Year 1 Implement Years 2 – 5 and beyond</i>

Economy			
Our Aim	Our Action	Link to Partner/Policy	Implementation Year
		Camberley Town Centre Master Plan	
Investment in Infrastructure	Develop and implement an infrastructure delivery plan for the Borough as a whole identifying priority areas for investment over the short, medium and long term.	Surrey County Council Other Infrastructure Advisors	<i>Year 1 Draft Year 2 Finalise</i>
	Implement a new Community Infrastructure Levy charging scheme linked to the development of a new Local Plan, subject to any Government reviews of the scheme.	Developers Infrastructure Providers	<i>Year 1 Proposals & Consultation Year 2 new scheme in place</i>
Pro-business approach / Support our businesses / Attract more inward investment into the borough as a whole	Actively encourage independent, artisan and environmentally sound businesses into our Town, Village and community centres through a package of benefits for new startup businesses as a means to promote facilities, services and experiences for residents.	BID, Surrey Chambers, Business Associations	<i>Years 1 – 5</i>
	Be recognised for a pro-business approach across all Council Services to build a reputation for the borough as a good place for businesses to invest and grow.	Surrey Heath Businesses BID Local Business Forums Local Enterprise Partnership SCC	<i>Years 1 - 5</i>
	Increase the amount of Council procurement spent locally, and promote local spending to other businesses.	Surrey Heath Businesses Local Business Forums BID	<i>Year 1</i>
	Deliver, with partners, initiatives to help develop people's skills and get them into employment eg The Youth Hub	DWP National Careers Service	<i>Years 1 Year 2 – 5 subject to funding</i>
	Work with partners to deliver a 'unique selling point' for Camberley Town Centre, keeping up with emerging technology opportunities; to support innovation in the retail and town centre economy.	Education and Health partners BID Town Centre Strategy Local Businesses	<i>Year 1 Town Centre Strategy</i>
	Support new and growing business through council facilitated meetings, business clinics and growth hub	Surrey Chambers BID	<i>Years 1 - 5</i>

Economy			
Our Aim	Our Action	Link to Partner/Policy	Implementation Year
	Support the development of the green economy, and support businesses to achieve net zero carbon emissions.	Climate Change Action Plan Local Businesses LEP SCC	<i>Years 1 – 5 (and beyond to 2030)</i>
	Deliver a robust economic development strategy supporting economic recovery and sustainable growth in the borough including the key business hubs.	Surrey County Council LEP BID Surrey Chambers Businesses	<i>Agree year 1 Implement years 2 – 5</i>

Aspirations for our community

A key part of the Council's role as Community Leader is to lobby and influence on issues that are not within our ability to deliver directly. We have listened to what is important to our residents and business, and will champion the issues below on their behalf:

Issue	Partner
Reflecting residents' aspirations that Surrey Heath remains a safe place to live and work , ensure that the borough has the level of police resources it needs and that relevant partner organisations, businesses and local groups help ensure that there is a timely response to any emerging patterns of crime and anti-social behaviour.	Surrey Police and Crime Commissioner Surrey Police Accent Other Housing Associations
Acknowledging the concerns of local residents about over development, the Council will focus on the legal requirement to deliver the Government's prescribed housing target for the borough as a whole, while at the same time lobbying the Government to recognise the special circumstances in Surrey Heath that significantly limit the scope for development, for example protected heathland.	Central Government
Improving the Borough's rail links to London and other key towns and cities	Network Rail
Ensuring that the bus services across the whole Borough are efficient and sustainable.	Surrey County Council Local Bus Operators
Improving the highway network to address congestion and heavy vehicle traffic and lobby for improved alternative transport options to reduce car usage.	Surrey County Council Highways England
Improving the highway network to address poor quality or badly maintained roads and potholes and increase road safety	Surrey County Council Highways England
Increase road and pedestrian safety through safer driving speeds in residential zones, and safer pedestrian crossing points and tackle inconsiderate parking on the roads and pavements including rat runs.	Surrey County Council Highways England
Work with partners to improve air quality and combat air pollution by tackling idling and higher polluting vehicles.	Police Surrey County Council / schools
Mitigate climate change by increasing green economy , increasing community recycling facilities , encouraging re-use schemes	Surrey County Council Surrey Environment Partnership Business Associations

Issue	Partner
Encourage investment in full fibre digital infrastructure progressively across the whole borough to encourage business and professional groups into the area.	Technology Infrastructure Company's Surrey County Council
Support the needs of existing businesses in terms of infrastructure and connectivity	Business Associations / BID Surrey County Council Telecoms providers
Increasing employment levels across the whole borough including supporting young people to access employment for the first time.	Business Associations / BID / Businesses Job Centre Plus Skills Hub
Build links with the Higher Education sector within the borough	Universities and colleges
Working in partnership with key stakeholders improve activities, facilities and support for young people across the borough.	Surrey Heath Partnership SCC
In responding to any proposed changes to local public services , such as proposals for unitary authorities, act as an advocate for whatever solution best meets the needs and aspirations of Surrey Heath borough and its residents.	National Government, Other Local Authorities and partners
Tackle health issues in areas of deprivation with a view of improving life expectancy for these areas by working in partnership within the integrated health and social care system.	Frimley Health and Care Surrey Heartlands Health and Care Health Partners Community Groups

Effective & Responsive Council

The Council is always looking at how it needs to adapt itself and with the growing agenda on local government reform including devolution, county deals, and local government reorganisation, the Council needs to be prepared looking for greater partnership opportunities to improve economies of scale and resilience.

Technology is advancing and we need to be able to interact with our residents efficiently, our residents expect to contact in a way that is convenient to them. We need to find innovative ways to serve the needs of our customers.

Our aims

- We have **listened** to the views of residents, business and partners to set these priorities. We will continue this positive engagement through the implementation process, and we will **advocate** on behalf of our community on issues outside our direct control.
- **Customer service** will be at the heart of everything we do.
- Continue with the **digital transformation** programme making it easier and more efficient for residents to access Council services
- We will increase how we **work together** with other Local Authorities, partners, businesses and the voluntary sector – we recognise more can be achieved by working together.
- To **spend public money wisely** and attract resources and investment into the borough.

Effective & Responsive Council			
Our Aim	Our Action	Link to Partner/Policy	Implementation Year
To listen and engage with our communities	Engage meaningfully with our community on all key policies impacting on the local community and become recognised as one of the best Councils for doing this.	Engagement Policy	Years 1 - 5
To deliver customer friendly and responsive services	To provide accessible services to meet the needs of the borough's diverse communities and be increasingly renowned for Customer Service Excellence	Surrey Heath Partnership	Years 1 - 5

Effective & Responsive Council			
Our Aim	Our Action	Link to Partner/Policy	Implementation Year
	Increase the number of partnerships and joint appointments with other Councils in Surrey to provide more efficient and sustainable services.	Neighbouring Surrey District & Boroughs	<i>Years 1 - 5</i>
	Transform the Council's planning application service and processes to be efficient, responsive and communicative.	Planning Advisory Service Digital Strategy	<i>Year 1</i>
Work towards financial autonomy and fully sustainable services	Deliver the Council's Medium Term Financial Strategy	The Council's Budget Medium Term Financial Strategy	<i>Years 1 - 5</i>
	Bring forward invest to save initiatives that enable the Council to bring down its cost base	Medium Term Financial Strategy	<i>Years 1 - 5</i>
Continue to deliver Digital Transformation	Upgrade the Council's website, making it easier to access a wider range of Council services on-line	Digital Strategy	<i>Years 1 – 2</i>
	Enable more residents to access the services they need through digital channels		
	Support digital inclusion to ensure everyone is able to access the services they need.		
Making the Council a more agile and responsive organisation	Provide the technology infrastructure to enable staff to be effective from any location	Digital Strategy	<i>Years 1 - 5</i>
	Free up additional space in Surrey Heath House through greater agile and flexible working, for generating additional income.	Medium Term Financial Strategy Agile working policy	<i>Year 1</i>

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Bids received for funding from the Local Community Improvement Fund

Summary

In October 2020 the Council set up the Local Community Improvement Fund for bids to use local CIL funds for the non-parished wards. The first funding bid round for this financial year (2021/22) was opened during June 2021 to July 2021. The Executive is asked to consider bids for capital funding received up to 31st July 2021.

Portfolio: Finance

Date Portfolio holder signed off report: 9th September 2021

Wards Affected: Mytchett & Deepcut, Frimley, Frimley Green, Heatherside, Old Dean, Parkside, St Michaels, St Paul's, Town, and Watchetts.

