

Surrey Heath Borough Council
Performance & Finance Scrutiny Committee
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Net Zero, Wellbeing & Environment Portfolio Update

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Summary and purpose

The purpose of this report is to update the Performance and Finance Scrutiny Committee on the areas of work carried out by services within the Net-Zero, Wellbeing & Environment portfolio. The report covers information such as key activities, events and performance over the last 12 months and reference to future work activities within the relevant service areas.

Recommendation

The Performance and Finance Scrutiny Committee is requested to consider and comment on the update on work areas contained within the Net-Zero, Wellbeing & Environment portfolio.

1. Background and Supporting Information

- 1.1 The Net-Zero, Wellbeing & Environment portfolio covers a wide range of public facing services. The areas covered are:
- a. Air Quality
 - b. Climate Change
 - c. Corporate Enforcement
 - d. Emergency Planning & Business Continuity
 - e. Environmental Health,
 - f. Health & Safety
 - g. Health & Wellbeing
 - h. Licensing
 - i. Recycling and Refuse
 - j. Street Cleansing

2. Air Quality

- 2.1 Air Quality is monitored by the Environmental Control team within Environmental Health. The service issues permits and monitors 22 businesses in Borough with regard to the control of pollutant emissions. These premises include dry cleaners, vehicle paint sprayers, petrol stations and an animal feed manufacturer.
- 2.2 The service also carries out air quality monitoring across the Borough with results showing that current national health-based air quality objectives are being met locally. Monitoring is carried out by means of a real time monitoring station adjacent to the M3, diffusion tubes at 51 sites across the Borough and deployment of the portable air quality monitor purchased with a successful Defra grant in 2023. To date the monitor has been deployed at 6 sites including a school in Frimley, residential areas near the M3 in Camberley, Windlesham & Bagshot and two Camberley town centre locations.
- 2.3 More detail on Local Air Quality Management is contained in the dedicated report which is also on the Performance and Finance Scrutiny Committee agenda.

3. Climate Change

- 3.1 The main achievements in 2023/24 are:
- Funding has been secured to install solar panels on Places Leisure Camberley and to install a pool cover.
 - Continuing to deliver 46 EV chargers in our public car parks around the borough.
 - Compiling and submitting a bid for Public Sector Decarbonisation Scheme for heating electrification upgrades at the theatre. Bid valued at £660,000.
 - Completed lighting efficiency works at Knoll Road Car Park, reducing electricity demand by 66% and saving £29,000 per annum, a payback of 1.5 years.
 - Costing solar panel works on all operational buildings. Work has been started to assess solar capacity and cost of installation on the Square shopping centre and the viability of owning a solar farm
 - Climate change training offered to all Councillors in October 2023 and to all staff from March 2024.
 - Paper written on “SHBC’s journey to net zero” assessing the projects necessary to reach net-zero, likely costs of work, and developing a workplan for key infrastructure works.
 - Paper written on “Accelerating the Climate Change Action Plan” which details the actions and structures needed to accelerate our climate work.

Update on Climate Change Action Plan progress

- 3.2 Since the start of the CCAP 2019 we have completed 14 actions, of which the key actions completed are:
- Create a monitoring framework for the Action Plan to monitor progress.
 - Develop and implement an Energy Strategy for the Council to deliver Energy actions, working with partners including the Surrey Energy Partnership and Surrey Climate Commission.
 - Change electricity supply to a 100% green energy tariff for Council owned and operated buildings.
 - Continue to implement and develop agile working practices to reduce employee journeys and business miles.

Climate Change Action Plan - Changes

- 3.3 The Climate Change Action Plan consists of 45 actions, this does not include actions listed as complete, which have been removed from active monitoring. Last year, councillors had asked for a clear 'action status' to be added to each action. Where there is active progress against an action, a modified RAG rating has been applied. These categories are Started – delivery on target, Started – delivery delayed & Started - delivery at risk on non-completion. In addition, there is also a business as usual category. This indicates an ongoing action which has no completion date and will often need to be repeated several times. For example, 'Assess and publish the Council's carbon emissions each year'.
- 3.4 In addition, where an action is not actively progressing, we have two other status indicators, Not Started & Closed. While the meaning on Not Started may be clear, Closed may be less so. A closed action status refers to an action which is now no longer considered viable and is therefore being removed. This could be caused by a number of reasons such as a new but similar action being added to the plan, or a change in service provision or goals.
- 3.5 A small number of actions have had a small change to the name of the action, to greater emphasise the objectives the council wants to achieve. Going forward, it is also suggested that five new actions are added to the action tracker. Two of these new actions are the result of splitting broader actions to provide more focus on key elements. All these changes will be provided to CCWG to review in detail and accept changes as necessary
- 3.6 Of the 45 actions we are tracking, we have 10 Energy actions, 8 Transport actions, 8 Environment actions, 8 Behaviour Change actions, 9 Operations actions and 2 Monitoring actions.

