



Surrey Heath Borough Council
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Monday, 19 September 2022

To: The Members of the **Performance and Finance Scrutiny Committee**
(Councillors: Sashi Mylvaganam (Chairman), Valerie White (Vice Chairman),
Graham Alleway, Stuart Black, Vivienne Chapman, Paul Deach, Sharon Galliford,
Edward Hawkins, Liz Noble, Darryl Ratiram, Morgan Rise, Victoria Wheeler and
Helen Whitcroft)

**In accordance with the Substitute Protocol at Part 4 of the Constitution,
Members who are unable to attend this meeting should give their apologies and
arrange for one of the appointed substitutes, as listed below, to attend.
Members should also inform their group leader of the arrangements made.**

Substitutes: Councillors Peter Barnett, Rodney Bates, Cliff Betton, Mark Gordon,
Josephine Hawkins, David Lewis, Graham Tapper and Pat Tedder

Dear Councillor,

A meeting of the **Performance and Finance Scrutiny Committee** will be held at Council Chamber, Surrey Heath House, Knoll Road, Camberley, GU15 3HD on **Wednesday, 28 September 2022 at 7.00 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
1 Apologies for Absence	
2 Minutes of Previous Meeting	3 - 8
To confirm as being a correct record the minutes of the Performance and Finance Scrutiny Committee held on 13 th July 2022.	
3 Declarations of Interest	
Members are invited to declare any interests they may have with respect to matters which are to be considered at the meeting. Members who	

consider that they may have an interest are invited to consult the Monitoring Officer or Democratic Services Officer prior to the meeting.

- | | | |
|----------|---|------------------|
| 4 | Complaints Monitoring Annual Report | 9 - 16 |
| | To receive and comment on the Complaints Monitoring report for 2021/22. | |
| 5 | Executive Portfolio Update: Economic Development & Transformation | 17 - 26 |
| | To receive an update on the key areas of work within the Economic Development and Transformation Executive Portfolio over the past twelve months. | |
| 6 | Executive Portfolio Update: Planning & Control | 27 - 114 |
| | To receive an update on the key areas of work within the Planning and Control Executive Portfolio over the past twelve months. | |
| 7 | Work Programme | 115 - 116 |
| | To consider the Performance and Finance Scrutiny Committee's work programme for the remainder of the 2022/23 municipal year. | |
| 8 | Date of Next Meeting | |
| | The next scheduled meeting of the Performance and Finance Scrutiny Committee will take place on Wednesday 18 th January 2023 at 7pm. | |

Minutes of a Meeting of the Performance and Finance Scrutiny Committee held at Council Chamber, Surrey Heath House, Knoll Road, Camberley, GU15 3HD on 13 July 2022

- + Cllr Sashi Mylvaganam (Chairman)
- + Cllr Valerie White (Vice Chairman)

- | | |
|-------------------------|-------------------------|
| + Cllr Graham Alleway | + Cllr Liz Noble |
| + Cllr Stuart Black | + Cllr Darryl Ratiram |
| - Cllr Vivienne Chapman | + Cllr Morgan Rise |
| + Cllr Paul Deach* | + Cllr Victoria Wheeler |
| - Cllr Sharon Galliford | + Cllr Helen Whitcroft |
| + Cllr Edward Hawkins | |

+ Present

- Apologies for absence presented

* Committee member in attendance virtually

Portfolio Holders in Attendance: Cllr Alan McClafferty, Leader
Cllr Robin Perry, Portfolio Holder: Finance

Non Committee Members in Attendance: Cllr Peter Barnett and Cllr Tim Fitzgerald

Officers Present: Sarah Bainbridge, Senior Organisational Development Advisor
Gavin Chinniah, Head of Planning
Robert Fox, Revenues & Benefits Manager
Louise Livingston, Head of HR, Performance & Communications
Damian Roberts, Chief Executive
Nick Steevens, Strategic Director: Environment & Community
Bob Watson, Strategic Director: Finance & Customer Services
Stephen Wilkinson, Head of Investment & Development

1/PF Minutes of Previous Meeting

RESOLVED that the minutes of the meeting of the Performance and Finance Scrutiny Committee held on 9th March 2022 be approved as a correct record and signed by the Chairman.

2/PF Annual Performance Report

The Committee received the Annual Performance Report for the 2021/22 municipal year. The report summarised the performance of the Council against the corporate objectives, priorities and success measures set out in the Annual Plan and which were, in turn, reflective of the Council's agreed Five Year Strategy.

The Committee was informed that as at 31st March 2022, 74% of the agreed objectives or projects in the Annual Plan were either complete or had been achieved, 23% had been partly achieved and 3% were either on hold or at significant risk of not being achieved. In respect of the agreed performance indicators, 62% had achieved their agreed targets, 19% were less than 10% away from meeting their targets and 19% were more than 10% off target.

It was clarified that elements of the Climate Change actions had been classified as being amber because the in year target for the provision of electric vehicle charging points had

not been met. In addition the amber rating reflected a prudent perspective recognising that the long term target was ambitious and would require tangible implementation of initiatives to achieve it. The Committee was informed that Surrey County Council would be prioritising the roll out of a county wide network of on-street charging points however it was not yet clear how areas would be prioritised. Surrey Heath Borough Council was pressing forward with its plans for electric vehicle (EV) charges in car parks and was currently evaluating bid from potential providers. The variables around the different types of charging points were complex and it was confirmed that payback and profitability would form part of the review. It was noted that parish councils were exploring the possibility of installing electric vehicle charges and the learning from the Council's work could be shared.

It was confirmed that officers had met with Accent to discuss the quality of repairs and the maintenance of the Borough's social housing and the use of refurbishment grants to improve the energy efficiency of the Borough's social housing stock was also under discussion.

Members' frustrations over the progress on the target to develop social housing in the Borough were acknowledged. It was confirmed that the Council had an active dialogue with Accent Housing, with intent to progress on both sides and were looking at every opportunity to move this forward recognising that they were an independent organisation with their own separate decision making arrangements..

It was confirmed that fly tipping was examined to try and identify those responsible and where the perpetrators were identified then prosecutions were pursued. A suggestion that that more could be done to publicise successful prosecutions would be followed up. The Council was also expecting to introduce mobile CCTV to increase the work in this area.

It was noted that the Council was currently on track to deliver the new Local Plan in line with the agreed timetable although the provision of sufficient numbers of Gypsy and Traveller sites, and any changes in approach from the Government could be an issue.

Comments about the readability of the table of Success Measures were noted and it was agreed that this would be reviewed.

The Committee noted the report.

3/PF Capital Outturn Report 2021/22

The Committee received a report providing an overview of the Council's capital Outturn for the 2021/22 financial year.

The Committee was informed that at the end of the 2021/22 financial year, £4.490million had been spent from the agreed capital programme budget of £14.024million. Of the remaining Capital budget, £9.224million would be carried forward into the 2022/23 financial year; this left an overall underspend on the 2021/22 budget of £0.310million.

Over the course of 2021/22 a number of projects had been reviewed to ensure that the recent increases in inflation and the increased costs of material and labour were accurately reflected. As a consequence of this work, a number of projects had been put on hold while their viability was reassessed and the budgets had subsequently been re-profiled to take this into account.

It was questioned whether the £25,000 allocated to the refurbishment of the Whitmoor Road playground would be sufficient to bring it up to the same standards as those

elsewhere in the Borough. It was clarified that if additional funding was required then this would need to be subject to a supplementary capital bid.

It was clarified that the £127,000 allocated to Gypsy and Traveller Site Contributions was the Borough Council's contribution to the transit site developments that were being co-ordinated by Surrey County Council on behalf of all the Boroughs and Districts. Funding to support the provision of permanent sites would be available through the Local Plan process.

The proposed refurbishment of the Bowls Club was noted and it was questioned whether this money would be recharged through the lease.

It was agreed that the methodology for calculating the ratio of financing cost to net revenue stream would be circulated.

RESOLVED that:

- (i) Actual capital expenditure for 2021/22 of £4.490 million against a budget of £14.024 million be noted;
- (ii) A request to the Executive to approve the budget provision of £8.492 million be reprofiled from 2021/22 into 2022/23, as previously identified in the budget report in February to Council, and included in Annex 1, be noted;
- (iii) The additional reprofiling of £0.732 million further identified at year-end (31 March 2022), as set out in Annex 1 of the report, be noted.
- (iv) The additional expenditure of £35,000 for urgent health and safety remedial works at the Camberley Theatre, as detailed in Annex 1 of the report be noted.
- (v) The revised 2022/23 Capital Programme of £10.360 million comprising the £1.101 million of new budget agreed at the Council meeting in February 2022 plus £9.259 million of previously agreed budget reprofiled into 2022/23, be noted;
- (vi) The final capital prudential indicators for 2021/22 be noted.

4/PF End of Year Finance and Budget Outturn

The Committee received a report summarising the revenue outturn for the 2021/22 financial year and setting out the budget carry forwards from 2021/22 to 2022/23.

It was noted that at the end of the 2021/22 financial year the Council's services were reporting an overspend on its agreed budget of £0.453million. Notwithstanding the significant amount of work that had taken place to reduce expenditure through the year, the Council's finances had continued to be impacted by the Governments Covid-19 restrictions with lower than expected returns from major income producing services including car parking and rental income on its property portfolio and higher expenditure in other areas.

It was reported that a number of projects had either not been started or had not been completed during 2021/22 and £283,489 would be carried forward from the 2021/22 budget into the 2022/23 budget to enable these pieces of work to be completed.

It was clarified that the £174,000 variance in the Places Leisure Camberley budget had been due to the omission of the management fee for the new leisure centre when the budget was set in February 2021. It was noted that the management fee had been set up in such a way that the Council paid Places Leisure at the start of the contract's lifetime, then as the contract progressed the amount paid by the Council tapered off and Places Leisure started to pay increasing amounts to the Council. This arrangement was

considered to be a standard arrangement that was done to help a management company offset the costs incurred in building a facility of this type.

It was requested that a breakdown of how the £785,000 variance in the Town Centre Investment budget was split between the JPUT and lower rental income was provided.

It was noted that the cost line attributed to the Chief Executive covered a number of elements, including centralised costs arising from the Corporate Management Team, and was not a reflection of the Chief Executive's salary. It was stressed that this had needed to be clarified in 2020/21 and it was requested that this be clarified in future reports and publications.

The Committee noted:

- i. The spend against the approved revenue budget for the period 1st April 2021 to 31st March 2022.
- ii. The requests for carry forward of revenue budgets amounting to £283,489 from the 2021/22 financial year to the 2022/23 financial year.

5/PF Revenue Budget Monitoring Report - Quarter 1 (April to June 2022)

The Committee received a report summarising the financial position of the Council at the end of the first quarter (April to June 2022) of the 2022/23 financial year.

The Committee was informed that due to a fundamental review of the Council's budget setting processes a number of projects initially scheduled to take place in the early part of 2022/23 had been temporarily put on hold. Consequently, a significant underspend was being reported at the end of quarter one; this would be reduced and the budgets reprofiled as the year progressed.

It was noted that the carry forward budget of £283,500 related either to projects which had been started in 2021/22 and would be completed in the current financial year or was Government grant funding which had to be repaid if it was not used or carried forward.

It was clarified that the overspend in the Finance and Customer Services budget was due to accountancy services which were provided centrally which were then recharged to the appropriate department which would be done through the year.

It was agreed that the Budget Book would be published on the Council's website.

The Committee noted the report.

6/PF Update on the Use of Enforcement Agents in the Collection of Council Tax

The Committee received a report setting out the methodologies used by the Council to maximise the collection of council tax in the Borough.

The Committee was informed that council tax was levied on 37,947 domestic properties in the Borough, with a total net collectible debt of £86.804million being due in 2022/23 with the money being collected on behalf of the Borough Council, Surrey County Council, Surrey Police and Crime Commissioner and the Parish Councils. In 2021/22 the Council's Revenues Team had collected 99.7% of the council tax owed by residents, this compared to a national average collection rate of 95.9%.

Where a resident failed to make a payment on an instalment due then the following process was followed in an effort to recoup the arrears:

- i. Where a mobile phone number is held a SMS (text) message reminder is sent.
- ii. A first Reminder letter is sent giving the liable party 14 days to bring payments up to date
- iii. If the account is brought up to date but a subsequent instalment is not made then a second reminder letter is sent
- iv. If the liable party defaults for a third time then a Final Notice is issued
- v. If no payment is made after the Final Notice then a Summons is issued and a Liability Order is sought through the Magistrates' Court.
- vi. Once a Liability Order is granted, the liable party is given 7 days to make arrangements to pay the outstanding amount. If an acceptable payment plan is not made with the Council then recovery action would be pursued using a range of options including:
 - Making an attachment to earnings order
 - Applying for deductions to be made from benefits payments
 - Applying a charging order against the dwelling in respect of the debtor's liability
 - Applying for a bankruptcy order
 - The use of Enforcement Agents

Analysis of the point at which arrears were settled had found that the majority of residents who have missed a payment would rectify the situation before the Council goes to court for a Liability Order. However, there was a small minority of residents who would engage with the Council only when they were visited by Enforcement Agents

It was clarified that where debts were passed on to Enforcement Agents for collection, any costs incurred by the Enforcement Agency were recouped through the agency's levying of statutory fees, currently £75 per letter, on the liable party, with none of the costs being passed on to the Council.

It was stressed that the Council would prefer to work with residents to reach an agreement at every stage of the arrears recovery process and the Revenues Team worked with Surrey Heath Citizens Advice and Frontline Debt Service to support residents struggling to meet household expenditure. It was agreed that data relating to the number of residents who had been provided with additional support or advice would be provided.

Members' discomfort at the use of Enforcement Agents was acknowledged. However it was stressed that the use of Enforcement Agents was considered to be a last resort and removing the option to pass the debts on to an Enforcement Agency would result in a higher level of defaulting.

It was clarified that the automated telephone calls from Voicescape software, which enabled those in arrears to be directly connected to the Council's Revenues Team, registered on telephones as being calls that were coming directly from the Council. It was agreed that more information about this system would be circulated.

It was noted that the in 2021, Surrey Heath Borough Council were the highest performing local authority in the country for the collection of National Non Domestic Rates (NNDR or Business Rates) with 99.8% of NNDR collected, compared to a national average of 95.5%. It was agreed that comparator data would be shared.

The Committee noted the update.

7/PF Public Realm Task and Finish Group Update

The Committee was informed that an initial draft of the Task and Finish Group's report on the public realm works in Camberley High Street was under development; the report would be shared with the Task and Finish Group before it was presented to the Performance and Finance Scrutiny Committee for consideration.

8/PF Performance & Finance Scrutiny Committee Work Programme

The Committee considered its proposed work programme for the remainder of the 2022/23 municipal year.

It was agreed that an update from the Climate Change Working Group would be added to the work programme for the Committee's meeting in January 2023.

9/PF Date of Next Meeting

It was noted that the next scheduled meeting of the Performance and Finance Scrutiny Committee would take place on Wednesday 14th September 2022 at 7pm.

Chairman

Surrey Heath Borough Council
Performance & Finance Scrutiny Committee
14 September 2022

Complaints Monitoring Report 2021/22

Strategic Director: Bob Watson, Strategic Director: Finance and Customer Service
Report Author: Lynn Smith, Customer Relations Manager
Key Decision: No
Wards Affected: Not Applicable

Summary and purpose

To report on the Council's corporate complaints monitoring arrangements, lessons learned from complaints and Local Government Ombudsman complaints received for the financial year 2021/2022

Recommendation

The Performance and Finance Scrutiny Committee is advised to note and comment on the complaints reported for 2021/22.

1. Background and Supporting Information

- 1.1 The Performance and Finance Scrutiny Committee receive a comprehensive annual report on the Council's complaints monitoring arrangements, lessons learned from complaints received and complaints received by the Local Government Ombudsman (LGO).

Current Position

- 1.2 Most complaints received are dealt with informally under Stage 1 of the Council's complaints policy.
- 1.3 Stage 2 complaints are formal complaints normally identified when the complainant is unhappy with the outcome of the informal complaint. These complaints are dealt with by the relevant (Executive) Head of Service. Should a complainant be dissatisfied with the outcome of a Stage 2 complaint, they can request the matter is considered by the Chief Executive under Stage 3 of the complaints policy.
- 1.4 In 2021/22, 26 formal complaints were made to the Council at Stages 2 and 3. The table below details the formal complaints made for the period 1st April 2021 – 31st March 22, by quarter year and dealt with in accordance with the Council's complaints policy.
- 1.5 The figures for the same period in 2020/21 have also been included in the table as a comparison.

	2020/2021	2021/2022
Total for Quarter 1 (April – June)	5	6
Total for Quarter 2 (July – September)	10	8
Total for Quarter 3 (October to December)	3	5
Total for Quarter 4 (January – March)	10	7
Total for year	28	26

- 1.6 To give some perspective to the number of complaints received against contacts managed, calls into the Contact Centre, Revenues and Benefits and Theatre numbered 70,926 for the same period. Demand for a face to face service has remained low. Interactions across email, web and face to face accounted for another 11,943 contacts

Complaints by Service Area.

Number of complaints received	2020/21
CEO Office	2
Community	1
Finance	3
Regulatory	21
Corporate	
Legal	1
Transformation	
Total	28

Number of complaints received	2021/2022
CEO Office	4
Environment and Community	8
Finance and Customer Service	13
Transformation	1
Total	26

- 1.7 Following the restructure services have moved within directorates. It may therefore not be immediate apparent, where reductions in complaint levels have occurred. The Planning service, previously reported under Regulatory and now within Finance and Customer Service always generate a high number of complaints given the controversial nature of the services within this area. However I can report a very positive reduction in complaints received.

Complaints by Department within the Service Area

Service Area	Department	Stage 2	Stage 3	Total
CEO Office	Housing		1	
	Revenues and Benefits		1	
	Refuse and Recycling		1	
	Corporate Enforcement		1	

Environment and Community	Private Sector Housing	2		
	Housing Enforcement	2		
	Refuse and Recycling	2		
	Corporate Enforcement	2		
Finance and Customer Service	Revenues and Benefits	4		
	Development Control	9		
Transformation	FOI-	1		
Total		22	4	

Service Standard

1.8 Of the 26 complaints received:

- All were acknowledged within 2 days.
- 23 were resolved within 10 days.
- 3 complaints took longer than 10 days to investigate, however the Customer was made aware of the reason for delay.

Complaint Status

1.9 Of the 26 complaints received:

- 23 were not justified
- 1 was part justified
- 2 were justified.

Lessons Learned

1.10 The 3 complaints, that upon analysis were considered justified or part justified, related to operational matters. Below are the lessons learned from the 3 complaints.

Stage 2 escalated to Stage 3 Environment and Community

1.11 This complaint originated during a customer's interaction with Amey/JWS. When the matter reached us at stage 2 then 3. We felt the matter initially partly and then fully justified. Feedback was given to Amey in terms of the missed opportunity to be more proactive and focused which would have stopped the issue from escalating.

1.12 Ultimately the feedback was taken on board culminating in an apology letter being sent out from Amey to the customer.

Stage 3 Finance and Customer Service

1.13 Originally a well-managed planning application. This complaint came about as communication became insufficient as the case progressed and the customer was not kept sufficiently informed. It was identified that officers have to be more proactive in dealing with cases, regular 1-2-1's are now in place to review applications much

sooner and to improve communication overall. Officers have improved in keeping customers updated on a regular basis.

- 1.14 This positive approach has been further demonstrated in a second case, worthy of prematurely including in this report. The Ombudsman was involved, although just outside of the timescale of this report, therefore not one of the cases reported within their annual review letter. Leading to the planning department embarking on a robust review of the Development Management service overall, implementing structural changes which will improve the department in the medium to long-term. This will improve customer service satisfaction within the department going forwards.
- 1.15 In addition to the lessons learned stated above. As part of our drive to continually focus our attention on delivering the very best service. All staff appraisals now include targeted service related objectives and training will be made available in support of achieving those objectives. Specifically the training of staff in services to understand complaint handling and the management of customers. To enable them to view an informal Stage 1 complaint as an opportunity to resolve rather than criticism that must be rebutted.

Local Government Ombudsman complaints

- 1.16 Following the response to a Stage 3 complaint, if the complainant remains dissatisfied with the outcome, then their recourse is via the Local Government Ombudsman.
- 1.17 In 2021/22 The LGO investigated and concluded 12 complaints and enquiries in respect of Surrey Heath Borough Council services.
- 1 Incomplete/Invalid
 - 6 Referred back to Surrey Heath for local resolution
 - 3 Closed after initial enquiries
 - 2 Advice given
-
- No recommendations were due for compliance in this period.
 - The Ombudsman carried out no detailed investigations during this period.
 - No recommendations were due for compliance in the period.
 - The Ombudsman did not uphold any detailed investigations during this period
- 1.18 It is reassuring to see that none of the 12 complaints considered by the LGO were upheld given the below extract taken from their website in respect of all Annual Reviews.

One complaint can have immense power to change things for the better, and we're increasingly focusing on to how we, and the local authorities we investigate, take the learning from those complaints and improve service provision.

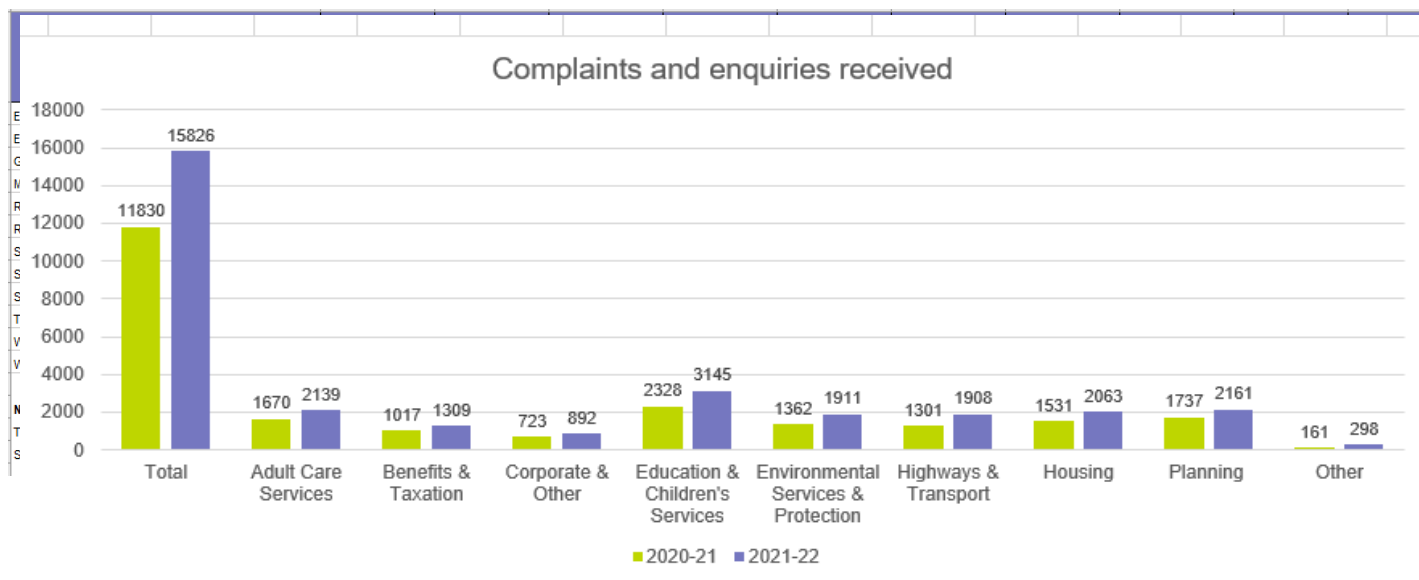
"The vast majority of councils agree to the recommendations we make and see them as common-sense ways of providing better services for people in their area. However this can only happen when councils act swiftly when they have committed to do so.

