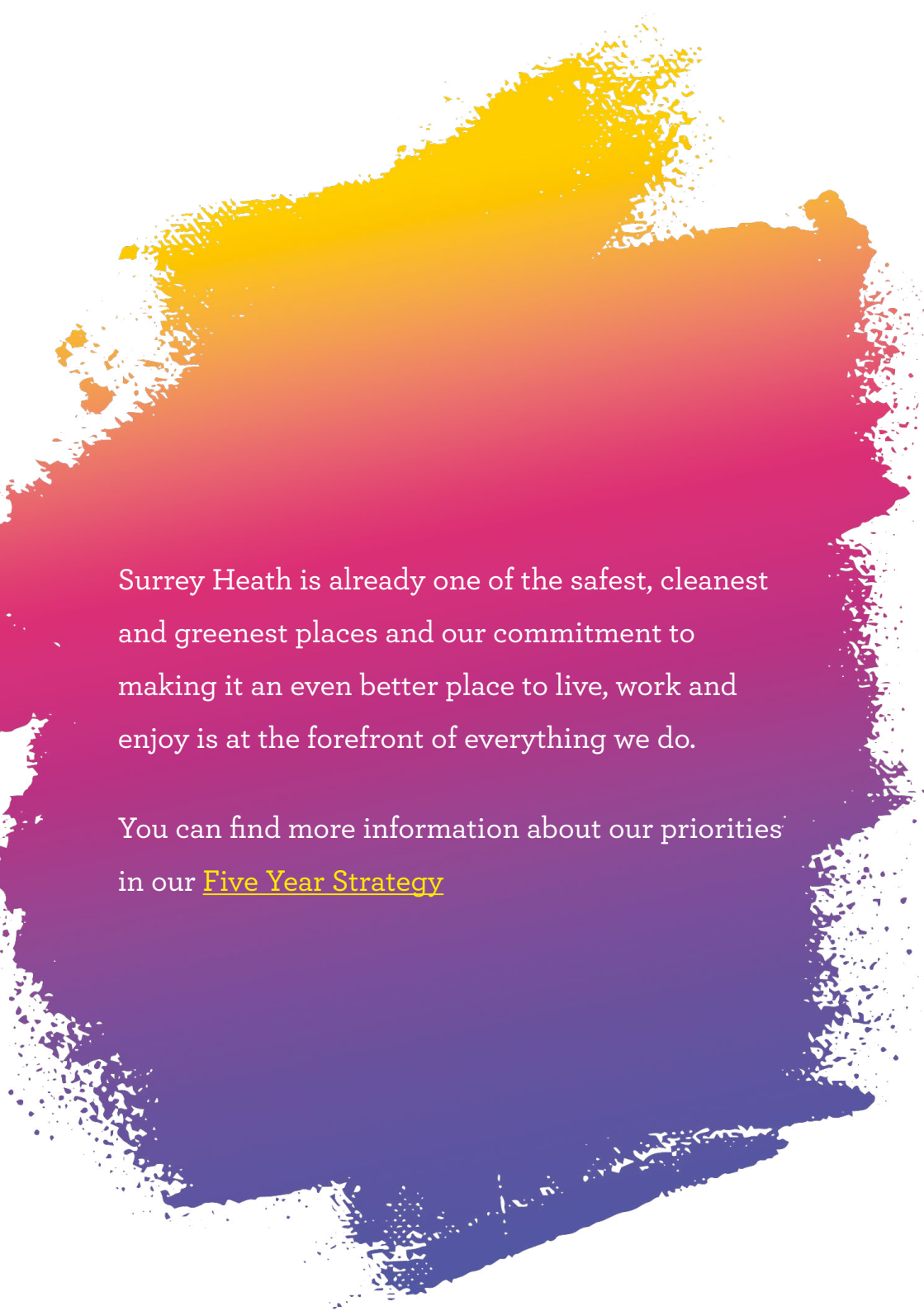


Surrey Heath Mid Year Update

APRIL 2019 - SEPTEMBER 2019





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

In March 2019 we published our Annual Plan for 2019/20 and our vision for making Surrey Heath an even better place to live, work and enjoy. This Report details our progress over the first six months of the year.