	Actions by Theme and Status 2024 P&F					
	Energy	Transport	Environment	Behaviour Change	Operations	Monitoring
Not Started	-	2	1	1	2	1
Started - delivery on target	2	2	5	2	3	-
Started - delivery at risk of delay	1	1	-	-	-	-
Started - delivery at risk of non-completion	2	-	-	-	1	-
Business as usual	5	3	2	5	2	1
Closed	-	-	-	-	1	-
Total Actions	10	8	8	8	9	2

3.7 Of these actions, 32 are either on target or business as usual actions, meaning that only 13 actions (28%) are either at risk of delay, non-completion or have not been started. Among these actions, both a lack of staff resource and capital funding has been mentioned as a drag on delivery.

3.8 Of the 5 actions that are at risk of delay, these are mostly large infrastructure projects or actions that require significant capital to deliver them.

3.9 Of the 7 actions that have not been started, 4 are considered to be low priority, 2 medium and 1 a high priority action. Of the medium and high priority actions that have not been progressed, staff capacity is the biggest reason for the action not being progressed as yet.

4. Corporate Enforcement

4.1 The Corporate Enforcement Team deals with several statutory enforcement functions on behalf of the Council including:

- Planning enforcement
- Abandoned vehicles
- Environmental crime e.g. fly tipping and other unlawful disposal of waste
- Unauthorised encampments
- Social housing/Council tax fraud
- Anti-social behaviour
- Dog on dog attacks

4.2 Following completion of a restructure, which was completed in March 2023, the service currently totals 12 team members, 4 of which work part time hours. In the main, the level of referrals received have significantly increased as detailed in the table below.

CASES	2023	Variation from 2022
Abandoned vehicles reports	300	+27%
Disposal authorised	13	+80%
Dog-on-dog attack reports	28	+115%
Anti Social Behaviour complaints	60	+252%
Community Protection (Warning) Notices issued	25	+108%
Community Protection Notices issued	9	+80%
Planning Enforcement referrals	205	+11%
Planning Enforcement Notices Issued (EN, BCN)	14	+27%
Unauthorised Encampments	11	+83%
Waste offences	34	-8%
Fixed Penalty Notices issued (waste offences & abandoned vehicles)	9	+50%
Prosecutions (pending)	3	+50%

4.3 In relation to the planning enforcement function, in accordance with the Council's adopted Local Enforcement Plan, performance is measured against an 80% target of first action within a specified time frame. These first action targets are:

- HIGH PRIORITY = 2 working days;
- MEDIUM PRIORITY = 10 working days;
- LOW PRIORITY = 21 working days.

As shown in the table below, the team has consistently exceeded these targets throughout the year.

Quarter 4	January to March 2023	92%
Quarter 1	April to June 2023	94%
Quarter 2	July to September 2023	90%
Quarter 3	October to December 2023	92%

4.4 It is important to highlight that during the past year the team has significantly reduced the number of historic open ongoing cases and this has been accompanied by progression by the Planning Inspectorate (PINS) who have also begun to address a number of historic appeal matters. Overall, this has reduced the number of "live" cases within the planning enforcement function from approximately 280 at the end of 2022 to 109 cases at the end of 2023.

4.5 During this period, the team has introduced a team action plan to focus progress on better use of technology, standardising procedures and ensuring compliance with requirements of legislation. A number of tasks have been completed, for example, the statutory register of enforcement notices has been updated and is now published online exceeding statutory requirements.