"Unfortunately we are seeing some councils taking longer to make those changes, which put them at risk of making the same mistakes again. In 18% of cases we found compliance was late.

“While I welcome the professional way in which the majority of councils continue to work with us, I would urge those authorities who are having problems to pay close attention to this final, but crucial, step in the complaints process.”

**Michael King Local Government and Social Care Ombudsman.
Complaints and Enquiries received by Category 2021-2022**

Comparison Chart 2020-2021 and 2021-2022



Local Government & Social Care OMBUDSMAN

Complaints and Enquiries Decided (by Outcome) 2021-22

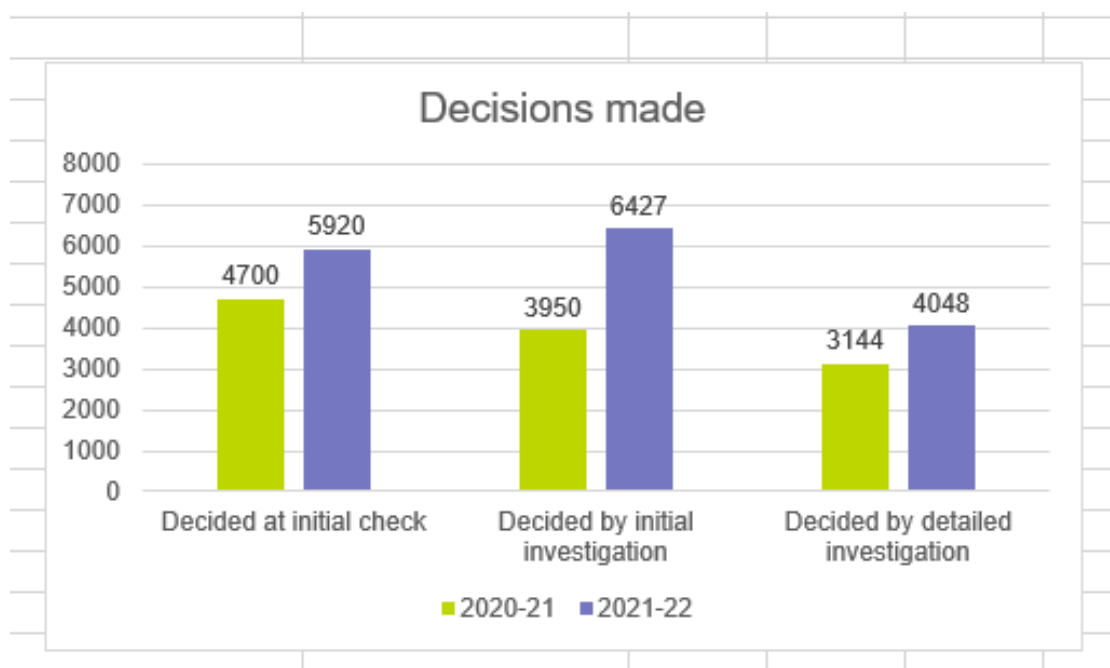
Authority Name	Invalid or Incomplete	Advice Given	Referred Back for Local Resolution	Closed after Initial Enquiries	Not Upheld	Upheld	Total	Uphold rate (%)	Average uphold rate (%) of similar authorities
Elmbridge Borough Council	0	1	2	8	4	0	15	0%	51%
Epsom & Ewell Borough Council	0	0	11	8	1	2	22	67%	51%
Guildford Borough Council	2	4	4	9	0	2	21	100%	51%
Mole Valley District Council	0	0	0	10	2	0	12	0%	51%
Reigate & Banstead Borough Council	0	0	3	6	1	3	13	75%	51%
Spelthorne Borough Council	1	0	8	6	0	1	16	100%	51%
Surrey County Council	5	2	35	66	10	52	170	84%	71%
Surrey Heath Borough Council	1	2	6	3	0	0	12		51%
Tandridge District Council	0	0	7	2	1	4	14	80%	51%
Waverley Borough Council	0	1	4	11	2	2	20	50%	51%
Woking Borough Council	2	1	1	6	0	1	11	100%	51%

Notes

These statistics include all complaints and enquiries that were decided from 01 April 2021 to 31 March 2022.

Some cases are received and decided in different business years. This means the number of complaints and enquiries received may not match the number of decisions made.

Comparison Chart 2020-2021 and 2021-2022



2. Reasons for Recommendation

- 2.1 To ensure that Councillors are kept abreast of the types of complaints received by the Council.

3. Proposal and Alternative Options

- 3.1 No alternatives.

4. Contribution to the Council's Five Year Strategy

- 4.1 As set out in the body of the report.

5. Resource Implications

- 5.1 As set out in the body of the report.

6. Section 151 Officer Comments:

- 6.1 Nothing further to add.

7. Legal and Governance Issues

- 7.1 Nothing further to add.

8. Monitoring Officer Comments:

- 8.1 Nothing further to add.

Annexes

None

Background Papers
None

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Surrey Heath Borough Council
Performance and Finance Scrutiny Committee
14 September 2022

Executive Portfolio Update: Economic Development & Transformation

Portfolio:	Economic Development & Transformation
Strategic Director/Head of Service:	Louise Livingston, Head of HR, Performance & Communications Nick Steevens, Strategic Director: Environment & Community
Report Author:	As above
Key Decision:	No
Wards Affected:	All

Summary and purpose

To consider a progress report on the Economic Development & Transformation Portfolio

Recommendation

The Performance and Finance Scrutiny Committee is requested to consider and comment on the update on work areas contained within the Economic Development & Transformation Portfolio.

1. Background and Supporting Information

- 1.1 The Economic Development & Transformation Portfolio comprises the following service areas: Asset Management, Car Parking, Corporate Property, Data Protection & Freedom of Information, Economic Development, ICT & Digital and Service Transformation.
- 1.1 This is the first Portfolio update report presented to the Performance and Finance Scrutiny Committee since the change in Executive Arrangements which took effect following Full Council on the 11th May 2022. This report provides an update on the Economic Development & Transformation service areas over the last 12 months.

2 Asset Management

- 2.1 The Asset Management Contract for The Square is currently held by Montagu Evans who provide both Asset Management and Property Management Services. The contract is being retendered by SHBC via a Public procurement process, launched on 26th August. The successful bidder should be in post by Spring 2023.
- 2.2 Covid 19 gave the opportunity for a number of meanwhile uses at the Square to ensure void space was occupied. This included Squish (Theatre), the pop up charity shop and the Independent Campaign which ran last year; all of which gave

opportunity to local businesses and helped maintain footfall. The Workshop, a partnership between Surrey Heath and the Department for Work and Pensions (DWP) provides a specialist employment support hub aimed at supporting young people age 18-24. The hub has recently moved from Grace Reynolds Walk to Prince of Wales Walk. The Workshop also joins up with local business partners, including Accent Housing Association who have recently developed an Apprenticeship programme launching this September.

- 2.3 In July 2022, Surrey Heath Community Providers took occupation of 36-40 Obelisk Way and will operate the property as an NHS Vaccination Centre in order to roll out the Autumn Covid 19 booster campaign.
- 2.4 The Investment & Development service is currently considering the future retail strategy of the Square to improve tenant mix, react to market trends and continue to support local businesses and independents. The Pop up Campaign will also be relaunching this Autumn in time for the Christmas trading period.
- 2.5 There are a number of new lettings being negotiated as we see signs of the market recovering post 2020/21 pandemic lockdowns. The Square footfall system for July 2022 compared to July 2021 recorded an increase of +8.5% indicating average traffic of 19,167 compared to average traffic of 17,659 12 months prior.
- 2.6 In order to ensure we continue to engage with different audiences and encourage footfall across age and geographical demographics, CACI Limited carried out independent market research in the Spring to analyse current shopping behaviour and allow insight into comparing similar benchmark centres. This data will help to feed into future strategy, and assist in leasing and marketing efforts. The Superhero campaign proved popular over the school holidays and there is a full programme of events planned for the Autumn/Winter seasons.
- 2.7 Investment and Development continue to work in partnership with other internal teams at the Council on Town Centre engagement projects including the Theatre, Communications Team, Licensing, the Climate Change Officer, and the Parking Team. The collaborative work includes assisting on Street Trading Policy review, London Environmental & Sustainability initiatives, Review of Delivery drivers. The service continues to develop relationships with other stakeholders within Camberley.

3. Car Parking

- 3.1 Parking Services continues to be managed by the Parking Services Manager who has a dual role and also manages the on-street enforcement on behalf of Woking Borough Council.
- 3.2 The Car Parks Team has increased from 4.5 FTE to 5.5 FTE, however, 1.5 posts are currently vacant and are being advertised at present. The car park team manage Camberley's two multi-story car parks and the seven pay and display car parks across the borough and other free car parks across the borough. The vacant posts have put a strain on the car park team, especially during August when staff have been on leave.
- 3.3 The Parking Review was approved in February 2022 and saw the parking fees increase in April 2022, with parking fees introduced in Wharf Road car park, Frimley Green. Charges in this car park started in mid June 2022. The Parking Review proposed an increase in revenue across our car parks. The table below compares the proposed increase in income and the actual income received for each car park for

the first full 3 months of charges and the first 4 months for season tickets, with comparisons to previous years, excluding FY 20/21 which was distorted by the pandemic.

Car Parks Fees	1/5/19 - 31/7/19	1/5/21 - 31/7/21	1/5/22 - 31/7/22	Parking Review	Performance against Parking Review
Main Square	£343,110	£281,746	£369,862	£277,046	£92,816
Knoll Road	£57,875	£23,573	£57,372	£35,657	£21,715
Bagshot	£2,241	£1,780	£4,472	£5,053	-£581
Chobham	£2,685	£1,086	£6,527	£7,535	-£1,008
Burrell Road	£1,449	£1,093	£1,281	£4,599	-£3,318
Watchetts Road	£435	£398	£972	£1,766	-£794
Yorktown	£2,929	£2,846	£1,241	£3,419	-£2,178
Surrey Heath House	£974	£2,960	£1,538	£1,562	-£24
Wharf Road *			£362	£480	-£118
Totals	£411,698	£315,482	£443,627	£359,078	£84,549

Car Parks Season Tickets	1/4/19 - 31/7/19	1/4/21 - 31/7/21	1/4/22 - 31/7/22	Parking Review	Performance against Parking Review
Main Square Car Park	£4,753	£6,451	£14,659	£8,712	£5,947
Knoll Road Car Park	£139,640	£40,816	£49,165	£45,446	£3,719
Bagshot Car Park	£3,423	£673	£1,965	£413	£1,552
Burrell Road Car Park	£6,543	£4,518	£5,644	£2,733	£2,911
Chobham Car Park	£904	£297	£635	£105	£530
Watchetts Road Car Park	£857	£693	£3,001	£1,207	£1,794
Yorktown Car Park	£13,742	£336	£161	£1,102	-£941
Wharf Road Car Park *	nil	nil	£0	£792	-£792
Totals	£169,863	£53,784	£75,230	£59,718	£15,512

*Wharf Road charges started 22 June 2022

- 3.4 Burrell Road and Watchetts Road car parks have seen a change in use from daily fee paying customers to season ticket holders. However, Yorktown car park has seen a significant decline in use as a significant number of customers and permits holders operated from BasePoint serviced offices. With flexible working these businesses do not need to use Yorktown car park as much.
- 3.5 Cashless parking is now available on all our car parks. The Glide parking app works in our multi-storey car parks and RingGo parking app works in our pay and display car parks. The use of Glide has remained constant at approximately 6% of sales. RingGo has only been in place since May 2022 and its use is increasing.
- 3.6 Parking Services have started the procurement process to replace the car park control and management system in our multi-storey car parks. The current system called Fusion is due to be replaced in June 2024. It is expected that the tender will be issued in Dec 22/Jan 23, submissions due in Jun/Jul 23 and the contract awarded in Dec 23/24. A principle aim is to reduce the number of payments by cash. It is

expected that the new system will cost circa £300,000.

- 3.7 Surrey County Council (The County) have announced their intention to manage all on-street parking operations across Surrey from 1 April 2023. The County transferred on-street parking operations in Surrey Heath to Woking Borough Council in November 2018. Surrey County Council are now intending to publish a tender on the Crown Commercial Services' Transport, Technology and Associated Services framework this month and are in the process of developing the business case and project plan which will be circulated to Borough Councils later in the calendar year. This could have an effect on how on-street enforcement is carried out in Surrey Heath.

4 Data Protection and Freedom of Information

	2019/20	2020/21	2021/22
Total FOI/EIR received	726	630	616
Responded to within timeframe	95%	91%	96%
Total Individual Rights / SAR's received	45	42	63
Responded to within timeframe	84%	97%	98%

Information Commissioner's Office (ICO) contact 2021/22	
	Total
FOI/EIR Complaints	2
Data Protection Breaches	2

- 4.1 Councils have 20 working days in which to respond to Freedom of Information/Environmental Information Regulations (FOI/EIR) requests. The FOI Office centrally coordinates all requests, applying to applicable Council departments to source the information in response to each request. In the main departments work well with the FOI office and requests are responded to within the 20 day time frame, however some departments require additional chasing by the FOI office before the requested information is provided resulting in an increase in administration by the FOI office. FOI/EIR's continue to increase in complexity taking longer to source information or apply relevant exemptions to withhold information where it was not appropriate to release it. Of the 616 FOI/EIR requests responded to this year, 11 have gone through to Internal Review. This is where the requestor was not satisfied with the original response provided, mainly when an exemption was applied to withhold the information. All Internal Reviews have been completed and closed.

Examples of FOI/EIR requests by subject area is;

- Planning application/permission internal correspondence
- Business rates data
- Council spend
- Air quality / energy efficiency
- Enforcement/Fixed penalty notice data
- Recovery of unpaid council tax
- Council tax increase and spend data

- 4.2 This year has seen a large increase in Data Protection Individual Rights Requests with 63 requests being received by the Council. Individual Rights requests include; Subject Access (SAR) which is the right to copies of all data held, right to rectification, right to erasure and the right to restrict processing. The Council has 1

calendar month in which to respond to Individual Rights requests. The FOI office works closely with departments across the Council to fulfil requests within the timeframe.

- 4.3 There have been 25 Data Breaches reported by staff in 2021/22. For each breach a full investigation took place in accordance with the Councils Data Protections Breaches Policy ensuring where possible the breach was mitigated and lessons were learnt. The vast majority of breaches were deemed low risk, however 2 breaches were reported up to the Information Commissioners Office (ICO) by the Council due to the risk of potential adverse effect to the data subject being higher. The ICO have completed their investigation for both of the breaches and are satisfied with the Councils handling of the breaches and confirmed that no further actions will be taken by them.

Main themes for data breaches include:

- Personal information insecurely/inappropriately processed by staff
- Personal information shared/emailed inappropriately outside of the Council
- Incorrect use of IT
- Personal information uploaded to website in error
- Incorrect management of passwords by staff

- 4.4 A review of the Information Security Policy, Data Protection Breaches Policy, Records Management Policy and Email Guidance has been undertaken in line with Data Protection legislation.

- 4.5 A new Information Security annual certification e-learning programme has been issued to all staff with over 98% of staff completion. Learning & Development are actively monitoring, and working with Heads of Service to chase the last few staff to complete the training. Data Protection Training is also part of the mandatory training for all new staff members.

- 4.6 The Data Security and Protection Toolkit which allows organisations to measure their performance against the National Data Guardians 10 data security standards, providing assurance that we are practising good data security and that personal information is handled correctly has been complete and the Council have met all standards applicable to Local Authorities

5 Economic Development

- 5.1 Additional restrictions grants were extended by the government and the team delivered grants until the end of March providing support for 1000 businesses through delivering Additional Restrictions Grants, once again taking up 90% of the teams time during this period.

- 5.2 The Kevin Cantlon Shop front scheme has supported 3 shop fronts this year so far. The Surrey Chambers Start Up academy supported a further 20 people in its second year.

- 5.3 Enterprise South hosted their Directors Dinner in the Borough again in April, making use of the wonderful facilities at Penny Hill Park.

- 5.4 The welcome Back fund concluded in March this year. The funding contributed towards a second Mural in Sparvel Way, an additional 3 months of Squish in the Square, lighting at the park street entrance to Obelisk Way and the Summer of fun

Campaign.

- 5.5 Building on the success of the Youth Hub project, The Workshop in partnership with the DWP, a second years funding was secured for £97,000 to cover the costs of staffing the project for a further 12 months. The Workshop has also moved location to a unit in the Square which has 2 rooms on the ground floor, this has enabled the team, with support of ICT to set up a computer room so that users of the hub can directly access the internet to search for jobs, complete applications and work on improving their ICT skills.
- 5.6 An application was made to secure the UK Shared Prosperity Fund for year one, with details provided in the application to secure years 2 and 3 funding with the flexibility to still decide on projects to be delivered.
- 5.7 In the next 12 months the Economic Development team will be focusing on:
 - i. The Indies, the Surrey Heath Independent Network launches on the 12th September and will encourage independent businesses throughout the Borough to get together and allow for the council to better understand their needs. These meets will be held quarterly around the Borough.
 - ii. The third tranche of the Start Up academy with the Surrey Chambers will launch in September enabling more startups and potential new businesses to gain skills needed for starting a successful business
 - iii. Business support events will return supported by the Surrey Chambers of Commerce and Business South.
 - iv. The Surrey Heath business Awards will return in March, with nominations opening in December.
- 5.8 The Economic Development team has one current vacancy for an Economic Development Officer with the Managers post also becoming vacant in September 2022. The teams apprentice also completes their course in September, however this post has been successfully filled with a new apprentice starting in September supporting the wider Investment and Development Team. The Youth Hub project is now fully staffed with all three roles secure until June 2023.
- 5.9 The annual State of the Borough data provided by the Office of National Statistics is not scheduled to be released until October 2022.

6 ICT and Digital

- 6.1 The period from 2021 to current time in 2022 has been another busy year for the ICT team. The team has been consolidating on the technology agenda that we have set ourselves, implementing new cloud services and platforms to deploy our technology from, implementing new corporate systems, dealt with nearly 6000 service desk tickets, and recruited replacement members of staff to the team.
- 6.2 At the request of the Governance Working Group we were tasked with upgrading the audio visual system and broadcasting capabilities in the council chamber to accommodate broadcasting of Council meetings with a fuller 'in-person' attendance as a result of lockdown ending. We ran a tender early in 2021 and appointed VP-AV (specialist installers of broadcasting equipment to councils and magistrates' courts) to provide us with a turnkey and fully supported solution.

- 6.3 ICT have replaced the old intranet for a modern 'Employee Engagement Platform'.. This is available to staff via web browsers and a convenient mobile app and provides a superb forum for staff news and 'spaces' for teams to provide information on updates to staff. HR, Finance, ICT, Learning and Development etc have well populated pages with news, information, events, learning opportunities and e-forms etc.
- 6.4 A major project that we have been working towards is to consolidate some of our cloud services on the Microsoft Azure platform. Azure provides us with the opportunity to deliver applications to staff using the cloud-based Azure Virtual Desktop system. Whilst our technology agenda over the last five or six years has been to migrate as many corporate systems as possible to cloud services, a couple of what are styled as 'legacy' systems designed to be operated from an 'on-premise' server room in the traditional style remain. Idox Uniform consists of ten servers and is one of our major business platforms for development control, licensing, land charges and enforcement etc and the Xpress electoral system consists of two servers. Both are legacy platforms with no option to move to 'true' cloud services presently. We planned and undertook a major upgrade to Uniform and moved all the servers to Azure. We have also done this with the elections servers. The net result of this is that staff who use these systems can now access them remotely, via a laptop. Whilst there are additional costs to operating servers in the Azure environment a lot of these are offset through decommissioning our position with our previous infrastructure partner, Proact.
- 6.5 We applied for and were awarded a £75,000 grant for cybersecurity improvements by the Department for Levelling Up, Housing and Communities. Our security posture is already excellent as we operate a principle of spreading our risk far and wide amongst globally recognised software vendors, so unlike most authorities we do not have a 'single point of attack.' We are looking to spend circa £55,000 on a logging platform with a 3-year license and implementation included. We were able to leverage the Logging Made Easy (LME) pilot to challenge on price and have received a very competitive quote from Logpoint who are a Security Information and Event Management (SIEM). SIEMs are platforms which help organisations recognise potential security threats and vulnerabilities before they have the ability to disrupt the organisation's business.
- 6.6 In addition to the cybersecurity product that we will be implementing we have been working with NTA consultants on our annual Public Sector Network penetration and security check which is a mandatory compliance process for the Council.
- 6.7 Working closely with the HR team, ICT managed the market review, procurement, and implementation of our new iTrent system for payroll and HR management supplied to us by MHR. This system is a cloud-based platform and the old on-premise servers which used to run our payroll system have been decommissioned and switched off. This has improved efficiency by digitalising processes such as holiday, sickness absence, expense claims etc. We will shortly be implementing iTrent People Analytics. This will provide senior management with actionable insight into our current staff establishment to monitor things like the actual cost to the organisation of staff taking sick leave.
- 6.8 Agile working continues to move forward and is supported by the ICT team, we have led on this area supporting it with our technology agenda and equipment provision. To date we have deployed 218 laptops to staff and in nearly all cases removed the old PC from those staff members (our PC estate now numbers just 63). Through the provision of mobile equipment and other services such as cloud-based telephony and cloud software platforms we have enabled most staff to operate easily from home or from the

office. A direct result of this has been the reduction in the amount of space needed for officers to operate in and the complete clearance of the remaining half of the 2nd floor north wing which is now available to let to the police.

- 6.9 As a result of our laptop deployment and sustainability agenda we are refurbishing old PCs for charitable use. The PCs are cleaned, disk wiped with a new OEM Windows license installed and open-source Office software installed. Over 100 PCs were distributed during the COVID emergency and in 2022 we have delivered 12 PCs for use in the Workshop, to Afghan and Ukrainian refugees and to the Special Ears charity.
- 6.10 Plans are afoot to rebuild our websites. A capital bid for funds to cover the website rebuilds (main SHBC website, theatre and building control websites) was successful however as part of the new arrangements with Annertech a code audit has been performed on each website and whilst we have funds available for the main website and building control websites, the theatre website rebuild will be subject to a further capital bid in the next round. Our current websites are built on a content management system (CMS) called Drupal and are currently running on Drupal 7.0. This is desupported in November 2023 so it is vital the underlying system is converted to Drupal 9.0. Unfortunately, the move from Drupal 7.0 to Drupal 9.0 is no light undertaking, essentially necessitating a complete rebuild. To reduce costs, we are joining the Local Gov Drupal project. This project is currently central government funded and over 30 councils are now with the project. The Communications & Engagement team are joint partner in this project who will look at branding, content migration, and user experience through a series of stakeholder discover sessions to inform the new website design and build.
- 6.11 A major contract renewal with Box has been undertaken to provide us with an additional three years of use of their content and collaboration platform, despite price increases. The platform is extremely successful with nearly 400 logins per day and has essentially replaced our old Windows network for file storage. It does, however, provide lots of additional functionality and workflow integrations with other systems. Via Box, all staff now have access to Box Sign, an e-signature platform. Another integration with Box is the new e-forms platform we have implemented, Jotform. Jotform provides electronic forms for both members of public to use and for internal use.
- 6.12 We are in early discussions with providers to replace the old door access system across the building. Capital budget has been approved for this as our current system is more than 25 years old and difficult to maintain and acquire parts for. The new platform will be cloud based for ease of management and will hopefully incorporate mobile phone access through locked doors.
- 6.13 ICT have a project underway assessing IT provision for councillors, and we are currently revisiting Code of Practice for Members as this is centred around the existing iPad provision. A capital bid for the equipment costs will be required. We will also be working with Information Governance, Democratic Services and will be involving our Portfolio Holder with this project.
- 6.14 As a result of our laptop roll out we will shortly be in a position to decommission Mirage, the system used to manage our PCs. Mirage is the only system remaining on Filer, our old networked attached storage (the hardware where our old virtual servers and Windows network drives were stored). This hardware is end-of-life and currently we are paying for expensive 'break-fix' support for it to cover disk failures. Filer will be

decommissioned and physically removed from the server room shortly.