An important focus under our PLACE objective is working with partners to assist our vibrant villages. Our newly formed Villages Working Group has identified future challenges, aspirations and work-streams which will inform our priorities in the future. The project to deliver a new Leisure Centre for the Borough has moved forward considerably with a planning application approved in August and demolition of the old centre underway. A fantastic new playground opened in Frimley Lodge Park in time for the school summer holidays. The regeneration of Camberley town centre continues to progress, notwithstanding some delays to timescales, as we work to improve the area for residents, businesses and visitors.

Under our PROSPERITY objective, we continue to support and promote our local economy so that people can work and do business across Surrey Heath. We have secured Government grant funding to support the future vitality of the town centre, and continue to safeguard the future of local services by monitoring closely the performance of our investments and looking for future purchase opportunities.

Help for those across Surrey Heath who need additional support to live happily and healthily remains a key priority under our PEOPLE objective. We are moving 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. We launched “Home Safe” at Frimley Park Hospital and Farnham Hospital to allow older patients to be discharged to a “safe” home. Our social prescribing project, which supports people across the Borough to reduce feelings of loneliness and social isolation, is being extended as funding has been secured for two more social prescribers.

We have sustained our focus on our PERFORMANCE by being more efficient and pursuing opportunities for partnership working. Citizens Advice Surrey Heath is now operating and supporting residents from our offices at Surrey Heath House. Our Community Lottery which will support our community grants launched in July. We continue to deliver a number of our key services such as Community Services, Joint Waste Solutions and Family Support in partnership with neighbouring authorities.

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

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

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 local plan in January and February 2020.

STATUS

Current  On Track

Expected  On Track

The Council is on track to hold a Local Plan consultation on Draft Planning Policies for the Borough in early 2020. Progress is reported regularly to the Members' Local Plan working group.

Reduce our environmental impact by ending the sale and provision of single-use plastics across our estate and operations wherever possible.

STATUS

Current  On Track

Expected  On Track

The Council has adopted a "Single Use Plastics" Strategy. Actions so far include removing single use plastics from the Council Chamber and a change to compostable 'veg-ware' for cups, lids and stirrers at Camberley Theatre since Summer 2018. The Theatre is about to launch re-usable containers to reduce waste.

In the town centre, we have a new water station to help reduce the need to purchase single-use water bottles.

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.

STATUS

Current  On Track

Expected  On Track

The Council is in the first year of a five year contract. We continue to monitor contract Key Performance Indicators (KPIs) and challenge performance.

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.

STATUS

Current  On Track

Expected  On Track

A contract to design, build, operate and maintain a new leisure centre started in April. The Arena Leisure Centre closed at the end of August and demolition started immediately. Planning permission for the replacement leisure centre was granted in August 2019.

A number of fitness classes have relocated to Camberley Theatre while the new centre is being built. The current programme features 30 weekly classes including group cycling, Pilates and HIIT.

The new centre will open in 2021.

Refurbish play areas across the Borough including at Frimley Lodge Park, Lightwater Country Park and the Old Dean.

STATUS

Current ● On Track

Expected ● On Track

A new £150k Frimley Lodge Park playground opened on 18 July 2019 in time for the school summer holidays. The new play area design was developed through a public consultation involving park users, local schools and residents, and chosen via a public vote.

The Lightwater Country Park playground is being installed and is due to be opened (weather-permitting) in early November.

The consultation on the Old Dean playground is underway.

Camberley Town Centre: Create vibrant and high quality public spaces by starting work on enhancements in the High Street, Princess Way and Pembroke Broadway. Main construction works will start in July 2019 with a view to completing enhancements by the end of 2021.

STATUS

Current ● Delay

Expected ● On Track

The works are due to start in January 2020. The reschedule has been due to a delay in the delivery of materials.

The expected completion of the enhancements is on target.

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 site.

STATUS

Current ● Delay

Expected ● Delay Revise Targets

Negotiations with developer underway.

Pre-planning application discussions are in progress. The revised targets for this objective are for a planning application to be submitted mid-2020, with development anticipated to be underway in early 2021.

Meetings have been held with tenants and interested parties to keep them updated on progress and transition arrangements.

Complete capital works to the vacant unit (formerly BHS) in Camberley by September 2019 to allow it to be re-let.

STATUS

Current  Delay

Expected  Delay Revise Targets

The contract with Berkley Homes specifies that Berkley Homes will handover the unit to the Council on 20 November 2019.

The Council has considered options for use of the space including opportunities to let or find alternative uses. Proposals for future use will be considered by the Executive before the end of 2019.