- 4.6 The action plan for the coming financial year includes work on continuous improvement, including technology and systems, a review and adoption of the Local Planning Enforcement Policy alongside the introduction of a service-wide local adopted enforcement policy. The team intends to then review engagement with members and Parish Councils, review and introduce a corporate enforcement webpage and review reporting mechanisms across all of the corporate enforcement functions.
- 4.7 Two notable cases which have been resolved during the last year relate to progress of new development at the Victoria Court site and a case related to an unauthorised bridge development which was subject to a planning appeal.
- 4.8 The Victoria Court redevelopment site is located in a very prominent position off London Road in Camberley. For many years, the condition of the site has deteriorated to such a degree that officers agreed with members that the site condition had become unacceptable. Officers therefore advised the developers that unless steps were taken to improve the visual appearance of the site, a S215 notice would be issued. The owners agreed to voluntarily undertake demolition of the remaining building. Whilst these works were delayed by a month from the agreed completion date, the work has now been completed. The removal of the building has vastly improved the visual appearance of the surrounding area. Officers will continue to monitor circumstances at the site.
- 4.9 Enforcement action was taken in relation to an unauthorised bridge which had been installed in Chobham between a residential property and an adjacent agricultural holding over a public right of way. Planning permission had been refused for the retention of the bridge. The issued enforcement notice was subject to an appeal which was dismissed as the inspector considered the bridge caused no harm. This appeal decision acts as a reminder that planning enforcement action should only be taken to resolve a breach of planning control which causes some harm to issues of acknowledged importance rather than as a response to unauthorised development.
- 4.10 In relation to the Anti-Social Behaviour, the Community Safety service has seen an increase of over 200% in the number of referrals. Notable cases which have been resolved during the last year relating to the service include the following:
- A report of a motor trader business using residential roads to store vehicles exposed for sale which resulted in the team issuing a Community Protection Notice Warning. This initially proved successful however after a couple of months the situation returned, prompting the team to issue a Community Protection Notice. Failure to comply with a Community Protection Notice constitutes a criminal offence. 4 months later there has been no repeat of the situation.
 - The team issued a Community Protection Notice Warning in response to a complaint of cannabis smoke affecting a neighbour. The warning was initially adhered to, however after a month the situation happened again. Repeated visits to the affected neighbour resulted in complaints from other

neighbours advising they were being adversely affected by the same behaviour. A Community Protection Notice was issued which again had initial success but was subsequently breached resulting in the culprit being issued with a Fixed Penalty Notice. The FPN was paid and the responsible party advised that they had given up cannabis as a result of the fine.

4.11 Unauthorised Encampments in the Surrey Heath area increased by over 80% in 2023. Managing concerns from the local community and balancing the rights of the travellers is always a challenge for the team as well as impacting on the teams resource as the Council has a duty under The Equality Act 2010 to carry out welfare checks to identify if there are any welfare needs amongst individuals irrespective of who owns the land.

4.12 Fly tipping reports to our waste contractor have increased by 23% between 2022 and 2023 however actionable offences where an investigation can be progressed dropped by 8%. What has been challenging for the Corporate Enforcement service is the lack of witnesses coming forward or available evidence within the fly tip which identifies the perpetrator. The table below indicates the number of fly tips reported to Amey.

Month	No. of fly-tipping incidents reported
January 2022	34
February 2022	36
March 2022	48
April 2022	42
May 2022	35
June 2022	43
July 2022	31
August 2022	47
September 2022	77
October 2022	62
November 2022	58
December 2022	46
January 2023	57
February 2023	48
March 2023	42
April 2023	37
May 2023	63
June 2023	54
July 2023	63
August 2023	67
September 2023	60
October 2023	59
November 2023	48
December 2023	39

4.13 Notable cases that have resulted in the perpetrator being issued with a £400 Fixed Penalty Notice are:

- A Camberley town centre business owner was caught on CCTV dumping white goods in the service area. The owner admitted the offence and accepted and paid a Fixed Penalty Notice as an alternative to prosecution.
- A local garden centre provided the team of CCTV footage showing a customer removing an oil fuelled radiator from his car and dumping it in the car park. The registered keeper was traced via DVLA and attended an Interview Under caution with Council Officers where he admitted the offence of fly tipping and accepted and paid a Fixed Penalty Notice as an alternative to prosecution.

Forward Look

4.14 On the 27th March 2023 the Government launched ‘the Anti-social Behaviour Action Plan’, setting out their approach to combat anti-social behaviour and restoring the right of people to feel safe in, and proud of, their local area. The commitments look to tackle ASB, via four main areas of focus around making communities safer; building local pride; prevention and early intervention; and improving data, reporting and accountability for action. To support this delivery new or amended legislation will be introduced, such as ban on nitrous oxide. The team are working on developing the Surrey Heath Anti-Social Behaviour Strategy and Plan as set out within the Council 2024-2028 Strategy by June 2024.

4.15 Following an amendment to legislation relating to environmental offences, enabling Local Authorities to increase the upper limit for fly tipping, littering, flyposting, graffiti and breaching the household waste duty of care, a report setting out proposed revisions to the Fixed Penalty Notices (FPN) Policy will be put to Executive setting out the options and a recommended approach.

4.16 As part of the Annual Plan objective Annual Plan for 2024/25 of Protecting our Environment, the team will engage with partner organisations such as Surrey Police and Accent Housing on joint initiatives to combat environmental crime and anti-social behaviour. The annual, Keep Britain Tidy lead ‘Great British Spring Clean’ will take place on 15th March 2023 and is being supported by officers from Corporate Enforcement, Greenspace and Environmental Health as well as Accent, Amey, Joint Waste Solutions and Elected Members.