- 6.15 When Filer is decommissioned, we will be looking to consolidate what equipment is left in our server room down from 4 to 2 server racks and physically reduce the size of the server room by approximately a half which will reduce our air conditioning costs and power consumption.
- 6.16 During the Q4 period we will oversee and provide assistance to Finance team where appropriate to implement the new Civica Cash Management system. This will replace the current Icon Bank Reconciliation system and will result in the removal of two additional remaining on-premise servers as the new system is hosted by Civica and is part of their Civica Financials Live offer.
- 6.17 Our existing telephony contract ends in August 2023. A project is underway to explore options. We've recently involved Virtual Contact Centre stakeholders and have had early informal discussions with providers. We will be reviewing the call plan provider in addition to the tools we use for integrated telephony to ensure they are suitable moving forward.

7 Service Transformation

- 7.1 Service Transformation is currently being delivered through the Star Chamber process in services across the Council. The process allowed officers to bring forward initiatives to generate potential efficiencies, savings, and income generation with members.
- 7.2 The outcome of the Star Chamber process was presented to the June Executive where close to £1.2m of efficiencies and income generation initiatives were debated.
- 7.3 The £660,000 of Star Chamber savings identified for this year will enable the Council to meet its budget targets for 2022/23 as set out in the Council's Medium Term Financial Strategy (MTFS), as well as ensuring the Council continues to pursue the policy agreed with members that rather than cutting services, the Council should deliver efficiencies and increase income where possible.

Annexes

None

Background Papers

None

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Surrey Heath Borough Council
Performance and Finance Scrutiny Committee
14 September 2022

Executive Portfolio Update: Planning & Control

Portfolio:	Planning & Control – Cllr Adrian Page
Head of Service:	Planning Services, Finance and Customer Service
Report Author:	Gavin Chinniah – Head of Planning
Key Decision:	No
Wards Affected:	All Wards

Summary and purpose

This report provides an update for the whole of Planning Services over the last 12 months to June 2022. The following service areas will be covered within this report:

- Planning Policy and Conservation
- Development Management
- Drainage
- Building Control Shared Services
- Land Charges
- Planning Enforcement

Recommendation

The Committee is advised to note the contents of the report.

1. Background and Supporting Information

1.1 Planning Policy and Conservation

1.2 The key work area for the Planning Policy and Conservation Team is the production of the new Surrey Heath Local Plan, which will cover the period 2019 - 2038. In February 2022 Executive agreed an updated Local Development Scheme, which sets out the timetable for producing the Local Plan. This sets out that the Plan will be adopted at the end of 2023, which is when the Government expects an up to date Local Plan to be in place.

1.3 Over the period June 2021 to June 2022 very significant progress has been made cumulating in the consultation on the Draft Surrey Local Plan: Preferred Options (2019-2038) Regulation 18 from March 2022 to May 2022. Work to produce the Regulation 18 plan has included undertaking a significant number of evidence base studies, which over the 12-month reporting period, have included publication of: a new Strategic Land Availability Assessment (SLAA), Sustainability Appraisal, Habitats Regulations Assessment, Draft Infrastructure Delivery Plan, Green Belt Study, Gypsy and Travellers Site Identification Paper. Approximately 56 Local Plan

policies have been drafted and reviewed and presented to Local Plan Working Group meetings.

- 1.4 Consultation on the Draft Local Plan included webinars, detailed information published on the Council's website, information in local libraries, exhibitions, drop in events and social media promotion. Over 300 people attended our public exhibition drop-ins and there were more than 275 views of our on-line webinars. In addition, over 300 individuals, organisations and statutory consultees responded in writing to the consultation making a total of about 860 comments.
- 1.5 The representations submitted are being processed and the key emerging issues are:
 - Support for the need to protect the Green Belt and areas important for biodiversity
 - General support the need for new housing but some specific concerns about the level of development in villages and on some draft allocated housing sites
 - Support for the need for regeneration in Camberley Town Centre
 - Concern about the need to plan carefully for Gypsy and Traveller sites with some concerns about the draft allocation at Diamond Ridge Woods
 - Support for the Climate Change policies for mitigation and adaptation
- 1.6 Duty-to-Co-operate discussions have been held with a number of bodies, including neighbouring Local Authorities. Planning Policy have engaged with Surrey County Council on a number of matters, including submitting representations on the Mineral and Waste Local Plan and Local Transport Plan. Planning Policy have also worked in partnership on projects, including the initial steps to progress development of a Local Cycling and Walking Infrastructure Plan. In addition, work has been undertaken to support Neighbourhood Planning, which has included undertaking the statutory process for re-designation of the Deepcut Neighbourhood Forum.
- 1.7 Delivery of new housing continues to be a priority for the Government. However, the policy and environmental constraints of Surrey Heath make identifying sites for housing an ongoing challenge. The 5 Year Housing Land Supply Paper was published in February 2022. This sets out that the Council can demonstrate a 7.20 year housing land supply. Planning Policy also undertook a Housing Delivery Test (2021) which demonstrates our housing completion are at 132% of the local housing need. This means that the number of homes delivered within Surrey Heath over the previous 3-year period is 132% of the total requirement for homes over the same period. Planning Policy have also published a Brownfield Land Register and maintain a Self and Custom Build Register.
- 1.8 The team has monitored policy performance, housing land supply and employment uses. This information is collated into an Authority Monitoring Report (AMR), which is attached as Annex 1 to this report. Highlights from the AMR, include robust housing completion numbers and increased delivery of affordable homes. Overall housing completion rates are shown in Table 1 below.

Table 1: Previous Years' Housing Completion vs Target

Year	Net completions	Housing Need Target
2014/2015	187	191 (Core Strategy figure)
2015/2016	305	191
2016/2017	226	382 (2016 SHMA figure)
2017/2018	224	38
2018/2019	361	332 (Government standard methodology figure for the monitoring year)
2019/2020	376	332 (Government standard methodology figure for the monitoring year)
2020/2021	352	327 (Government standard methodology figure for the monitoring year)
2021/2022	370	327 (Government standard methodology figure for the monitoring year)

- 1.9 The Government attaches importance to housing delivery performance. It is significant to note that since the introduction of the Government standard methodology figure for calculating housing needs in 2018/2019, the annual target for housing delivery has been exceeded in each year. This places the Borough in a robust position in Government assessments of housing delivery performance.
- 1.10 Past performance in the completion rates for delivery of affordable homes has been variable, as set out in table 2 below. However, over recent years, with the exception of the impacts of Covid and high proportions of homes completed under prior approvals (without the requirement to deliver affordable homes), the trend is towards an upward trajectory in delivery. A highlight to report is that in the last monitoring year 30% of all net new homes were delivered as affordable homes.

Table 2: Affordable Housing Completions

Year	Affordable Housing Completions	Target (35%)	Actual level of Affordable Housing (%)
2014/2015	6	65	9.2%
2015/2016	21	107	20%
2016/2017	74	79	94%
2017/2018	36	78	46%
2018/2019	93	126	74%
2019/2020	132	131	101%
2020/2021	39	123	32%
2021/2022	112	130	86%

- 1.11 The key challenge to the delivery of affordable homes within the Borough is development viability. Through the planning application determination process it continues to be the case that all viability assessments provided by developers are independently checked. However, where justified by robust evidence reduced levels of affordable homes have been delivered. Another key factor which impacts on the delivery of affordable homes is the large proportion of homes delivered on Prior Approval sites and on smaller sites of less than 10 dwellings, where in line with Government guidance, there is no requirement to deliver a proportion of affordable homes.
- 1.12 Members will be acutely aware of the backlog of need for Gypsy and Traveller pitches. The latest Gypsy and Traveller Accommodation Assessment (2020) (published on the Council's website) shows a significant need for Gypsy and Traveller pitches. Policy CP7 of the adopted Core Strategy and Development Management Policies (2012) set a target of delivery 19 Gypsy and Traveller pitches by 2027. By 31 March 2022 (AMR monitoring year end date) only two pitches had been delivered. Members will be aware of the significant amount of work undertaken to seek to identify suitable sites for allocation in the Draft Surrey Heath Local Plan and the current consultation, which closes on 19 September 2022.
- 1.13 Planning Policy also supports work for the Thames Basins Heaths Special Protection Area, including work with partner local authorities, monitoring of SANGs capacity and work to identify new SANG capacity. In addition, officers have worked in partnership Hart and Rushmoor Council and Natural England and consultants on a project to explore alternative avoidance measures, which led to some revisions to the criteria for SANG.
- 1.14 A further area of significant work for Planning Policy has been responding to and disseminating new Government planning legislation, policy and guidance. This included a report to Executive in December 2021 to outline new First Homes requirements and publication of First Homes Guidance for use in the determination of planning applications. Planning Policy is also monitoring progress of the Levelling Up Bill and proposed future planning changes.
- 1.15 Development Management**
- 1.16 In 2021/22 a total of 825 applications were received and 762 were determined (this compares with a total of 819 applications received and 715 determined, respectively in 2020/21). There were 9 majors, 111 minors and 642 other types of applications determined in 2021/22. Additionally, a total of 380 other applications, e.g. certificates of lawfulness, were determined in 2021/22 (compared with 276 for 2020/21).
- 1.17 In 2021/22, 100% of majors (council target 80%) and 81% of non-majors (council target 84%) were determined in time or with an agreed extension of time. This saw a vast improvement from 2020/21 for major applications where only 69% of majors were determined in time and 80% of non-majors were determined in time.
- 1.18 For the first quarter of 2022/23 the performance was 86% for majors. There were 14 majors determined in this quarter which is exceptionally high given that the total number of majors determined in the last financial year was only 9. In the same quarter the performance was 84% for non-majors.
- 1.19 In 2021/22 a total of 36 appeals were determined (compared with 31 for 2020/21) and our performance was 78% dismissed (or 28 won). The Council target is 65%. For planning appeals Surrey Heath Borough Council were the 7th best performing

authority in the country. For the first quarter of 2022/23 a total of 14 appeals were determined with 92% dismissed.

1.20 Service improvements:

- 1.21 In the Autumn of 2021 the service asked the Planning Advisory Service (PAS) to review the Development Management service, particularly with respect to customer care. PAS is part of the Local Government Association and provides consultancy and peer support, learning events and online resources to help local authorities understand and respond to planning reform. The meetings involved interviews and workshops. As a result of this review there was a report compiled which gave 18 recommendations as to how the service could be improved. Of these recommendations many have already been implemented or are in the process of being so, with key improvements detailed below:
- 1.22 A second Team Leader started at the end of May 2022 as per the PAS recommendation to have two teams, so that line management could be shared. This is already helping the service with resilience and will free up the time of the Development Manager to progress further service improvements. The Principal Planning Officers will also be given deputising sign off duties that will further increase resilience.
- 1.23 PAS recommended a dedicated Planning Application Validations Team rather than planning officers validating all applications. The aim was to free time for planning officers, so they are able to concentrate on the determination of planning applications. This is due to be implemented in September 2022, where the technical team will undertake all householder application validation and by the end of the 2022, all other applications (minors and majors) will be validated by this team.
- 1.24 PAS recommended establishing a routine whereby ward councillors could be updated on the progress of significant schemes. Officers now meet with ward councillors to do this. Regular planning training sessions has also been held with councillors. PAS also encouraged the continued use of developer forums and another one is proposed this autumn.
- 1.25 PAS recommended improvements to Uniform, the service's planning application data management system. This included a rigorous review of the processes to minimise the number of handovers and bottlenecks. As part of this, the service started using Enterprise. Enterprise is a virtual inbox that enables tasks to be moved between teams, officers and managers without relying upon emails and paper. This workflow tool is invaluable particularly given homeworking, with all officers now having their own laptops and technology to successfully do this. Work is ongoing with ICT with reviewing the Uniform fields that the officers need to complete, greater automation of tasks and improved templates for reports and the various types of decision notices. It is anticipated that this work will be completed this quarter.
- 1.26 Further work is also needed with improving the effectiveness of the pre-application service including the greater use of Planning Performance Agreements (PPA) on major developments. Funding from a PPA can greatly assist with resources. Going forwards, a be-spoke pre-application and planning service will be created which would potentially fast-track the recommendations through to a quicker decision, which would be delivered through an enhanced paid service.

1.27 *Level of customer service:*

- 1.28 Towards the end of 2021 and beginning of 2022, the Development Management service had a few vacancies, which was caused by planning officers departing the team. This impacted on capacity in the team dealing with planning applications and subsequently increasing the backlog. Furthermore, given the squeezed labour market, it was difficult to recruit planning officers and this is still the case presently. It should be noted that this issue is not just localised to Surrey Heath but is a national issue within the United Kingdom.
- 1.29 There remains an undersupply of planning officers, particularly the most experienced planners. In October 2021 the Principal Planning Officer (PPO) left the authority and in January 2022 the Senior Planning Officer left the authority. Additionally, a planning officer (PO) left in January 2022. In the interim the service had to rely upon a number of planning contractors. After 3 rounds of recruitment the PPO started in May 2022, and the replacement SPO and new graduate planner in July 2022. The service is now fully staffed. Recruitment to these posts have been difficult but the team have reduced the overall reliance on contractors, giving a more settled service going forwards.
- 1.30 The consequence of staffing resources in 21/2022 was an impact upon customer service, an increase in backlog of applications and the number of complaints received. The majority of complaints are dealt with at stage 1 level with few complaints progressing to stage 2 and 3 or indeed to the Local Government Ombudsman (LGO). It should be noted that the level of complaints have decreased during 2021/22 compared to 2021/21.
- 1.31 However, in March 2022, the service was found to be at fault due to the injustice caused by significantly delaying determination of a retrospective application relating to a day nursery. The complainant was a neighbour and the use was having an impact upon residential amenities. The Council was ordered to pay in total £750 to the complainant. To avoid injustice caused by similar fault in the future, the LGO decision also recommended that the Council reviewed its service to ensure it is adequately resourced to fulfil its functions and to report the LGO findings and the outcome of its review to the Council's relevant scrutiny committee. This paper explains how the service is actively working to improve with staff recruitment and with service improvements as outlined by the PAS review.

1.32 Drainage

- 1.33 This service is responsible for maintenance of all the Council owned land drainage assets; dealing with enquiries, complaints and reports of flooding; assisting and investigating during and after flood incidents; undertaking planned improvements to the drainage network; providing drainage advice for residents; reviews planning applications and works with developers with a view to flood risk reduction; and works with various partnership authorities to address any flooding issues within the Borough.
- 1.34 Covid 19: Due to the changing covid restrictions, works throughout 2020/21 were either delayed during times of lockdown and furlough, or revised to suit distancing requirements. In addition, the normal seasonal working restrictions that apply to watercourse intrusions have hindered completion of some works. There have also been difficulties in obtaining construction supplies and general delayed deliveries being experienced throughout the year. This has led to increases to costs and delays on-site. As lockdown and restrictions have eased, there are some supplies that still

prove difficult to source so the 2021/22 works schedule is shown with options to continue a flexible approach that allows for potential future working restrictions and supply delays. A works programme is currently being devised for 2022/23, with consideration of current supply chain and process delays.

- 1.35 In order to keep some momentum of work during 2020/21, some isolated sections of work were commenced where the materials were available and suitable distancing measures could be respected. This work included the bringing forward of projects that were envisaged as being undertaken over future years, in-particular, replacement of concrete bag work headwalls and timber structures, with recycled plastic products. This work was undertaken at various SHBC owned locations, due to the maintained availability of recycled plastic products and the ability for contractors to work safely within restricted areas and away from members of the public. This work has continued into 2022/23, with completion of Chobham Water Meadows headwalls north side of river. South side of Chobham Water Meadows to be constructed with flood alleviation works.
- 1.36 Resilience Measures: During the winter of 2020/21 there were no reports of flooding that could be attributed to the Councils responsibility. All new flood defence and attenuation measures have performed as intended with only very minor problems being reported within the Borough. A high level of resilience has continued in 2022/23, only minor reports of external effects that continue to be addressed.
- 1.37 Sandbag Containers: Large containers sited at Lightwater Country Park and Chobham Fire Station. These containers have provided sufficient sandbag stocks to provide protection for properties since installation. Both containers offer a greater quantity of sandbags to be stored safely and in a protected environment to prolong life, ready for use close to vulnerable locations. The feasibility of locating a third sandbag store at Frimley Lodge Park, to serve the western side of the Borough, is currently being considered along with drainage improvements to the park.
- 1.38 EA Chobham Flood Alleviation Study: The results of the Bournes catchment study have been discussed within joint meetings between this Council and Surrey County Council (SCC). The study concluded that they would be following the approach previously taken by this Council to consider a range of smaller catchment wide flood alleviation works that will reduce flows into the Bourne main river.
- 1.39 Department of Environment Farming and Rural Affairs (DEFRA) funded Chobham Flood Alleviation Works. Discussions are ongoing with the EA regarding the provision of further funding to enable completion of the previously identified flood defence works. Work was identified at 5 areas around Chobham village centre that would either detain or expedite surface water flows to help protect property. However, these schemes were bought forward to suit the EA 6-year schedule and, due to the speed of design, there were additional works and cost increases that hadn't been fully considered. There was a contingency sum attached to the works and additional funds from this sum are expected to be provided through the EA during 2021/22, for completion of all the scheme areas identified.
- 1.40 Staple Hill Pond (James Osbourn Pond) the work was undertaken by the Council and substantially completed in 2020/21 utilising DEFRA funding with EA support and located on SCC land. Some delays were encountered with supplies and deliveries during the covid restrictions which added to contractor time on site. Additional work was also undertaken with the installation of a plastic sheet pile line through the pond attenuation embankment to ensure the future stability of the structure. Final works including surfacing of the access path and bridleway route is expected to be

undertaken during the Summer of 2021 and the asset will then be handed over to SCC (as landowner). Handover process has been delayed by the commencement of the Esso pipeline replacement, Some assets have been modified by Esso contractors, other assets will be modified to agreed SHBC specifications. All land drainage affected works within Chobham Common to be checked by Esso representative, SHBC and SCC following completion of pipeline works.

- 1.41 Broadford Lane: Work has been completed with the upgrade of the open watercourse and culvert crossings to improve flows to main river from the Station Road junction, highway drainage systems and roadside watercourse. Some further checks of surrounding drainage and watercourse systems required.
- 1.42 Philpot Lane: Work has commenced with the clearance of boundary watercourses, restoration of connections to improve flows and the lowering of verge areas to off-set the highway flooding. Further work will be undertaken during winter 2021/22 to provide further ability for the verge areas to displace and attenuate surface water. Roadside watercourse has been cleared. A new culverted road crossing may be required but design is awaiting further detail from Planning Policy regarding potential G&T and flood alleviation use. EA has identified the area for improvement, land availability to be confirmed.
- 1.43 Emmetts Mill: Work has commenced with the upgrade of the open watercourse and culvert crossings. An additional watercourse route is to be upgraded in partnership with the private landowner, including the replacement of a bridleway culvert (by the Council) and 4 field access culverts (by the landowner). This work will reduce flood risk to property and highway by improving surface water flow options to main river. All works now complete, new bridleway crossing installed to promote additional flow route.
- 1.44 Castle Grove Road: This is the last project area is and still to commence, expected to start summer 2021. The Castle Grove Road scheme is dependent upon additional funding (£65k) being agreed by the EA and the ability to implement works with distancing measures due to close proximity of, and working within, residential property. The work includes width restriction to a public footpath during construction. Works have been delayed, a landowner has changed so the proposal may need to be revised to suit. Sufficient funding will be available from the EA to complete.
- 1.45 New SHBC, EA and SCC Partnership Working: Following the EA flood study around Chobham and the upstream villages of Bagshot, Lightwater and Windlesham, the EA has proposed a joint working arrangement with SHBC and SCC to progress various small scale flood alleviation schemes. This proposal has been agreed to extend to flood alleviation works throughout the borough. The SHBC Engineer is providing details to the EA and SCC of various potential areas for consideration and discussions have commenced to investigate where surface water can be detained to off-set minor flooding issues, reduce pressure on existing drainage networks, and/or reduce the uncontrolled discharge to rivers. Further meeting have been held, with various flood alleviation projects being investigated, designed and progressed.
- 1.46 Partnership Funding: Both the EA and SCC have confirmed they have funding streams available to undertake works during 2021/22 and it is proposed that SHBC utilises surplus funding from the Land Drainage budget to assist with the delivery of small scale projects, where it is considered appropriate for SHBC to make a contribution. Additional capital funds from the Drainage Reserve funds which currently stand at £383,750 may also be considered for larger scale works, subject to suitably matched contributions from land, labour or funds. Where such works are

identified these will be the subject of a separate report to the Executive for approval of the capital expenditure.

- 1.47 Pennypot Lane Flood Alleviation: Funding has been received from a developer upstream of Pennypot Lane to help alleviate flooding of highway and properties. An additional £40,000 of funding was previously approved by Executive to enable completion of work through private land. The proposal has subsequently been abandoned. This is because, following a change of landownership, it has not been possible to obtain approval for the works from the new landowner. Work has commenced with restoration of a section of watercourse and a new scheme is being considered to connect to this watercourse. The revised scheme involves work to main-river and a new highway culvert so it will seek to utilise funds from EA and SCC to supplement the developer contribution. This area is now being considered as a potential G&T site so the flood alleviation proposals won't be progressed further until land ownership is confirmed.
- 1.48 Lightwater Flood Alleviation: There is one area of flood alleviation work that remains to be undertaken to help reduce risk to properties in Ambleside Road. The installation of a new highway drainage connection is proposed and works are being discussed with SCC alongside potential funding options. The need for this asset has been reduced by upstream works however, the intention is to complete once suitable agreements have been brokered with SCC highways and the affected landowners.
- 1.49 Lightwater Country Park: Following success in defending the Council against court proceedings taken by an adjacent landowner, flow control structures within the Tomlin Order watercourse have now been replaced. Recycled plastic control structures have been installed that will be more effective, offer a much longer lifespan and have an appearance more in-keeping with the surrounding country park. The remaining drainage assets around the park are continuing to be updated, along with further flow restrictions being installed to reduce run-off and improve on-site soakage.

1.50 Building Control Shared Services

- 1.51 The Building Control service retained 71% of the market share in the borough and have been consistent in providing high customer service to applicants on Building Control applications and related matters. The team has processed in total 718 applications, successful enforcement on 55 sites where there have been unauthorised works. The team has attended to 21 dangerous structures and carried out 5586 site inspections.
- 1.52 Building Control has achieved 100% compliance with all statutory timescales. The department has succeeded in attaining ISO 9001 compliance. The shared manager role between Surrey Heath and Runnymede commenced on the 1st April 2022 and next steps to form a permanent shared building control team in 2023 is under way.

1.53 Land Charges

- 1.54 This service provided 890 Official Land Charges searches for financial year 2020/21 (April 2020 to March 2021) compared with 1072 in 2019/20 the year before. Numbers have continued to decline as the housing market was affected by covid and is continuing to be affected by the cost of living crisis. The service did also help compile 1537 personal searches of the Local Land Charges register. There has been a trend where individuals choose to self-serve information as this is available electronically on the internet.