Recommendation

The Executive is advised to RESOLVE that

- (i) £6,148.00 be awarded to Mytchett Community Association for accessibility improvements to the community pond and wildlife area;
- (ii) £16,600.00 be awarded to Bentley Copse Play Area for replacement of play equipment and safety surfaces;
- (iii) £28,800.00 be awarded to Frimley Lodge Park Fitness Trail to replace fitness equipment;
- (iv) £4,900.00 be awarded to Southcote Park Play Area for replacement of safety surfaces; and
- (v) The application for Pelican Crossing at Ravenscote School be held in abeyance pending a decision from Surrey CC.

1. Key Issues

- 1.1 In October 2020 the Executive agreed to pool the Neighbourhood CIL contributions to allow wards that don't deliver new development but that do experience its impact to have access to CIL funding and also to allow the community to bid for funding. Funding is only for small scale local capital projects and is at the discretion of the Councils Executive subject to availability of funding.
- 1.2 Information on the Fund bidding process is published on the Councils website. There are two funding bid rounds each financial year and this is the first bid round to be considered by the Executive for 2021/22.

- 1.3 The scheme was opened for bids over June and July. Future bid windows will only be for one month, with the next opportunity suggested to be January 2022.

2. Resource Implications

- 2.1 The funding for this is the local ward element of the CIL contributions received from developers. As at 1st April 2021 available funds for each ward are listed in Table 1 below.
- 2.2 CIL income has reduced in 2020/21 as activity within the development industry has slowed down due to the economic impact of Covid19. The level of funding available for future bid rounds will be affected by this slow down.
- 2.3 There is sufficient funding within the Mytchett and Deepcut ward for the funding bid for accessibility improvements to the Community Pond/wildlife area, and sufficient funding within the Heatherside and Parkside wards to fund the bids for the refurbishment of playgrounds in these wards. There are insufficient funds within the Frimley Green ward to fund the Frimley Lodge Fitness Trail. (see annex A for bids below)
- 2.1 In accordance with the Executive agreement in October 2020 to pooling Ward funding for projects, the costs of these projects will be distributed across other wards. Table 1 below also sets out how this will be achieved for this and future bidding rounds and has been agreed by the Portfolio holder for Finance.

Table 1

<u>Ward</u>	Ward funds as at 1 st April 2021	CIL committed 2021/22	CIL collected 1 st April 2021 to 31 st July 2021	Calculated remaining CiL fund	Project Bids	Monies needed from Pool	% of Monies	Fund after own contribution	Donation to pool	Remaining Fund	Multiplier	% value of contribution
Deepcut & Mytchett	£83,694.00	£27,385.00	£0.00	£56,309.00	£6,148.00	£0.00	0.00%	£50,161.00	£4,988.00	£45,173.00	0.09944877	9.94%
Frimley Green	£4,620.00	£1,596.00	£0.00	£3,024.00	£28,800.00	£25,776.00	100.00%	£0.00	£0.00	£0.00		
Frimley	£27,758.00	£27,758.00	£0.00	£0.00		£0.00	0.00%	£0.00	£0.00	£0.00		
Heatherside -	£46,075.00	£24,310.00	£0.00	£21,765.00	£16,600.00	£0.00	0.00%	£5,165.00	£514.00	£4,651.00		
Old Dean	£0.00	£0.00	£0.00	£0.00		£0.00	0.00%	£0.00	£0.00	£0.00		
Parkside	£79,761.00	£14,870.00	£0.00	£64,891.00	£4,900.00	£0.00	0.00%	£59,991.00	£5,966.00	£54,025.00		
St Michael's	£70,182.00	£24,242.00	£0.00	£45,940.00		£0.00	0.00%	£45,940.00	£4,569.00	£41,371.00		
St Paul's	£16,146.00	£5,577.00	£0.00	£10,569.00		£0.00	0.00%	£10,569.00	£1,051.00	£9,518.00		
Town	£230,475.00	£177,263.00	£34,149.00	£87,361.00		£0.00	0.00%	£87,361.00	£8,688.00	£78,673.00		
Watchetts	£10,000.00	£10,000.00	£0.00	£0.00		£0.00	0.00%	£0.00	£0.00	£0.00		
Totals				£289,859.00	£56,448.00	£25,776.00		£259,187.00	£25,776.00	£233,411.00		

- Figures rounded to nearest pound.

3. Options

3.1 The Executive has the option to:

(i) Agree or not agree the bids in line with the recommendations set out in Annex A, or

(ii) To not agree any funding for the bids.

4. Proposals

4.1 It is proposed that the Executive agrees the bid for funding from the Local Community Improvement Fund in line with the recommendations set out in Annex A. The approach to pooling of funding will be dealt with using the methodology in Table 1 above.

5. Supporting Information

5.1 5 bid applications were received and a summary of each is included in Annex A.

6. Corporate Objectives and Key Priorities

6.1 This project supports the objective to make Surrey Heath an even better place to live. It also supports prosperity in sustaining the local economy so that people can work and do business across Surrey Heath.

7. Policy Framework

7.1 The ability to set a CIL charge is set out in the Planning Act 2008 (as amended) and Community Infrastructure Levy Regulations 2010 (as amended). A CIL charging schedule will sit alongside the Local Plan, although it does not form part of the statutory development plan.

8. Legal Issues

8.1 No legal issues arise

9. Governance

9.1 Governance of the CIL Neighbourhood Funds is set out on the Councils website.

10. Risk Management

10.1 The key risk is that projects are not delivered. For this reason supporting evidence is required

11. Equalities Impact

11.1 The funding bid for from Mytchett Community Association for Community and wildlife accessibility, would make the pond and wildlife area accessible to visitors with mobility issues.

12. Human Rights

12.1 No matters arising.

13. Environmental Impact

13.1 No matters arising.

14. Consultation

14.1 Projects can be nominated by the community.

15. PR And Marketing

15.1 No matter arising.

16. Officer Comments

16.1 No matters arising.

Annexes	Annex A Bids for Funding Annex B Strategic Infrastructure Spending Priorities (Regulation123 List).
Background Papers	None
Author/Contact Details	Steven Appleby - Community Infrastructure Levy Delivery Officer steven.appleby@surreyheath.gov.uk
Head of Service	Gavin Chinniah – Head of Planning

Bid Summaries

Ward: Deepcut and Mytchett

Applicant: Mytchett Community Association

Project: Community Pond and wildlife area accessibility

Why is CIL Funding requested – to fund the installation of a new footpath and equipment, to make the pond and wildlife area accessible to visitors with mobility issues

Grant requested: £6,148.00

Project cost: £6,148.00

The funding application is for a footpath, 1 notice board and 2 picnic tables to be sited around a small balancing pond and wildlife area at The Mytchett Centre, 140, Mytchett Road, Mytchett. The Centre has been a focal point in Mytchett for a number of decades. Many residents have visited the wildlife area since its inception in the 1970's. The pond area is often used for people wanting a quiet retreat on a lunchbreak or somewhere to sit and watch wildlife.

Families use the pond to introduce their children to the local wildlife and biodiversity. The pond edge is not clearly defined and the area is not very accessible.

This project seeks to make the pond more accessible to those with mobility issues, by creating a path to and around the pond, so residents can visit to see and learn about the wildlife in the area, as well as creating an area where people can sit and enjoy the pond and wildlife.

The costs of the project are as follows;

Pathway- materials (weed membrane, scalplings, wooden edge) & plant equipment hire £3,000, Labour £2,000, Notice board £348, 2 Picnic tables £800.

Total = £6,148.00

Letters of support: Received from Councillors Whitcroft, Rise and Deach
Recommendation and rationale: SUPPORT

Does it meet CIL funding criteria – YES -The infrastructure that CIL will support in the Borough of Surrey Heath is listed in the adopted Strategic Infrastructure Spending Priorities (Regulation 123 List). The priorities are set out in Annex B.

The bid accords with the Spending Priorities.

WARD: Heatherside

Applicant Surrey Heath Borough Council (Business Services)

Project: Bentley Copse Play Area

Grant requested: £16,600.00

Project cost: 16,600.00

Why is CIL Funding requested – for the replacement of a multi-play unit and safety surfacing.

The bid is for a play area owned and managed by the Borough Council and delivery is supported by the Business Service who will oversee the delivery of these improvements

The funding request is the replacement of a multi-play unit and safety surfacing to the equipment and surrounding area at the Bentley Copse Play Area, Amber Hill, Camberley.

