

**Surrey Heath  
The Year Ahead  
April 2019 – March 2020**

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.

You can find more information about our priorities in our [Five Year Strategy](#)

**WELCOME**

*We are delighted to present Surrey Heath Borough Council's Annual Plan setting out what we would like to deliver for residents, business and community groups across Surrey Heath in 2019/20. We want to continue to maintain all our current services delivered by the Borough Council taking every opportunity to enhance and improve services and opportunities for everyone who either lives, works or does business across the whole of Surrey Heath, despite ongoing funding pressures.*

*We will safeguard local services and strengthen the local economy by increasing our income and investments as opportunities arise. Supporting local businesses to grow and develop remains an important focus.*

*This year will bring construction of an exciting new Leisure Centre closer to delivery with a new modern and efficient community facility that promotes wellbeing and healthy lifestyles. Our work to assist the most vulnerable in our community to remain independent and to combat isolation continues as a key priority, as well as our commitment to reduce homelessness and provide housing opportunity which is accessible to more residents in Surrey Heath.*

*We will take the next steps of our regeneration of Camberley Town Centre, including starting work on enhancements to the public spaces of the High Street, Princess Way and Pembroke Broadway and completing works on the final phase of The Square and the vacant BHS unit to allow it to be re-let.*

*Working in partnership with others – including the public, private and voluntary sectors – is key in our approach to deliver the best outcomes for our community and to make Surrey Heath an even better place to live, work and do business.*

Karen Whelan  
Chief Executive

Richard Brooks  
Leader of the Council

## PLACE

**Objective** – to make Surrey Heath an even better place where people are happy to live

**Priorities:**

- *Deliver an improved Camberley Town Centre for the benefit of all residents of the Borough*
- *Protect, manage and maintain our parks and open spaces including the provision of quality leisure facilities*
- *Encourage sustainable living and construction by promoting high quality building and design standards*
- *To reduce waste and increase the proportion of waste recycled and recovered*
- *Work with key partners to continue to keep the borough a very safe place to live*

**To make Surrey Heath an even better place to live in 2019/20 we will:**

- 1) Develop a new Local Plan to guide development in the Borough and address housing need. Consult with the public, businesses and partners on the draft plan in January and February 2020.
- 2) Reduce our environmental impact by ending the sale and provision of single-use plastics across our estates and operations wherever possible.
- 3) Monitor and manage the new Grounds Maintenance Contract for the Borough to deliver a consistent, flexible and responsive service. Monitor key performance indicators with the contractor on a monthly basis.
- 4) Work towards the construction of a new Leisure Centre to deliver a modern and efficient community facility to promote improved wellbeing and healthy lifestyles, with a planning application submitted during 2019.
- 5) Refurbish play areas across the Borough including at Frimley Lodge Park, Lightwater Country Park and Old Dean.

**In Camberley Town Centre in 2019/20 we will:**

- 6) Create vibrant and high quality public spaces by starting work on enhancements in the High Street, Princess Way and Pembroke Broadway in Camberley. Main construction works will start in July 2019 with a view to completing the enhancements by the end of 2021.
- 7) Finalise contractual discussions with the developer by September 2019 for the regeneration for the London Road Development site (along the A30 between Park Street and High Street). Aim for a planning application to be submitted by March 2020 to deliver a mixed use scheme.
- 8) Complete capital works to the vacant unit (formerly BHS) in Camberley by September 2019 to allow it to be re-let.
- 9) Promote high quality Town Centre events for the benefit and enjoyment of all, including the Camberley International Festival, Camberley Carnival and Christmas events. Attract visitors and income to Camberley and increase community engagement.

**Our targets for 2019/20:**

- 70% satisfaction ratings from people who use our town centre car parks
- 63% of household waste being sent for recycling, reuse and composting
- 95% of food premises that achieve 3 stars or above hygiene rating
- 100% of food premises are inspected within 28 days of being due

## PROSPERITY

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

**Priorities:**

- *Strengthen the Council's financial independence by increasing our own income*
- *Work with partners to support our urban and rural economy through strategic development planning and economic growth*
- *Support local businesses by encouraging economic development and improvements to local transport and other infrastructure*
- *Encourage inward investment by promoting Surrey Heath as a great place to live and work*
- *Deliver new development in the borough to strengthen the local economy*

**In 2019/20 we will:**

- 1) Identify projects that will deliver appropriate construction-led growth across the Borough by making the best use of our assets. Prepare a business case by June 2019 for setting up a Development Company.
- 2) Continue to invest in sound property acquisitions to sustain the local economy and council services as opportunities arise during the year.
- 3) Support the 'SHAPE' programme of 31 projects across Surrey. This involves using Government funding and working in partnership to deliver housing using already developed publically owned land.
- 4) Help businesses across the whole of Surrey Heath to grow and expand. Review and relaunch the Kevin Cantlon fund by June 2019 to meet a wider business need.
- 5) Introduce a Corporate Social Responsibility project by Autumn 2019 across Surrey Heath to benefit the community and local business.
- 6) Develop detailed proposals for land east of Knoll Road, Camberley, and proposals for office accommodation relocation and a community hub.
- 7) Open a Log In café / co-working facility by March 2020 to support agile working.

