

Surrey Heath  
End of Year Report  
2018 - 2019



An aerial photograph of a lush green landscape. A winding road curves through the fields, leading towards a small, white building with a dark roof. The terrain is a mix of vibrant green grass and darker green patches, possibly trees or different types of vegetation. The overall scene is peaceful and rural.

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 2018 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 Report details our achievements and performance outcomes over the last 12 months.

This year has seen significant progress on a number of our regeneration projects for Camberley Town Centre, under our **PLACE** objective. The first phase of the refurbishment works in The Square were completed within budget. A contract for the redevelopment of the London Road Area was awarded and we have commenced initial public realm works to improve the High Street and Princess Way. A contract has been awarded for the delivery of a new facility to replace the existing Arena Leisure Centre, with the aim of opening the new Centre in Summer 2021, subject to planning consent being obtained. All these exciting projects will create a revitalised place to live, work and socialise for Surrey Heath's residents and visitors. More projects relating to Princess Way and Knoll Walk will be progressed this year.

Under our **PROSPERITY** objective, we continue to support and promote our local economy so that people can work and do business across Surrey Heath. There was a great response for our Business Breakfast last September and the Surrey Heath Business Awards in March. We consulted the public on potential development sites across the Borough in our 'issues and options' consultation in June and July and the feedback is informing our next steps in creating a Local Plan for Surrey Heath. We took steps to safeguard the future of local services by purchasing three properties shown to be sound investments for the Council. Our investments are within our Economic Development area.



**Karen Whelan**  
Chief Executive

Help for those across Surrey Heath who need additional support to live happily and healthily remains a key priority under our **PEOPLE** objective. Social Prescribing was launched in May 2018 with the aim of supporting people across the Borough to improve their health and wellbeing and reduce feelings of loneliness and social isolation, including in rural areas. There were 243 referrals to the service in the first 10 months. The Hope Hub-providing support for homeless people -commenced operation in July 2018, and moved into new premises from April 2019. We continued to promote active lifestyles and fitness for all, for example through our play area refurbishments, Surrey Youth Games, a community triathlon and a fitness programme in partnership with Camberley Indoor Bowls Club. Our Citizens Advice service in Surrey Heath now forms part of our suite of partners in Surrey Heath House ensuring the Police, CCG, DWP, Adult Services and Registrars and Citizens Advice Surrey Heath work closely together for the benefit of residents.

We have sustained our focus on our **PERFORMANCE** by aiming to be more efficient and effective and pursuing opportunities for partnership working. The roll out of the new Joint Waste Solutions service across Surrey is complete, and Surrey Heath continues to have recycling rates amongst the best in the Country. Work has taken place during the year to create a Community Lottery which will support our community grants and will launch in July. We continue to deliver a number of our key services such as Community Services, Family Support and Environmental Health in partnership with neighbouring authorities.

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



**Richard Brooks**  
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

Further phases of the refurbishment works in The Square, comprising Prince of Wales Walk, Main Square and Cambridge Walk were delivered within budget, and an official opening event was held to celebrate the completion in March 2019. Footfall and zone A rents improved as a result of the first phase of refurbishment in Grace Reynolds Walk. The former TReds store was refitted and Jack Wills opened in October 2018. Feasibility studies have been completed to inform the strategy for the next phase of refurbishment including Cambridge Square, Princess Way, the lifts and access to Main Square Car Park. Work is being commissioned to consider the options for the 'Big Spaces' in the town centre.



Select a development partner for the London Road Development Area (along the A30 between Park Street and High Street)

The Council awarded the contract for the development of the London Road Area to Keir Properties following an extensive procurement process during the year. The next steps are to complete the legal documentation and agree the timetable for the development.

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. Berkeley Homes took possession of Ashwood House in December 2018 and have started works on the conversion, which is on track for completion by the end of 2020. The Council is due to take possession of the Ground Floor commercial space in Summer 2019. The demolition of Pembroke House has been completed.

# Progress Update

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 were completed and the stair well walls have been refurbished. The lighting was replaced with brighter and less expensive LED lighting which will reduce the Council's carbon footprint. It is anticipated that this will deliver estimated savings on electricity of £30,000 per annum.

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.

The town centre public realm works have started. Project Centre, a specialist company, was appointed to draw up designs for the high street public realm and to provide indicative costs. Musson and Retallick were appointed as public artists in June 2018. A contract for the main works will be issued over the coming months.