There is not sufficient revenue to cover the costs for low-level maintenance costs.

The multi-play unit is end of life and has some issues which are beyond repair. The surface currently consists of large rubber tiles which are deteriorating. Gaps are opening on the edges of the tiles and beginning to warp and allowing rainwater to seep underneath the tiles and cause further damage.

The funding will help to address issues around declining equipment, surfacing and or levels which are becoming a health and safety concern.

The completed project will make the area a safe place to play and bring together a community, enhancing health and well-being for all users

Letters of support: Bid supported by Councillors Tapper & Skipper

Recommendation and rationale: SUPPORT

Does it meet CIL funding criteria – YES -The infrastructure that CIL will support in the Borough of Surrey Heath is listed in the adopted Strategic Infrastructure Spending Priorities (Regulation 123 List). The priorities are set out in Annex B.

The bid accords with the Spending Priorities.

WARD: Frimley Green

Applicant: Surrey Heath Borough Council (Business Services)

Project: Frimley Lodge Park Fitness Trail

Grant requested: £28,800.00

Project cost: £28,800.00

Why is CIL Funding requested - The project is for the replacement of fitness trail equipment.

The bid is for a play area owned and managed by the Borough Council and delivery is supported by the Business Service who will oversee the delivery of these improvements

The project is for the replacement of fitness trail equipment comprising of various different timber pieces of equipment. Several components have been replaced over the last five years but most if not all pieces are showing signs of rot. Small sections have been replaced, where possible over several years, but this is no longer financially viable and will not last beyond the winter.

There is not sufficient revenue to cover the costs as the above items fall outside the usual low-level maintenance costs but are not whole refurbishments

The trail is extremely popular and very well used in the park. Replacement will be like for like equipment but with metal feet or metal structures to prevent deterioration from rot.

Letters of support: Bids supported by Councillors Betton & Mylvaganam

Recommendation and rationale: SUPPORT

Does it meet CIL funding criteria – YES -The infrastructure that CIL will support in the Borough of Surrey Heath is listed in the adopted Strategic Infrastructure Spending Priorities (Regulation123 List). The priorities are set out in Annex B.

The bid accords with the Spending Priorities.

WARD: Parkside

Applicant: Surrey Heath Borough Council (Business Services)

Project: Southcote Park Play Area, Camberley

Grant requested: £4,900.00

Project cost :£4,900.00

Why is CIL Funding requested - Replacement of safety surfacing

The bid is for a play area owned and managed by the Borough Council and delivery is supported by the Business Service who will oversee the delivery of these improvements

The project is for the replacement of safety surfacing around the cableway and basket swing due to the deterioration of the rubber mats. The rubber mats are beginning to lift and degrade around the edges creating trip hazards.

This project will help to address issues around declining equipment, surfacing and or levels which are becoming a health and safety concern. There is not sufficient revenue to cover the costs as these items fall outside the usual low-level maintenance costs but are not whole refurbishments

Letters of support: none received.

Recommendation and rationale: SUPPORT

Does it meet CIL funding criteria – YES -The infrastructure that CIL will support in the Borough of Surrey Heath is listed in the adopted Strategic Infrastructure Spending Priorities (Regulation123 List). The priorities are set out in Annex B.

The bid accords with the Spending Priorities.

WARD: Heatherside

Applicant: Ravenscote Parent Teacher Association

Project: Pelican Crossing

Grant requested: £65-80,000.00

Project cost: £120,000.00

Why is CIL Funding requested – Funding contribution for the installation of a Pelican Crossing

The bid is for a Pelican Crossing, to be situated by the back gate entrance to Ravenscote Junior School, Upper Chobham Road, Frimley.

Ravenscote Parent Teachers Association have been running a campaign to have a safe crossing installed for local children. The Association are concerned that increased development in the local area is causing heavier traffic and increases the risks of accidents for local children.

There is a raised conduit currently in place at this location, the Association feel that a Pelican crossing added to this will increase the safety for Children crossing the road at this point.

There are three schools in close proximity to the proposed site of the Pelican Crossing. Parents will be more confident in allowing their children to walk to school if there is a safe place to cross the road.

Surrey CC, as the local Highway Authority, confirm that they have not been in contact with the applicant about this proposal. Surrey CC are undertaking further assessments to determine if the Pelican Crossing is necessary and if the crossing can technically be provided.

There are no other financial contributions confirmed in support of this project. The Highway Authority also comment that the bid value is insufficient to undertake the works required.

Letters of support: None received

Recommendation and rationale: **HOLD in abeyance for the following reasons;**

1. The local Highway Authority (Surrey CC) has confirmed that there is currently no evidence to support the requirement of a Pelican Crossing at this location, but further assessments are being carried out.
2. The bid is supported by Borough Councillors and should be put on hold until a final decision is made by Surrey CC.

ANNEX B

Surrey Heath Borough Council Community Infrastructure Levy: Regulation 123 List The following list of infrastructure projects may be funded or part funded through the Community Infrastructure Levy (unless otherwise stated).

- 1) Shared Suitable Accessible Natural Greenspace (SANG) – Shared SANG includes SANG provided for development which cannot secure its own SANG solution. ¹
- 2) Open Space (with the exception of Shared or On-Site SANG) which is not directly related to a development. ²
- 3) Sustainable Local Transport Projects and Pedestrian Safety Improvements which are not directly related to a development. ²
- 4) Play Areas & Equipped Playing Space which are not directly related to a development. ²
- 5) Indoor Sports & Leisure Facilities which are not directly related to a development. ²
- 6) Community Facilities not directly related to a development. ²
- 7) Sustainable Strategic Transport Projects. ²
- 8) Climate change projects ²
- 9) Digital Infrastructure Projects ²

¹ Development sites which cannot provide their own SANG solution will contribute to shared SANG solutions by way of a CIL payment. Development which is required to provide its own bespoke SANG solution will continue to be secured by S106 obligations in line with CIL Regulations 122 & 123. Nothing in this footnote overrides the Borough Council's obligations as the competent authority for the purposes of its duties under the Conservation of Habitats & Species Regulations (2017) as amended.

² Provision, improvement, replacement, operation or maintenance to reduce the incremental impact of development on off-site infrastructure which is not provided or required as avoidance/mitigation on or near individual development sites. This Regulation 123 List excludes projects for infrastructure which are directly related to an individual site i.e. on or near site infrastructure to avoid/mitigate impact arising from that site. The Borough Council may apply CIL, continue to seek S106 obligations, or a mix of S106 and CIL, toward on or near site infrastructure in line with the Infrastructure Delivery SPD and in accordance with Regulations 122 and 123 of the Community Infrastructure Levy Regulations 2010 (as amended).

NOTE: To enable delivery of new residential units that are not CIL liable but nonetheless include a net increase in residential units the Council will require such development to contribute toward the cost of the ongoing management and maintenance of SANG through a Unilateral Undertaking. This is to meet the requirements of the Conservation of Habitats and Species Regulations 2017, (or as subsequently amended). The Council will levy a contribution of £112.50 per square metre for the residential floorspace created. This is the management and maintenance cost of SANG.

The types of development affected include: Change of use to Residential use through the Prior Approval process under the General Permitted Development Order 2015 (or as subsequently amended); Self / custom build homes; Affordable Housing and Starter Homes as defined in the National Planning Policy Framework (NPPF); Applications where less than 100sqm residential floor space is created; Conversions to residential use from other use classes (as set out in the Town and Country Planning Use Classes Order), through planning permission, where not CIL liable; Conversions to a C2 use where the development may be considered to give rise to likely significant effect to the SPA.

For residential conversions within use class C3 (Residential) and C4 (Houses of Multiple Occupation), where no additional floorspace is created but the overall number of units increases, avoidance measures must also be provided through the allocation of SANG, with contributions charged as set out in paragraphs 6.7-6.10 of the Thames Basin Heaths Special Protection Area Avoidance Measures Supplementary Planning Document (2019).

The development types above may not form an exhaustive list of residential developments providing net additional units that are not CIL liable. The Council will seek appropriate SANGs contributions for any other residential development types that are not CIL liable but are required to provide avoidance measures for their impact on the Thames Basin Heaths Special Protection Areas.

Surrey County Council's Draft Surrey Transport Plan 2022-2032 consultation

Summary

The report sets out the response to Surrey County Council's consultation on the Draft Surrey Transport Plan 2022-2032. The consultation began on Monday 5th July and ends on Sunday 24th October 2021.