**Our targets for 2019/20:**

- Aim to exceed by 20% the Government target of determining 70% of non-major planning applications within 8 weeks
- Aim to exceed by 20% the Government target of determining 60% major planning applications within 13 weeks

## PEOPLE

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

**Priorities:**

- *Work with partners to improve the health and wellbeing of our community*
- *Support older and more vulnerable people to live independently in their own homes and remain active in the local community*
- *Use our green space to deliver a programme of sport and leisure activities supporting community engagement with all people*
- *Address housing needs within the community*

**In 2019/20 we will:**

***Improve health and wellbeing of the community***

- 1) Move towards a sustainable future for our community services in light of funding reductions and increased need in our population by working in partnership with others.
- 2) Work with Frimley Park Hospital and other partners to prevent hospital admissions and facilitate timely discharges.
- 3) Work with partners to improve air quality along the A331 (Blackwater Relief Road) to respond to a Government directive.

***Support older and more vulnerable people to live independently***

- 4) Continue to work with statutory and voluntary sector partners to support people in Surrey Heath to improve their health and wellbeing and reduce feelings of loneliness and social isolation through the established social prescribing service.
- 5) Support older and vulnerable people to remain independent in their homes by operating services such as Meals at Home, Community Transport, Community Alarm & Telecare and our Windle Valley Centre in Bagshot.

***Promoting the enjoyment of public spaces***

- 6) Use our assets such as Camberley Theatre and our parks to hold a range of community, cultural and sporting events for people living in and visiting the Borough, including Theatre in the Park, Frimley Lodge Live, GoTri and the Surrey Heath show.

***Supporting those with housing needs***

- 7) Continue work to prevent homelessness and support those at risk of losing their home through our private sector access scheme, Rent Choice. Work in partnership and commission services that meet local needs of our communities such as the Hope Hub.
- 8) Establish a Handyperson service in Surrey Heath, undertaking minor jobs, aids and adaptations to residents in need of support from April 2019.

**Our targets for 2019/20:**

- 6,500 people reached by the Heritage Service
- To reduce the % of 'inactive' (taking part in less than 30 minutes' physical activity a week) Surrey Heath residents according to Sport England's 'Active Lives' survey to 23%
- 55,000 people attending events at Camberley Theatre
- 24,000 journeys by community bus
- 28,500 meals at home served

## PERFORMANCE

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

**Priorities:**

- *Provide excellent customer service delivery*
- *Improve access to services through the use of technology*
- *Maximise every opportunity to improve the use of our land and buildings*
- *Regularly review our services and processes to ensure they continue to offer value for money*
- *Maintain services by working collaboratively with partners in the public, private and voluntary sectors*
- *Demonstrating our performance through monitoring and reporting*

**In 2019/20 we will:**

- 1) Work effectively and efficiently in partnership to improve our joint waste collection service, reduce waste, increase recycling, reducing contamination and reduce waste management costs. Agree proposals for improving recycling facilities in blocks of flats in summer 2019.
- 2) Deliver full Borough elections in May 2019.
- 3) Enhance digital access to services to improve the customer experience by encouraging self-service and making them more accessible. Communicate the range of ways that people can access our services efficiently in ways that meet their needs.
- 4) Continue to work collaboratively with other partners to minimise the impact of funding challenges on services for people who live and work in Surrey Heath.
- 5) Take an active part in discussions about the transformation of public services in the Borough and respond to consultations that affect Surrey Heath residents.
- 6) Relocate Citizens Advice Surrey Heath (CASH) into Surrey Heath House in April 2019 and the Hope Hub into the former CAB building in May 2019.

**Our targets for 2019/20:**

- New housing benefit claims processed within 20 days and changes to benefits within 10 days
- We will respond to all complaints within the complaint guidelines (2 day to acknowledge, 10 days to reply)
- 90% of customer satisfaction ratings received that are good or excellent
- 99% of Council Tax collected
- 99% of Business rates collected

## COMMENTS & FEEDBACK

We always welcome comments, suggestions and feedback on our plans and the way we write our documents and communicate them.

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You can speak to your local Councillor who will be able to pass your comments back if you wish.

Contact details for your Councillor can be found on our website

[www.surreyheath.gov.uk/council](http://www.surreyheath.gov.uk/council)

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