4.17 A day of action targeting unlicensed waste collectors and scrap metal dealers is being planned for the spring which entails officers from Corporate Enforcement and Surrey Police joining forces to combat this illegal activity.

4.18 Following a successful anti fly tipping campaign with local housing provider, Accent in 2023, the team have identified a number of fly tipping hotspots where redeployable CCTV is being erected. This is intended to deter would-be

perpetrators and identify the culprits that illegally dump their waste, causing a devastating effect and the environment and local community.

5. Emergency Planning & Business Continuity

- 5.1 The Civil Contingencies Act 2004 places duties on the Council to ensure critical services are resilient to respond to disruptive events and that the Council has plans in place to respond to a civil emergency in the Borough. The Council is supported in delivering these services through Applied Resilience; a specialist public service mutual procured for this purpose.
- 5.2 Following Covid-19 the workload has returned to a more typical business as usual though, various trending risks are being monitored including power loss, industrial action and cyber-attacks. There were several other incidents which the Council responded to throughout the year in order to support residents and businesses. These included the response to:
- Industrial action
 - Power outage, loss of power to a block of flats and Camberley theatre.
 - Multiple incidents relating to adverse weather (wind and rain), particularly towards the end of 2023 and into 2024.
 - Storm Henk in January 2024.
- 5.3 There is continued focus to ensure that Officers at all levels and Members are trained to respond to Civil Emergencies and disruptive incidents to the Council's services. The training and exercises carried out in 2023 include:
- New staff member(s) Incident Liaison Officer training (March)
 - Surrey Local Resilience Forum, exercise Comet a Wildfire based in the Surrey Heath boundary (April)
 - Borough Emergency Coordination Centre Manager Training (April)
 - Incident Liaison Officer refresher Training (May)
 - National Exercise Mighty Oak a National power loss scenario (May)
 - Leader and portfolio holder emergency planning briefing (June)
 - Exercise Ocean Sunfish a heatwave based scenario (September)
 - Exercise Crunchie a RAAC concrete failure based scenario (October)
- 5.4 To ensure the Council is prepared for civil emergencies and disruptive events of all types, and ensure compliance with legislation, the following plans were reviewed and updated in 2023:
- Borough Emergency Plan
 - Borough Adverse weather Plan
 - Borough Vulnerable Persons Plan
 - Borough Emergency Assistance Centre Plan
 - Updates to Service Level Plans to ensure Business continuity resilience.
- 5.5 Additional projects carried out in 2023 include:
- Supporting of the Corporate risk group
 - Working to support Martyn's law upon arrival

- Water disruption work support
- Supporting of Exercise Mighty Oak
- General winter preparedness

5.6 The Council continues to work closely with the Local Resilience Forum on multi-agency plans, procedures, training, and exercises. In 2023-4, there remains a focus on power outages and the Surrey wide approach given the challenges this poses. Additionally feedback is given to Surrey Local Resilience Forum Plans and subsequent updating of internal plans are changes are reflected.

5.7 Applied Resilience have recently developed the work programme for 2024 to ensure that the Council continues to be resilient to disruptive events and prepared to support residents and businesses impacted by civil emergencies, particularly as emerging risks increase in likelihood and impact.

6. Environmental Health including Health & Safety

6.1 The objectives of the service are the protection of public health, safety and quality of life, protection of the environment and supporting businesses in achieving regulatory compliance and helping to provide a regulatory level playing field. The services directly contribute to 4 of the Council's new Council Strategy – Protect Our Environment, Promote Healthier & More Inclusive Communities, Support a Strong Economy & Create More Homes, Deliver Effective Services with Sustainable Finances.

6.2 The Environmental Health (EH) Team enforce a range of statutory functions to protect health and the environment. These functions include :

- Food Safety in approximately 700 food businesses, which includes inspection, complaint and infectious disease investigations, food sampling and Primary Authority Partnerships with 11 national businesses/ trade associations;
- Health & Safety in approximately 1400 workplaces including investigation of workplace accidents and safety at public events;
- Air Quality monitoring (see separate report on the Agenda) and control of pollution emitting premises e.g. paint sprayers, dry cleaners, petrol stations, pet food manufacturer
- Statutory Nuisance investigation (noise, smoke, light, odour, rubbish, animals);
- Contaminated Land assessments;
- Licensing of animal activity establishments, street trading, scrap metal and registration of skin piercing activities;
- Pest Control Treatment and Stray Dog Collection and Kennelling contracts.
- Street furniture - maintenance of the Council's 16 bus shelters, approx.55 street benches and 22 Borough boundary signs.