The Surrey Transport Plan 2022-2032 (also referred to as LTP4) has significant implications for existing and future transport infrastructure within Surrey Heath and for carbon emissions associated with transport in Surrey. The LTP4 sets out bold measures to tackle key transport issues such as carbon emissions, improving public transport, road safety and pollution for all modes of transport. The consultation document and supporting information is available online at: <https://surreyltp4.commonplace.is/over view>

Portfolio: Planning & People

Date Portfolio Holder signed off report: 7 October 2021

Wards Affected

ALL

Recommendation

The Executive is advised to RESOLVE that the response set out at Annex 1 of this report be agreed as the Council's formal response to Surrey County Council's consultation on the Draft Surrey Transport Plan 2022-2032.

1. Resource Implications

- 1.1 There are no resource implications beyond that provided for within the agreed budget for 2021/22.

2. Key Issues

Summary of the LTP4

- 2.1 Surrey County Council is consulting on the Draft Surrey Transport Plan 2022-2032. The current plan, adopted in 2011, needs to be updated to reflect changes to national and local policy, such as the Government's legally-binding commitment to achieve net zero carbon emissions by 2050.
- 2.2 The draft fourth Local Transport Plan (LTP4) Plan sets out an ambitious roadmap for rethinking and transforming Surrey's transport system to 2032 and beyond. It aims to significantly reduce transport carbon emissions to meet the net zero challenge and to support delivery of Surrey's other priority objectives of enhancing the county's

economy and communities, as well as the health and quality of life of our residents. The plan sets out the bold measures to tackle key transport issues such as carbon emissions, improving public transport, road safety and pollution for all modes of transport. It identifies that achieving net zero will mean a step change in how Surrey thinks about, plans, delivers and maintains transport.

- 2.3 The primary aim of the LTP4 is to improve Surrey's transport system to provide better accessibility and meet other objectives, but it also recognises that accessibility can be improved by place making and digital connectivity. As such, the Plan has a greater scope than previous Surrey transport plans. The vision of the LTP4 is:

'A future-ready transport system that allows Surrey to lead the UK in achieving a low-carbon, economically prosperous, healthy and inclusive county with excellent quality of life for all residents, whilst seeking to enhance the built and natural environments'.

- 2.4 The Plan has four overarching objectives, which are as follows:
- To rapidly reduce carbon emissions, ensuring Surrey is on track for net zero emission by 2050 (prioritised in the Plan as the most important objective).
 - To support Surrey's growth ambitions and enable business and people to prosper sustainably.
 - To provide connected communities that encourage social mobility and ensure no-one is left behind.
 - To create thriving communities with clean air, excellent health, wellbeing and quality of life.

- 2.5 It is identified that to achieving the vision and objectives, a broad mix of policies and measures are required. The LTP4 groups these measures under nine Policy Areas (see paragraphs 2.10 to 2.20 of this report). All nine policy areas have the common goal to reduce carbon emissions by reducing the amount of travel by motorised vehicles and the emissions produced by every kilometre travelled. This is on the basis that prioritising the convenience of car use has had negative impacts for Surrey in terms of carbon emissions, local air quality, quality of public spaces, physical fitness and equality of access to opportunities and amenities for those without a car.

- 2.6 Following the close of the consultation, it is set out in the consultation materials that Surrey County Council will review feedback and amend the Plan with a view to adopt in February 2022.

Summary of consultation response (Annex 1)

- 2.7 Annex 1 sets out the Council's proposed detailed formal response to the LTP4 consultation. The response is structured on the nine Policy Areas identified in the Plan, with an introductory section that sets out overarching general comments. The LTP4 was discussed at the Local Plan Working Group on 11 August and the key issues raised in that

discussion are reflected in this response. The response also reflects feedback the Council has received from residents relating to transport in the Borough, including feedback from the Five Year Strategy consultation.

2.8 Overall, the LTP4 vision and four overarching objectives are welcomed and supported and align with Surrey Heath's Five Year Strategy and the objectives of the Surrey Heath Climate Change Action Plan. The complexity of the challenges and the importance of joint working to deliver the ambitions of the LTP4 are noted.

2.9 The following general comments are also raised in this section of the response:

- The Plan is very ambitious reflecting the need for a radical step change in approach to reduce carbon emissions and address climate change and it is noted that its scope goes far beyond 'transport' and relies significantly on partners to deliver its aspirations.
- Greater emphasis needs to be given to the role of partners in delivering the Plan.
- A significant issue for the deliverability of LTP4 is funding. More detailed information is required on how it will be funded, in particular the role of grant funding.
- More detailed evidence is required at a Borough and District scale in the evidence base that has been produced and suggestion that Surrey County Council procures its own research to support LTP4.
- It is noted that delivering the measures outlined in the Plan will be particularly challenging due to the high levels of car dependency coupled with limited public transport and cycle infrastructure compared to other areas in Surrey. As a result, it is identified that in Surrey Heath specifically, detailed work is required to deliver the step change set out in LTP4, taking account of the complex local context.

2.10 The remainder of the response focuses on the nine Policy Areas of LTP4 and the proposed measures within each of these. Within this section of the response, Surrey Heath suggests that the LTP4 maximises opportunities to:

- Support for Climate Change mitigation.
- Improve accessibility for all, particularly to public transport.
- Reduce traffic congestion.
- Support improvements to public transport, particularly to improve public transport to the villages and other communities in the Borough.
- Support faster and more direct rail services to London.
- Improve cycle routes across the Borough, especially to village communities, and create where possible dedicated cycle routes where users do not have to compete with other vehicles.
- Deliver improvements to air quality.

- 2.11 With regard to Planning for Place Policy Area, the benefits of delivering 20-minute neighbourhoods are supported, such as improved air quality, but it is noted that further detail is required to set out how this can be implemented in practice given the complexity of redesigning neighbourhoods and the reliance on partners for delivery. Support is expressed for improvements to cycle and walking routes and these improvements should cover all areas of the Borough. It is also noted that further detail is required on the introduction of 20mph zones to understand the implications for areas where it will be applied.
- 2.12 For the Digital Connectivity Policy Area, the principles of improving connectivity and access to online opportunities, activities and services to maximise their use and reduce the need to travel is welcomed. However, it is noted that those who need to access services through more conventional means are none the less able to do so.
- 2.13 In respect of the Active Travel and Personal Mobility Policy Area, the general principles of improving cycle routes and facilities are welcomed. It is noted that there should be a greater emphasis on implementing improvements to cycle infrastructure in areas of Surrey with limited coverage, such as in Surrey Heath. Improving cycle infrastructure within the villages of Surrey Heath is identified as a key priority in the response, with improvements to cycle links from the Borough's eastern villages to Woking highlighted as an example of an opportunity to significantly improve cycle infrastructure.
- 2.14 Likewise, for the Public and Shared Transport Policy Area, it is noted that the general principles are welcomed but significant improvements would be required in Surrey Heath to make this deliverable in the Borough. The response recognises that, for bus travel, any new or additional services will need to be viable, but it is also important to note that promoting behavioural change through improving the experience of bus travel, including the costs per journey, are key factors for residents to make the choice to travel by bus. Furthermore, in respect of rail services, the response highlights that there is limited reference to improving access to stations in periphery locations, such as across county or local authority borders, which are afforded more frequent services than other proximal stations.
- 2.15 With regards to the Demand Management for Cars, the benefits of the proposals are recognised and the suggestion that the Policy Area will be tailored to specific locations and applied in conjunction with other Policy Area measures is welcomed. It is noted that residents and businesses will benefit from the reduced congestion and improved reliability due to reduced traffic levels associated with demand management for cars.
- 2.16 However, it is noted that the Council will not be able to support specific measures in this Policy Area for Surrey Heath until genuinely reliable and accessible alternatives are in place prior to implementation of measures to deter and impede car usage. As such it is identified that

great care needs to be taken in the implementation of this policy area, ensuring high quality alternatives are available before measures such as reduced parking in urban locations is implemented. An area of concern identified is the potential adverse impact of the proposals on the viability and vitality of retail centres, as well as the local economy, given the emphasis on reducing access for private vehicles and the potential that other areas outside Surrey may be taking a different approach. As such, it is noted that detailed and evidenced business cases would need to be produced for introduction of measures that could have a significant impact on local retail centres and the local economy.

