

Surrey Heath Mid Year Update

APRIL 2018 - SEPTEMBER 2018





Surrey Heath is already one of the safest, cleanest and greenest places and our commitment to making it an even better place to live, work and enjoy is at the forefront of everything we do.

Welcome

In March we published our Annual Plan for 2018/19 and our vision for making Surrey Heath an even better place to live, work and enjoy. This Mid Year report details our achievements and performance outcomes over the last 6 months.

Under our Place objective you will see that we have made excellent progress in bringing forward our regeneration plans for Camberley Town Centre. The first phase of The Square Shopping Centre refurbishment has been completed and the final phase of the spectacular refurbishment will be completed later this year. Following our preparatory work on the London Road site we are speaking to prospective developers to be in a position to appoint a preferred development partner by the end of this year. The work being undertaken will create a revitalised place to live, work and socialise for Camberley's residents and visitors.

Our work to help deliver improvements to the High Street is making significant progress, with a company appointed to draw up designs for the high street public realm. We continue to promote The Kevin Cantlon Shopfront Improvement Grant Scheme as part of our Prosperity objective which supports local businesses throughout the borough. We have continued to work with local businesses across the borough to deliver their growth aspirations.

Social prescribing commenced in May 2018 with the aim of supporting People in community to access services and groups locally. We still continue to deliver hot meals to our vulnerable residents with an increase of 5% between the first and second quarters. The refurbishment of play areas across the Borough is underway and the refurbished Visitors Centre at Lightwater Country Park is attracting increasing numbers of users.

Under our Performance objective, feasibility work has been completed on setting up a lottery to support the Council's revenue and community grants. The joint work carried out by the Surrey Waste Partnership has made Surrey as a County the joint best performing area out of the 32 two-tier authorities in England recycling and in the top quartile for waste reduction.

This report provides more details on our performance as well as our success measures against the objectives we set ourselves for the year.



Karen Whelan
Chief Executive



Moira Gibson
Leader of the Council

Place

Objective

To make Surrey Heath
an even better place where people
are happy to live

Priorities

TO DELIVER
AN IMPROVED
CAMBERLEY
TOWN CENTRE

KEEP THE
BOROUGH
A SAFE PLACE
TO LIVE

TO PROMOTE HIGH
QUALITY BUILDING
AND DESIGN
STANDARDS ACROSS
THE BOROUGH

TO PROVIDE QUALITY
LEISURE FACILITIES

Progress Update

Continue with the refurbishment of The Square Shopping Centre in Camberley

The Council is on track in accordance with the business plan for the completion of the refurbishment. Phases 1b to d of the refurbishment works in the Square, comprising Prince of Wales Walk, Main Square and Cambridge Walk, are well advanced and have been conducted out of hours so as not to disrupt trade. Footfall and zone A rents have improved as a result of phase 1a refurbishment in Grace Reynolds Walk. Plans are in the process of being drawn up for phase 2 of the refurbishment, covering Cambridge Square and car park entrance, for approval by members. The former Treds store has been refitted and Jack Wills opened on the 19th October 2018.

Select a development partner for the London Road

Development Area (along the A30 between Park Street and High Street)

The Council commenced its search for a development partner for the London Road site with the issuing of an OJEU notice in May 2018. This resulted in interest from a number of developers which was reduced to 4 following the first stage selection process in July 2018. Since then there have been in depth competitive dialogue sessions with each of the remaining bidders where matters such as corporate structure, master planning, legal agreements, design and finances have been discussed. These meetings are still ongoing due to the complexity of the project and once complete bidders will be asked to submit their final bids. The Council is on track to deliver within the timescales set and it is anticipated that members will receive a report on the outcome of the tender process early in the new year.



Progress Update

Start the redevelopment of Ashwood House into 116 apartments ready for occupation by the end of 2020.

The Council appointed Berkeley Homes to redevelop this key site last year. Since then enabling works have been carried out, which included the moving of bus stops and demolition of ramps. These works have now been completed and Berkeley Homes is on track to take possession of the building to commence conversion in October 2018.

Improve the customer experience of Main Square Car Park by installing energy efficient LED lighting and resurface levels 1, 2 & 3.