# Progress Update

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

Planning permission has been approved. After a delay in releasing the land, work on the first 215 homes on the site has now commenced. They are due for completion by the end of 2020.

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

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.



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

A contract has been awarded for the delivery of a new facility replacing the existing Arena Leisure Centre following a lengthy competitive dialogue process. The aim is to open the new Leisure Centre in Summer 2021 subject to planning consent being obtained.



# 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 year the Council considered 47 potential acquisitions and purchased three which will safeguard employment sites and bring additional revenue to the Council to support the delivery of services across the Borough. Trade City, an industrial estate in Frimley was purchased in May 2018, Vulcan Way in Sandhurst in October 2018 and the Theta Office building in Frimley in March 2019.

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

The economic development team continues to promote business growth and respond to requests for targeted support depending on need, for example using Surrey Heath's "Open for Business" policy. A Medical Technology working group was established to strengthen an important local business sector. The Council commissions start-up

business advice from the Chamber of Commerce, helping 19 business in 2018. Work has commenced in partnership with Surrey University to look at the potential benefits from improved connectivity across the Borough.

*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 two grants have been awarded in Frimley and Windlesham with a further two grants submitted awaiting approval.



# Progress Update

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

The Council investigated the possible conversion of some of its empty property into a business hub/co-working space and further feasibility is being undertaken. Whilst this work is ongoing a potential hub has also been included in the specification for the new London Road Development Area and in the work considering a new Community Hub.



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 at the start of June 2018 and this closed at the end of July 2018. During this period a number of local planning roadshows were held across the Borough by planning staff to enable the public to feedback their views and concerns. Consultation responses will be reported and the Council's response to comments received will be published alongside the Submission version of the Local Plan in late 2019/20.

# Progress Update

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

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 in September 2018 and Surrey Heath Business Awards in March 2019.

A new website “Camberley Be Inspired” has been created, which together with other collateral is helping to position Camberley positively for investment to developers, investors and retailers. These materials were launched at REVO (a national retail conference

for developers and investors) last September.

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

The SHAPE (Surrey Homes and Property Enterprise) partnership board has been set up with the purpose of identifying projects across Surrey that can be bought forward for redevelopment. 41 projects have been identified including the Land East of Knoll Road, Camberley. Funding from One Public Estate has been secured for five of 11 sites in Phase One and further funding streams are being sought.



# 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/PHE 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 continued to run over the summer period. Surrey Heath CCG

provided blood pressure and Heart arrhythmia testing as well as health advice 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 people in Surrey Heath to improve their health and wellbeing and reduce feelings of loneliness and social isolation. The scheme has now been extended to include the voluntary sector giving a single point of access. 243 referrals were received in the first 10 months.

A variety of events were held to promote physical fitness across a variety of groups including Camberley Community Sprint Triathlon, Surrey Youth Games and 'Bfit' – a fitness programme at Camberley Indoor Bowls Club.



# 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 125 disabled facilities grants were approved, enabling residents to stay in their own homes.

In addition we have delivered over 43,000 hot meals to our vulnerable residents - an increase of 10% on the previous year. We have 1023 community alarm units supporting 1172 residents with 13 clients using our CareAssist equipment. This enables the full-time carer to be able to have respite within the home, especially at night. We also have seven clients with GPS tracking devices. Over the past five years the number of residents using our community alarm service has increased by over 50%.



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

The Hope Hub commenced operation in July 2018 and is providing support for homeless people with a current case load of around 30. The Hope Hub moved into new premises in April 2019 (the former CAB building, Camberley). The lack of affordable housing within the Borough is increasing pressure on bed and breakfast accommodation. There were four families in bed and breakfast in early April 2019.

New affordable homes have been delivered in Chobham in partnership with Vivid Housing Association.

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

A consultation on new play equipment is currently underway, closing 6 May 2019. The refurbished cafe/visitors centre at Lightwater is attracting 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 licences and fishing lessons is also proving increasingly popular. In addition, the herd of goats kept at the park over the summer and

# Progress Update

the recently introduced beehive have proven popular attractions – especially with local school and community groups as well as promoting conservation and biodiversity. The Greenspace team has 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 Boroughs parks and recreation grounds*

Work has been completed Briar Avenue and Cheylesmore Drive. A consultation is underway on new equipment in the Old Dean. Work on Frimley Lodge and Lightwater Country Park play areas will commence in 2019.