6.3 EH respond to approximately 650 service requests from residents a year, the majority of which relate to the investigation statutory nuisances and

complaints/enquiries about food safety and workplace safety. In summer 2023 over 50 resident complaints were received regarding offensive odours from Camberley Sewage Treatment Works. Investigation by EH identified the source to be sewage sludge awaiting processing stored in an open tank. Thames Water were urgently required to take measures to mitigate the smells and dour suppression equipment was installed and monitored by officers, whilst the processing of the sludge took place.

- 6.4 In 2023/24 Quarter 3, performance against the corporate success measure of 5 day response time for nuisance complaints was 96% against a target of 80%. Whilst most complaints can be resolved informally, formal notices may be served. In the current year to date, 5 notices have been served to resolve resident complaints regarding noise from construction work and a pest infestation.
- 6.5 The Food Standards Agency requires the Council to inspect food premises in accordance with a risk based inspection programme and to rate eligible food businesses under the national Food Hygiene Rating Scheme. In 2022/23 the Team carried out 433 food safety visits and the 2023/24 Q3 performance against the corporate success measure of 98% of high risk premises being inspected within 28 days of the due date is 100%. The proportion of food businesses rated three or above under the food hygiene rating scheme (a rating of Satisfactory/Good/Very Good) is currently 97.5% against the corporate success measure target of 95%.
- 6.6 In terms of preventative health & wellbeing activity, work has taken place with Surrey County Council Public Health Team on a pilot Eat Out Eat Well Award for those food businesses offering a healthier choice on their menu. The first 2 such awards have been made to Frimley Lodge Park Café and Lightwater Country Park Café, helping to contribute to the Council's ongoing Whole Systems Approach to Obesity work.
- 6.7 In 2023/24 to date, formal action has been taken in relation to the voluntary closure of a business for a mice infestation and Hygiene Improvement Notices were served on 4 businesses for inadequate food safety management systems, staff training, pest proofing and cleanliness and damaged food preparation surfaces. Following the formal emergency closure by officers of a restaurant in Bagshot in response to a large food poisoning outbreak in 2022, the business was successfully prosecuted in 2023 for food hygiene offences and fined £25,000 and ordered to pay a victim surcharge of £2,000 and costs of £14,116.
- 6.8 The service conducts significant health and safety at work proactive initiatives with recent programmes covering gas safety in catering premises in 2022/23 and electrical safety in hospitality premises in particular in outdoor seating areas in 2023/24. This major proactive health and safety enforcement project was undertaken in 80 hospitality businesses due to this being identified as a priority area for local authority intervention by the Health and Safety Executive.

- 6.9 Multi-agency Safety Advisory Group meetings were convened by EH with regard to public safety for a number of the Coronation Events, Frimley Green Carnival, Run Frimley 2023 and the Camberley Car Show, in addition to advising on safety for a number of other smaller events and coordinating the required road closures.
- 6.10 The Environmental Control team within Environmental Health are also responsible for evaluating the potentially contaminated land sites in the Borough that have been identified via desk top study of previous land uses. The service responds to Planning, Land Charges and Licensing consultations primarily with regards to contaminated land, air quality and noise implications and in 2022/23 656 consultations were responded to.

7. Health & Wellbeing

Active Communities

- 7.1 The Council are in the final stages of developing the “Whole Systems Approach” to Healthy Weight which aims to encourage and support residents to maintain a healthy weight. This project is a highly collaborative approach involving partners as is based on three key tenets:
- Healthy Place
 - Prevention
 - Partnership
- 6.2 The work is being delivered by the Health Integration Development Officer who is working with partners to map out existing and emerging initiatives and activities which complement the strategy. The Health Integration Development Officer is a 2-year post funded through the Better Care Fund whose primary roles are to drive forward the Borough’s Whole Systems Approach to Healthy Weight and to forge better links between our health & care systems and the services delivered by Surrey Heath and its partners.
- 7.2 The cost-of-living crisis coupled with the after effects of the COVID-19 Pandemic have continued to have effects on physical activity levels of residents. The key method of measuring these activity levels is the ‘Active Lives’ Survey. There is an adult survey (16+) and a young people survey which provide in-depth pictures of how many people take part in sport and physical activity. The approximate sample size for each Borough and District in Surrey is 500 people for each survey.
- 7.3 Residents are classified as either active (at least 150 minutes a week), fairly active (30-149 minutes a week) or inactive (less than 30 minutes a week). The survey is now annual rather than twice annually so latest figures for Surrey Heath were for November 21-22, released in April 2023. In this survey, 68% were active (down by 1%), 12 % were fairly active (up by 2%) and 20% were

inactive (continuing a downward trend since 2015). This ranks Surrey Heath residents slightly behind the Surrey average of 70% for adults who are active, and on a level footing with Surrey's average of 20% for inactive adults and slightly higher for fairly active adults – the average for Surrey being 10.5%.