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.

STATUS

Current  On Track

Expected  On Track

The White Elephant Film Festival attracted over 3,000 entries from across the world. Workshops were attended by 100 local students.

The first Camberley Comedy Festival in May 2019 was a sell-out. Free Children's Workshops took place in the tee pee in the park before a show

by emerging artists of the UK comedy scene.

The Camberley Carnival took place on 22 June 2019 featuring a live music stage, an acrobatic comedy act, a circus art installation, together with a host of displays from local community groups and a parade through the town centre. 17 parade entries containing 441 entrants took part in the parade. An estimated 1,500 people attended the carnival.

We will work with partners to assist our vibrant villages looking for every opportunity to help them evolve and add to the community they serve.

STATUS

Current  On Track

Expected  On Track

A cross-party Villages Member Working Group has been set up and an initial workshop session held 8 October to identify potential challenges, aspirations and work-streams. A further meeting to agree next steps is being held 18 November 2019, including themes such as community transport, health & wellbeing and economic development.

Place

	Target	Quarter 1 Result	Quarter 2 Result
Percentage of household waste being sent for recycling, reuse and composting	63%	62.80%	61.80%
Percentage of food premises that achieve a hygiene rating of 3 stars or above	95%	96.50%	96.73%
Percentage of food premises that are inspected within 28 days of being due	100%	93.00%	97.00%

* Please note that this figure is estimated and based on the recycling rate of the same quarter from the last financial year, as this should help account for any seasonal variations. This figure may however be subject to change.

KEY:

GREEN On track or above

AMBER Within 5% of target

RED Between 6% - 10% of target

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 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

Strengthen the Council's financial independence by increasing our own income

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

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.

STATUS

Current  Delay

Expected  Delay

Feasibility studies undertaken to identify which assets have potential for construction-led growth.

The agreement of next steps with potential sites is integral to the business case of setting up the company.

Continue to invest in sound property acquisitions to sustain the local economy and Council services as opportunities arise during the year.

STATUS

Current  On Track

Expected  On Track

The Council continues to be active in the property market, assessing investment opportunities as they arise. 22 potential acquisitions have been considered since April.

The Treasury Strategy for 19/20 was agreed by the Executive in February 2019. The Treasury Outturn report for 2018/19 was reported to the Executive in October 2019.

Support the 'SHAPE' programme of 31 projects across Surrey. This involves using Government funding and working in partnership to deliver housing using already developed publicly owned land.

STATUS

Current  On Track

Expected  At Risk

The Council continues to support the SHAPE programme. The next round of bids to One Public Estate (OPE) will take place shortly and there are 11 projects in this tranche with approval for five which was highest in region.

Surrey County Council has advised of their withdrawal from the programme, which means the programme is under review.

Help businesses across the whole of Surrey Heath to grow and expand ensuring that every opportunity is made to make connections right across the Borough from village to town and beyond. Review and relaunch the Kevin Cantlon fund by June 2019 to meet a wider business need.

STATUS

Current  On Track

Expected  On Track

The review of the Kevin Cantlon fund has been completed. The fund has continued to be available to local businesses to improve shop fronts across the Borough. Four applications

were approved this year from businesses in Frimley, Camberley, Chobham and Windlesham.

A 'Med Tech' group to support a key local business sector was set up and handed over to a business support organisation to continue.

The Economic Development team is working with the EM3 Local Enterprise Partnership (LEP) and the Department for International Trade (DIT) to support their roll-out of Brexit preparation workshops.

Introduce a Corporate Social Responsibility project by Autumn 2019 across Surrey Heath to benefit the community and local business.

STATUS

Current  On Track

Expected  On Track

The Council is working to deliver this with the Community Matters Partnership Project (CMPP); a charity that runs corporate social responsibility schemes for business to support communities and schools. Surrey Heath businesses are already able to apply.

Develop detailed proposals for land east of Knoll Road, Camberley, and proposals for office accommodation relocation and a community hub.

STATUS

Current  On Track

Expected  On Track

Secured grant funding from OPE (One Public Estate). Feasibility plans are being considered linked to wider town centre projects.

Open a Log In café / co-working facility by March 2020 to support agile working.

STATUS

Current  On Track

Expected  On Track

Options for delivering a co-working facility are being reviewed. On track to deliver by March 2020.