The resurfacing works to provide more user-friendly spaces on Levels 1, 2 and 3 have commenced and are due for completion by October 2018. The conversion of the existing lighting to brighter and more inexpensive LED lighting and refurbished stair wells is also due for completion later this year.



Create vibrant and high quality public spaces using the £3.5 million Local Enterprise Partnership Grant, starting with the refurbishment of the High Street and Princess Way.

A company, Project Centre, has been appointed to draw up designs for the high street public realm and to provide indicative costs prior to going out to tender. Meetings have been held with the Town Centre Working Group to update them on progress. After a bidding process Musson and Retallick were appointed as public artists and will be presenting ideas later in the year. The Council is due to go out to tender for a contractor in November 2018.

Progress Update

Deliver the first 215 homes on the Deepcut site by working with developers.

Planning permission approved and work now on site commenced.

Surrey Heath as a safe place to live, work and enjoy by working collaboratively with the Police, Health and other key partners.

It was reported that although there had been a small increase (6.9%) in total crimes recorded to date this year when compared to the same period last year crime levels in Surrey Heath continued to be significantly lower than the other western local authority Borough and District areas of Surrey. We have hosted a serious and organised crime training event delivered by Surrey Police to our front line staff and partner organisations.

Working collaboratively with Surrey Heath CCG provided blood pressure and heart arrhythmia testing as well as health advice to visitors in the town centre. Quit 51 and Stoptober were shared on Surrey Heath social media. Social prescribing commenced in May 2018.

Award a contract for the delivery of a quality new leisure facility on Grand Avenue, Camberley.

The procurement process was commenced early in the new year and is now in its final stage, following a lengthy competitive dialogue process. A final tender submission is expected to be received later this year, in November, which will then be reported to members.



Prosperity

Objective

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

Priorities

WORK WITH PARTNERS TO SUPPORT OUR ECONOMY THROUGH STRATEGIC DEVELOPMENT PLANNING AND ECONOMIC GROWTH

SUPPORT LOCAL BUSINESSES BY ENCOURAGING IMPROVEMENTS TO LOCAL TRANSPORT AND INFRASTRUCTURE

ENCOURAGE INWARD INVESTMENT

ENCOURAGE NEW DEVELOPMENTS TO STRENGTHEN THE LOCAL ECONOMY

Progress Update

Invest in property acquisitions where they are shown to be sound investments to sustain delivery of services for Councils.

During the last six months the Council has considered 17 potential acquisitions. Trade City, an industrial estate in Frimley, was purchased in May 2018 and an offer was accepted on a further property, Vulcan Way Sandhurst, which subject to due diligence is due to complete in October. These acquisitions are in line with the Council's income generation strategy.

Support new and existing local businesses in Surrey Heath to develop their aspirations for growth.

7 businesses within the Borough have accessed support over the last 6 months from the EM3 Growth Hub. Further to this EM3 growth hub has



identified Surrey Heath as a Scale up area as part of a pilot to target up to 15 high growth, high innovation companies in the Borough to support them in their growth plans aiding them in achieving 20% growth in turnover and/or employment. Open for Business continues to be a successful tool for the Council to collaborate with businesses wanting to grow.



Progress Update

Promote the Kevin Cantlon Shop Front Improvement Grant Scheme to local businesses across the Borough to enable them to have a stronger sense of identity and enhance commercial values.

The scheme has been promoted at a number of local business association meetings and a number of local companies have expressed an interest. To date one grant has been awarded with a further grant submitted awaiting approval. The economic development team are currently working with the portfolio holder to see how the scheme could be made more attractive to local businesses.

Look at the potential for developing a start-up space for budding new enterprises

The Council has made investigations in to the possible conversion of some of its empty property in to a business hub/co-working space, further feasibility is being undertaken. Whilst this work is ongoing a potential hub has also been included in the specification for a new London Road Block currently under tender.



Consult the public on the issues and options relating to the long term development of the Borough as set out in the Local Plan.

The Issues and Options consultation document setting out potential development sites across the borough was issued for public consultation on the 4th June and this closed on the 30th July. During this period a number of local planning roadshows were held across the borough by planning staff to enable the public to feed back their views and concerns. A report of consultation responses received is to be submitted to Executive by early 2019. The Council's response to comments received will be published alongside the Submission version of the Local Plan in late 2019.