- 1.55 As a result, income has continued to decline and the overall income for the financial year ending in March 2022 was £184,304, compared to £203,377 in 2020/21 which included the government grant of £45,989. However, in line with inflation, our fees are increasing in financial year 2022/23.
- 1.56 The roll out of the government project to move delivery of part of land charges away from local authorities and into the Land Registry as a new online service is continuing. The roll out of the government project is continuing and they hope to begin the analysis of our data 2023/2024 and for the migration to be complete in 2025.

1.57 **Planning Enforcement**

- 1.58 Planning Enforcement report to Planning Applications Committee is undertaken every quarter. The last update was provided on the 4th August 2022, where members were provided with a progress report on specific cases as well as statistical information for the first quarter of 2022.

- 1.59 Planning Enforcement 1st June 2021 to 30th June 2022:

Case type/action	Number
Total number of referrals received	230
No breach found	87
Breach ceased/compliance achieved	63
Not expedient to pursue	11
Enforcement Notices served	13
Enforcement Notices upheld by PINS	3
Enforcement Notices appeals with PINS	11
Retrospective Planning applications received	30
Open investigations	66

- 1.60 In comparison to the same reporting period last year, the number of Enforcement Notices issued has increased significantly, 13 during 21/22, compared to 1 during 20/21 and include a number of high profile site such as St Georges Court, land adjacent to Chobham Car Spares, land at Fenns Lane Nursery and 1 Middle Close, Camberley.
- 1.61 Customer satisfaction remains high. The team have exceeded the 80% target set out in their Key Performance Indicator (KPI) of planning enforcement referrals where the initial action takes place within the timescales as set out in the Local Enforcement Plan. The target is dependant on the following prioritisation:

High Priority – 2 working days

- Any unauthorised development which is causing immediate and/or irreparable harm to the environment or public safety. This includes work to especially sensitive sites such as Sites of Special Scientific Interest.
- Demolition or alterations to a listed building
- Demolition in a conservation area
- Works that are currently in progress to trees subject to a Tree Preservation Order or within a conservation area.
- Breaches that are contrary to well established planning policies such as Green Belt

Medium Priority – 10 working days

- Development that causes serious harm to the amenities of neighbours or that is contrary to policies in the Development Plan
- Unsightly buildings or untidy land that is causing serious harm to amenity
- Development not in accordance with the plans during the build process

Low Priority – 21 working days

- Advertisements causing harm to amenity
- Businesses being operated from home
- Any alleged breaches causing a limited degree of harm to local residents or the environment
- Untidy land

2021/2022	Key Indicator	Performance
Quarter 1 – April 2021– June 2021	88%	
Quarter 2 – July 2021 - September 2021	92%	
Quarter 3 - October 2021 – December 2021	89%	
Quarter 4 - January 2022 – March 2022	89%	
Quarter 1 – April 2022 – June 2022	88%	

1.62 Notwithstanding above, the significant increase in formal notices being issued and the team exceeding their Key Performance Indicator targets, from the start of the new financial year and June 2022, the service has struggled with lack of dedicated resource. This is due to three contractors departing from their role in quick succession along with, more recently, the Senior Planning Enforcement Officer. Two further contractors have recently started which has provided the team with a certain level of continuity until a permanent structure is agreed and implemented as a matter of priority

2. Reasons for Recommendation

2.1 This report is to note by councillors.

3. Proposal and Alternative Options

3.1 This is not applicable.

4. Contribution to the Council’s Five Year Strategy

4.1 This is an update to councillors on the performance of the planning service over the last 12 months which adheres and contributes to the Council’s Five Year Strategy.

5. Resource Implications

5.1 This is not applicable.

6. Section 151 Officer Comments:

6.1 This is not applicable.

7. Legal and Governance Issues

7.1 This is not applicable.

8. Monitoring Officer Comments:

8.1 This is not applicable.

9. Other Considerations and Impacts

Environment and Climate Change

9.1 This is not applicable.

Equalities and Human Rights

9.2 This is not applicable.

Risk Management

9.3 This is not applicable.

Community Engagement

9.4 This is not applicable.

Annexes

Annex 1 – Annual Monitoring Report



SURREY HEATH BOROUGH COUNCIL

LOCAL PLAN 2011-2028

Authority Monitoring Report (AMR) 2021-2022

July 2022



FOREWORD

The Surrey Heath Authority Monitoring Report (AMR) monitors the period 1st April 2021 to 31st March 2022. It sets out the progress achieved in implementing the Local Development Plan and performance against the policies of the Surrey Heath Core Strategy and Development Management Policies Development Plan Document 2011-2028.

In line with the Localism Act 2011 the AMR has to be made publicly available at least yearly.

For further information please contact the Planning Policy and Conservation Team at:

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EXECUTIVE SUMMARY

The Surrey Heath Authority Monitoring Report (AMR) has been produced in line with the requirements set out in the Localism Act 2011 which states a report must still be produced, and planning authority must publish this information direct to the public at least yearly.

The purpose of this Report is to provide details of what actions have been taken to implement a Local Development Plan and the Local Development Scheme, to indicate the extent to which policies in the current Surrey Heath Local Plan have been achieved, and to identify any solutions and changes where targets are not being met.

This AMR monitors the period from 1st April 2021 to 31st March 2022.

In February 2012, the Surrey Heath Core Strategy and Development Management Policies Development Plan Document (CSDMP) was adopted to replace the majority of the policies in the Surrey Heath Local Plan 2000. Progress against the policies in the CSDMP will therefore be the focus of this report.

The Progress of the Local Development Scheme

The Local Development Scheme (LDS) sets out a programme of Development Plan Documents (DPDs) the Council will produce. The LDS sets out when the work for the DPDs will be carried out, when each of the DPDs will be available for public consultation, the anticipated date for adoption, and review date of the DPDs. An updated LDS to cover the period 2022-2025 was agreed by Executive in February 2022 replacing the previous LDS covering the period 2021-2024 agreed by Executive in February 2021. The Camberley Town Centre Area Action Plan (CTCAAP), Community Infrastructure Levy Charging Schedule and Infrastructure Delivery Supplementary Planning Document were adopted in July 2014.

The Review of Existing Local Plan Policies

Based on the monitoring data available, the Council is performing well in a number of areas, in particular environmental protection / biodiversity, green infrastructure and sustainability / climate change. Areas where targets have not been met over the plan period to date include delivery of additional Gypsy and Traveller pitches, new dwelling accessibility to services and some employment and retail indicators.

Camberley Town Centre Area Action Plan (CTCAAP)

The CTCAAP was adopted in July 2014. In addition, a supplementary masterplanning and public realm planning document which adds details to the policies in the AAP was adopted in April 2015.

The table below sets out performance against each individual indicator monitored in this report. A system of colour coding is used to indicate whether each target is being met.

Target fully met
Target partially met
Target not met
No Target or data unavailable

Summary of performance against Core Strategy and Development Management Policy 2012 indicators

Policy Area	CSDMP Indicator	Target Met? (Brief comments provided where target not met)	Page no.
Housing	% New dwellings on Previously Developed Land	Yes	18
	New dwelling accessibility to services	No – In particular, location of strategic health facilities and secondary schools limit ability to direct development to these specific areas and have much wider catchments than shown in this target, including areas outside of Surrey, in Hampshire & Berkshire.	18
	Housing completions by settlement	Partially	19
	Net additional dwellings	Yes	20
	Housing Trajectory	Yes	20
	Rural Exception Dwellings Completed	No target	21
	Implementation of the Local Plan 2000 Housing Allocation Sites	Partially	21
	Affordable Housing Completions	No – affordable housing completions for monitoring year lower than average completions over plan period so far.	22
	Affordable Housing type and size	Partially	22
	Net additional Gypsy pitches	No – Sites to be identified through new Local Plan.	23
Biodiversity	Condition status of SPA, SAC and SSSI's	Partially – target set as 2020 therefore for information purposes only.	25
	Change in area of biodiversity importance	Yes	26
	Visitor number surveys for SPA/SAC	Yes	26
	Condition status of SNCI's and LNR's (Local)	No – Primarily a land management issue and outside of planning control.	26
Infrastructure	Infrastructure projects completed	Partially	28
Local Character	Archaeological finds	No target	32
	Local list	No target	32
Green Infrastructure	Green Belt, Countryside and Settlement Designations	Yes	33
	SANGs implemented	Yes	33
	Loss of open space or recreational areas	Yes	33

Sustainability and climate change	Waste Recycling	Yes	34
	Renewable Energy Generation	No target	34
	Planning permissions - Environment Agency advice on flooding	Yes	34
	Number of developments complete with SUDS measures	Yes	34
	CO2 emissions	Yes	34
Travel	Dwelling and B Class floorspace accessibility (bus)	Partially	36
	Dwelling and B Class floorspace accessibility (rail)	No – limited rail coverage in many parts of Borough	37
	Travel plan implementation	Unable to determine - data unavailable	37
Employment & Retail	Employment floorspace completions	No – partially due to the impact of General Permitted Development Order Prior Notification completions for B1a/E(g) (i) office to C3 residential conversions.	40
	Employment floorspace PDL	Yes	43
	Employment Land Available	Yes	43
	Town, District and Local Centre Retail Development	No – due to two specific large sites completed on non-PDL.	43
	Percentage of units in A1 use in district and local centres	Partially	45
	B Class floorspace outside of Core Employment Areas and Camberley Town Centre	N/A– no target	46
Community	Community and Cultural facilities gained or lost by type	N/A – no target	47
	New open space provided	No relevant applications	48

Theme	Camberley Town Centre Area Action Plan Indicator	Performance to Date – Is the target being met?	Page no.
A vital and viable shopping centre	Aim to achieve 41,000sqm (gross) comparison and convenience floorspace in CTC over the AAP period	Partially	50
A range of cultural and leisure facilities offered	Aim to achieve no net loss of community, cultural or leisure floorspace in CTC over AAP period	Yes	50
A thriving employment centre	No target - contextual	N/A – no target	50
A place to live	Aim to deliver at least 200 new dwellings over AAP period with 35% as affordable	Partially	50
A well connected, accessible town centre	Number of travel plans implemented in association with major developments in CTC over AAP period	Partially	51
A clean, high quality centre	40% of waste sent for reuse, recycling and composting over AAP period	Yes	51
	No exceedance of Air quality Strategy targets of 30µgm ⁻³ in CTC	N/A – Air quality monitoring station closed 2012	
A safe, attractive centre	Complete all public realm improvements identified in Public Realm Strategy by end of AAP period	Yes – on track.	52
AAP Sites			
London Road Block Site	Commencement of major redevelopment scheme at London Road Block in 2016/17 with 21,000 sqm gross retail floorspace to be completed	N/A – Commencement not required in monitoring year	52
Camberley Station Site	Commencement of improvements to Camberley Rail Station & Transport Interchange. No. of market and affordable dwellings completed at site	N/A – Commencement not required in monitoring year	
Land at Park Lane Site	No. of market and affordable dwellings completed at site over AAP Period – target of 100 net units	Yes	
Pembroke Broadway North	Commencement of major redevelopment scheme at Pembroke Broadway North pre 2020	Yes - on track.	53
Land East of Knoll Road Site	Number of market and affordable dwellings completed – target of 80 net units over AAP Period. Total leisure/community/cultural floorspace completed and amount of open space created or enhanced at land East of Knoll Road over AAP Period	Yes	53
Magistrates Court Site	Commencement of development by end of 2016 and number of market and affordable dwellings completed at site	Yes	53

INTRODUCTION

1 INTRODUCTION

The requirement for an Authority Monitoring Report

- 1.1 The Authority Monitoring Report (AMR) has been published in line with Section 113 of the Localism Act 2011. The AMR is an annual report which provides information on how a Local Authority is implementing their Local Development Scheme and how policies in their Local Development Documents are being achieved. There are specific topics that the Council must report on, whilst others are discretionary. The Local Development Plan Documents monitored in this report are the Core Strategy and Development Management Policies DPD (CSDMP), saved policies of the Local Plan 2000 and to some extent, the Camberley Town Centre Area Action Plan (CTCAAP). These can be viewed on the Council's website at:

<http://www.surreyheath.gov.uk/residents/planning/planning-policy/surrey-heath-local-plan>

Structure of the Report

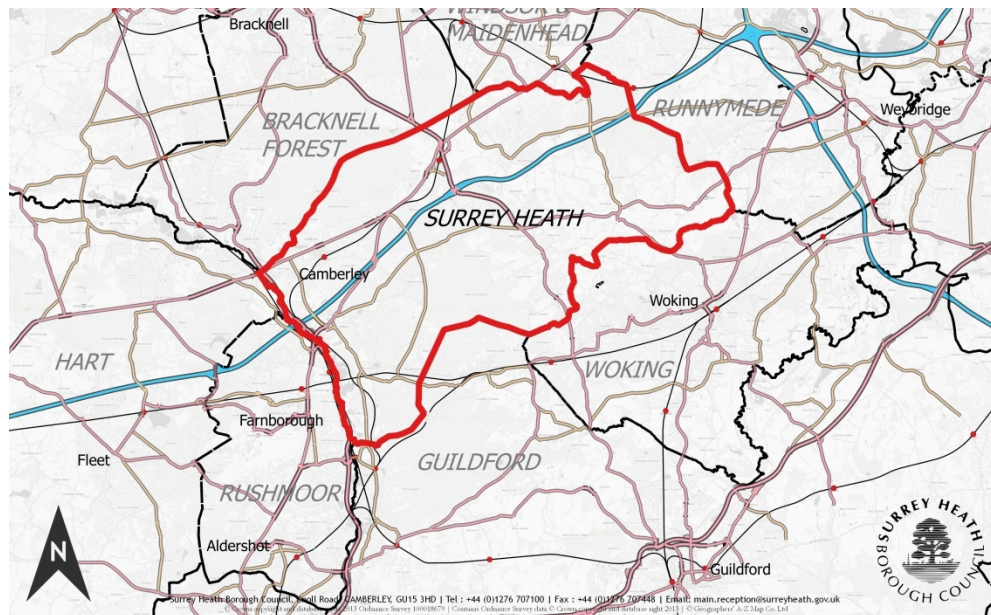
- 1.2 The Authority Monitoring Report is divided into the following sections:
- **Section 2:** Sets out the key characteristics, issues, challenges and opportunities in the Borough.
 - **Section 3:** Sets out the progress to date of and implementation of the Council's Local Development Documents.
 - **Section 4:** Sets out how policies in the Core Strategy and saved policies from the 2000 Surrey heath Local Plan are being implemented.
 - **Section 5:** Monitors the implementation of the Camberley Town Centre Area Action Plan (CTCAAP) objectives and sites.

KEY CHARACTERISTICS OF THE BOROUGH

2 KEY CHARACTERISTICS OF THE BOROUGH

2.1 Surrey Heath lies in the north-west corner of Surrey, adjoining the counties of Berkshire and Hampshire. The western half of the Borough is mainly urban in character and comprises Camberley, Bagshot, Frimley, Frimley Green, Mytchett and Deepcut. Camberley is the main centre within the Borough. The eastern half of the Borough is mostly countryside but includes the settlements of Lightwater, and the villages of Bisley, Chobham, West End and Windlesham. In total the Borough covers an area of some 9,507 hectares.

Figure 1: The Location of Surrey Heath Borough



2.2 The ONS Census 2021 figures revealed a population of 90,500, of which 49.2% are male and 50.8% are female. Since 2011, the population has increased by 4.99%. Just over 90% of the population of Surrey Heath is defined within a white ethnic group (84.95% white British), with a number of other ethnic groups making up the remaining 10% population. In comparison with other Surrey districts and the national average, Surrey Heath has a younger age profile. However, since the 2011 census the proportion of older residents in Surrey Heath has increased more quickly than in other Surrey Authorities – the 85+ age group has increased by 47% against a Surrey wide increase of 18%.

2.3 According to the 2011 Census, the average household size in Surrey Heath is 2.52 people per household (compared to 2.48 in 2001). There were 34,733 households within the borough in 2011, an increase of 6.07% since 2001. Moreover, 45.78% of the housing stock within Surrey Heath comprises detached houses as compared to 33.15% overall in Surrey and 22.43% in England. There are high levels of owner occupation

KEY CHARACTERISTICS OF THE BOROUGH

(76.82%) compared to the national average 63.34%. An Office for National Statistics (ONS) data release¹ identified the median price paid for residential property in the Borough as being £420,000 in December 2019. This represents an increase of the median price paid in Surrey Heath of 45% since March 2013.

Economy

- 2.4 Surrey Heath has a high standard of living² and rates as one of the most attractive places in the country to live. The Borough has an excellent leisure offer with a range of golf courses, bridleways, tennis courts, cricket, football and rugby pitches; good lakes for fishing and water sports as well as the country's National Rifle Centre at Bisley.
- 2.5 Over 4,000 companies are registered to do business in Surrey Heath, including national and international companies such as Bank of America Merrill Lynch, Siemens and Novartis. The largest employer in the Borough is Frimley Park Hospital employing over 4,000 staff, and contains the biggest Accident and Emergency facility in Surrey. The Ministry of Defence (MOD) remains a major landowner and employer in the Borough.
- 2.6 Surrey Heath has relatively high levels of economic activity, with 86.9% of its population in employment (January 2020 – December 2020). This compares against South East figures of 81.6% and a national figure of 79.1%³ over the same period. In the period of January 2020 – December 2020, 3.3% of the economically active population were unemployed, which was lower than the southeast and Great Britain averages of 3.9% and 4.6% respectively.
- 2.7 Overall, Surrey Heath has low levels of deprivation. In 2019, Surrey Heath was ranked 309 out of 317 local authorities in the indices of multiple deprivation. The Indices of Deprivation 2019 analyses the level of deprivation in each of the 32,844 LSOAs in England. The LSOAs are scored on various criteria⁴ and then ranked in terms of their score, with 32,844 being the least deprived and 1 being the most deprived. In 2015, the English Indices of Deprivation indicated parts of St Michaels ward and Old Dean ward to be amongst the top 30% of most deprived neighbourhoods. In 2019, these areas are now amongst the 40% most deprived neighbourhoods. In contrast, over half of the LSOAs in Surrey Heath are amongst the 10% least deprived in England.

Transport

¹ Office for National Statistics - <https://www.ons.gov.uk/peoplepopulationandcommunity/housing/datasets/medianhousepricefornationalandsubnationalgeographiesquarterlyrollingyearhpsdataset09>

² Halifax quality of life survey

³ Nomis Official Labour Market Statistics – Local Authority Profile:

<https://www.nomisweb.co.uk/reports/lmp/la/1946157335/report.aspx#tabeinact>

⁴ Income (22.5%), Employment (22.5%), Health and Disability (13.5%), Education, Skills and Training (13.5%), Barriers to Housing and Services (9.3%), Crime (9.3%), Living Environment (9.3%)

KEY CHARACTERISTICS OF THE BOROUGH

- 2.8 There are almost equal flows of commuters entering and leaving the Borough each day. Rail services from Bagshot, Camberley and Frimley are slow, with few trains direct to central London and as such, usage by local people is at a low level. Rail connections to other towns in the Blackwater Valley are varied, with direct trains from Camberley to Frimley, Aldershot and Ash Vale, but no rail links to Farnborough. The absence of a regular, fast London service means many local residents drive out of the Borough to Brookwood, Farnborough or Sunningdale to join “main-line” services to London Waterloo. Bus services are improving from centres like Camberley supported by “Quality Bus Partnerships,” but the service frequency can be uneven from the rural villages and absent altogether at weekends.
- 2.9 The major road network within the Borough comprises the M3 motorway, the A30, A322, A325 and A331 (Blackwater Valley Relief Road). The A322 provides a link from the M3 to the M4 and the A331 provides a link from the M3 to the A31 and subsequently the A3. In recent years, the M3 had suffered from heavy peak time congestion. This in turn often led to congestion on the local road network, particularly when accidents occurred. In June 2017, Highways England completed a major scheme to transform the M3 into a Smart Motorway from Junction 2 to 4a, covering the entire stretch of the motorway in Surrey Heath. Surrey Heath has the highest rate of car ownership in Surrey with 1.68 cars per household in 2011⁵. This compares to the Surrey average of 1.51 and the average across England of 1.16.

Biodiversity

- 2.10 The Borough contains extensive areas of heathland which are recognised as being of national and international importance. The sites recognised as being of international importance are: the Thames Basin Heaths Special Protection Area (SPA) and the Thursley, Ash, Pirbright and Chobham Special Area of Conservation (SAC). The Thames Basin Heaths SPA provides breeding and wintering habitats for rare bird species, including the Nightjar, Woodlark and Dartford Warbler. The Special Area of Conservation consists of important dry and wet cross-leaved heath. In addition, the Borough contains a number of Sites of Importance for Nature Conservation which were identified following surveys by Surrey Wildlife Trust and recognise wildlife of county or regional value.
- 2.11 To ensure that residential development does not adversely affect the integrity of the Thames Basin Heaths SPA, Surrey Heath BC, along with the other local authorities in the Joint Strategic Partnership Board and Natural England have adopted an avoidance strategy based on the provision of Suitable Alternative Natural Greenspace (SANG) and Strategic Access Management and Monitoring plans (SAMM). To this end the Council adopted the Thames Basin Heaths Special Protection Area Supplementary Planning Document (January 2012), which was updated in February 2019. This document along

⁵ Census 2011, accessed through ONS

KEY CHARACTERISTICS OF THE BOROUGH

with Policies CP14a and CP14b in the adopted Core Strategy set out the Council's approach to avoiding harm caused by new residential development.

PROGRESS OF THE LOCAL DEVELOPMENT PLAN

3 PROGRESS OF THE LOCAL DEVELOPMENT PLAN

Timetable and Milestones

- 3.1 The LDS 2022 to cover the period 2022-2025 sets out the timetable for preparing a new Local Plan, updating the LDS 2021. The LDS can be viewed at:

<https://www.surreyheath.gov.uk/residents/planning/planning-policy/planning-and-supplementary-planning-documents/local-development>

The table in appendix 1 sets out the progress of the Local Plan Documents set out in the LDS 2022. The table in appendix 1a set out those Development Plan Documents and SPD's that have been adopted prior to this AMR 2021-2022.

Local Development Order and Neighbourhood Development Order or Neighbourhood Development Plan

- 3.2 No Local Development Orders have been adopted in the monitoring period under section 61A of the Town and Country Planning Act 1990. There is one adopted Neighbourhood Plan in the Windlesham Borough June 2019 and two designated Neighbourhood Areas – Chobham in November 2013 and Deepcut in October 2014. A Neighbourhood Forum for Deepcut was first created in October 2014 and was renewed in the monitoring year 2020-21.

Community Infrastructure Levy

- 3.3 The Community Infrastructure Levy (CIL) has, in the majority of cases, replaced developer contributions through S106 planning obligations. CIL is a tariff system based on pounds per square metre of net additional development. Tariffs are set out in a CIL charging schedule and priority funding is set out in the Regulation 123 List. Indexation of CIL charges is set out on Surrey Heath Borough Council's website⁶. CIL has been implemented from 1st December 2014. Over the course of the monitoring year, the total boroughwide CIL income received was £2,637,849.00. In line with the CIL regulations, an annual Infrastructure Funding Statement is required which sets out CIL and Section 106 income and spending⁷. 15% of CIL funds from parished areas received over the monitoring year has been transferred to those Parish Councils where development has occurred. These amounts are as follows:

Bisley: £0

⁶ CIL Guidance – Indexation: <https://www.surreyheath.gov.uk/residents/planning/development-planning-advice/community-infrastructure-levy-cil-guidance>

⁷ Infrastructure funding statement : <https://www.surreyheath.gov.uk/sites/default/files/documents/residents/planning/Infrastructure%20Funding%20Statement%202019-20%20Final.pdf>

PROGRESS OF THE LOCAL DEVELOPMENT PLAN

Chobham: £173.00

West End £16,524.00

Windlesham:£ 62,147.00

The Borough Council continues to consult with unparished areas regarding the spending of any CIL recipients in such localities. The amount spent in unparished localities is 15% of the overall CIL payments made.