Prosperity

	Target	Quarter 1 Result	Quarter 2 Result
Non-major planning applications determined within 8 weeks (Government target 70%)	84%	89%	84%
Major planning applications determined within 13 weeks (Government target 60%)	72%	67%	50%*

* Two major planning applications issued in quarter 2, with one out of time. The cumulative result over the last two years is 88%.

KEY:

GREEN On track or above

AMBER Within 5% of target

RED Between 6% - 10% of target

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

Use our green space to deliver a programme of sport and leisure activities supporting community engagement with all people

Support older and more vulnerable people to live independently in their own homes and remain active in the local community

Address housing needs within the community

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.

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.

STATUS

Current  On Track

Expected  On Track

Surrey Heath and Runnymede Borough Councils have worked in partnership to deliver services to older and vulnerable residents in both boroughs enabling them to remain independent in their own homes. Achievements include:

- 1) Extending the range of technology for helping people remain safe in their homes
- 2) Increasing the number of community alarm customers by 33% between 2015 and 2019
- 3) Increasing the number of meals at home customers by 36% between 2015 and 2019
- 4) Launched “Home Safe” at Frimley Park Hospital and Farnham Hospitals to allow older patients to be discharged to a “safe” home and releasing beds for other patients.

Committee reports are being considered by both authorities to

propose a new structure of working across the partnership area.

The Council is reviewing a number of commercial opportunities which will raise additional income and sustain and improve the service. This includes the use of Community Transport buses to deliver Special Educational Needs and Disability (SEND) transport contracts and to extend the meals service into neighbouring areas.

Work with Frimley Park Hospital and other partners to prevent unnecessary hospital admissions and facilitate timely discharges.

STATUS

Current  Delay

Expected  Delay

Re-tendering of the ‘Home from Hospital’ contract at Frimley Park Hospital has been delayed. Adult Social Care is setting up a ‘Surrey Heath’ ward at the hospital as a pilot to support timely discharges.

SHBC is providing Homesafe Plus and a hospital discharge transport service as part of the pilot. It is hoped this service could be extended in the future.

Work with partners to improve air quality along the A331 (Blackwater Relief Road) to respond to a Government directive.

STATUS

Current  *On Track*

Expected  *On Track*

A 50 mph speed limit on A331 Blackwater Relief Road was delivered in summer 2019 ahead of schedule. The monitoring of air quality improvements is ongoing.

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, especially in rural areas.

STATUS

Current  *On Track*

Expected  *On Track*

Funding for the service was approved for a further 12 months and discussions about longer term funding are underway. Surrey Heath Federation of GPs has secured funding from NHS England for two Social Prescriber posts (bringing total across Surrey Heath to five) which are hosted and managed by the Council.

In the first two quarters of this year, 250 referrals have been received. There have been 246 wellbeing surveys completed to measure the changes in an individual's wellbeing

following the intervention. All surveys demonstrated a positive improvement.

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.

STATUS

Current  *On Track*

Expected  *On Track*

The Surrey Heath Show was held on 18 May 2019 with an estimated attendance of around 7,000. Almost £3,000 surplus was raised to be awarded to local good causes.

The Treasure Island Panto in the Park was held on 6 July with over 100 attendees.

The Second Camberley Beer Festival was held 26 – 27 July, exceeding the target of breaking even in year two and generating profit of over £3,000.

Frimley Lodge Live was held 3 & 4 August. 2,948 tickets were sold across the 2 day event.

The Council is planning a 'Duathlon' format (cycle and running) for the GoTri event in March 2020 due to the closure of the Arena swimming pool.

Continue 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 community such as the Hope Hub.

STATUS

Current  *On Track*

Expected  *On Track*

The Homelessness and Rough sleeping strategy 2019/23 was agreed by the Executive 16 July.

There has been a 200% increase in homelessness applications since the introduction of the Homelessness Reduction Act. The Housing Team continue to work to prevent homelessness in partnership with organisations such as the Hope Hub. 69 cases of homelessness have been prevented so far in 2019/20.

A successful bid has been made for Government funding from the Rough Sleeper Initiative to support single homeless people in the Borough.

Establish a Handyperson service in Surrey Heath, undertaking minor jobs, aids and adaptations to residents in need of support from April 2019.

STATUS

Current  *Delay*

Expected  *On Track*

Confirmation of funding for the Handyperson service has now been received from the Better Care Fund. The intention is to deliver this service in partnership with Woking Borough Council and a service level agreement is being agreed.