- 7.4 The Active Lives Data for Children and Young People was released in December 2023 and covered the academic year 2022/23. Since 2017/18 Surrey Heath has seen a significant decrease in the numbers of 'less active children' (less than an average of 30 minutes per day). The data shows that for the academic year 21/22 21% of children and young people were 'fairly active' (an average of 30-59 minutes per day) and for 22/23 this increased to 43% of children and young people. There has been a corresponding decrease in the number of children and young people who are 'less active' which is positive, but the number of 'active' (an average of 60+ minutes per day) children and young people has also decreased from 49% in 21/22 to 36% in 22/23.
- 7.5 It is worth bearing in mind that the data for the survey is dependent on schools engaging with the Active Lives survey and choosing to ask their children and young people to provide information on activity levels. Variance in which schools complete the data could have a significant impact on the data collected. For example, in Surrey Heath one year the data all came from secondary schools and a following year all of the data from primaries. Active Surrey work closely with schools to encourage participation in the Active Lives Survey and Council officers will continue to support with this as well as facilitating a range of interventions and options across the borough to provide inclusive and low cost ways to be active for all Surrey Heath residents.
- 7.6 Council officers administer walking programmes such as Wellbeing Walks, Finding Your Feet, Walking Football and Walking Cricket to enable residents to engage in physical activity in an accessible format. The Wellbeing Walks take place across the borough and are led by volunteers to be a social, beginner friendly walk. The scheme has averaged 30 walkers per walk this year with 68 new walkers registered to the scheme. The Finding Your Feet Walks combine clinical education from local Primary Care services with weekly walks and average 14 walkers a week. With use of the UK Shared Prosperity Fund we are planning on expanding our walks programme. Due to the success of our Finding Your Feet walks programme we are now working towards delivering similar programmes aimed at 3 target populations:
- Residents with Alzheimer's
 - Residents who suffer from loneliness
 - Young mothers/expecting mothers.
- 7.7 Officers have started conversations with the LTA and England Netball with a view to add walking Tennis and Walking Netball to the walking sports available in Surrey Heath. We are also working with Xplorer to bring fun,

family friendly orienteering sessions to local parks and green spaces.

- 7.8 Officers successfully organised the Surrey Heath Sports Awards in 2023. The Camberley Theatre was full with over 100 guests from a variety of clubs, charities and organisations, as well as 30 participants from this year's Surrey Youth Games. We had 2 new awards this year, Newcomer of the year and Team of the year, which emphasised the importance that the Surrey Heath sporting community places on teamwork and inclusivity in our sports clubs. Thanks to sponsorships for this event it was run at break-even.

Health and Wellbeing (Inclusion)

- 7.9 Health inequalities means that health and wellbeing also has a large element of inclusion within it. Partnership work with Places Leisure, Active Surrey and community organisations including Shifa (the Asian Women's Wellbeing Project) and SHAWS (Strategic Health And Wellbeing Services) has ensured that a variety of inclusive activities have been offered to residents across the year at Places and elsewhere in the borough. This includes women only swimming lessons and sessions, seated exercise, activity sessions in local community centres.
- 7.10 The Specsavers Surrey Youth Games took place once again in 2023 and maintained a targeted approach to participation. Officers worked with referral partners such as school home-link workers, Family Support Teams and local youth organisations to engage with young people who could benefit most, while ensuring that sessions took place in more at risk wards within the borough. 64 young people took part in this year's Games (an increase of 8 from 2022) which offered 6 weeks of free taster sessions in 7 sports, working in partnership with local clubs and coaches.
- 7.11 The Join In Scheme was launched in December 2023 by the Community Development Team and is designed to reduce the financial barrier faced by some children and young people in Surrey Heath in accessing physical activity via club and team sports. Children and young people in receipt of free school meals, or whose parents receive Universal Credit, can apply for a grant of up to £150 towards a sports club membership. There are currently 5 local sports clubs involved with the scheme and X young people have been supported with grants.
- 7.12 24 people applied for Free Access for County Sportspeople (FACS) memberships in the last year which enables talented athletes free access to either Places Leisure Camberley or Lightwater Leisure Centre during peak times. This number has slightly decreased from last year's figure of 30.
- 7.13 A new provider was identified for Club Dean, a Youth Club operating on the Old Dean estate for young people aged between 11 and 16. Camberley Youth

for Christ (CYFC) reopened the Youth Club in September 2023 after a hiatus in the earlier part of the year whilst a new provider was sought. The club now offers a weekly session, split into age groups attending every other week. This refreshed approach allows for appropriate management of the differing needs of younger (11-14) and older (14-16) young people. CYFC has now transitioned into full management of the Youth Club, including recruiting, checking and managing volunteers and fundraising. They were supported in September with funding from Voluntary Support North Surrey 'SPARKS' funding.