Promote Surrey Heath as a prosperous location to retain and attract new businesses.

Progress Update

The Council is working with numerous partners to develop an inward investment strategy for Surrey Heath. This will include the continuation of events that promote Surrey Heath including the Business Breakfast.

A new promotional video incorporating the new tag line “Be Camberley” was launched. In addition promotional materials incorporating all of the Council’s town centre projects under the “Be” tag line were produced for distribution to potential investors and retailers at the national REVO exhibition held in September.

Continue to submit bids to the One Public Estate to promote publicly owned land for redevelopment

The SHAPE board has been setup. The purpose of this board is to identify projects across Surrey



that can be bought forward for redevelopment. Programme governance has been agreed and approved. 41 projects have been identified. The projects have been split into 3 priority categories. 9 Projects have been identified for the next phase of the One Public Estate Phase (OPE) 7th bidding round through a workshop held in October 2018. The Investment & Development team will develop the OPE bids by the end of November 2018. The programme will continue to monitor progress on the 3 priority projects in North Tandridge, Waverley and Surrey Heath.



People

Objective

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

Priorities

TO WORK WITH PARTNERS TO IMPROVE HEALTH AND WELLBEING

USE OUR PARKS AND COUNTRYSIDE TO ENHANCE SPORTING AND LEISURE OPPORTUNITIES

SUPPORT OLDER AND MORE VULNERABLE PEOPLE TO LIVE INDEPENDENTLY AND REMAIN ACTIVE

ADDRESS HOUSING NEEDS WITHIN THE COMMUNITY

Progress Update

Help residents to keep fit and healthy by promoting, smoking cessation; physical fitness; healthy weight; diabetes prevention, summer and winter wellness and by providing access to community-based services and voluntary sector activity.

Quit51 provide smoking cessation sessions at the Arena Leisure Centre and Old Dean Children's Centre and the Stoptober messaging from Healthy Surrey/Public Health England to encourage people to stop smoking in October is being shared on Surrey Heath social media.

GP exercise referral, part of social prescribing, was made available at the Arena Leisure Centre and the popular Surrey Heath Walks for Health were run over the summer period. Surrey Heath Clinical Commissioning Group (CCG) provided blood pressure and Heart arrhythmia testing as well as health advice to staff at Surrey Heath House as well as to visitors



in the town centre. This was to raise awareness of the impact blood pressure can have on heart health.

Social Prescribing commenced in May 2018, with the aim of supporting residents in the community to access services and groups locally which will help to improve their overall wellbeing. To date 101 referrals have been received, 42 from Adult Social Care, 20 from GP surgeries and 39 from other sources including self-referral. Clients have been signposted to a range of services, including Surrey Heath Borough Council Community Services such as Transport, Meals at Home and Community Alarms, as well as a range of voluntary sector services.



Progress Update

Support older and vulnerable people to remain independent in their homes by providing a range of flexible home improvement services.

During the year so far 46 home improvements and disabled facilities grants have been improved thereby enabling residents to stay in their own homes.

The funding for Handy Man services was finally approved by County and the post is currently being recruited to.

In addition to the home improvement and disabled facilities grants, we have delivered 20,911 hot meals to our vulnerable residents with an increase of 5% between the first and second quarter. This follows the trend for last year which saw an increase in numbers each quarter. We have 1,030 residents using our community alarm service with 14 clients using our CareAssist equipment. This enables the fulltime carer to be able to have respite within the home especially at night. We also have 7 Clients with GPS tracking devices. Over the past 5 years the number of residents using our community alarm service has increased by 56%.



Work with community organisations to support single homeless people and those at risk of homelessness.

The Hope Hub commenced operation on the 13th July 2018 and is providing support for homeless people with a current case load of around 30. The lack of affordable housing provision within the borough is increasing pressure on the stay in bed and breakfast. This year we are once again seeing families and individuals in bed and breakfast every week as compared to last year, when at times there were no families in bed and breakfast.

Improve facilities at Lightwater Country Park for school and community groups.