Woking is currently recruiting for personnel to extend the service. In the interim, arrangements are being discussed for the existing resource to cover the Surrey Heath area for Homesafe+ referrals and key safes required through Community Alarm and Meals at Home services.

People

	Target	Quarter 1 Result	Quarter 2 Result
People reached by the Heritage Service	6,500 (Annual Target)	2,302	2,285
Reduction in the percentage of inactive Surrey Heath residents taking part in less than 30 minutes' physical activity a week (according to Sports England 'Active Lives' survey)	23%	22.70% (Nov 17 – Nov 18 data)	21.00%* (Nov 18 – Nov 19 data)
People attending events at Camberley Theatre	55,000 (Annual Target)	10,951	10,934**
Number of journeys by community bus	24,000 (Annual Target)	4,812 (6,082 booked)	4,884 (6,233 booked)
Meals at Home delivered Cancellation must be made by 10am otherwise clients are charged	28,500	12,284	12,147

* Sports England's Lives Survey data is published twice a year in April and October covering a rolling years' worth of data

** Up from 6065 from same period in 2018. Currently at 21,885 for the year

KEY:

GREEN On track or above

AMBER Within 5% of target

RED Between 6% - 10% of target

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

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.

STATUS

Current  On Track

Expected  On Track

The restructure of the Joint Waste Solutions team is complete and now fully staffed.

61.9% of household waste was recycled in 2018/19 up from 61.4% in 2017/18.

Funding has been agreed by the Surrey Environment Partnership for improvement work at flats to start in 2020. Trialling of food waste collections will also take place in nominated blocks of flats.

Talks to community groups about recycling have taken place to help improve recycling rates. A contract-wide contamination improvement project is underway which includes a communication campaign which will be delivered in November 2019 and again in the New Year.

Deliver full Borough elections in May 2019.

STATUS

Current  Complete

Expected  Complete

Borough elections were held 2 May 2019 and European elections held 23 May 2019.

Enhance digital access to services to improve the customer experience and by encouraging self-service and making them more accessible. Communicate the range of ways that people can access our services efficiently in ways to meet their needs.

STATUS

Current  On Track

Expected  On Track

Uniform (a new system covering a range of Council services including Planning, Land Charges, Enforcement and Environmental Health) is in the process of being rolled out. For Planning this includes a new public access self-service portal which went live in October 2019. This includes the potential for the public to sign up for an alert system, e.g. for new planning applications.

Recently rolled out internal tools including 'Box' document management, 8x8 phone system and new hardware increase agile working for staff to improve service delivery.

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.

STATUS

Current  *On Track*

Expected  *On Track*

On-going collaboration via the Surrey Chief Executives' Surrey Next Programme and Transformation Lead cluster group.

On-going partnerships with other Surrey Authorities increases resilience and lowers costs; for example the Joint Waste Solutions partnership, shared Family Support Team and the Community Services partnership.

Take an active part in discussions about the transformation of public services in the Borough and respond to consultation that affect Surrey Heath residents.

STATUS

Current  *On Track*

Expected  *On Track*

The Council continues to respond to consultations as they are received, including the recent Fire Service Consultation, Heathrow Consultation and The Southampton to London Pipeline Project.

The Surrey Heath Partnership continues to meet on a quarterly basis including representatives from the public, private, voluntary and

community sectors. The 2019/20 Surrey Heath Community Safety Partnership Plan includes targets for Safeguarding & Health, Business, Crime and Shared Policies & Procedures.

Relocate the Citizens Advice Surrey Heath (CASH) into Surrey Heath House in April 2019 and the Hope Hub into the former CAB building in May 2019.

STATUS

Current  *Complete*

Expected  *Complete*

CASH relocated to Surrey Heath House in April 2019 and the Hope Hub charity relocated in May 2019. Positive feedback has been received from both partners.

Performance

	Target	Quarter 1 Result	Quarter 2 Result
New housing benefit claims processed within 20 days and changes to benefits within 10 days	20 days (New)	20.0	17.2
	10 days (Changes)	2.6	2.9
Council Tax collected	99.25% (Annual Target)	29.12%	27.81% (56.93% year to date)
Business Rates collected	99.25% (Annual Target)	29.00%	26.49% (55.49% year to date)

KEY:

GREEN On track or above

AMBER Within 5% of target

RED Between 6% - 10% of target

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

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