- 2.17 Moreover, the suggestion is made that, to ensure equitability and make other forms of transport more attractive in the short term, the short-term focus should be on reducing the costs of public transport and access to active travel networks, rather than increasing the costs of car travel. This is on the basis that, in Surrey Heath, implementing measures such as reduced parking without the appropriate alternatives in place could increase local inequalities and decrease access to services. As well as this, it is noted that thought needs to be given to how demand management measures relate to the use of low emission vehicles and car sharing schemes to ensure that such users are not adversely affected by demand management schemes for private vehicles.
- 2.18 The proposed approach for Demand management for goods vehicles Policy Area is generally welcomed. It is noted that emphasis should be applied to the potential for urban consolidation centres¹ for local deliveries.
- 2.19 In respect of the Efficient Network Management Policy Area, LTP4 identifies that, in most cases, there will not be a case for investing in new road capacity as experience shows this to actually increase traffic levels and emissions. As such, it is noted that further detail is required as to how this relates to planning for new homes in terms of transport infrastructure, given that certain areas of Surrey and Surrey Heath have limited access to more active modes of transport. The response also highlights that greater focus should be given to applying environmentally friendly practices for network management and more focused efforts on areas that have poorer air quality. The commitment for taking opportunities to integrate green infrastructure into network maintenance, such as tree planting, is welcomed.
- 2.20 For the Promoting Zero Emission Vehicles Policy Area, whilst the proposals are generally supported, it is highlighted that a primary short-term focus should be the expansion of electric vehicle charging on-street in Surrey. It is noted that, given the high rates of car dependency in Surrey Heath, provision of adequate electric charge point infrastructure in the Borough will be a key element of achieving carbon reduction objectives.

¹ This would enable last mile deliveries to be made from a central hub using electric freight vehicles (including e-bikes) rather than diesel-powered HGVs.

- 2.21 With regard to the Supporting Behaviour Change Policy Area, it is noted that this Policy Area will be critical to delivering LTP4 and the current measures included in the Plan are too vague to deliver the significant step change in behaviour that will be required. Moreover, it is noted that it will be essential for the successful delivery of behavioural change measures that genuinely reliable and accessible active travel and public transport alternatives are in place prior to implementing measures to support reduced car usage. Further work is required, working with partners, to develop a detailed strategy for behavioural change in Surrey that takes account of local specificities.

3. Options

3.1 The options for the Executive to consider are:-

- (i) To **AGREE** the response to Surrey County Council's consultation on the Draft Surrey Transport Plan 2022-2032 as set out in Annex 1 of this report.
- (ii) To **AGREE** the response to Surrey County Council's consultation on the Draft Surrey Transport Plan 2022-2032 as set out in Annex 1 of this report and any additional comments which the Executive may wish to make.
- (iii) To **NOT AGREE** the response to Surrey County Council's consultation on the Draft Surrey Transport Plan 2022-2032 as set out in Annex 1 of this report.

4. Proposals

4.1 It is proposed to submit the consultation response attached at Annex 1 by the 24th October 2021 deadline.

5. Corporate Objectives and Key Priorities

5.1 Overall, the LTP4 aligns with the Council's corporate objectives and key priorities, in particular the Five-Year Strategy and implementation of the Climate Change Action Plan.

6. Policy Framework

6.1 LTP4 will provide an overarching policy framework for the delivery

7. Environmental Impact

7.1 The delivery of LTP4 has the potential to have a significant impact upon the reduction of carbon emissions and helping to address Climate Change.

8. Other Matters

- 8.1 In relation to legal issues, governance, risk management, equalities impact, human rights, community safety, PR and Marketing there are no matters arising from this consultation by Surrey County Council

9. Consultation

- 9.1 The Surrey Transport Plan 2022-2032 consultation runs between 5th July 2021 and 24th October 2021.

Annexes	Annex 1 - letter to SCC
Background Papers	Consultation document and supporting information is available online at: https://surreyltp4.commonplace.is/over view
Author/Contact Details	Keiran Bartlett – Senior Planning Officer Keiran.bartlett@surreyheath.gov.uk
Head of Planning	Gavin Chinniah – Head of PLanning Gavin.Chinniah@surreyheath.gov.uk

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By email to surreytransportplan@surrey.gov.uk

Add date

Dear Sir/Madam,

Surrey Heath Borough Council’s response to Surrey’s draft Transport Plan for 2022 to 2032 and beyond.

Thank you for the opportunity to comment on the Surrey’s draft Transport Plan for 2022 to 2032 and beyond. This letter is the Council’s formal response.

Surrey Heath Borough Council has had the opportunity to consider proposals and has the following comments to make.

Overarching general comments

Overall, the vision and four overarching objectives are welcomed and supported. The Council recognises the need for a radical step change in approach to transport planning to reduce carbon emissions and address climate change and air quality in Surrey. The complexity and scale of the challenges that the Plan aim to address are recognised, and it is noted that joint working will be key to delivering the Plans ambitions.

Whilst the Council does not disagree with the intent of the plan and welcomes its ambition, it does cover a scope that goes far beyond ‘transport’ and relies significantly on other bodies to deliver its aspirations. As such, it is unclear if the plan in its entirety is realistic and deliverable in the ten-year period of the plan. For example, within the Planning for Place Policy Area, reference is made to redesigning areas into 20-minute neighbourhoods. Whilst the Council supports the principles of 20-minute neighbourhoods, it is uncertain how this could be achieved county wide given the reliance on landowners, developers and local authorities. Similarly, the proposal to relocate parking and increasing charges in the demand management for cars Policy Area would need the support of local authorities to deliver.

Consequently, the Council suggests that there needs to be greater emphasis on the role of partners in delivering measures in LTP4 which will require significant funding and political buy in. As part of this, more detail is required on where funding for delivering the Plan will be derived, including greater consideration to how grant funding opportunities can be optimised. Furthermore, it would be helpful for a more detailed evidence base at a District and Borough level to better highlight the challenges and opportunities in the county, rather than the relatively high-level policy review that has been published as part of the evidence base for the Plan. The

Council therefore suggests that Surrey County Council procures its own detailed research to support the evidence base for LTP4.

Upon reviewing the Plan, it is clear that delivering the package of measures will be particularly challenging in Surrey Heath. It is noted that Surrey Heath has the highest percentage of commuting by private vehicle, the highest percentage of private vehicle ownership by household and highest rate of cars per household in Surrey. Surrey Heath likewise has limited access to rail transport and very limited cycle route networks compared to other areas of the County, especially in the rural areas to the east of the Borough. Furthermore, Surrey Heath has an ageing population, with the age group of 75+ are expected to increase by 72% up to 2040¹. As identified in LTP4 on page 20, travel demand from this growing age group is set to increase with a trend towards a more active retirement and, for rural areas especially, this means greater use of the private car.

As such, it will be inherently challenging to reduce car dependency in the Borough and improve the uptake of public transport and more active modes of transport, given the existing infrastructure necessitates the use of private vehicles for many in the Borough. Consequently, it is evident that in Surrey Heath specifically, detailed work is required to deliver the step change set out in LTP4. It is the Council's position that more detailed measures will be required to enact behavioural changes towards more sustainable modes of transport and delivering the measures of LTP4 in Surrey Heath will need to take account of the complex local context.

With regard to the Impact Strategies section of the Plan, it is noted that in the that Planning and Place strategy will also support economic growth by facilitating the ongoing growth of Surrey's valuable economic clusters, such as the Surrey Research Park, for instance ensuring that land for expansion is made available. Another key role will be planning for additional housing development to help alleviate the current affordability challenges and improve the options for essential workers living in Surrey. For Impact Strategy 4, the Council strongly supports the need for a quality of life strategy to address air quality issues and help to support residents to live healthy, active lives.

Surrey County Councils intention to work collaboratively with Districts and Boroughs, stakeholders, partner organisations, local groups, businesses, communities and residents to deliver the LTP4 and jointly achieve our ambitious objectives is welcomed.

Comments on the nine proposed Policy Areas

Planning for Place

The Council welcomes the principles of this Policy Area and supports the delivery of 20-minute neighbourhoods, especially given the need to consolidate services for Surrey's aging population and the wider range of benefits they bring, including improved air quality. However, more detail is required as to how this can be implemented and addressed holistically, especially in relation to redesigning existing urban, suburban and village areas. Based on the information included in LTP4, it is not clear how 20-minute neighbourhoods can be realistically provided across the county through redesigning neighbourhoods.

With regard to the quick wins identified for this Policy Area, the Council seeks further clarification on the criteria that will be used for implementing walking and cycling schemes that are forecast to be well used. Whilst the logic behind progressing the most likely to be used routes is understood, this could lead to further geographical discrepancies across the county, improving existing networks but leaving areas with limited coverage without adequate provision, further engraining the use of private vehicles and associated behaviours in such areas.