Duty to cooperate

- 3.4 In November 2011 the Localism Act introduced provisions to enable the removal of the regional tier of planning. In its place, Section 110 of the Act imposed a duty on local planning authorities and other prescribed bodies to co-operate in relation to the preparation of planning documents as far as they related to strategic matters. Strategic matters are defined as sustainable development or use of land that would have a significant impact on at least 2 planning areas. Following the introduction of the Duty to Cooperate in 2011 Surrey Heath has been involved in, and undertaken, a range of activities relating to fulfilment of the duty, including meetings with neighbouring local authorities and other prescribed bodies to explore the nature of strategic issues, on-going partnership working and involvement with a range of sub-regional bodies and Preparation of a Duty To Co-operate report on the Camberley Town Centre Area Action Plan. Details of the Council's Duty to Co-operate activities in the period April 2021 to March 2022 are contained in Appendix 2 of this AMR.

Self-Build and Custom Housebuilding

- 3.5 In accordance with the Self-Build and Custom Housebuilding Act 2015, Surrey Heath Borough Council maintains and regularly updates a Register to help determine the demand for self-build and custom housebuilding in Surrey Heath. The Register is publicised on the Council's website where individuals or groups can apply to be included on it - (www.surreyheath.gov.uk/residents/planning/planning-policy/self-build-custom-housebuilding). This provides the Council with a record of individuals and groups who are interested in building their own homes within the local area. In September 2021 revised criteria for entry onto the Register were implemented including the introduction of fees, a financial solvency test and modification of the Local Connection Test criteria. During the monitoring year 2021-22, 3 new entrants were added to Part 1 of the Register and 16 were added to part 2 of the Register. These figures are fewer than previous years, as a result of the revised entry criteria and are considered to provide a more realistic reflection of those seeking to self-build within the Borough.

PROGRESS OF THE LOCAL DEVELOPMENT PLAN

Brownfield land register

- 3.6 In accordance with The Town and Country Planning Brownfield Land Register Regulations 2017, the Council first published the Surrey Heath Brownfield land Register in December 2018 and updates this annually. The Register comprises a list of Previously Developed (or Brownfield) sites that have the potential to accommodate residential development. The Brownfield Land Register is published on the Councils website - <https://www.surreyheath.gov.uk/residents/planning/planning-policy/brownfield-land-register>. There are currently 72 sites included in Part 1 of the Register and no sites included in Part 2 of the register.

MONITORING THE POLICIES IN THE SURREY HEATH LOCAL PLAN

4 MONITORING POLICIES IN THE SURREY HEATH LOCAL PLAN

- 4.1 In February 2012 the Surrey Heath Core Strategy and Development Management Policies DPD (CSDMP) was adopted to replace the Local Plan 2000. However, a small number of Local Plan 2000 policies remain “saved” until such time as they will be replaced by policies contained in forthcoming Development Plan Documents.
- 4.2 This Authority Monitoring Report (AMR) monitors the objectives and policies of the Surrey Heath Local Plan, namely the Core Strategy and Development Management Policies Development Plan Document (CSDMP - adopted 2012), the objectives of the Camberley Town Centre Area Action Plan (CTCAAP, adopted 2014) along with a small number of extant saved policies from the Surrey Heath Local Plan 2000. The monitoring indicators used reflect those in the CSDMP Monitoring Framework and the CTCAAP Monitoring Framework as set out in Appendix 1 of the Core Strategy and Appendix 2 of the CTCAAP respectively.
- 4.3 The structure of the monitoring section closely follows that of the CSDMP monitoring framework and follows the structure of the CTCAAP framework by assessing thematic areas and specifically allocated sites. Each set of monitoring indicators is grouped within an overarching objective. Colour coding is used (as shown below) to allow the reader to see at a glance how well the policies are performing. If a monitoring indicator is not reported in the AMR this will be set out, with reasons, in the main report.

Target fully met
Target partially met
Target not met
No Target or data unavailable

MONITORING THE POLICIES IN THE SURREY HEATH LOCAL PLAN

Delivering Sustainable Development

Objective 1: To promote and deliver sustainable development in the Borough

CSDMP Delivery Policies: CP1, CP2, CP11, CP12, DM7, DM8, DM9, DM10

Indicator	Target	Performance against the Target	Analysis
New and converted dwellings on Previously Developed Land within plan period	Achieve 60% of all new and converted dwellings on PDL within plan period	Target MET	In 2021/22, 68.92% of completed dwellings were on previously developed land. Over the plan period to date (2012 – 2022), 66.2% of completed dwellings were on previously developed land. The CSDMP target is therefore being met.
Percentage of dwelling completions within 5 minute walk time or 400m walking distance of a designated employment area, retail centre, GP, Hospital, Primary School, Secondary School or Major Health Centre	Aim to achieve 60% across all categories within plan period	Target NOT MET	Percentage of completed housing development (net) within 400m walk of services over Plan Period to date (2012-22). As the table below demonstrates, the target of 60% of completions within 400m of facilities has not been met for any category. Further analysis is set out below.

GP	Hospital	Primary School	Secondary School	Major Health Centre ⁸	Designated Employment Area ⁹	Retail Centre ¹⁰
12.6%	0.28%	5.0%	0.11%	1.5%	29.1%	46.9%

At 46.9%, a significant proportion of completions are within the proximity of a Retail Centre over the plan period. At 29.1%, a large proportion of completions over the plan period are within proximity of designated employment areas, a slight decrease from earlier in the plan period. In the case of other facilities, Frimley Park Hospital and Camberley Health Centre is the only hospital and one major health centre in Surrey Heath, with a catchment area extending beyond the Borough’s boundaries. It is therefore not feasible for all residential development in the Borough to be located within 400m of this. Furthermore, there are 4 secondary schools in Surrey Heath, most of which cover the western urban area of the borough. As such it may continue to be difficult to meet the hospital, major health centre or secondary school indicators in the future.

⁸ Major health centre defined using space standard of 83.3 sqm as set out in Surrey Heath Borough Council Infrastructure Needs Assessment 2011.

⁹ Camberley Town Centre and Core Employment Areas as defined on the Local Plan Proposals Map

¹⁰ Camberley Town Centre, District and Local Centres and Neighbourhood Parades as defined on the Local Plan Proposals Map

MONITORING THE POLICIES IN THE SURREY HEATH LOCAL PLAN

Indicator	Target	Performance against the Target	Analysis
Number of dwellings completed by settlement location	Achieve percentage of completions in line with Policy CP3 of the Core Strategy	Target PARTIALLY MET	Housing completions by settlement 2011-2022 are set out below:

Over the plan period to date it can be demonstrated that the target has been exceeded (in percentage terms) of housing in some areas of the Borough. In most such cases, the apparent exceeding of the plan period target can be accounted for generally by specific large developments in each settlement, namely former Bisley Office Furniture in Bisley, the Land at Waters Edge Mytchett, the Ridgewood Centre in Frimley and the housing reserve sites in West End. Camberley has seen additional development in the form of numerous large office to residential conversions through Prior Approval under the General Permitted Development Order (GPDO) 2015. The apparent exceeding of the plan period target in Bagshot is already beginning to plateau since earlier monitoring years and it is anticipated that this will continue as the plan period progresses. It is also expected that the same trend will be demonstrated in Frimley, in future monitoring years. Similarly, the apparent under delivery at Deepcut can be accounted for by the expected redevelopment of Princess Royal Barracks which is anticipated to deliver some 1,200 homes. 175 units have now been completed. Therefore, the target has been partially met.

	Plan period 2011-2025 target		2021/22 completions (net)		2011-2022 completions (%)	
	%	No.	%	No.	%	No.
Bagshot	10	270	3	10	8	250
Bisley	2	45	4	13	7	215
Camberley	31	860	37	138	37	1090
Chobham	2	55	1	3	4	117
Deepcut	45	1235	23	86	9	277
Frimley	4	120	0	0	11	322
Frimley Green	1	20	1	4	1	6
Lightwater	1	40	0	0	2	55
Mytchett	2	55	30	113	6	172
West End	1	20	1	3	13	383
Windlesham	1	20	0	0	2	47
TOTAL	100	2740	100	370	100	2934

Housing delivery

Objective 2: To provide sufficient housing to meet the Borough’s needs without causing harm to areas of importance for biodiversity

MONITORING THE POLICIES IN THE SURREY HEATH LOCAL PLAN

CSDMP Delivery Policies: CP3, DM5 and Saved Local Plan 2000 Delivery Policies: H3, H6, H8.

Indicator	Target	Performance against the Target	Analysis
Net additional dwellings for reporting year	The CSDMP set an annualised Housing Requirement of 191 dwellings 2011 – 2028 ¹¹ . The local housing need figure, following the introduction of the standard method ¹² , is 327 per annum.	Target MET	<p>The delivery of housing in the monitoring year exceeds the CSDMP annual target figure of 191. Taking into account cumulative completions for the plan period to date, an average of 271 units per year have been delivered, demonstrating that the CSDM target for net additional dwellings has now been exceeded both during the monitoring year and over the plan period to date.</p> <p>The delivery of 370 dwellings during the monitoring year exceeds the annualised local housing need figure of 327 dwellings and therefore the target has been met. Appendix 3 lists all housing units completed during the monitoring year.</p>
Housing Trajectory	The NPPF indicates that Local Plans should make a provision for 15 years' supply of housing ¹³ . This is assessed against both the annualised housing target of 191 units set out in the CSDMP as well as the standard methodology figure of 327 dwellings per annum.	Target MET	<p>The Council has produced a housing trajectory for the period 2019-2038 which includes past and estimated future housing completions on an annual basis, shown in Appendix 4, and reflects the trajectory applied in the 2021 Strategic Land Availability Assessment (SLAA). The Housing Trajectory remains unchanged from the 2020/21 monitoring year. The trajectory will be updated following the publication of an updated Strategic Land Availability Assessment for 2022. It demonstrates an adequate supply of sites to meet both the Core Strategy housing delivery target over the plan period and the local housing need figure of 327 dwellings per annum up to 2036. In future Annual Monitoring Reports the housing supply and trajectory will need to be reviewed and measured against any</p>

¹¹ Policy CP3 of the CSDMP sets out an overall requirement of 3,240 dwellings to be completed between 1st April 2011 to 31st March 2028.

¹² <https://www.gov.uk/guidance/housing-and-economic-development-needs-assessments>

¹³ The NPPF also requires the Council to demonstrate a 5 year housing land supply (plus 5% buffer).

MONITORING THE POLICIES IN THE SURREY HEATH LOCAL PLAN

			revisions agreed to the Plan Period for a new local Plan in Surrey Heath.
Indicator	Target	Performance against the Target	Analysis
Number of rural exception dwellings completed by location within AMR year and within Plan Period	No Target	N/A	No rural exception sites have completed in the current monitoring year. Rural exception sites will continue to be monitored in subsequent AMRs.
Implementation of the Housing Allocation Sites (Local Plan Indicator)	See table below	Target PARTIALLY MET	The majority of the Local Plan 2000 Housing Allocation sites have now been built and the expected total number of units on these sites has been exceeded. Therefore the target has been partially met. The table below provides further details.

Site	Target	Completions 31/03/2022
Sergeants Mess, Bellew Road, Deepcut	25	0
Alma-Dettingen Barracks, Deepcut (phase 2)	145	197
Grange Nurseries/ No 11 Coleford Bridge Road and Linsford Bungalow, Mytchett	38	44(41); 3 not started ¹⁴
Notcutts Nursery and Woodside Cottage, Bagshot	150	182
83 College Ride, Bagshot	30	0
Dyckmore, Streets Heath, West End	10	60 C2 bed spaces(31 C3 equivalent) ¹⁵
Salisbury Terrace, Mytchett	16	2
Whitehill Farm, Kings Ride, Camberley	10	64 C2 bed spaces (33 C3 equivalent) ¹⁴
TOTAL (net)	424	486

Of those that have not yet been developed, the Sergeants Mess will come forward as part of the release of the Princess Royal Barracks site. 83 College Ride, Whitehill Farm and Dyckmore are within the 400m zone of the SPA where Natural England advise mitigation for C3 (residential) use is not

¹⁴ 19 gross (17 net) completed, with 3 permitted units outstanding at Grange Nurseries.

¹⁵ When considering the contribution non-independent care home and nursing home C2 uses will make to housing land supply, the PPG requires the following discount to calculate the number of C3 equivalent dwellings: - The total number of bed spaces of C2 development divided by the average number of adults living in households in the borough, as recorded in the 2011 Census (1.94 persons).

MONITORING THE POLICIES IN THE SURREY HEATH LOCAL PLAN

acceptable. However, Dyckmore now has permission for C2 (residential institution) use care home that is currently under construction and will contribute toward addressing overall housing need in Surrey Heath. Whitehill farm also had a permission for C2 (residential institution) use care home that completed in the previous monitoring year. Land at Woodside Cottage, Bagshot now has planning permission for 44 dwellings (19/0235). The Camberley Town Centre Area Action Plan (CTC AAP) was adopted in July 2014 and contains a number of allocated sites for housing and other uses.

Objective 3: Provide housing that meets the need of all sections of the community

CSDMP Delivery Policies: CP5, CP6, CP7, DM6

Indicator	Target	Performance against the Target	Analysis
Gross affordable housing completions and number of net completions as a percentage of total housing completions	See table below	Target NOT MET	Over the plan period to date, around 17% of housing completions overall have been affordable, which is below the CSDMP target, but a significant improvement upon previous monitoring years. However, during the monitoring year the 35% affordable housing target was not met, but was notably higher than the average affordable housing completions for the plan period to date. This in part was due to the relative proportion of units completed under permitted development rights, which are not required to provide affordable housing, such as Compass House in Camberley.

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	2021-2022 net completions (no.)	2021-2022 net completions (%)	Plan Period to Date net completions (no.)	Plan Period to Date net completions (%)	CSDMP Target (% of total completions)
All Affordable Housing	112	30.27	497	16.93	35
Intermediate	88	23.78	323	11	17.5
Affordable Rented	24	6.49	174	5.93	17.5

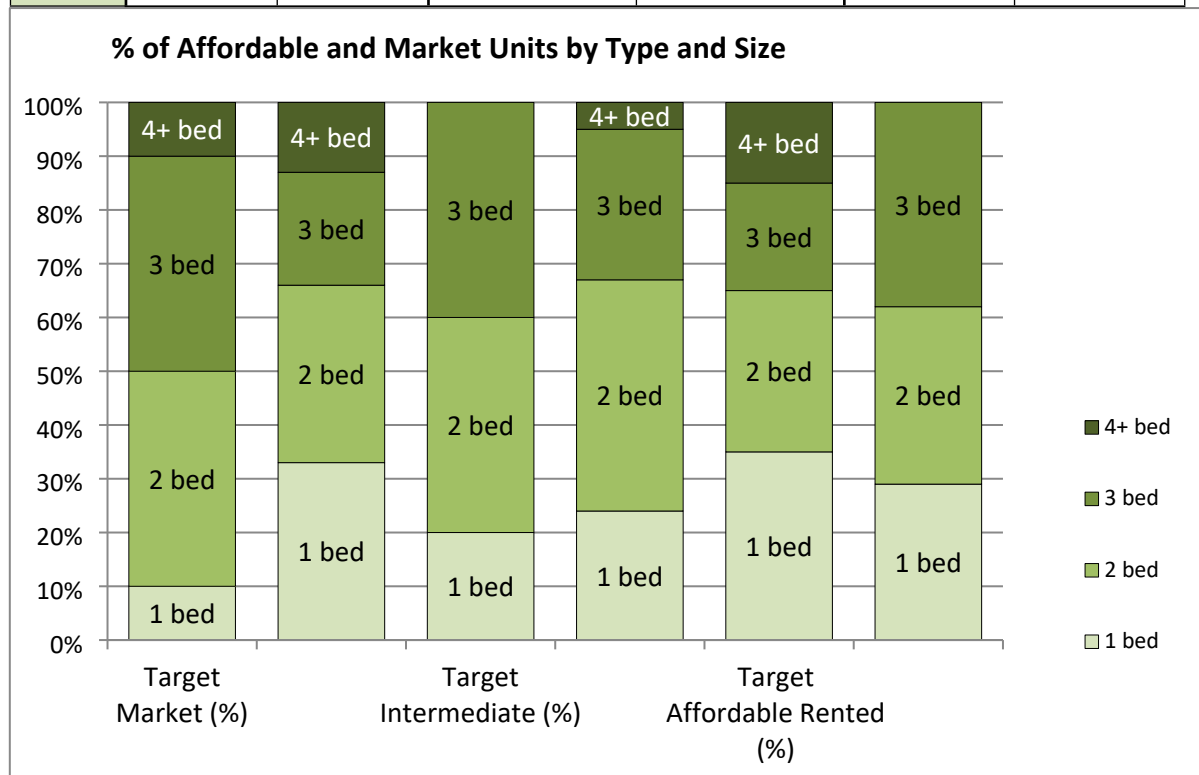
Percentage of affordable and market units completed by type and size	Aim to achieve a range of housing types as set out below.	Target PARTIALLY MET	The target range of housing type and tenure has not been fully met, but has incrementally improved over the course of the plan period, indicating that the relevant policies are gradually taking effect and therefore the
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MONITORING THE POLICIES IN THE SURREY HEATH LOCAL PLAN

target has been partially met. Further analysis is set out below.

In the market housing category, a spread of housing sizes has been achieved, with a relatively equal balance between larger and smaller dwellings.. A range of housing sizes has also been achieved in the Intermediate Affordable housing category. Although the proportion of 3 bed units is noticeably lower than the target percentage, the proportion of 1 bed units exceeds the target percentage. . There is a lack of larger 4+ bed Affordable Rented dwellings and the proportion of 1 bed Affordable Rented dwellings is noticeably lower than the target percentage , as illustrated in the table and supporting diagram below.

	Target Market (%)	Actual Market (%)	Target Intermediate (%)	Actual Intermediate (%)	Target Affordable Rented (%)	Actual Affordable Rented (%)
1 bed	10	33	20	24	35	29
2 bed	40	33	40	43	30	33
3 bed	40	21	40	28	20	38
4+ bed	10	13	No target	5	15	0



Indicator	Target	Performance against the Target	Analysis
Net additional Gypsy and Traveller pitches	Policy CP7 of the CSDMP states that the borough will seek to	Target NOT MET	Since the date of adoption of the Surrey Heath Local Plan (2012) up until 31 st March 2022 two additional Gypsy pitches have been provided, relating to planning reference 19/2074.

MONITORING THE POLICIES IN THE SURREY HEATH LOCAL PLAN

	provide 19 Gypsy and Traveller pitches by 2027.		
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Princess Royal Barracks

Objective 4: Through the regeneration of the Princess Royal Barracks site, to deliver a sustainable rural community set within a high quality built and natural environment

CSDMP Delivery Policies: CP4

A hybrid application for the redevelopment of the Princess Royal Barracks site as a major residential-led development totalling 1,200 new dwellings was approved in April 2014. An application for approval of reserved matters pertaining to phase 2B for the erection of 215 dwelling houses (17/0871) was granted subject to conditions on the 12/02/2018 and is currently under construction. As of the 31st March 2022, 175 dwellings had completed, of which 36 were affordable.

MONITORING THE POLICIES IN THE SURREY HEATH LOCAL PLAN

Biodiversity

Objective 5: Protect and enhance biodiversity within the Borough including sites of local importance for biodiversity and aim to deliver Surrey Biodiversity Action Plan (BAP) Targets

CSDMP Delivery Policies: CP14A & B

Indicator	Target	Performance against the Target	Analysis		
Condition of SPA, SAC and SSSIs	Currently data is only available on SSSIs condition status. In Surrey Heath, this area corresponds with land designated as SPA and SAC. The Surrey Nature Partnership (SyNP) has produced policy statements ¹⁶ containing targets for Biodiversity Opportunity Areas (BOAs), including 5 within SH which correspond with the SPA, SAC and SSSIs.	Target PARTIALLY MET	The SyNP targets are generally on track to be met, with the notable exception of the Basingstoke Canal SSSI (see table below detailing the condition of SSSIs as of March 2022 ¹⁷), and therefore the target has been partially met. The condition of SSSIs is largely outside of planning control and is primarily a land management issue. The extent and speed to which habitats can be restored to a favourable position is uncertain and relies largely on Natural England working with landowners. However, the Council will endeavour to work with partners to help address what can be done in the particular designated areas that are currently not meeting targets. The target for this indicator is dated to 2020 which has now passed. The indicator will continue to be monitored for information purposes in the AMR.		
SSSI	Surrey Nature Partnership (SNP) Target (%)	% of site in Favourable Condition	% of site in Unfavourable Recovering Condition	Target met?	
Ash to Brookwood Heaths	50% to achieve favourable condition by 2020	90.50%	8.52%	✓	
Basingstoke Canal	50% to achieve favourable condition by 2020	16.63%	20.32%	x	
Broadmoor to Bagshot Woods and Heath	75% to achieve favourable condition by 2020	75.63%	23.83%	✓	
Chobham Common	50% to achieve favourable condition by 2020	43.05%	56.95%	x	

¹⁶ Policy Statements which are based upon the National Biodiversity 2020 Strategy.

¹⁷ Source: <https://designatedsites.naturalengland.org.uk/>

MONITORING THE POLICIES IN THE SURREY HEATH LOCAL PLAN

Colony Bog to Bagshot Heath	50% to achieve favourable condition by 2020	94.94%	4.39%	✓
Indicator	Target	Performance against the Target	Analysis	
Change in area of biodiversity importance	Maintain 100% land area of all designated sites	Target MET	There have been no additions or deletions to any designations of biodiversity importance in 2021/22. The target has therefore been met.	
Visitor number surveys for SPA/SAC	No increase in visitor numbers over plan period	Target MET	Natural England commissioned a visitor survey of the Thames Basin Heaths SPA that took place in 2018. The results of this can be assessed against the baseline figures of a previous survey over 2012 and 2013. Further analysis is set out below.	

In order to maintain a consistent approach, only the results from the borough's seven access points surveyed in 2012/13 have been compared with those that were resurveyed. The results from the 2018 survey (see table below) demonstrate 286 less people entered the SPA in Surrey Heath, when compared to the 20012/13 survey. This resulted in a 34% decrease in the number of visitors recorded in 2018 when compared to the number recorded in 2012/13.

Access Point	Number of people entering SPA, August 2012 or 2013	Number of people entering SPA, August 2018	% change between 2012/13 and 2018
Chobham Common (staple Hill)	68	37	-46%
Sandpit Hill, Lightwater	161	67	-58%
Mytchett Place Road, Mytchett	159	73	-54%
Top of Kings Ride, near Camberley Town Centre	127	115	-9%
Chobham Road, Chobham Common	128	54	-58%
Top of Bracknell Road, Old Dean Estate, Camberley	80	101	26%
Lightwater Country Park, Lightwater	112	102	-9%
Total	835	549	34% decrease

Indicator	Target	Performance against the Target	Analysis
Condition status of SINC s	Maintain 100% of local sites in	Target NOT MET	The condition of SINC's is not assessed on an annual basis. Evidence is acquired from surveys undertaken by the Surrey Wildlife

MONITORING THE POLICIES IN THE SURREY HEATH LOCAL PLAN

	favourable condition over plan period		Trust on SINCs in the borough have not been resurveyed since previous monitoring years. Therefore the information may not accurately reflect the current situation. This will be updated in future monitoring reports, once the information becomes available.
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The 2011/12 survey demonstrates that the target has not been fully met, with only 51% of sites currently in a favourable condition (see table below). However, this matter is largely outside of planning control and is primarily a land management issue. The extent and speed to which habitats can be restored to a favourable condition is uncertain and relies largely on the actions of landowners. The Borough Council will continue to use planning policies to avoid adverse impacts from additional development where this is appropriate.