8. Licensing

- 8.1 The Licensing Team are responsible for the licensing of:
- Taxis and Private Hire
 - Premises that sell alcohol/provide public entertainment
 - Gambling premises;
 - The placing of tables and chairs on the pavement
 - Street charitable collections
- 8.2 Two officers administer and monitor over 900 active licences. Officers work closely with businesses and other agencies to help promote the Licensing Act objectives of the prevention of crime and disorder, public safety, the prevention of public nuisance and the protection of children from harm in licensed premises in the Borough. This includes weekly meetings with the Police Licensing Officer and attendance at all the Town Centre and Village Pubwatch meetings.
- 8.3 Regular joint enforcement initiatives are undertaken with EH, the Police and Trading Standards colleagues, including out of hours, to check licensing conditions, particularly in relation to underage alcohol sales, which is one of the priority areas in the Council's Annual Plan.
- 8.4 In 2023 a hackney driver's licence was revoked on the grounds of not being a fit and proper person to hold a licence following a serious altercation with another driver at a Town Centre taxi rank. In the same year a Licensing Sub-Committee heard a review of the premises licence for a Club premises, which was requested by the Police following a serious violent incident, This resulted in the suspension of the Club premises certificate while improvements were made to staff training and club policies and enhanced conditions were also added to the licence.

9. Recycling & Refuse

- 9.1 Surrey Heath Borough Council's contract with Amey for recycling and waste collection and street cleaning services is part of a joint arrangement alongside Elmbridge Borough Council, Mole Valley District Council and Woking Borough

Council.

- 9.2 The Contract is managed by a joint client team, the operational arm of Joint Waste Solutions (JWS). The team reports to a Contract Partnership Board, which comprises of the Lead Officers from each of the partner authorities who provide strategic direction and leadership to JWS. The Contract Partnership Board in turn reports to the Joint Waste Collections Services Committee (JWCSC) and is comprised of the Portfolio Holders from the authorities and provides political scrutiny of the Contract. Ultimately the JWCSC reports back to individual authorities but has authority to make decisions under agreed delegation.
- 9.3 Surrey Heath is the host authority for the JWS team, which includes providing corporate support services and ensuring that the governance arrangements for both the joint contract and the Surrey Environment Partnership (SEP) are working effectively.
- 9.4 The services provided by Amey are measured against a suite of key performance indicators (KPI's) covering both their kerbside collection and street cleaning responsibilities. Areas included in the Authority's own quarterly performance reports include levels of missed collections and the results of street cleaning surveys. Performance figures for the year to date are provided in the table below.

		Target	A	M	J	J	A	S	O	N	D
Missed collections	No. missed per 100,000 collections	80	33	52	52	55	64	38	38	38	38
Street cleaning surveys	% transects below standard (litter)	4	0.2			0.7			0.0		
	% transects below standard (detritus)	8	6.2			3.5			5.7		

- 9.5 Other service measures relate to the amount of residual waste collected per household and the recycling rate – the percentage of all waste which is sent for recycling or composting.

	2021-22		2022-23		2023-24			2024-25	2041-42	
	Kgs per HH	National Rank	Kgs per HH	National Rank	Target	Q1 rolling annual average	Q2 rolling annual average	Q3 rolling annual average	Target	Target
Kgs per household of residual waste	346.5	15	333.9	15	315.0	306.8	307.6	307.9	305.0	157.1

- 9.6 Encouraging waste reduction and driving down the volume of residual waste will continue to be a priority for 2024-25 in order to achieve the 2042 target of 157.1 kgs per household, which in accordance with 'The Environmental Targets (Residual Waste) (England) Regulations 2023' is a 50% reduction of 2018-19 level of 314.2 kgs per household (Source: DEFRA LA and Regional Spreadsheet 2018-19).
- 9.7 SHBC traditionally boasts a high recycling rate, comparing favourably to other authorities, and work continues to be carried out to sustain this and make improvements where possible. The following table sets out the annual recycling rates with national rankings, and future targets.