A consultation on new play equipment is currently underway with a view to implementing the new facility in Spring 2019. The refurbished cafe/visitors centre at Lightwater is attracting

Progress Update

increasing numbers of users as well as providing a steady income stream (circa £5k pa). Cleaning of Hammonds Pond and the introduction of day fishing licenses and fishing lessons is also proving increasingly popular. In addition, the herd of goats kept at the park over the summer and the recently introduced bee hive have proven popular attractions – especially with local school and community groups as well as promoting conservation and bio-diversity. The Greenspace team has also been working closely with local wildlife conservation organisations to support the protection of hedgehogs and other endangered species and this summer the park had a visit from local celebrities Brian May and Steve Backshall to help promote this important work.

Refurbish play areas across the Borough's parks and recreation grounds.

Work has been completed at Briar



Avenue and Cheylesmore Drive, with work on a further 3 sites, including Frimley Lodge and Lightwater Country Park due to commence later in this financial year.

Assess the Borough's sports facilities to ensure they meet current and future needs.

An audit of playing field usage, whether in borough ownership or not, has commenced with a view to assessing future provision. This will form part of an overall assessment of sports facilities within the borough and is due to report later this year.



Progress Update

Deliver high quality events and activities including: Frimley Lodge Live, Gio-Tri, Camberley International Festival and Camberley Carnival.

During the last 6 months the Camberley Carnival, Camberley Beer Festival, Open Air Theatre and Triathlon all took place and were attended by over 3,500 people. The Frimley Live music festival had its best year ever with over 3,000 tickets sold. A full programme of events under the “be enchanted” tag line is being drawn up for the Christmas period to attract customers to Camberley and support local businesses.

Develop and grow “Young Ambassadors” to promote sporting activity and Volunteer Programmes to support heritage and conservation.

Young Ambassadors were incorporated into the promotion and delivery of this summer’s



Surrey Youth Games and volunteer numbers have increased from 27 to 67.

Pilot a dementia day care service at Windle Valley Centre, to support carers and those needing care.

A meeting has been held with the Area Director of Adult Social Care and Surrey Heath CCG. There is interest for the provision of dementia day care services. A business case is being developed to determine if this is financially viable.



Performance

Objective

To deliver effective and efficient services better and faster

Priorities

TO IMPROVE DIGITAL ACCESS TO SERVICES AND PROVIDE EXCELLENT CUSTOMER CARE

TO WORK COLLABORATIVELY WITH PARTNERS IN ALL SECTORS

ADAPT THE WAY WE WORK TO MEET CHANGING NEEDS AND CHALLENGES

MAXIMISE THE USE OF OUR BUILDINGS AND LAND WE OWN

Progress Update

Improve digital access to services, making them more accessible and efficient to all.

The new document management system, Box, was rolled out across a number of departments during the last 6 months. This system stores documents in the cloud making them accessible from anywhere and hence supporting flexible working. The online box office system adopted by Camberley Theatre in 2017 has had a significant impact on the transition to online with nearly 60% of all sales now via the theatre website - an increase of 13% in just over one year.



Continue to provide residents with a one stop shop for public services in Surrey Heath House.

During the last six months Council staff have continued to work closely with our co located partners such as the Department of Work and Pensions, Clinical Commissioning Group, Surrey County Council and the Police. Negotiations continue with the Citizen's Advice Bureau to relocate them in to Surrey Heath house thereby providing an additional service under one roof. If agreed this should be in place by March 2019.

Identify commercial opportunities to increase income and support the Councils future sustainability.

During the last 6 months the Council has increased the services it sells to Joint Waste Solutions as the

Progress Update

service has expanded. A number of sites are currently under review for potential development opportunities and the Council has continued to seek to invest in property for income generation.

The SHAPE programme is identifying sites through the One Public Estate programme that can be released for housing.

Feasibility work has been completed on setting up a lottery for Surrey Heath which will look to support the Council's revenue and community grants.

Complete the roll out of the Joint Waste contract across the partnership area

The new Joint Waste Service commenced in the last district Mole Valley in August 2018 meaning it



has now been fully implemented across all four areas.

Joint Waste Solutions has continued to work with the contractor to iron out problems, in particular missed collections, which has been an issue in particular areas of the borough. County function relating to waste minimisation and recycling were transferred to Joint Waste Solutions (and hence to Surrey Heath) in September and this covers all 11 districts not just the original 4.



Progress Update

Work in partnership to reduce waste, increase recycling and reduce waste management costs.