¹ Surrey Heath Housing Needs Study 2020

Another quick win identified in this section of the plan is the introduction of 20 mph zones and traffic management as default on roads identified to have a strong 'place' function in the street family categorisation. Further detail is required on this action to understand its implications and the locations where it will be applied.

Digital connectivity

The Council welcomes the principles of this Policy Area and supports work to raise awareness of online opportunities, activities, and services to maximise their use and reduce the need to travel. However, it is essential that residents who need to access services through more conventional means are able to do so.

Active travel/personal mobility

The Council welcomes the general principles of this Policy Area and supports improvements to routes and facilities for cycling. However, there should be a greater emphasis on implementing significant improvements to cycle infrastructure in areas of the county that have limited coverage. Cycle infrastructure in Surrey Heath is notably limited, especially in the more rural eastern areas of the Borough, and the Council would welcome increased dialogue with Surrey County Council on how improvements can be achieved in Surrey Heath. Improving cycle infrastructure within villages of Surrey Heath is identified as a key priority by the Council.

The Council regularly receives feedback from residents, including as part of the recent Five Year Strategy Consultation, that there are very few easy and safe cycle routes for travelling within and outside the Borough. A key opportunity, for example, would be improving cycle links between Surrey Heath's eastern villages, such as Chobham and West End, to the extensive cycle network in and around Woking. This is a common suggestion in feedback that the Council receives from residents living in the east of the Borough. It would also be helpful to have a better understanding of the cycle plans that are proposed and will be implemented across the county, and what specific improvements are likely to be delivered over the course of the Plan. The provision of cycle routes where users are not competing with vehicles should be made a priority in the delivery of an improved cycle network in Surrey.

The Council welcomes the commitment in LTP4 to take the opportunity to build green infrastructure such as new tree planting into any new and improved cycle routes.

Public/shared transport

The Council welcomes the general principles of this Policy Area but notes that significant improvements would be required in Surrey Heath to make this deliverable in the Borough. The Council regularly receives feedback from residents, including as part of the recent Five Year Strategy Consultation, that there is a limited choice of travel options in the Borough and that public transport links are relatively limited compared to other areas.

Whilst the Council benefits from relatively frequent bus services in Camberley and other areas of the Borough, there are a number of areas where options for bus travel are very limited, including for Windlesham and Chobham. Improving public transport services to the distinctive village communities in the east of Surrey Heath is identified as a key opportunity by the Council. Moreover, improvements are required to bus travel in and out of the Borough, especially into Hampshire and Berkshire. It is recognised that any new or additional services will need to be viable, but it should likewise be recognised that promoting behavioural change through improving the experience of bus travel, including the costs per journey, are key factors for residents to make the choice to travel by bus. Moreover, consideration will need to be given to how positive behavioural change towards increased bus use would be factored into viability assessments.

In respect of rail travel, Surrey County Council will be aware that rail services in Surrey Heath are limited to Frimley, Camberley and Bagshot. It is noted that the rail strategy identified a

number of priorities, including the adequacy of rail access to London from Camberley, Bagshot and Frimley given the poor level of service and relatively long journey times. However, it is also noted that the Camberley Rail assessment 2016 found no short-term options for improving services with a positive business cases. As such, it is uncertain as to the role that rail travel will play in increasing the uptake of rail travel in Surrey Heath. The Council strongly advocates that the provision of faster and more direct train services from Frimley, Camberley and Bagshot to London would significantly increase the uptake of rail services in the Borough and contribute to reducing the need to travel by car. The Council recently responded to the South Western Railway Timetable consultation for December 2022 expressing its concerns about the current inadequacy of rail services into the Borough and in particular the need for a direct and reliable service into central London.

Furthermore, the Council notes that there is limited reference to rail services on the periphery of the county or improving access to services in periphery locations, which for Surrey Heath represents an opportunity to increase access to services to London and Reading. For example, there are a number of frequent services in the Blackwater Valley, Brookwood Station and Woking that are on the periphery of Surrey Heath. Improved transport links to these locations from within Surrey Heath, for example shuttle bus services and high-quality cycle paths, would significantly improve access for Surrey Heath residents and help contribute to a modal shift away from personal vehicle use. For most residents in Surrey Heath wanting to access frequent services to London, it is easier to drive to a station outside the Borough with a faster and direct service to London than cycle, bus or change from the Guildford to Ascot service. For example, for Camberley residents going into London, it is quicker to drive to Farnborough train station and get a direct service to London Waterloo, rather than use the limited direct services from Camberley to London.

It is noted that there should be a more explicit focus in the Plan on improving disabled access to public transport and active transport in Surrey, contributing to improved accessibility for all.

Demand management for cars

The Council recognises the benefits of the approach proposed in the Policy Area and welcome the suggestion that measures will be tailored to specific locations and be applied in conjunction with other Policy Areas. The Council notes that residents and businesses will benefit from the reduced congestion and improved reliability due to reduced traffic levels associated with demand management for cars. Traffic congestion is regularly identified as a key issue in feedback the Council receives from residents, including as part of the recent Five Year Strategy Consultation, and it is recognised that measures to reduce congestion improves road safety and reduces emissions of carbon and local pollutants.

However, the Council will not be able to support specific measures in this Policy Area for Surrey Heath until genuinely reliable and accessible alternatives are in place prior to implementation of measures to deter and impede car usage. As such it is the Council's view that great care needs to be taken in the implementation of this Policy Area, ensuring high quality alternatives are available before measures such as reduced parking in urban locations is implemented, relating to the points made in the general section of this response.

One area of concern is the potential impact that the proposed demand management measures could have on the viability and vitality retail centres, as well as the local economy in general, especially if the same approach isn't adopted in areas bordering Surrey. For many of the retail centres in Surrey Heath, such as Camberley Town Centre or Bagshot District Centre, the majority of visitors (both from within and from outside the Borough) travel by car and make use of practically located Council car parks. Without significant improvements to public transport and active travel links, as well as a step change in the travel behaviour of residents, footfall could be impacted significantly should demand management measures be introduced in these areas. Detailed and evidenced business cases would need to be produced for introduction of measures that could have a significant impact on local retail centres and the local economy.

The Council recognises that, on page 80, that is noted that *'whilst concerns are often raised that reducing parking provision and increasing its cost will have negative economic impacts for urban centres, evidence suggests that this does not occur in practice. Research by organisations such as Transport for London and Living Streets indicates that traffic free pedestrianised environments are more attractive to visitors; and that those visiting a town centre by modes other than car are likely to spend more in a month, as they will visit the centre more often and are more likely to make additional unplanned stops whilst passing'*. However, detailed local evidence will be required to confirm that a similar trend would be experienced in Surrey, especially in specific areas like Surrey Heath where car dependency is the highest in the county.

The Council would suggest that, to ensure equitability and make other forms of transport more attractive in the short term, the short-term focus should be on reducing the costs of public transport and access to active travel networks, rather than increasing the costs of car travel. In Surrey Heath, implementing measures such as reduced parking without the alternatives in place could increase local inequalities and decrease access to services.

Moreover, the issues associated with demand management for cars is inherently complex and thought needs to be given to how this relates to the increased use of electric vehicles and car sharing. For example, consideration needs to be given to how those using electric vehicles and/or car sharing schemes are not adversely affected by demand management schemes for private vehicles. Some measures would be difficult to enforce and reliant on local authorities, such as managing parking charges based on fuel type for each vehicle, or how an allowance of a limited number of visits to a centre could be enforced.

Demand management for goods vehicles

The Council generally welcomes the proposals for this section but notes that greater emphasis should be applied to the potential for urban consolidation hubs for local deliveries.

Efficient network management

The Council notes the proposals for this Policy Area and seeks further details on how this relates for planning for new homes in terms of transport infrastructure provision, especially in areas like Surrey Heath where access to more active modes of transport in some areas of the borough remains limited. Furthermore, there should be a greater focus on using network management processes that are environmentally friendly and more focused efforts on areas that have poorer air quality. The Council welcomes the commitment for maintenance approaches to take full account of LTP4 Environmental Policies and supports taking opportunities to green infrastructure such as tree planting.

Promoting Zero Emission Vehicles

The proposals for this Policy Area are generally supported. It is the Council's view that a primary short-term focus should be the expansion of on-street electric vehicle charging in Surrey. It is noted that, to date, Surrey Heath has not been included in pilots for on-street charging installation and Surrey County Council's position regarding on-street charging needs to be made clear to reflect net zero emission targets. Given the high rates of car dependency in Surrey Heath, the provision of adequate electric charge point infrastructure in the Borough will be a key element of achieving carbon reduction objectives.