	2021-22		2022-23		2023-24			2024-25	2034-35	
	Recycling Rate %	National Rank	Recycling Rate %	National Rank	Target	Q1 rolling annual average	Q2 rolling annual average	Q3 rolling annual average	Target	
Recycling Rate %	59.2%	10	59.3%	8	61.0%	59.2%	59.3%	58.9%	62.0%	65.0%

- 9.8 In 2021-22 recycling rates were impacted by the disruption to garden waste services with the reduced number of collections meaning less material was sent for composting. The figures above show that while the recycling rate recovered as the service was restored, the dry summer resulted in lower than normal green waste tonnages in July and August, which again impacted the overall recycling rate. August collections were also affected by two weeks of industrial action.
- 9.9 Garden waste collections were restored to a fortnightly service in April 2022 following a period of reduced service due to driver shortages.
- 9.10 All district and borough councils in Surrey are targeted to keep their dry mixed recycling (DMR) contamination rates below 8%. The table below shows SHBC's latest DMR contamination rates:

	2021-22	2022-23	2023-24		
	Annual average	Annual average	Q1	Q2	Q3
DMR contamination rate	7.01%	10.42%	13.59%	8.80%	10.97%

- 9.11 As DMR contamination rates have been creeping up in parts of Surrey, SEP Members have agreed there should be a focus on reducing these during 2024-25. There will be a countywide initiative in next year's SEP work programme on this priority.

- 9.12 SEP's Rethink Waste scheme is being promoted to Surrey Heath residents, who are encouraged to sign up to this free platform to take part in activities designed to help them reduce the amount of waste they produce. In return points can be earned, which can be used to donate to schools, charities or to enter prize draws. The content of the Rethink Waste activities is designed to align with other resident engagement activity taking place, such as the wider SEP campaigns. This year topics have included dry mixed recycling services (June-July), food waste reduction (Sept-Oct) and festive recycling (Dec-Jan). In the joint contract area these campaigns are further amplified through JWS and SHBC channels to increase the reach of our digital communications.
- 9.13 Officers from SHBC, JWS and Surrey County Council have been working in partnership to review options and prepare a business case for the redevelopment of the Doman Road depot. The current facilities for tipping at the site require updating, and options are being explored to ensure that any improvements carried out are not only fit for purpose for the Council's waste collection contractor, but are aligned with SEPs infrastructure requirements and the Resources and Waste Strategy (RaWS) and key emerging government policy in the longer term. The initial options appraisal has been completed, and discussions are progressing with SCC to establish whether a viable business case can be achieved for joint development.
- 9.14 The Recreation & Leisure and JWS teams are working together to review litter bin distribution and have secured funding for a programme of bin replacements and upgrades. The procurement process has been started, and ward councillors will be informed of the plans for the roll out of new litter bins in their area in due course. The first phase will see single compartment bins replaced on streets and in green spaces. Phase two will be see dual compartment bins, which enable recycling 'on the go', being installed in more of our town centre and shopping areas, following the positive response to two trial units placed in Camberley town centre in March 2023.
- 9.15 The government's RaWS will impact how we collect recycling and waste in the future, although we await further information to understand the extent of the policy changes that will be implemented and how we will need to adapt our services in order to meet any new requirements. "SEP 2025 – a partnership approach to waste prevention and recycling", was developed on behalf of all Surrey local authorities through the SEP, as an interim plan to cover the three-year period from 2023-24 to 2025-26. SEP 2025 sets out our strategic aims and priorities in the short to medium term, while focusing on the longer-term policy direction and the strategic vision for the partnership.
- 9.16 The current joint contract with Amey is due to expire in June 2027. JWS are in the process of establishing a project team, consisting of the Head of Commercial and Commissioning and two senior officers, to commence this work. A high-level timeline for the project can be seen below.

What?	When?	Why?
Commence review of Inter-Authority Agreement (IAA)	May – July 2024	To undertake an independent review of the (IAA), build on lessons learnt, with a view to developing a new and current IAA for all partners in the new service.
Understand Surrey district and borough appetite for engaging with the joint contract authorities	May – July 2024	To understand whether any of the other Surrey district and boroughs would like to be included in the Strategic Options Appraisal process and potentially join the joint contract authorities in the new service.
Undertake Strategic Options Appraisal	June – October 2024	To consider the different options for delivering the new service, the benefits, costs, risks and issues associated with each model, and determine the preferred approach.
Develop Procurement Strategy / Transition Plan	October – December 2024	To develop the procurement process or transition plan if moving to a new delivery model and the associated timeline, etc.
Obtain approval of Procurement Strategy / Transition Plan	January – February 2024	Follow the appropriate democratic process to obtain approval for the proposed procurement strategy or transition plan.
Draft Tender Documentation	January – March 2024	To prepare the first set of tender documentation in the event that the preferred approach is to procure a new contract.
Implement Procurement Strategy / Transition Plan	April 2024 – May 2026	Follow the procurement strategy or transition plan to prepare for the preferred service model.
Prepare to mobilise new service	June 2026 – June 2027	Prepare to mobilise towards switching the management of all depots, collection services and street cleaning activity to the preferred service model.

Commence new service	June 2027	Commence the new preferred service model.
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Annexes

None

Background Papers

SHBC's Journey to Net Zero