Site Condition based on 2011/12 surveys	Number of sites	% of sites
Favourable	28	51%
Unfavourable	2	4%
Unfavourable – Recovering	5	9%
Unfavourable – Declining	9	16%
Permission to resurvey not granted	11	20%

MONITORING THE POLICIES IN THE SURREY HEATH LOCAL PLAN

Infrastructure

Objective 6: Ensure that new development contributes to environmental, infrastructure and service improvements and minimises impacts upon both the natural and built environment

CSDMP Delivery Policies: CP2, CP12, DM9

Indicator	Target	Performance against the Target	Analysis
Infrastructure projects completed during AMR year	To achieve delivery in line with Infrastructure Delivery Plan	Target PARTIALLY MET	<p>In February 2013 an Infrastructure Delivery Plan for the period 2012-28 was introduced. This document was produced in order to support the delivery of the Surrey Heath Local Plan; in particular, development identified in the Core Strategy & Development Management Policies DPD and Camberley Town Centre AAP. The table below details the progress of projects phased in 2013 Infrastructure Delivery Plan. Infrastructure projects from the IDP that are shown to take place in 2013-19 have not been included in the performance data unless already under construction or complete, as they have a further year of their indicative phasing period.</p> <p>The target has partially been met. Overall, 11 projects have been completed within their indicative phasing period or early and 1 was completed behind schedule. A further 2 projects have been secured but not yet commenced. These projects rely on external organisations for delivery and therefore the Council has little influence in fulfilling their date of commencement. Appendix 5 sets out a list of infrastructure projects included in the 2013 Infrastructure Delivery Plan which have now been completed.</p>

MONITORING THE POLICIES IN THE SURREY HEATH LOCAL PLAN

Scheme	Indicative Phasing	Completed or in line with indicative phasing	Not committed within indicative phasing
Replacement of Portesbery Road Primary School with new build facility	2013/2015	Completed 2015	
Increase capacity at Bisley C of E Primary School	2013	Completed 2013/14	
Additional shared SANG for 146 people (61 units)	2013-2018	Swan Lakes - Capacity: 194 (80 units). Hawley Meadows - Additional capacity: 386 (154 units). completed 2014	
Modernisation of Burrell Road Play Area	2013	Completed 2013	
London Road Recreation Ground PHASE 2 refurbishment works	2013	Completed 2013 (received additional information)	
Provision of new timber play area at Southcote Park	2013	Completed 2013	
Increase capacity at Watchetts Recreation Ground and provision of new play equipment	2013		Completed 2016
Increase capacity at Frimley Green Recreation Ground	2013	Completed 2013	
Toucan crossings, cycle crossing at Watchmoor Park	2012/13	Completed 2017	
Improvements to Meadows Roundabout to relieve congestion and improve accessibility	2016	Completed 2019	
Off-carriageway pedestrian and cycle route along A331	2016	Completed Spring 2017	

MONITORING THE POLICIES IN THE SURREY HEATH LOCAL PLAN

Four bus lay-bys on the A331		2016		Secured. Not commenced
Blackwater Valley Route cycle route		2013-18	Completed Spring 2017	
Junction improvements to support delivery of the Camberley Town Centre AAP, reduce congestion and improve accessibility	A30 London Road/Knoll Road/Kings Ride	2017		This work is being undertaken as part of the A30/Camberley town centre highway works. Works have commenced and are due to be completed by December 2021.
	Realignment and refurbishment of B3411 Frimley Road/ A30 London	2016		This work is being undertaken as part of the A30/Camberley town centre highway works. Works have commenced and are due to be completed by December 2021.
	A30 London Rd between town centre and Meadows gyratory			This work is being undertaken as part of the A30/Camberley town centre highway works. This includes junction improvements and changes to the bus lane.

MONITORING THE POLICIES IN THE SURREY HEATH LOCAL PLAN

	<p>A cycle network along A30 London Rd/Knoll Rd/Portesbury Rd/ Pembroke Broadway/Charles St</p>			<p>This work is being undertaken as part of the A30/Camberley town centre highway works and is limited to the A30 section between Frimley Road and Camberley Town Centre.</p>
<p>Schemes committed/completed as indicated</p>			<p>11</p>	<p>3</p>

MONITORING THE POLICIES IN THE SURREY HEATH LOCAL PLAN

Local Character

Objective 7: Ensure that new development respects the essential character of the local area, including historic structures and environment

CSDMP Delivery Policies: CP2, CP12, DM9

Indicator	Target	Performance against the Target	Analysis
Number and details of archaeological finds within areas of high archaeological potential and within development sites of 0.4ha or above	No target – contextual	N/A – no target	During the monitoring period there were some discoveries of archaeological features within areas of high archaeological potential and sites above 0.4ha in size. Appendix 6 includes a table detailing the discoveries in the monitoring year.
Indicator: Number of buildings and structures maintained, added or deleted from the local list	No target – contextual	N/A – no target	In 2021/22 there have been no additions or deletions to the local list. A review of the local list is currently underway. Existing local heritage assets are being assessed in order to determine whether all should remain on the local list. Work is also being conducted to identify whether it is necessary to add any local heritage assets to the list. The results of this study will be provided in subsequent AMRs when the information is fully updated.

MONITORING THE POLICIES IN THE SURREY HEATH LOCAL PLAN

Environment

Objective 8: Maintain and Protect the Countryside and Green Spaces in settlement areas and provide an integrated green infrastructure network

CSDMP Delivery Polices: CP1, CP13, DM4, DM15, DM16

Indicator	Target	Performance against the Target	Analysis
Amount of land in Surrey Heath designated as Settlement, Countryside Beyond the Green Belt or Green Belt	Achieve no net loss of Green Belt land	Target met	In 2021/22 and over the plan period there has been no change to Green Belt, Countryside or Settlement Area designations. The target has therefore been met.
Amount of land (ha) implemented as SANGs during AMR year and plan period	8ha per 1,000 net new population	Target Met	In the monitoring year 2018-19 the Council was able to acquire a SANG at Windlemere Golf Club. The site has an area of 16ha and the SANG provides capacity for 2000 people, equivalent to 800 dwellings. All net new residential dwellings permitted in Surrey Heath must be assigned to an existing SANG. As no net new dwellings have been permitted without SANG provision being made, it is considered that the target has been met. The Council is continually looking for opportunities to further increase SANG capacity for the Borough.
Amount of open space or recreational areas lost to other uses	Aim to achieve no greater loss than 10% over plan period	Target met	A planning application for the erection of a replacement leisure centre at the Arena in Camberley was granted in May 2019 and a further non-material amendment for the Leisure centre was granted in October 2020 to alter the site layout. This has involved the creation of additional parking within the recreational area, however this loss is minimal and significantly below the overall 10% target. Previously in the plan period an application was permitted which led to the loss of green spaces or recreational areas at Camberley Heath Golf Club, but cumulatively, this and the application at the Arena Leisure Centre is significantly below the 10% target. Overall, defined green space designations have not been altered and the target has therefore been met.

MONITORING THE POLICIES IN THE SURREY HEATH LOCAL PLAN

Climate change

Objective 9: To support the development of a waste strategy that improves levels of recycling and minimises waste production

CSDMP Delivery Policies: DM9

Indicator	Target	Performance against the Target	Analysis
Percentage of waste sent for reuse, recycling and composting	40% of waste sent for reuse, recycling and composting per annum	TARGET MET	In 2021/22, 59.1% of waste was sent for reuse, recycling and composting. The overall average for the plan period to date is 62.0%. The target has therefore been met.

Objective 10: To minimise impact on climate change and to minimise the effect of climate change upon the Borough through a reduction of greenhouse gas emissions and adoption of more environmentally friendly technologies and practices.

CSDMP Delivery Policies: CP2, DM7, DM8, DM9, DM10

Indicator	Target	Performance against the Target	Analysis
Renewable energy generation	No target	N/A NO TARGET	No relevant schemes were permitted or completed during the monitoring year.
Number of planning permissions granted contrary to Environment Agency advice on flooding and water grounds	0% of all applications to be granted contrary to EA advice	TARGET MET	There have been no planning permissions granted contrary to Environment Agency advice in 2021-2022.. Therefore the target has been met.
Number of developments completed with SUDS measures implemented	Achieve SUDS in all development where flood risk identified	TARGET MET	All schemes where additional dwellings were created have a form of SUDS incorporated, as a requirement. In particular, schemes within areas of potential flood risk.
Carbon Dioxide Emissions (kilotonnes)	Reduce CO ₂ emissions to 34% below 1990 levels by 2020	TARGET MET (within the scope of Local Authorities)	See further information below, including the table and Figure 2 in Box 1.

Figure 3 demonstrates that within the scope of influence of Local Authorities (namely Surrey County Council and SHBC), there has been a reduction of 305.6 kilotonnes CO₂ emissions in the latest statistical release year, from the 1990 base rate of 670. This is a 38.8% reduction of 1990 levels. Therefore, the reduction of emissions in Surrey Heath within the scope of Local Authorities is above the target of a 34% reduction for 2020. The overall reduction of 1990 base levels is 32% at 2020. For the purpose of monitoring this target, Surrey Heath’s performance is being measured and

MONITORING THE POLICIES IN THE SURREY HEATH LOCAL PLAN

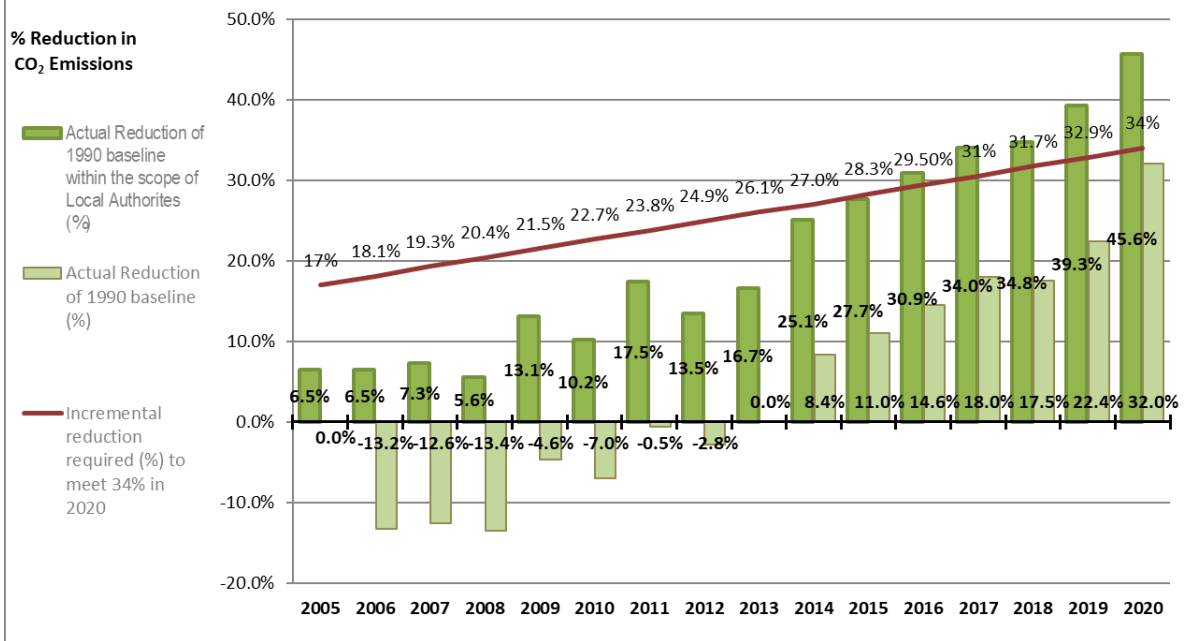
consequently, it is considered within the scope of Local Authorities. Therefore, the target has been met.

Box 1 – analysis of Carbon Dioxide Emissions (kilotonnes)

Level of CO₂ Emissions for Surrey Heath by calendar year

Year	CO ₂ Emissions (kilotonnes)	Actual Reduction of 1990 baseline (%)	Incremental reduction (%) required to meet 34% in 2020
1990	670	0%	0%
2020	455.3	45.6%	34%
2020 (within the scope of Local Authorities)	364.4	32%	34%

Figure 3: % Reduction of CO₂ Emissions in Surrey Heath Since 1990



MONITORING THE POLICIES IN THE SURREY HEATH LOCAL PLAN

Travel and Transport

Objective 11: Improve travel choice and transport services to encourage sustainable travel patterns and, in particular, reduce reliance on the car

CSDMP Delivery Policies: CP1, CP11, DM11

Indicator	Target	Performance against the Target	Analysis	
Percentage of dwellings or B class floorspace completed within 400m or 5 minute walk time of a half hourly bus service in urban areas and within 800m or a 10 minute walk time of an hourly bus service in rural areas	To achieve 80% of all development over plan period	Target PARTIALLY MET	As shown in the tables below, the target has not been met for net completions for both B/E(g) class floorspace in rural and urban areas. For urban areas, this is primarily due to a large completion in previous monitoring yearsthat is not with 400m of a bus stop. The completion of a considerable sized mid B class unit in the Urban area for the current AMR 21-22 however, has noticeably increased the completion figure For residential development, 91.56% of dwellings in urban areas have been within 400m of a bus stop and therefore met the 80% target, however, due to large sites completing in t previous monitoring years in rural locations, the overall target for dwelling that within the target distance to a bus stop has not been met. Therefore, the target has been partially met.	
B/E (g) (i)/(ii)/(iii) class floorspace completions - plan period 2012-2022				
	Total B/ E) (g) class floorspace completed (net)¹⁸	B/E (g) class floorspace completed within 400m/ 5 min walk of bus stop (urban)	B/E (g) class floorspace completed within 800m/ 10 min walk of bus stop (rural)	% B/E(g) class floorspace completed within prescribed distance of bus stop
Urban	15856	8620	n/a	54.36%
Rural	6337	n/a	3091	48.77%
Total	22193	8620	3091	52.77%%%
Dwelling completions – plan period 2012-2022				

¹⁸ Only applications where there has been a net gain in B-class floorspace have been included in these calculations

MONITORING THE POLICIES IN THE SURREY HEATH LOCAL PLAN

	Total dwellings completed (net) ¹⁹	Dwellings completed within 400m/ 5 min walk of bus stop (urban)	Dwellings completed within 800m/ 10 min walk of bus stop (rural)	% Dwellings completed within prescribed distance of bus stop
Urban	1944	1780	n/a	91.56%%
Rural	581	n/a	137	23.58%
Total	2525	1780	137	75.92%

Indicator	Target	Performance against the Target	Analysis
Percentage of dwellings or B class floorspace completed within a 10 minute walk time or 800m of a rail service (local)	To achieve 50% over plan period	Target NOT MET	The target of 50% has not been met. The overall percentage for no. of dwellings within 800m of a rail service has increased from the previous monitoring year however this still falls considerably short of the 50% target. The percentage of employment floorspace within 800m of rail stations has declined since the previous monitoring year, only one B/E(g) class unit has been completed within a 10 minute walk/800m of a rail service this year. It is worth noting that whilst there are 3 railway stations in the Borough, they are all located on the western side of Surrey Heath, which restricts the likelihood of delivering a large quantity of development within close proximity of them. Furthermore, much of the western urban area falls outside of their 800m radius.

Plan period to date (2012-2022)	Development falling within 10 min walk / 800m of rail service	Development Total across Plan Period	% Development falling within 10 min walk / 800m of rail service
B/ E(g) class floorspace completions (sq.m)	1231	21564	5.71%
Dwellings (no. units)	841	2325	36.17%

Number of travel plans implemented in association with major developments	Aim to achieve travel plans in 50% of all major developments	Unable to determine - data unavailable	The following tables provide details of applications with Travel Plans that are either being implemented or that Surrey County Council (SCC) has commented on, during the monitoring year 2021-22. The Council continues to seek travel plans in
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¹⁹ Only applications where there has been a net gain in dwellings have been included in these calculations

MONITORING THE POLICIES IN THE SURREY HEATH LOCAL PLAN

			consultation with Surrey County Council – implementation is monitored by the County Council and it has not been possible to gather the data required to fully monitor this indicator.
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Travel Plans Being Implemented

Development	Details	TP date	Status
Next, Camberley	Store opened in 2013.		TP Co-ordinator at Next provided SCC with travel plan data in Nov 2021. This shows a reduction in single occupancy vehicle use to the store, by staff. SCC will request another report in 2023.
Frimley Park Hospital	Assume that the travel plan is continuing to be implemented (since 2013.)	Apr 2013	Year 5 monitoring report was due 2018, but not received.
Connaught Junior School	Bronze accreditation on Modeshift STARS is current until 31.12.22	2022	Condition 5 SU/14/0852 .
Mytchett Primary School	Bronze accreditation on Modeshift STARS is current until end July 2022	2021/22	Condition 7 of SU10/0143
Mindenhurst (Princess Barracks, Deepcut)- site 2B	1200 homes, including school and supermarket. Site 2B is for 215 dwellings.	Sept 2017	Travel information pack distributed to new residents. Travel plan information is available on Mindenhurst’s website. No monitoring reports submitted at all for this development. Framework TP approved in June 2017 for SU/17/0871 for 215 dwellings.

Travel Plans Received by SCC for Comment:

Application	Details of application	Reason for travel plan
Phase 1, Parcel A – Bovis Homes, Deepcut – outline SU/12/0546 and RM SU/18/1027	127 new dwellings at Mindenhurst	Required by S106 Agreement, under RM 18/1027
Kings Lodge, Camberley – SU/21/0544	Phase 2 of the care home	Accompanied the new application. Phase 1 also required the implementation of a travel plan – a report on travel plan

MONITORING THE POLICIES IN THE SURREY HEATH LOCAL PLAN

		measures implemented to date for Phase 1, along with travel data, were submitted in 2021, and SCC provided feedback to SHBC on this report in October 2021.
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MONITORING THE POLICIES IN THE SURREY HEATH LOCAL PLAN

Employment and Retail

It should be noted that during the monitoring year 2021-22 the Town and Country Planning (Use Classes) (Amendment) (England) Regulations 2020 came into effect from September 1st 2020²⁰.

These regulations amend the Town and Country Planning (Use Classes) order 1987, revoking Parts A and D and creating new use classes.

Where possible employment and retail indicators below have been updated to reflect the new use class changes alongside the former use and targets have remained. Current targets will be reviewed at the next AMR monitoring year 2021-22.

Objective 12: Maintain the economic role of the Borough within the Western Corridor and Blackwater Valley sub-region			
CSDMP Delivery Policies: CP8, DM1, DM2, DM3, DM13 and Saved Local Plan 2000 Policies: E6, E8			
Indicator	Target	Performance against the Target	Analysis
Total amount of additional employment floorspace by type	Achieve no net loss of employment floorspace over plan period	Target NOT MET	See Box 2 for supporting tables. The target has not been met, an overall net loss of 23045 square meters employment floorspace across the plan period to date. There has also been an overall net loss of 198 square meters employment floorspace in the monitoring year. This can be attributed to a loss of E(a) and B1(a) and B1(c) floorspace. It should be noted that the large majority of the reduction in floorspace falls within a B1a/E(g) (i) use class. These losses are largely a result of the expansion of the General Permitted Development Order (GPDO) to include Class J, Part 3, allowing prior notifications for a change of use from Class B1a/E(g) (i) (office) to Class C3 (dwelling houses). As such, the Borough Council has been unable to prevent the loss of employment floorspace falling within a B1a/E (g) (i) use class.

²⁰ <https://www.legislation.gov.uk/uksi/2020/757/made>

MONITORING THE POLICIES IN THE SURREY HEATH LOCAL PLAN

Box 2

Additional employment floorspace completed across borough (net)

	A1/E(a) (sqm)	A2/E(c) (i)/(ii)/(iii)(sqm)	A3/E(b) (sqm)	A4/SG (sqm)	A5/SG(s) (sqm)	B1(a)/E(g) (i)(sqm)	B1(b)/E(g) (ii)(sqm)	B1(c)/E(g) (iii)(sqm)	Mixed Across B1/E(g) (i)/(ii)/(iii)(sqm)	B2 (sqm)	B8 (sqm)	B mixed/E(g) (i)/(ii)/(iii) sqm (unable to split)	C1 (sqm)	Mixed Across >1 Use Class (sqm)	D1/E(e)/E(f)/F1 (sqm)	D2/E(d)/F2 (sqm)	Total (sqm)
2021-22 (net)	-1319	-176	101	0	-113	-3282	0	-1197	5995	-268	-407	0	0	500	259	-291	-198
Plan Period (2012-22) (net)	-5614	-304	-101	-313	218	-30278	0	-1893	15859	-893	1943	4962	-581	2915	12169	-393	-2304

MONITORING THE POLICIES IN THE SURREY HEATH LOCAL PLAN

Core Employment Areas B/E(g) class floorspace completions 2021-22 and Plan Period 2012-22

	B1a /E (g) (i)(sqm)	B1b/E (g) (ii) (sqm)	B1c/E (g) (iii) (sqm)	Mixed Across B1/E (g) (i)/(ii)/(iii)(sqm)	B2 (sqm)	B8 (sqm)	B Mixed/ E (g) (i)/(ii)/(iii) (unable to split) sqm	Total (sqm)
2021-22 Completed floorspace (gross)	0	0	0	5995	0	0	0	0
2021-22 Completed floorspace (net)	-45	0	0	5995	0	0	0	0
Plan Period (2012-22) (gross)	3393	0	0	16083	-525	7128	5210	31289
Plan Period (2012-22) (net)	-822	0	-466	16083	-742	1661	4962	20676

MONITORING THE POLICIES IN THE SURREY HEATH LOCAL PLAN

Indicator	Target	Performance against the Target	Analysis				
Total amount of employment floorspace on previously developed land by type	Achieve 80% of employment development on PDL over plan period	Target: MET	As set out in the previous indicator, there has been a net loss in employment floorspace during the plan period to date. Therefore, in order to assess performance against the PDL target, the above table considers solely those applications where there has been a net gain in overall floorspace. On this basis, over the plan period to date, 85% of the total floorspace completed was on PDL. The target of 80% has therefore been met.				
Analysis:							
% Completed B/E(g) class floorspace on PDL in the Plan Period to date (figures include only those applications where there has been a net gain in employment floorspace)							
		B1a/E(g) (i)	B1c/E(g) (iii)	B2	B8	Mixed Across B/E (g) (i)/(ii)/(i ii)	Total Employment Floorspace
2012-22 plan period sqm PDL		1135	286	492	2265	16726	20904
2012-22 plan period sqm non-PDL		0	1127	888	1585	0	3600
2012-22 plan period % sqm PDL		100 %	6%	36 %	59%	100%	85%
Employment Land Available	Maintain sufficient land to meet demand	Target MET	An Employment Land Review of the Functional Economic Area (FEA) which includes Hart District, Rushmoor Borough and Surrey Heath Borough was undertaken in 2015 and an update was published in December, 2016. The results of the study demonstrated that overall, across the FEA there is a sufficient supply of employment land required to meet current and future projected employment forecasts.				
Total amount (gross) and percentage of retail floorspace completed in town centres, edge of centre locations and	Achieve 75% of town centre uses within Town, District and Local centres over plan period	Target NOT MET	In terms of gross completions for new retail floorspace, 59% has been achieved in the borough's Town/District/Local centre locations with 1% in edge of centre locations and 40% outside of centres over the plan period. This is mainly due to a specific retail site being completed outside of centres during the previous monitoring year. Therefore, the target has not been met over the plan period. In previous monitoring years this target has been exceeded.				