Supporting Behaviour Change

It is noted behavioural change is potentially one of the greatest supporting measures to delivering a step change and will be critical to delivering LTP4. Whilst this is a common theme throughout LTP4 and is afforded its own Policy Area, at this stage the measures included in LTP4 are too vague to deliver the significant step change in behaviour that will be required. Moreover, it will be essential for the successful delivery of behavioural change measures that

genuinely reliable and accessible active travel and public transport alternatives are in place prior to implementing measures to support reduced car usage. Further work is required, working with partners, to develop a detailed strategy for behavioural change in Surrey that takes account of local specificities.

Surrey Heath trusts that these comments will be taken into account in the development of the Draft Local Transport Plan.

Yours faithfully,

Cllr McClafferty
Leader of Surrey Heath Borough Council

Urgent Action

Summary

To advise the Executive of urgent action taken by officers pursuant to the Scheme of Delegation of Functions to Officers.

Wards Affected

Not applicable

Recommendation

The Executive is advised to NOTE the urgent action taken under the Scheme of Delegation of Functions to Officers.

1. Resource Implications

1.1 The resource implications are as set out at Annex A.

2. Key Issues

2.1 In accordance with the Scheme of Delegation of Functions to Officers, urgent action has been authorised, as set out at Annex A.

3. Options

3.1 There are no options for the Executive to consider as the action has been taken.

4. Supporting Information

4.1 The Scheme of Delegation of Functions to Officers, provides for the Chief Executive, Executive Heads of Service and Heads of Services to determine, after appropriate consultation, matters of an urgent nature which are not in contravention of established policies of the Council, budgets set, or are key decisions, which will not admit of delay until the next ordinary meeting of the Council, Executive or Committee concerned. All such decisions which are executive matters have to be reported to the next meeting of the Executive.

Annexes	Annex A - Urgent Action Decision Form
Background papers	None
Author and contact details	Rachel Whillis – Democratic Services Manager rachel.whillis@surreyheath.gov.uk
Head of service	Gavin Ramtohal –Head of Legal & Democratic Services



Surrey Heath Borough Council Scheme of Delegation of Functions to Officers

Urgent Action Form – Executive Function

Consultation by Chief Executive or Executive Head of Service or Head of Service involved with relevant Portfolio Holder or Leader of the Council and Chairman (or Vice Chairman) of the relevant Scrutiny Committee

To Councillor	Cllr Robin Perry
Portfolio Holder for	Finance
Proposal	<p>To confirm to Surrey County Council our intention to enter into Pooling arrangements for the financial year 2022/23, and</p> <p>Delegate authority to the Council’s s151 Officer, in consultation with the Portfolio holder for Finance, to sign the Memorandum of Understanding governing the Pool arrangements for 2022/23.</p>
Background	<p>On 13th September 2021, the Ministry of Housing, Communities and Local Government (MHCLG) issued an invitation to all lead Councils (in this case, Surrey County Council) to submit proposals for Business Rates Pools for 2022/23. Timescales for submissions were tight with proposals to be submitted by 8th October 2021 in order to comply with statutory deadlines.</p> <p>Consequently, Surrey authorities have been considering the benefits and risks of Pooling arrangements and the optimal financial position for membership of the Pool. The Pool membership is reviewed at each annual submission and while existing Pool arrangements would continue in force year on year unless revoked by the Department, where the Pool wishes to change its membership, the original Pool must be revoked, and a new designation made. Pool Members need to be geographically linked and given that the London Pool is not going ahead in 2022/23, this provided opportunity to reach out to both Croydon (who have previously been a member of the Surrey Pool) and Sutton. Sutton have subsequently confirmed their interest in joining the new Pool.</p> <p>LG Futures have supported the potential Pool Members with financial analysis of the options for Pooling, supported by our own internal data and estimates of business rates. Under this analysis, Surrey Heath Borough Council (SHBC) ranks 3rd among the Surrey Councils being considered for inclusion in the Pool and has therefore been invited by the lead authority, Surrey County Council (SCC), to join a new Pool consisting of SCC,</p>

Runnymede, Mole Valley, SHBC, Woking, Elmbridge and Sutton. The addition of the London Borough of Sutton will bring further financial benefit to the Pool. As the membership is intended to be different to the current year, a submission to dissolve the existing Pool and set up the new arrangement, is required.

Once all Councils who have been invited to participate have confirmed their agreement, SCC will issue a Memorandum of Understanding (MOU) to all parties to sign and will then submit the proposal.

Under the current Business Rates Retention Scheme, SHBC is able to retain a proportion of the growth in business rates generated in its area, paying the balance to central Government as a levy. Pooling allows the Council to retain a greater share of this growth by sharing the rewards across the group by combining the different Top up and Levy arrangements that exist across the different members of the Pool.

Business rate income is normally shared as follows:

- 50% Central govt
- 40% District Councils/lower tier
- 10% County Council/upper tier

Growth is shared in the same proportions as above, but SHBC then pays a 50% levy on our share of the growth, meaning that overall, the Council would retain just 20% of any growth, outside of a Pooling arrangement. The proposed Pooling arrangements allow the Council to retain 30% of any growth.

50% of the net gain from pooling will be allocated to SCC and Sutton, based on their Top up share and the remaining 50% of the gain will be split amongst the participating Districts in proportion to the levy payments that would have been applicable if each had acted individually.

The projected gain across the whole Pool is some £4.2m, with SHBC's share being around £276k, although this will be dependent on the final business rates income achieved in the year and the actual level of growth.

Given that members of the Pool have been selected to allow a wide spread of Surrey and neighbouring authorities to join and to optimise the financial gain for the Pool, there is very low risk of any financial loss via the Pool. This risk has been mitigated by the methodology used to select the partners.

Pooling of business rates for 2022/23 is once again complicated since the Government have not yet determined how business

	<p>rates growth achieved since 2013/14 is to be treated and in particular whether there will be reset of baselines in full or in part. Nevertheless, it is widely anticipated that the business rates reset is likely to be deferred again. In addition, the impact of Covid 19 on the economy and business rates remains uncertain. In mitigation of this risk, a key principle of the pooling agreement is that each authority will receive at least the same funding level that they would have received without the Pool. Any additional resources generated will be distributed proportionately as set out above.</p> <p>In the unlikely event that the Pool makes an overall loss, this will also be apportioned across the Pool so that all Members share the risk. As referred to above, this risk has been mitigated by the rotation of pooling members, by the selection of a limited number of the participants, and inclusion of those typically furthest above their safety net positions. There is sufficient headroom in the estimated Pool receipts to provide a high level of assurance to the Council's funding position as compared to not being a member of the Pool, and significant opportunity for additional financial benefit that would not otherwise be available.</p> <p>There is an opportunity to dissolve the Pool in January should any member of the Pool wish to do so.</p> <p>Governance arrangements will be set out in the MOU and will be on the same basis as the existing Pool arrangements.</p> <p>The main aim of the Pool is to maximise the retention of locally generated business rates and to ensure that it further supports the economic regeneration of the wider County of Surrey and the neighbouring Sutton. The modelling work that has been undertaken by the Pool Members demonstrates that financially the Pool Members would retain a greater share of business rates revenue through pooling than they would otherwise do, as long as the Pool experiences economic growth. This will act as a further incentive for all the pooling authorities to proactively work together to drive economic growth across the pooling area.</p> <p>Key principles within the MOU are:</p> <ul style="list-style-type: none">• To recognise the fundamental objective to generate increased resources for the area and for individual Pool members• To mitigate risks associated with business rate income as pooling arrangements should reduce inherent volatility• To share costs, risks and benefits of business rate retention proportionately
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	<ul style="list-style-type: none"> Pool Members should be no worse off than if they were outside the Pool Pool Members will share data and intelligence on substantive issues relating to business rates retention in their area and agree to act reasonably and in good faith
Options	To either agree to join the proposed Pool and delegate the signing of the MOU to the s151 Officer or to decide not to enter Pooling arrangements for 2022/23.
Risk of delaying the decision	If the decision is delayed, the Council will miss the 8 th October deadline set by Government for submission of the request, which has been set in order to meet statutory deadline for the creation of Pools for 2022/23. This would mean that the opportunity to retain locally a higher proportion of any business rates growth, will be lost.
Legal advice	The creation of business rate pools is governed by statute (Part 9, Schedule 7B, Local Government Finance Act 1988). The Council's Monitoring Officer has reviewed the MOU and is satisfied with the proposed governance arrangements.
Resource implication	No additional internal resource is required to support the Pooling arrangements.
Contact Officer for further information	Amanda Fahey – Interim Strategic Director for Finance and Customer Service Amanda.fahey@surreyheath.gov.uk Tel: 01276 707257

Signed by email

Dated 7/10/21

Name: Amanda Fahey

I agree with the above action proposed

Signed by email

Dated 8/10/21

Portfolio Holder for Finance

On behalf of the Scrutiny Committee, I agree with the above action proposed. I recognise that if this decision is taken by the appropriate officer as a matter of urgency, there will be no opportunity for the decision to be scrutinised by the Scrutiny Committee before its implementation.