*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 been completed and is informing on-going assessment of sports facilities within the Borough.



*Deliver high quality events and activities including: Frimley Lodge Live, G10-Tri, Camberley International Festival and Camberley Carnival.*

During the last year the Camberley International Festival, Camberley Carnival, Camberley Beer Festival, Open Air Theatre and Triathlon all took place and were attended by over 3500 people. Frimley Lodge Live music festival had its best year ever with over 3000 tickets sold. A full programme of “Be Enchanted” events took place over the Christmas period including Ballet, Panto, Christmas Lights Switch On and Christmas Parade to attract customers to Camberley and support local businesses. Following the campaign there were year on year increases in visitor numbers attending the Christmas Lights switch On, and Christmas Grotto and an increase in the revenue for the pantomime at Camberley Theatre.

# Progress Update

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 the summer 2018 Surrey Youth Games and will be again for the Summer 2019 Games. Numbers of volunteers (who support heritage, conservation and community events) have increased from 53 at the end of 2017/18 to 78 at the end of 2018/19.



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

The opportunity to co-design a new service has not yet been forthcoming due to a change in partners' priorities. Individuals with early on-set dementia are currently accessing services. This will form part of the review of service development in light of funding reductions.



# 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 the Council. This system stores documents in the cloud making them accessible from anywhere, 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 a year. Work is underway to implement a new system for a number of the Council's front-line teams later in 2019, which will increase the opportunities for customers to access services online.



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

During the last year, Council staff have continued to work closely with our co-located partners such as the Department for Work and Pensions (DWP), Clinical Commissioning Group (CCG), Surrey County Council (SCC) and the Police. Citizens Advice Surrey Heath (CASH) relocated in to Surrey Heath House, thereby providing an additional service under one roof, in March 2019.



# Progress Update



*Identify commercial opportunities to increase income and support the Council's future sustainability.*

Over the year the Council has increased the services it sells to Joint Waste Solutions as the service has expanded.

The Council has continued to seek to invest in property for income generation and purchased three properties during the year.

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

A community lottery for Surrey Heath is being launched in July 2019 which will 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 (Surrey Heath, Woking, Elmbridge and Mole Valley). Surrey Heath is the administering authority for the partnership. Joint Waste Solutions has continued to work with the contractor to iron out problems, in particular missed collections, which have been an issue in particular areas of the Borough. The 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.



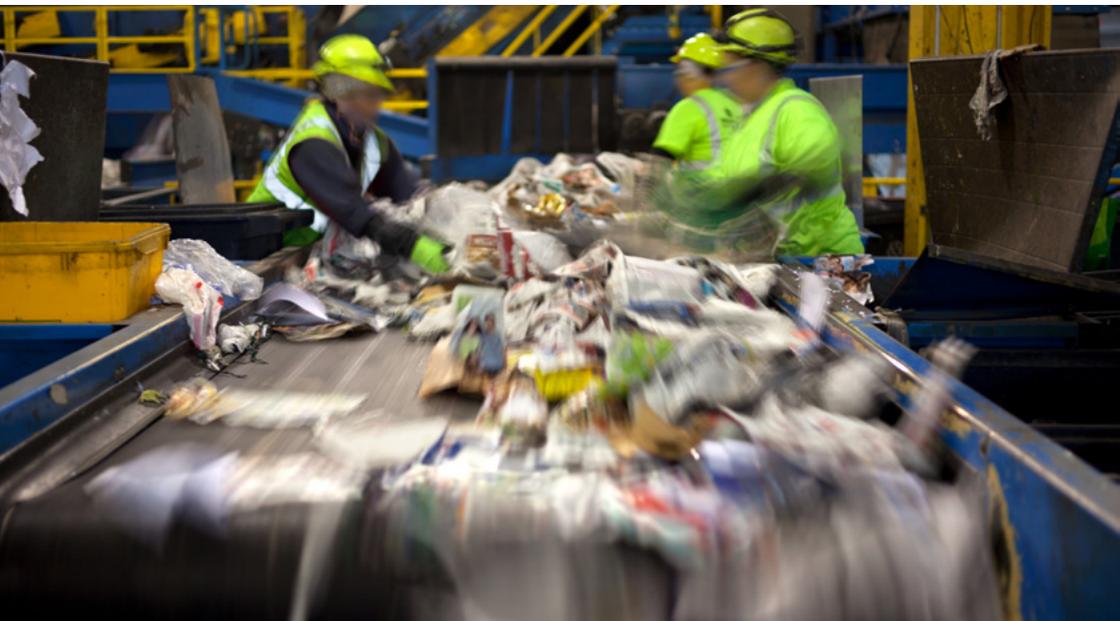
# Progress Update

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

The Surrey Environment Partnership (SEP – formerly Surrey Waste Partnership) 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 SEP 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 by Surrey County Council, have transferred to Surrey Heath under TUPE arrangements and funding.