MONITORING THE POLICIES IN THE SURREY HEATH LOCAL PLAN

outside centres			
Total amount of retail floorspace completed in Plan Period (2012-22)			
	Gross (net) new floorspace completed (sqm) PLAN PERIOD	% total gross retail floorspace PLAN PERIOD	
Town/District/Local Centres	3799(-3805)	59%	
Edge of Town/District/Local Centres	64(-822)	1%	
Outside Centres	2510(-207)	40%	

Objective 13: Promote the role of Camberley Town Centre as a secondary regional centre and as a safe and attractive retail, cultural and entertainment centre with a high quality of environment

CSDMP Delivery Policies: CP8, CP9, CP10 and Saved Local Plan 2000 Delivery Policies: TC1, TC2, TC4-10, TC12-22

Please note that objectives related to Camberley Town Centre are now monitored from the policies, indicators and targets within the Camberley Town Centre Area Action Plan (CTCAAP), which was adopted in July 2014. These policies are monitored in Section 5 of this report, following the monitoring of the local plan policies.

MONITORING THE POLICIES IN THE SURREY HEATH LOCAL PLAN

District and Local Centres

Objective 14: Maintain the role of Bagshot and Frimley as district centres for local shops, services and community facilities and protect these uses elsewhere in the Borough			
CSDMP Delivery Policies: CP9, DM12			
Indicator	Target	Performance against the Target	Analysis
Percentage of units in A1 use over plan period in Bagshot primary shopping area (frontage), Bagshot secondary shopping frontage, Frimley primary shopping area (frontage), Frimley secondary shopping frontage and Neighbourhood parades (frontage)	Maintain or achieve 75% of units as A1 in primary shopping areas and 50% of units as A1 in all other frontages	Target PARTIALLY MET	<p>. Changes to the Use Classes Order came into effect on the 1st September 2020 that introduced a new Use Class E covering a range of economic, leisure and community uses, including retail uses and certain employment uses. Furthermore, some previous A use classes have now been moved to Sui Generis use class. An updated Retail Assessment was published in January 2022 which monitored retail use class changes and vacancy rates between December 2020 and May 2021 within Town Centre, District Centre, Local Centre and Neighbourhood parades. Due to the changes in use class order, the indicator is no longer directly relevant to retail monitoring undertaken by the Council. Therefore, the indicator is completed for information only and based on the percentage of E(a)/A1 (generally A1 use class before use class change) units within the designated Bagshot and Frimley Primary Shopping Areas and the Local Shopping Centre designations for Local Centres according the 2022 Retail Survey. Furthermore, vacancy rates of those Primary shopping areas in District Centres and Local shopping Centre designations for Local Centres will be taken from the 2022 Retail Assessment against the previous 2017 assessment. These findings can be viewed in Appx 7.</p> <p>The 2020-21 survey demonstrated that 47.5% of the primary shopping areas in Bagshot and Frimley are in A1 retail use, compared to the CSDMP target of 75%. The borough’s other retail frontages including all of the local centres were demonstrated to have 55.8% of units in A1 retail use, which exceeds the CSDMP target of 50% of units in A1 use. The target has therefore been</p>

MONITORING THE POLICIES IN THE SURREY HEATH LOCAL PLAN

			partially met, overall. It is also necessary to take into account that amendments made to the General Permitted Development Order in 2013 ²¹ now mean that smaller A1 units (<150 sqm) can be temporarily changed to A2, A3 or B1 without the need for planning permission. Furthermore, Under Schedule 2, Part 3, Class M of the Town and Country Planning (General Permitted Development) Order, this has been extended to enable conversions from an A1 use to C3 dwellinghouses, subject to prior approval.
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Objective 15: Identify sites on which employment use should be maintained and growth encouraged								
CSDMP Delivery Policies: CP8, DM13								
Indicator	Target	Performance against the Target			Analysis			
Amount of (gross) B Class floorspace permitted or lost to other uses outside of Core Employment Areas and Camberley Town Centre	No target	No Target			Over the plan period to date, in terms of completed gross new floorspace there has been a gain of 6486 sqm B/E(g) class floorspace outside of Core Employment Areas and Camberley Town Centre, of which 3,724 is in a B1a/E(g)(i) use class. However, overall there has been a net loss of completed employment (B/E(g) class) floorspace outside of these areas. This is, in part due to recent changes to permitted development rights (in particular in relation to the conversion of B1/E(g) office use to C3 residential) which have made loss of office floorspace more difficult to manage.			
Analysis: B class floorspace permitted and completed outside of Camberley Town Centre and Core Employment Areas, Plan Period 2012-22								
	B1a/E(g) (i)	B1b/E(g) (ii)	B1c/E(g) (iii)	Mixed Across B1/E(g) (i)/(ii)/ii	B2	B8	B Mixed /E (G) (i)/ii/ii i (unable to split)	Total
Permitted (gross) Plan Period	46838	12774	1,514	0	1,914	19768	1,840	84648

²¹ The Town and Country Planning (General Permitted Development) (Amendment) (England) Order 2013

MONITORING THE POLICIES IN THE SURREY HEATH LOCAL PLAN

2012-22(sqm)								
Permitted (net) Plan Period 2012-22 (sqm)	-21718	26715	-4385	0	-1,882	15444	790	14964
Completed (gross) Plan Period 2012-22 (sqm)	3,724	0	376	165	1,103	1,118	0	6486
Completed (net) Plan Period 2012-22 (sqm)	-12063	0	-1127	-104	-481	479	0	-12815

Community

Objective 16: Support the community through: protection from crime and the fear of crime, reflection of cultural diversity, improved facilities for health, well-being and life-long learning

CSDMP Delivery Policies: CP2, CP10, CP12, DM9, DM12, DM15

Indicator	Target	Performance against the Target	Analysis		
Total floorspace (net square metres) for community and cultural facilities gained or lost by type during AMR year and Plan Period	No Target	No Target	The borough has gained 13204 sqm of community and cultural facilities over the Plan Period to date. This can be attributed to an increase in leisure and healthcare provision over the monitoring year. There has been a slight net loss during this monitoring year as a result of an application granted for the loss of a leisure facility for residential purposes.		
Community and cultural facilities gained or lost					
	Educational Facilities (sqm)	Healthcare Facilities (sqm)	Places of worship (sqm)	Leisure Facilities (sqm)	Total (sqm)
2021-22 (net)	259	180	0	-471	-32

MONITORING THE POLICIES IN THE SURREY HEATH LOCAL PLAN

Plan Period to date (2012-22) (net)	5458	6622	214	910	13204
Amount of new open space provided on major housing development (ha)	N/A	N/A	No relevant schemes were completed during the monitoring period		

Leisure and Culture

Objective 17: Provide and support high quality leisure and cultural facilities that are accessible to all

CSDMP Delivery Policies: CP2, CP4, CP10, CP12, CP13, DM14, DM15, DM16

Indicator: The monitoring for this objective is included within Objectives 8, 13 and 16.

MONITORING THE CAMBERLEY TOWN CENTRE AREA ACTION PLAN POLICIES

5 MONITORING POLICIES IN THE CAMBERLEY TOWN CENTRE AREA ACTION PLAN

Camberley Town Centre Area Action Plan

- 5.1 The CTC AAP was adopted in July 2014. The AAP objectives are monitored and reported where evidence is demonstrable, and for allocated sites that are phased in the earlier part of the plan period.
- 5.2 The structure of this section aims to follow the CTCAAP framework, in a summarised tabular format which provides information relating to how well the policies in each thematic area of the AAP are performing. Each objective is grouped within an overarching theme, derived from the AAP framework. The colour coding system used to monitor performance in the CSDMP section is also applied here.

Figure 3: Surrey Heath – Context of the AAP within the Borough

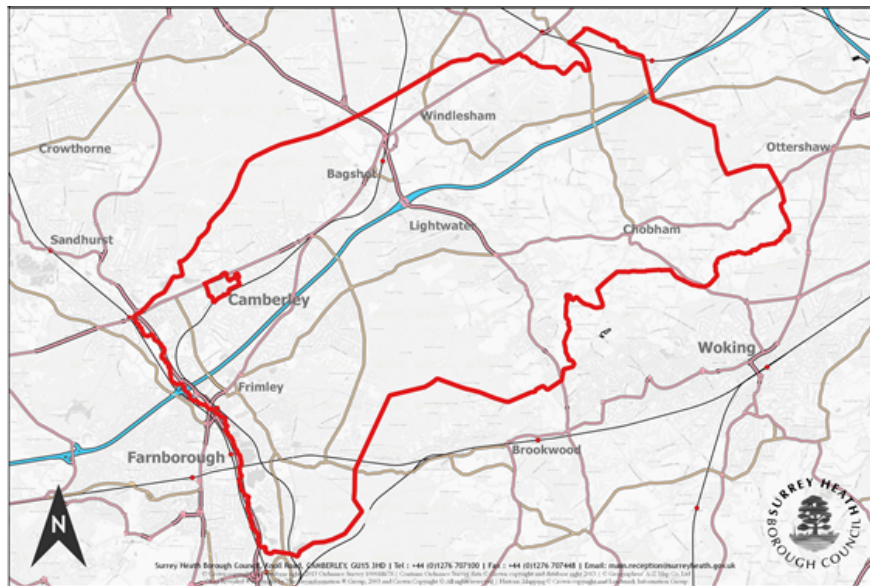
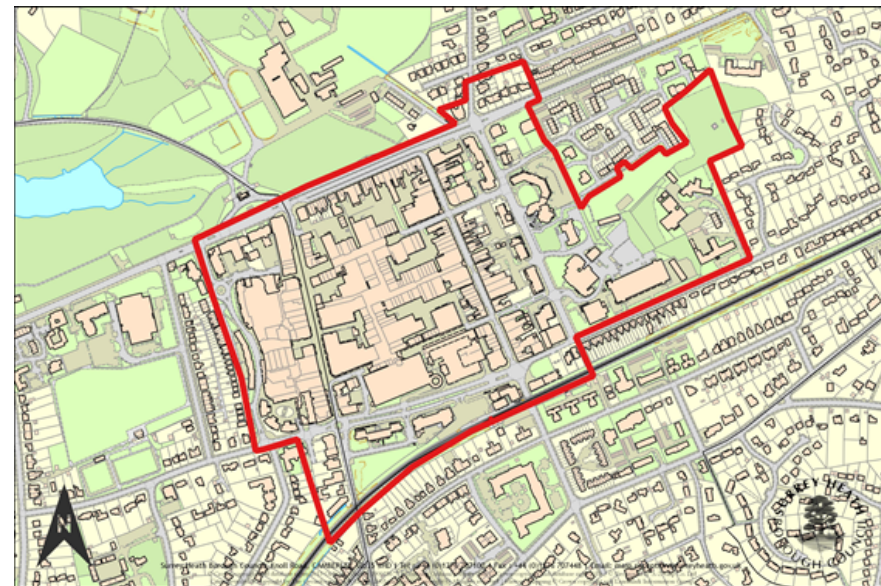


Figure 4: The Camberley Town Centre AAP Boundary



MONITORING THE CAMBERLEY TOWN CENTRE AREA ACTION PLAN POLICIES

Area Action Plan Themes and Objectives

Theme	Objective	CSDM & AAP Delivery Policies	Relevant Targets	Performance Summary	On Target?
A vital and viable shopping centre	1: Ensure Camberley TC continues to be a vital and viable shopping facility which meets the needs of its catchment population and to enable the improvements and any increases in floorspace needed to achieve this.	CSDM: CP8, CP9, CP10, CP12. AAP: TC2, TC3, TC13	Aim to achieve 41,000sqm (gross) comparison and convenience floorspace in CTC over the AAP period	The AAP was adopted in 2014 and the period runs until 2028. There has not yet been a completion of major development over the AAP period to date for which to measure this target against. However additional convenience floorspace has been completed during the AAP period to date.	-
A range of cultural and leisure facilities offered	2: Provide an excellent range of leisure, cultural and community facilities to meet the needs of the local population	CSDM: CP10, CP12, DM14, DM16. AAP: TC6.	Aim to achieve no net loss of community, cultural or leisure floorspace in CTC over AAP period	0.0sqm net loss of community, cultural or leisure facilities has taken place in CTC over both the monitoring year and the AAP period to date.	✓
A thriving employment centre	3: To maintain Camberley town centre's role as an employment centre	CSDM: CP1, CP8, CP10 AAP: TC5, TC7, TC8	No target - contextual		/
A place for people to live	4: To enhance Camberley town centre's role as a residential area including the provision of new homes	CSDM: CP1, CP3, CP5, CP6, CP10, CP14B AAP: TC4, TC14, TC15, TC16, TC17, TC18, TC19, TC20	Aim to deliver at least 200 new dwellings over AAP period with 35% as affordable	The AAP was adopted in 2014 and the period runs until 2028. However, to date, 239 net homes have already been delivered on the AAP allocated sites, including 7 affordable units. In addition, 92 C2 care home bed spaces have been delivered on allocated sites. The Ashwood House site at Pembroke Broadway North is under construction with 116 units now completed. 15-17 Obelisk Way, which is within the area of the London Road Block site, is also currently under construction (16 units).	-

MONITORING THE CAMBERLEY TOWN CENTRE AREA ACTION PLAN POLICIES

Theme	Objective	CSDM & AAP Delivery Policies	Relevant Targets	Performance Summary	On Target?
				Overall, this demonstrates that the target to deliver at least 200 new dwellings has been met but will continue to be monitored. However, the target for 35% affordable housing has not been met.	
A well connected, accessible town centre	5: To improve accessibility within and to the town centre by all means of transport	CSDM: CP10, CP11, CP12, DM11 AAP: TC7, TC8, TC9	Number of travel plans implemented in association with major developments in CTC over AAP period	There are three schemes over the AAP period to date that have been submitted with accompanying travel plans. Of these, one development has been completed, which is the Pembroke House site at Pembroke Broadway. The Travel Plan Co-ordinator is required to submit monitoring information to Surrey County Council on an ongoing basis. A framework travel plan was submitted as part of a large application in Park Street, Camberley, to comprise Restaurants, a drinking establishment and a 95 bedroom hotel. This application has not been implemented. The major application for 116 dwellings at Pembroke Broadway North, currently under construction includes a travel plan as an accompanying document.	-
A clean, high quality centre	6: To improve environmental quality and enhance the character of the town centre and protect the amenity and character of the surrounding residential areas	CSDM: CP2, CP10, CP12, CP13, CP14A, DM7, DM9, DM10, DM17 AAP: TC11, TC12, TC13	40% of waste sent for reuse, recycling and composting over AAP period.	Monitored through Core Strategy targets – 59.1% achieved during 21/22 and 62.0 % over the AAP period to date.	✓
			No exceedance of Air quality Strategy targets of 30µgm ⁻³ in CTC	Information for CTC air quality is therefore currently unavailable due to the closure of the Camberley Air Quality Monitoring Station in 2012 which located outside of the town centre, at Castle Road, adjacent to the M3.	/

MONITORING THE CAMBERLEY TOWN CENTRE AREA ACTION PLAN POLICIES

A safe, attractive centre	7: To provide a well-managed, safe and attractive town centre	CSDM: CP2, CP10, CP12, CP13, DM9, DM10, DM11, DM17 AAP: TC1	Complete all public realm improvements identified in Public Realm Strategy by end of AAP period. No target. Number of crimes recorded in Camberley Town Centre can still be measured ²²	On target. The AAP was adopted in July 2014 – public realm improvements have already been completed in The Square Shopping Centre and pedestrianised areas of Camberley High Street and Princess Way.	✓
				No. of crimes committed within 1 mile radius of Camberley Town Centre 01/04/21 – 31/03/22 (monitoring year period) = 1022 (Camberley Town and St Pauls) There were 824 crimes recorded over the same period during the previous monitoring year 2020/21 (within 1 mile radius).	/

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Area Action Plan Allocated Sites

AAP Site	Phasing	Delivery at 31/03/2018
London Road Block	Commencement in 2016/2017	Development at the site has not yet been commenced. 15-17 Obelisk Way, which is within the area of the London Road Block site, has received planning permission for 16 units and is currently under construction.
Camberley Station	Commencement post 2020	No required commencement in monitoring year
Land at Park Lane	Specific phasing not stated - 100 dwellings over AAP Period	Number of C3 residential dwellings completed: 61 (net) Number of C2 care home units completed: 92 (net) (C3 equivalent 47)

²² Information provided at: <http://www.ukcrimestats.com/Postcode/gu153sl>

MONITORING THE CAMBERLEY TOWN CENTRE AREA ACTION PLAN POLICIES

		Total no. of C3 equivalent units provided on site ²³ : 108
Pembroke Broadway North	Commencement pre- 2020	No required commencement in monitoring year. However, an application for 116 C3 residential units has been permitted for Ashwood House and completed in the monitoring year.
Land East of Knoll Road	Specific phasing not stated - 80 dwellings over AAP Period	31 (net) dwellings have been delivered at Former Camberley Police Station site. The remaining area of allocated site remains to come forward
Magistrates Court	Commencement of development by 2016	Development on the site has commenced at Kings Court for 30 (net) C3 residential units. A permission for a further 49 dwellings at the site has since been granted as is under construction.

Completed Floorspace in Camberley Town Centre

Retail, employment and leisure floorspace completions within the boundaries of the CTC AAP during the monitoring year and over the plan period

Town Centre Uses: Floorspace completions within the boundary of Camberley town Centre, 2021-22 and Plan Period 2012-22

	A1/E(a) (sqm)	A2/E(c) (i)/(ii) /(iii) (sqm)	A3/E (b) (sqm)	A4/S G (sqm)	A5/S G (sqm)	B1a/E(g) (i) (sqm)	B1b/ E(g) (ii) (sqm)	B1c/E (g) (iii) (sqm)	Mixed B1/E(g) (i)/(ii)/(iii)	B2 (sqm)	B8 (sqm)	D1/E(e) /E(f)/F 1 (sqm)	D2/E(d) /F2 (sqm)	C1 (sqm)	Mixed Across >1 Use Class (sqm)	Total (sqm)
Gross new floorspace completed 2021-22	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

²³ When considering the contribution non-independent care home and nursing home C2 uses will make to housing land supply, the PPG requires the following discount to calculate the number of C3 equivalent dwellings: - The total number of bed spaces of C2 development divided by the average number of adults living in households in the borough, as recorded in the 2011 Census (1.94 persons).

MONITORING THE CAMBERLEY TOWN CENTRE AREA ACTION PLAN POLICIES

Net floorspace completed 2021-22	-180	-48	101	0	0	0	0	0	0	0	0	180	0	0	0	53
Gross new floorspace completed Plan Period 2012-22	784	1151	326	138	601	25	0	0	0	0	0	371	290	0	218	3904
Net floorspace completed Plan Period 2012-22	-3051	813	-242	138	517	-17714	0	0	-120	0	-195	1034	645	-329	218	-18286

Analysis: There has been a slight net gain of floorspace for town centre uses in Camberley town centre in the AMR year 2021-22 and an overall net less over the Plan Period. During the monitoring year, there have been net gains in D1/E(e)/E(f)/F1 and A3/E(b) use class floorspace in the town centre. There has been no net loss of B1/E(g) (i)/ii/iii use class floorspace in the town centre during the monitoring year.

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APPENDIX 1: TABLE DETAILING PROGRESS ON THE LDS

Title Of Document	Subject of Document	Progress made between 1/4/2021 and 31/3/2022	LDS Target Met?	Next Stage
Local Development Scheme (LDS)	A programme for the preparation of the Local Development Framework (Local Plan).	A new LDS to cover the period 2022-2025 was approved in February 2022	N/A	Completed
The Surrey Heath New Local Plan to cover the period up to 2038	This Local Plan will set out strategic policies on issues such as housing and employment, allocation of sites for development and Development Management policies. This plan will on adoption replace the Council’s adopted CS&DM DPD and Development Management (2012) and saved policies from the Surrey Heath Local Plan 2000.	Regulation 18: Consultation on a Draft Plan and updated Interim Sustainability Appraisal /Strategic Environmental Assessment between March-May 2022	Yes	A new LDS was adopted in February 2022 covering the start of Regulation 18 consultation which was met in this monitoring year.

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APPENDIX 1A: LIST OF ADOPTED DEVELOPMENT PLAN DOCUMENTS AND SPD'S

Title Of Document	Subject of Document	Date Adopted
Core Strategy and Development Management Policies Development Plan Document (CSDMP & DPD)	Provides the vision for the future development of Surrey Heath until 2028 and will set out the key policies against which all development proposals will be assessed.	February 2012
Site Allocations DPD	To identify sites allocated for development or identified for other policy reasons.	October 2015
Camberley Town Centre Area Action Plan (AAP)	Sets out the Council's approach to the future development and Strategy for Camberley Town Centre.	February 2014
Infrastructure Delivery DPD	Addresses the implementation of the Community Infrastructure Levy (CIL) and developer contributions.	February 2014

APPENDICES

Title Of Document	Subject of Document	Date Adopted
West End Village Design Statement SPD	Sets out design principles against which new development will be considered in recognition of the local distinctiveness of West End.	August 2016
Deepcut SPD	The SPD represents the chosen strategy for managing the future development of Deepcut	September 2011
Developer Contributions SPD	Sets out the mechanism whereby planning obligations will be sought from planning permissions.	December 2011

APPENDICES

Title Of Document	Subject of Document	Date Adopted
Thames Basin Heaths Special Protection Area SPD	The SPD sets out the approach that Surrey Heath Borough Council will take to avoiding harm to the Special Protection Area as a result of new housing development.	January 2012
Local Heritage Assets SPD	The purpose of this SPD is to provide the methodology and criteria for identification of buildings, structures and sites of local importance.	May 2012
Western Urban Area Character SPD	Provides detailed policy guidance on character issues.	May 2012

APPENDICES

Title Of Document	Subject of Document	Date Adopted
Lightwater Village Design Statement SPD	Sets out design principles against which new development will be considered in recognition of the local distinctiveness of Lightwater.	October 2007
Yorktown Landscaping Strategy SPD	This document was prepared with the framework set by the Surrey Heath Local Plan 2000 and the Yorktown Strategy which gives guidance on how landscaping in new development can assist in the regeneration of the Yorktown Core Employment Area and the Residential Enhancement Area to the west of Frimley Road.	April 2008

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APPENDIX 2: DUTY TO CO-OPERATE

Activities undertaken in the year ending 31st March 2022

All duty to co-operate bodies	Consulted all Duty to Co-operate bodies on the Draft Surrey Heath Local Plan (2019 – 2038): Preferred Options (Regulation 18)	March 2022	Will inform future co-operation on strategic planning matters relating to the Surrey Heath Local Plan.
All neighbouring and Surrey Authorities (except Hart and Rushmoor)	Letters sent confirming a shortfall in capacity against housing needs and the challenge in meeting Gypsy and Traveller needs. Authorities were asked if they could meet either general housing needs or the needs of gypsies and travellers.	October 2021	No authority responded saying they could take any unmet needs.
All duty to co-operate bodies that provide infrastructure	Letters sent outlining the draft spatial strategy and seeking initial views on the impacts on infrastructure delivery.	December 2021	Responses received include Surrey County Council and Frimley CCG and informed the Infrastructure Delivery Plan and will inform future discussions as the Local Plan progresses.
Housing Market area (Rushmoor BC, Hart DC, Surrey Heath BC)	Joint working on SANG	On-going	
	Email correspondence and virtual meetings regarding housing and SANG matters. Statements of Common Ground prepared.	Hart meetings - June 2021 and January 2022 Rushmoor meeting July 2021	Confirmation from Hart District Council of the Local Plan commitment to deliver 41dpa over the overlapping Plan periods (2019 – 2032) to meet unmet needs in Surrey Heath. Confirmation from Rushmoor Borough that they are not able to meet any unmet needs.