Signed by email

Dated 7/10/21

Chairman/Vice Chairman of Performance and Finance Scrutiny Committee

Rachel Whillis

From: Cllr Robin Perry
Sent: 08 October 2021 11:28
To: Cllr Sashi Mylvaganam; Amanda Fahey
Cc: Cllr Alan McClafferty; Damian Roberts; Rachel Whillis
Subject: Re: Urgent action form - Business Rates Pooling - Oct21

Hi Amanda

I confirm that I am happy to support the proposal to pool our Business Rates . 2022 to 2023.

Regards
Robin

Cllr Robin Perry - Town Ward
Finance Portfolio Holder
Surrey Heath Borough Council
07748 115422

From: Cllr Sashi Mylvaganam <Sashi.Mylvaganam@surreyheath.gov.uk>
Sent: Thursday, October 7, 2021 6:22:46 PM
To: Amanda Fahey <Amanda.Fahey@surreyheath.gov.uk>; Cllr Robin Perry <Robin.Perry@surreyheath.gov.uk>
Cc: Cllr Alan McClafferty <Alan.McClafferty@surreyheath.gov.uk>; Damian Roberts <Damian.Roberts@surreyheath.gov.uk>; Rachel Whillis <rachel.whillis@surreyheath.gov.uk>
Subject: RE: Urgent action form - Business Rates Pooling - Oct21

Dear Amanda

Please find attached the statement signed. In addition , The statement below agreed as the chair of performance & scrutiny chair.

On behalf of the Scrutiny Committee, I agree with the above action proposed. I recognise that if this decision is taken by the appropriate officer as a matter of urgency, there will be no opportunity for the decision to be scrutinised by the Scrutiny Committee before its implementation.

Signed Sashi Mylvaganam

Dated

Chairman.....of Performance and Finance Scrutiny Committee

Please acknowledge safe receipt of this email.

Kind Regards

Sashi

Sashi Mylvaganam
Performance & Finance Scrutiny – Chairman
Lib Dems Group Leader
Surrey Heath Borough Council
Email : sashi.mylvaganam@surreyheath.gov.uk

(m) +44 77 1499 1499 (if you are unable to get through please try me using WhatsApp)

From: Amanda Fahey <Amanda.Fahey@surreyheath.gov.uk>
Sent: 07 October 2021 12:35
To: Cllr Robin Perry <Robin.Perry@surreyheath.gov.uk>; Cllr Sashi Mylvaganam

<Sashi.Mylvaganam@surreyheath.gov.uk>

Cc: Cllr Alan McClafferty <Alan.McClafferty@surreyheath.gov.uk>; Damian Roberts
<Damian.Roberts@surreyheath.gov.uk>; Rachel Whillis <rachel.whillis@surreyheath.gov.uk>

Subject: Urgent action form - Business Rates Pooling - Oct21

Dear Councillors Perry and Mylvaganam,

Please find attached the Urgent Action Form that I referred to in my earlier email, in relation to continuing to be part of a Business Rates Pooling arrangement for 2022/23.

Please let me know if you have any questions. If you are happy with the attached recommendation to signal our intention to Surrey County Council to participate, and the arrangements to sign of the Memorandum of Understanding, please could you confirm via email.

My apologies for the exceedingly tight timescale. As indicated previously, County need to make the submission to govt by Friday.

Kind regards

Amanda Fahey

Interim Strategic Director Finance and Customer Service

Surrey Heath Borough Council
Surrey Heath House
Knoll Road
Camberley
Surrey GU15 3HD
Tel 01276 707257

(Normal working days Mon – Thurs)

www.surreyheath.gov.uk

Write Off of Irrecoverable Bad Debts

Summary

To approve the write-off of irrecoverable bad debts over £1,500

Portfolio: Finance

Date Portfolio Holder signed off report: 25 August 2021

Wards Affected: All

Recommendation

The Executive is asked to RESOLVE that bad debts totalling £39,628.30 in respect of Council Tax, £103,906.18 in respect of Non-Domestic Rates and £17,905.80 in respect of Sundry Debts be approved for write off

1. Key Issues

- 1.1 Surrey Heath Borough Council Revenues Team have consistently maintained in year collection rates for Council Tax and Business Rates which are in the top 20 performing Local Authorities in England. For 2020/21 in year collection for Business Rates was 99.8% of the debit and 1st nationally. For Council Tax was 98.7% and 6th nationally. This represents a collection of £19.6M collected for Business Rates and £77.3M for Council Tax.
- 1.2 Whilst the Revenues Team maintains high collection rates there are debts which cannot be recovered in full due to circumstances of the debtor.
- 1.3 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 £5,000 shall only be written-off with the approval of the Executive. In line with our usual practice this report details all debts in excess of £1,500 that are being considered for write off.
- 1.4 All of the debts have been subject to the relevant recovery action and tracing enquiries have been undertaken.
- 1.5 The Council's enforcement agents have also been unable to recover the debts from any forwarding address obtained from the tracing undertaken and the debt is now considered irrecoverable. In the future if a Council Tax payer's address is found the debt can be written back on for the debt to be pursued.
- 1.6 In respect of Council Tax a total of £39,628.30 is being written off in the current financial year to date with the cost being shared between all preceptors. This compares with a total of £186,673.84 for 2020/21. The

reasons for writing off are given in the attached annex and the amount written off represents 0.04% of the total collectable debt.

- 1.7 Between March 2020 and October 2020, due to the restrictions imposed by the Government we did not carry out normal recovery action on outstanding debts. This gave us the opportunity to carry out a cleansing exercise on old balances to trace them. Where all tracing options were exhausting we put them to write off, this increased the write off figure for 2020/21. Also recovery on 2020/21 balances were delayed therefore any potential write offs will be delayed.
- 1.8 In respect of business rates £103,906.18 is being written off to date compared with £262,913.27 in total for 2020/21. The cost is shared amongst all the preceptors and represents 0.2% of the total collectable debt. The reasons for writing off balances are listed on the attached annex.
- 1.9 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.
- 1.10 We use all the legal methods available to us carefully to ensure that we maximise collection but allow viable businesses to continue trading.
- 1.11 In respect of the Sundry Debt £17,905.80 is being written off. See Annex B for the breakdown of this debt.

2. Resource Implications

- 2.1 N/A

3. Options

- 3.1 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.

4. Proposals

- 4.1 It is proposed that the debts as set out in Annex A & B, having been deemed irrecoverable, be written off.

5. Supporting Information

- 5.1 Attached in Annex A & B are listings 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.

6. Corporate Objectives And Key Priorities

6.1 N/A

7. Policy Framework

7.1 N/A

8. Legal Issues

8.1 In accordance with the advice from the Information Commissioner's office personal details of the debtors subject to write-off can only be made public if a full risk analysis as regards possible vulnerability has been undertaken. In as 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.

9. Governance

9.1 N/A

10. Risk Management

10.1 As some of these debtors maybe vulnerable, if any of their personal details were placed in the public domain the Council could be subject to legal action.

11. Equalities Impact

11.1 N/A

12. Human Rights

12.1 See Paragraph 10.1

13. Environmental Impact

13.1 N/A

14. Consultation

14.1 N/A

15. PR and Marketing

15.1 N/A

16. Officer Comments

16.1 None in addition to the matters raised above

Annexes	Annex A Council Tax Write-offs and NDR Write-offs Annex B Sundry Debts Write-offs
Background papers	None
Author/contact details	Robert Fox – Revenues and Benefits Manager robert.fox@surreyheath.gov.uk
Head of Service	Amanda Fahey – Interim Strategic Director of Finance & Customer Services

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Regulation 21(1)(A) of the Local Authorities (Executive
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Exclusion of Press and Public

Recommendation

The Executive is advised to RESOLVE that, under Regulation 4 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>
9 (part)	1&3
11	3
12	1&3

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