The Surrey Waste Partnership (SWP) comprising of the 11 waste collection authorities in Surrey and Surrey County Council as the Waste Disposal authority has agreed in principle a single governance structure for managing waste in Surrey. This will be developed into an Inter Authority Agreement. It has been agreed that joint SWP projects will be carried out by a single team hosted by Joint Waste Solutions. As Surrey Heath is the administering authority for JWS, partnership staff, who were employed either by SWP or SCC, have transferred to Surrey Heath under TUPE arrangements and funding.

The joint work carried out by the partnership has made Surrey as a County the joint best performing area out of the 32 two-tier authorities in England for recycling and in the top quartile for waste reduction. Surrey Heath continues to be the best performing authority in Surrey for recycling. The move to a closer single entity will build on this success and reduce costs.



Work in partnership with other authorities and the public and private sectors to reduce costs and deliver increased benefits to businesses and residents.

A number of initiatives have moved forward over the past six months as follows:

- Final details regarding the transfer of on street parking to Woking have been agreed
- Surrey Heath and Runnymede Borough councils have continued to work in partnership in the provision of services for older and vulnerable people. This has resulted in an increase in customers accessing our services. In particular it has seen a quarter on quarter rise in numbers of meals at home customers. A larger fleet of vehicles operating across both boroughs has enabled the community transport operation

Progress Update

to expand and bid for new contracts which should generate more income as well as providing a better service for our older and vulnerable residents. Both authorities are currently exploring opportunities to expand the partnership and services offered.

- Working on a number of partnership initiatives with Adult Social Care; Surrey Heath CCG and NHS Surrey. Examples are smoking cessation, Social prescribing and support for patients coming out of hospital.
- Surrey Heath and Woking Borough Councils share an Environmental Health and Licensing Manager who manages the service



across both boroughs. There has also been some cross border working which has helped with resilience. Both authorities have procured jointly Pest Control, Dog Control and Out of hours contracts which have reduced costs.

Surrey Heath Borough Council is working in partnership with Surrey County Council, Hampshire County Council, Guildford Borough Council and Rushmoor Borough Council in response to the ministerial directive imposed on the borough councils in 2017 to address air quality issues along the A331 Blackwater Valley Road. This direction was given alongside the publication of the Government's air quality plan to reduce roadside nitrogen dioxide concentrations (2017), and it requires the cited authorities to produce plans by the end of December 2018 so that

Progress Update

concentrations will be reduced in the shortest time possible to ensure compliance with the annual mean EU limit value for nitrogen dioxide.

There is ongoing collaborative working with key partners e.g. Police, CAB, Surrey Chamber, Local Enterprise Partnership EM3, Faith Groups.

Crime statistics indicate the positive impact of partnership and achievable, relevant objectives.

Conduct a polling place review in line with the outcomes of the Boundary Commissions for England's Electoral review.

This has been completed, with decisions made by Council in place for the May 2019 Local Elections.



Additional Success Measures

In addition to the projects outlined we have achieved:

Place

- 62% of household waste sent for recycling, reuse and composting (target is 63%)
- 54% occupancy rate of Camberley Town Centre car parks (target is 55%)
- 98% of food premises achieve 3 stars or above (target is 95%)

Prosperity

- Increase in Council Tax Base is 36,407 (target is 35,787)
- Increase in Business Rates Base is 2,668 (target is 2,589)
- 92% of non-major planning applications determined within 8 weeks (target is 65%)
- 100% of major planning applications determined within 13 weeks (target is 60%)

People

- 240,592 users of the Arena Leisure Centre (annual target is 500,000)
- £43,811 sports pitch income (annual target is £110,000)*
- 10,264 journeys by community bus (annual target is 24,000)**
- 20,911 meals at home served (annual target is 28,000)

Performance

- Benefit claims are processed within 5.3 days (target is 15 days)
- 100% of complaints responded to within target (target is 90%)
- 57.34% Council Tax has been collected (annual target is 100%)
- 52.98% of Business Rates have been collected (annual target is 100%)
- 31% of transactions take place online (target is 30%)
- 100% Customer satisfaction rating of good/excellent (target is 90%)

* Anticipated increase of sports pitch bookings during the winter months which will increase the income generated

** Earlier resourcing issues impacted on the level of service that could be provided but this has now been resolved and opportunities have been identified to grow the service further