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		Letters October 2021 SCGd – March 2022	Neither authority able to meet unmet Gypsy and Traveller needs. With the contribution from Hart, the standard methodology requirement in Surrey Heath can be met.
Bracknell Forest District Council	Joint working on SANG – Shepherd Meadows and Bucklers Park Statement of Common Ground for BFBLP Virtual meetings regarding joint strategic matters with an emphasis on SANG provision	Virtual meetings May and October 2021. SCGd for BFBLP December 2021 On-going	Confirmation of no outstanding strategic matters. Agreement at Officer level for BFBC to provide additional SANG capacity at Shepherds Meadow for developments in Surrey Heath.
Planning Working Group	Planning Working Group (PWG) - Regular meetings through-out year of senior Surrey Planning Policy officers.	On-going	Information sharing - recommendations on joint working made to SPOA.
Surrey Planning Officers Association	Surrey Planning Officers Association (SPOA) - Regular meetings through-out year of senior Surrey Planning officers.	On-going	Information sharing - decision-making on joint working projects at officer level.
Joint Strategic Partnership Board	Joint Strategic Partnership Board (JSPB) and Thames Basin Heaths Joint Officers Group. Regular meetings of political and officer representatives of 11 constituent Local Authorities of TBH SPA plus Natural England.	On-going	Information sharing, decision taking and management of approaches to TBH SPA and JSPB.
Enterprise M3 Local Economic Partnership	Surrey Heath is part of the Enterprise M3 LEP which looks at the strategic management of resources to achieve economic growth.	On-going	Information sharing. Have received funding for highway improvements, SANG and purchase of a building for housing.
Hampshire County Council	Joint working on SANG – Hawley Meadows	On-going	Management of SANG and delivery of housing development in the Borough through it.
Mole Valley District Council	Letter received from Mole Valley indicating they are unlikely to be able to meet their housing need and	March 2021	Advised Mole Valley of the constraints in Surrey Heath and that we are likely to also have a shortfall in meeting housing needs.

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	asking if Surrey Heath would be able to accommodate any of this need.		
Natural England	Regular consultation in connection with development proposals, new SANG & SAMM contributions and emerging Local Plan Policies.	On-going	Information sharing and decision taking in relation to nature conservation and SANG.
Runnymede Borough Council	Duty to Co-operate meeting held.	2021	Information sharing and discussion of potential spatial strategy.
Surrey County Council	Regular meetings and discussions on a variety of planning policy topics including transport, education, travellers, flood risk, climate change SPA and SANG. A new Infrastructure Working Group set up.	On-going Joint infrastructure working group set up in April 2021.	Information sharing and assistance in creation of evidence base and formulation of policy.
	Work undertaken with Highways Officers regarding traffic modelling for new Surrey Heath Local Plan	On-going	Will help in the production of Local Plan documents
	Joint working on Surrey Infrastructure Study	On-going	Will help in the production of Local Plan documents
	Involvement in the Surrey 2050 Place Ambition	On-going	Input into the approach to future growth in Surrey particularly on matters affecting Surrey Heath.
Surrey Heath Partnership	Single body that brings together different parts of the public sector as well as the business, community and voluntary sectors to work together for the benefit of the community of Surrey Heath.	On-going	Information sharing and assistance in creation of evidence base and formulation of policy
Woking Borough Council	Duty to co-operate meeting held to discuss potential strategic planning matters	2021	Agreed that the impact of any cross boundary matters would depend on the proposed spatial strategy in the Surrey Heath Local Plan. Information sharing.

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APPENDIX 3: HOUSING COMPLETIONS 2021-2022

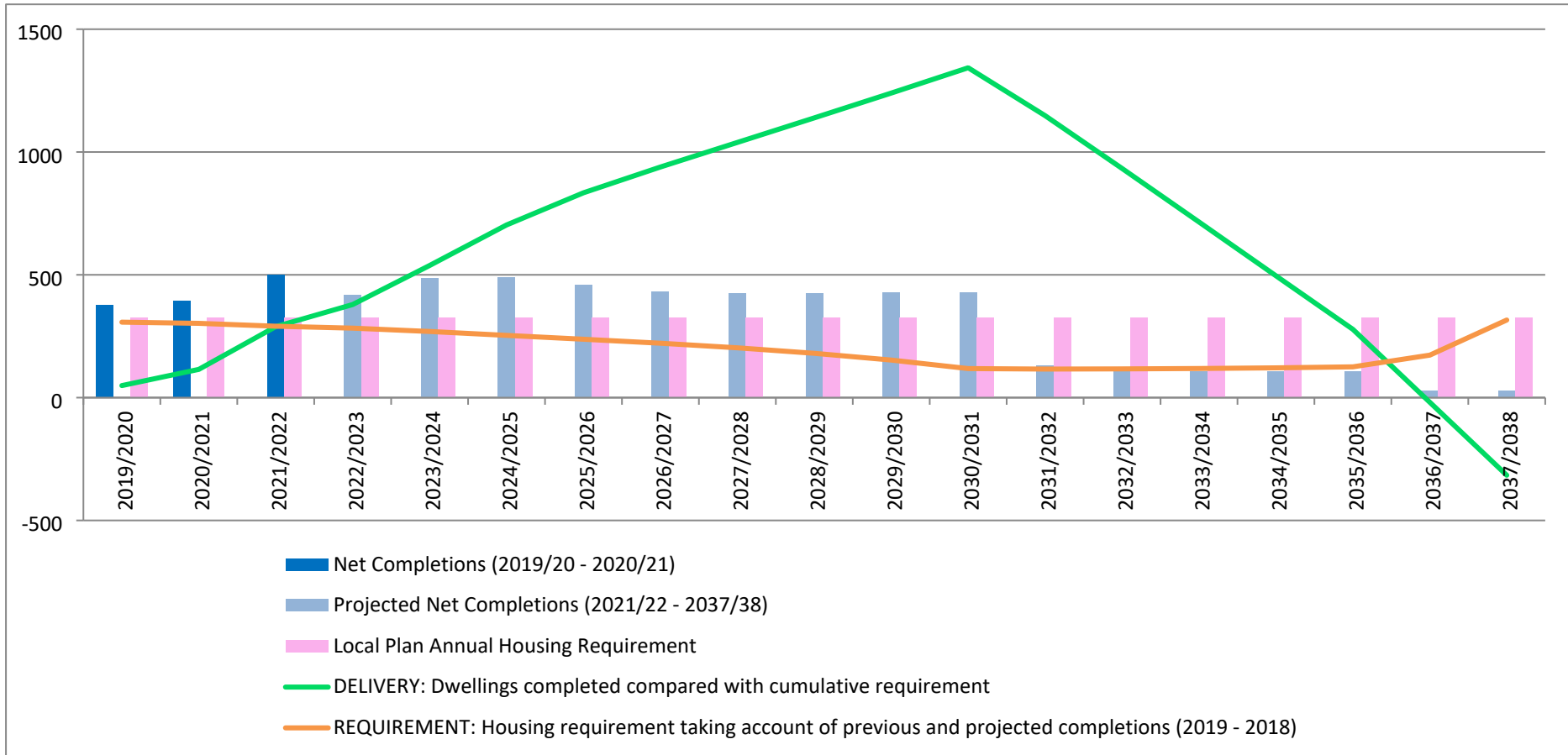
Location	Planning Reference Number	No. Units Permitted		Address	Units Completed in Period 1 April 2021 - 31 March 22	
		Gross	Net		Gross	Net
Bagshot	20/1007	1	1	81 and 83 High Street, Bagshot	1	1
	17/0745	9	9	12 London Road Bagshot GU19 5HN	9	9
Bisley	18/0763	13	13	The Brook Nursery 163 Guildford Road West End Woking GU24 9LS	13	13
Camberley	18/0968	50	50	Compass House 207-215 London Road Camberley GU15 3EY	50	50
	17/0669	116	116	Ashwood House ,16-22 Pembroke Broadway ,Camberley,GU15 3XD	75	75
	17/1155	2	2	27 London Road Camberley, GU15 3UQ	2	2
	16/0985	1	1	24 Cromwell Road Camberley GU15 4HY	1	1
	20/0280	1	1	Bradley Court 3 Knoll Road Camberley Surrey GU15 3BP	1	1
	20/0915/ FFU	7	7	18 Park Street Camberley Surrey GU15 3PL	7	7
Chobham	18/0618	1	1	Land Adj To Holly Lodge Waterperry Lane Chobham Woking GU24 8PU	1	1
	16/0217	2	2	Higher Park Farm Halebourne Lane Chobham Woking GU24 8SL	2	2
Deepcut	17/0871	1200	1998	Princess Royal Barracks Brunswick Road Deepcut Camberley GU16 6RN	67	67
	20/0236	16	16	Deepcut Business Centre 123-127 Deepcut Bridge Road GU16 6SD	16	16

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	20/0279/FF U	3	3	Deepcut Business Centre 123-127 Deepcut Bridge Road GU16 6SD	3	3
Frimley Green	20/0355/FF U	9	9	Land 43-79 (odds) Guildford Road Frimley Green Camberley Surrey GU16 6NN	3	3
	14/0330	2	2	1-3 Beaumaris Parade, GU16 8UR	2	2
	16/1063	1	1	1 1A & 3 Guildford Road Frimley Green Camberley GU16 6NL	1	1
Mytchett	19/0031	248	248	The Waters Edge 220 Mytchett Road Mytchett Camberley GU16 6AG	114	114
	18/0527	3	3	Land Adjacent To 4 Coleford Bridge Road Mytchett Camberley GU16 6DZ	3	3
West End	16/1207	3	3	Windlemere Golf Club Windlesham Road West End Woking GU24 9QL	3	3
					Total (Gross)	Total (Net)
					370	370

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APPENDIX 4: HOUSING TRAJECTORY



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	Pre-adoption		First five years					6-10 YEARS					11 - 15 YEARS					16 - 17 YEARS	
	19/20	20/21	21/22	22/23	23/24	24/25	25/26	26/27	27/28	28/29	29/30	30/31	31/32	32/33	33/34	34/35	35/36	36/37	37/38
	0	1	2	3	4	5	6	7	8	9	0	1	2	3	4	5	6	7	8
Net completions (2019/20 - 2020/21)	376	393	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Projected net completions (2021/22-2037/38)	0	0	501	417	486	492	458	432	427	427	428	430	132	112	109	108	109	30	30
PLAN: Annual housing requirement	327	327	327	327	327	327	327	327	327	327	327	327	327	327	327	327	327	327	327
MONITOR: Dwellings completed above or below cumulative housing requirement	49	74	207	256	374	498	629	734	834	934	1036	1139	944	729	511	293	75	-222	-519
MANAGE: Housing requirement taking account of past and projected completions 2019 - 2038	307	305	296	291	280	268	253	239	221	201	176	144	145	151	159	172	193	275	519

APPENDIX 5: COMPLETED PROJECTS FROM THE 2013 INFRASTRUCTURE DELIVERY PLAN

Scheme/Status	Need for Scheme	Requirements of Scheme	Cost	Lead Delivery Agency	Indicative Phasing	Funding Arrangements	Funding Gap	Contingency
Health								
Frimley Park Hospital	Modernisation and expansion of site.	Modernise A & E department, redevelop front of site and redevelop radiology and 2 nd Catheterisation Lab	£18.3m	Frimley Park Hospital Trust	-Planning application 10/0476 granted -Application 10/0574 under consideration	Frimley Park Hospital Trust	None identified	Project Complete
Social & Community Infrastructure - Education								

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Scheme/Status	Need for Scheme	Requirements of Scheme	Cost	Lead Delivery Agency	Indicative Phasing	Funding Arrangements	Funding Gap	Contingency
Replacement of Portesbury Road Primary School	Additional education infrastructure	Replace Portesbury Road school with new build facility at a new site	£10m	SCC	2013/2014	Funding secured	None	Project complete
Green Infrastructure								
Notcutts SANGS	TBH SPA mitigation for Notcutts development	Creation of new SANGS to serve Notcutts development	Provided on-site by developer	Developer & SHBC	2010-2012	S106	None	Project Implemented
Clewborough House/Burrow Hill SANGS	TBHSPA mitigation for 60 dwellings at Burrow Hill	Creation of SANGS and adoption by SHBC	Provided on-site by developer	Developer & SHBC	2010-2012	S106	None	Project Complete
Hawley Meadows & Blackwater Valley SANG shared between Surrey Heath, Hart & Rushmoor (31ha)	TBH SPA mitigation	Access improvements to car park and paths, improvements to signage, upgraded woodland management, part funding for new assistant ranger post		Hants CC, SHBC, RBC, HDC	2010-2011	S106	None if tariff set at right level	Project Implemented
Open Space & Recreation								
Children's play facilities at Windlesham playing fields, School Lane	Off-site facilities for Notcutts development	Provision and maintenance of equipped children's play equipment and facilities	£95,000	SHBC & Windlesham PC	2010-2012	S106	None	Project Complete
Heatherside Recreation Ground	Increase provision of informal youth recreation	Create village green with skate park, upgrade and relocate children's play area	£150,000	Safer Surrey Heath Partnership	2010-2011	Surrey Heath Crime & Disorder	None. Funding	Project Complete

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Scheme/Status	Need for Scheme	Requirements of Scheme	Cost	Lead Delivery Agency	Indicative Phasing	Funding Arrangements	Funding Gap	Contingency
	facilities in Heatherside, Camberley					Reduction Partnership	secured	
Transport								
Traffic Management scheme at Notcutts Development, Bagshot	Highway Improvements	Provision of traffic signal controlled junction from new Notcutts Development and London Road (A30) with provision of pedestrian and cycling facilities	Provided on-site by developer	Developer and SCC	2010-2012	S106	None	Project Complete
Replacement Bus Stops for Notcutts Development	Public Transport	Provision of two replacement bus stops with shelters on London Road	Provided on-site by developer	Developer and SCC	2010-2012	S106	None	Project Complete
Footway/cycleway scheme at Notcutts Development	Highway Improvements	Provision of shared footway/cycleway between Notcutts site and Lambourne Drive, Bagshot	Provided on-site by developer	Developer & SCC	2010-2012	S106	None	Project Complete
Off-site drainage works for Notcutts development	Environmental improvements	Off-site drainage requirements	£10,000	SCC & SHBC?	2010-2012	S106	None	Project Complete
Shared cycleway/footway, Old Bisley Road	Improve pedestrian and cycle links to Pine Ridge Golf Centre	Install shared pedestrian/cycle route along north side of Old Bisley Road between The Maultway and Edgemoor Road	£20,000	SCC	Dependent upon implementation of planning application 08/0550, but considered to be 2010-2015	S106	None identified	Project Complete

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Scheme/Status	Need for Scheme	Requirements of Scheme	Cost	Lead Delivery Agency	Indicative Phasing	Funding Arrangements	Funding Gap	Contingency
Upgrade of footpath, provision of Real Time bus display including provision of radio control station for Real Time information Design to be scoped	Highway improvements and public transport for Notcutts development	Upgrade footpath between Guildford Road and Bagshot Rail Station. Provision of Real Time bus display information and radio control station for Real Time	£40,000	SCC	2010-2012	S106	None	Upgrade complete. Real Time Display secured
Improved street lighting Design to be scoped	Highway improvements	Provision of improved street lighting on Chapel Lane for Notcutts development	£12,700	SCC	2010-2012	S106	None	Project Complete
Community Infrastructure								
Children's centre, Old Dean, Camberley (identified in draft action plan for SCS)	Improve existing children's centre	Extend existing children's centre		SCC	2010-2011			Project Complete

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APPENDIX 6: Number and details of archaeological finds within areas of high archaeological potential and within development sites of 0.4ha or above

App no.	Site	Policy	Work completed	Results/ Summary of Archaeology found
21/0353/ DTC	Princess Royal Barracks, Brunswick Roda, Deepcut, GU16 6RN	0.4ha	Consider report and agree the release of limited area to developer with the condition retained.	Archaeological trenching to continue at site under previously agreed scheme.
18/1089	Land West of 35 Mincing Lane, Chobham, GU24 8RS	0.4ha	Review of appeal planning documents.	Need for archaeological condition not contested and agreed in Statement of Common Ground.
21/0475/ FFU	5 Greyfriars Drive, Bisley, GU24 9EE	AHAP	Consider scale and potential, issue advice.	Too small scale, despite location. A condition would not be a reasonable response.
21/0276/ FFU	Bridge House, 106 High Street, Chobham, GU24 8LZ	AHAP	Consider scale and potential, issue advice.	Too small scale, despite location. A condition would not be a reasonable response.

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21/0628	Esso Pipeline, Frimley Green Road, Frimley, GU16 7AJ	DCO	Consider scheme of investigation and agree.	Overarching Mitigation Strategy acceptable.
21/0631/ DTCES	Esso Pipeline, Frimley Green Road, Frimley, GU16 7AJ	DCO	Consider scheme of investigation and agree.	Overarching Mitigation Strategy acceptable.
21/0655	Highams Park, Chertsey Rod, Windlesham, GU20 6HZ	0.4ha	Consider scheme of investigation.	Outdated scheme of investigation submitted. Asked for document to be revised.
21/0596/ DTC	2 Oak Villas, Castle Grove Road, Chobham, GU24 8EQ	AHAP	Consider scale and potential, issue advice.	Too small scale, despite location. A condition would not be a reasonable response. Consistent with advice for 07/0192 for the same property.
20/1048/ FFU	22-30 Sturt Road, Frimley Green, GU16 6HY	0.4ha	Consider assessment and make recommendations.	Major scheme but site previously subject to gravel extraction, waterworks and modern development.
		0.4ha	Review planning documents.	Need for archaeological condition not contested and agreed in Statement of Common Ground.

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SU/18/10 89	Land West of 35 Mincing Lane, Chobham			
21/0680/ DTC	42-44 London Road, Bagshot, GU19 5HL	0.4ha	Consider scheme of investigation for archaeological evaluation and agree.	Evaluation scheme of investigation acceptable.
21/0865	Land South of Beldam Bridge Road, West End, GU24 8DN Land South of Beldam Bridge Road, West End, GU24 8DN	0.4ha	Assess past archaeological work at site to determine if a condition is reasonable.	Site previously evaluated with negative results.
21/0769/ FFU	Frimhurst Farm, Deepcut Bridge Road, Deepcut. GU16 6RF	0.4ha	Consider assessment and make further recommendation.	Assessment recommends no further work but size of site (4.3ha) and apparently limited past activity make post-determination programme of work justified.
21/0936/ FFU	Orchard Cottage, Shepherds Lane, Windlesham	0.4ha	Consider assessment and make further recommendation.	Assessment ok. Site evaluated in 2019 and previously agreed no further work. Consistent advice provided.
APP/D36 40/D/21/ 3276925	Wychwood, Church Road, Windlesham, GU20 6BT	AHAP	Review planning documents.	Gone to appeal (not for heritage related issues).
21/1033/ DTC	Twelve Oaks, Woodlands Lane, Windlesham, GU20 6AT	0.4ha	Consider scheme of investigation and agree.	Scheme of investigation for evaluation approved.

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21/1011/ FFU	Wychwood, Church Road, Windlesham, GU20 6AT	AHAP	Consider scale and potential, issue advice.	Too small scale, despite location. A condition would not be a reasonable response.
21/1112/ LLB	45 High Street, Chobham, GU24 8AF	AHAP	Review planning documents.	Deferred to Conservation Officer.
21/1111/ FFU	45 High Street, Chobham, GU24 8AF	AHAP	Review planning documents.	Deferred to Conservation Officer.
21/1122/ FFU	Erlwood Manor, London Road, Windlesham, GU20 6PH	0.4ha	Consider assessment and make recommendations.	Assessment needs further information and resubmitting but likely requires a condition.
21/0901/ FFU	Windlesham Garden Centre, London Road, Windlesham	0.4ha	Consider assessment and make recommendations.	Assessment is suitable and impact of development likely to be low.
21/0631/ DTCES	Southampton to London Pipeline	DCO	Consider scheme of investigation	Scheme of investigation for evaluation approved.
21/1122/ FFU	Erlwood Manor, London Road, Windlesham, GU20 6PH	0.4ha	Consider assessment and make recommendations.	Further details required to agree release of requested area.
22/0039	Princess Royal Barracks, Brunswick Road, Deepcut, GU16 6RN	0.4ha	Consider report and agree the release of limited area to developer with the condition retained	Awaiting missing details.
21/0544	Kings Lodge Care Home, 122 Kings ride, Camberley, GU15 4LZ	0.4ha	Review planning documents.	Advised not to determine until heritage assessment submitted to allow archaeological response.
20/0494	Windlesham Garden Centre, London Road, Windlesham	0.4ha	Review planning documents.	Retrospective application with low potential in any case.

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22/0078	Twelve Oaks, Woodlands Lane, Windlesham, GU20 6AT	0.4ha	Consider report and agree the release of limited area to developer with the condition retained.	Phase 1 released. Disparate archaeological features found which probably relate to past agricultural use of the site. No dating evidence.
21/0865	Land South of Beldam Bridge Road, West End, GU24 8DN	0.4ha	Rapid site assessment from Historic Environment Record.	Previous negative archaeological evaluation at the site allowed a quick decision
21/0769	Frimhurst Farm, Deepcut Bridge Road, Deepcut, GU16 6RF	0.4ha	Consider assessment and make recommendations	In line with past advice at this site an archaeological evaluation is required.

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APPENDIX 7: UNITS IN USE - DISTRICT AND LOCAL CENTRES

The table below refers to the units in use for District and Local Centres relating to new use class E(a) (previously A). The table also highlights vacancy rates for this use class.

Centre	Designation	A1 Units in use	Vacant units 2020-21 survey	Vacant units 2017 survey
Bagshot	District Centre	22(44%)	4	4
Frimley	District Centre	29 (51%)	1	2
Chobham	Local Shopping Centre/Parade	22 (65%)	2	3
Deepcut	Local Shopping Centre/Parade	0 (0%)	2	0
Frimley Green	Local Shopping Centre/Parade	19 (66%)	0	0
Lightwater	Local Shopping Centre/Parade	17 (61%)	1	0
Windlesham	Local Shopping Centre/Parade	13 (87%)	0	2

Performance and Finance Scrutiny Committee
Work Programme 2022/23

November 2022

1. Treasury Management Report
2. Half Year Finance Report
3. Half Year Performance Report
4. Executive Portfolio Update: Finance & Customer Service

January 2023

1. Corporate Risk Register
2. Air Quality Annual Review
3. Draft Annual Plan
4. Budget Setting
5. Executive Portfolio Update: Environment & Health

March 2023

1. 3rd Quarter Finance Report
2. Executive Portfolio Update: Housing, Support & Safeguarding
3. Executive Portfolio Update: Leisure, Culture & Community

July 2023

1. Annual Performance Report
2. End of Year Revenue Report
3. End of Year Capital Report and Prudential Indicators
4. Quarter 1 Finance Report

September 2023

1. Annual Complaints Monitoring Report
2. Surrey Heath Local Plan Authority Monitoring Report

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