The joint work carried out by the partnership has made Surrey 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.



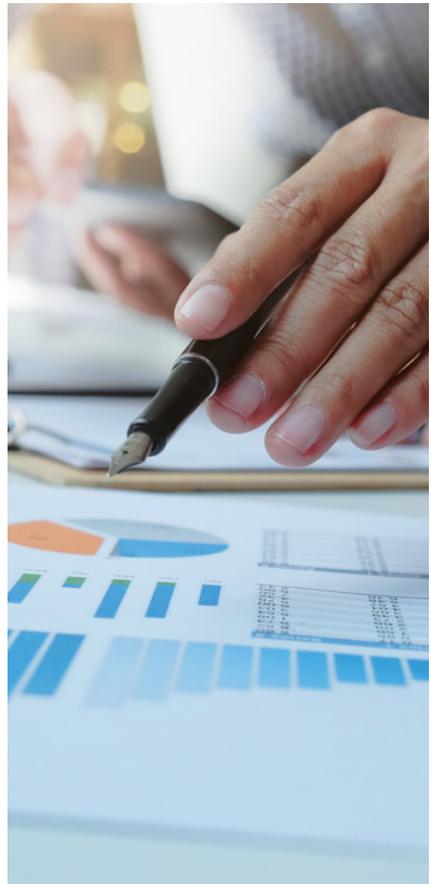
# Progress Update

*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 year, including:

- 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 and share a Family Support Team.
- Working on a number of partnership initiatives with Adult Social Care; Surrey Heath Clinical Commissioning Group (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 jointly procured Pest Control, Dog Control and Out of Hours contracts which have reduced costs.



# Progress Update

- 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 Borough councils in 2017 to address air quality issues along the A331 Blackwater Valley Road. An outline business case has been endorsed by the partnership authorities and approved by Defra.
- Discussions are underway

with Surrey County Council about different opportunities to collaborate at Borough level to make best use of resources. The Council responded to five consultations from Surrey County Council as part of its transformation plans in December 2018.

*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 May 2019 Local Elections.



# Additional Success Measures

In addition to the projects outlined we have achieved:

KEY:

GREEN On track or above

AMBER Within 5% of target

RED Between 6% - 10% of target

## Place

	TARGET	ACHIEVED
Percentage of household waste sent for recycling, reuse and composting	63%	61%* (estimated)
Occupancy rate of Camberley Town Centre car parks	55%	58.15%
Percentage of food premises achieving a hygiene rating of 3 stars or more	95%	97.17%

\* This is a stretch target. SHBC remains one of the top performers nationally for recycling rates. Final annual figure subject to data checks. Rolling year to Q2 2018/19 confirmed as 60.9%.

## Prosperity

	TARGET	ACHIEVED
Increase in Council Tax Base	35,787	36,492
Increase in Business Rates Base	2,589	2,677
Percentage of Non Major Planning Applications determined within 8 weeks	65%	89.80%
Percentage of Major Planning Applications determined within 13 weeks	60%	96.87%

# People

	TARGET	ACHIEVED
Users of the Arena Leisure Centre	500,000	453,225*
Sports Pitch Income	£110,000	£137,041
Number of journeys by community bus	24,000	26,740 (booked journeys) 20,633** (actual journeys)
Meals at Home Served	28,500	43,133

\* Contract has been awarded for the delivery of a new facility replacing the existing leisure centre

\*\* Cancellations often due to ill health. Target based on number of booked journeys

# Performance

	TARGET	ACHIEVED
Average time to process Housing Benefit and Council Tax Benefit Claims	15 days	5.26 days
Complaints responded to within 10 days	90%	100%
Council tax collected	100%	99.24%
Business rates collected	100%	99.58%
Customer satisfaction rating of 'good' or 'excellent'	90%	100%

## Comments & Feedback

We always welcome comments, suggestions and feedback (critical or otherwise) 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](http://www.surreyheath.gov.uk)

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