

ANNUAL PLAN

2017/18



Foreword

Our vision for making Surrey Heath an even better place to live, work and enjoy hasn't changed. We know we can't do this alone, so we will continue to work closely with our public, voluntary and private sector partners to deliver this Annual Plan for the community.

Following our major financial investment into Camberley last year we are already seeing financial results and are making good progress on key refurbishment and regeneration schemes; positioning ourselves to deliver significant town centre improvements and much needed new housing over the next few years.

The growth and prosperity of our local economy continues to remain a key priority. We will ensure that we continue to encourage inward investment by showcasing the Borough to a broader audience at events across the country. We will also continue to lobby our Local Enterprise Partnership (Enterprise M3) for multi-million pound investment and infrastructure schemes and deliver a range of initiatives from supporting local business associations to providing free business advice clinics to small/start-up businesses.

We continue to ensure our services are efficiently run to drive improvements to benefit our customers and residents including the offer of a new range of older people's services and preserve our high quality efficient waste and recycling service. Ultimately, our purpose is to provide services according to residents and businesses need and where possible to exceed customer expectation.

We will provide the opportunities and services to support a safe, clean, green, healthy and happy community, including a diverse range of community events. Please help us to ensure Surrey Heath remains an excellent place to live, work and enjoy.



Karen Whelan
Chief Executive



Councillor Moira Gibson
Leader of the Council

Place

Objective

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

Priorities

- To deliver an improved Camberley Town Centre
- To promote high quality building and design standards across the Borough
- To reduce waste and increase the proportion of waste recycled and recovered.
- To provide quality leisure facilities

In 2017/18 we will:

Regeneration

- Take forward the refurbishment and rebranding of the Mall shopping centre in Camberley.
- Commence redevelopment of Ashwood House in Camberley into high quality development and aim to maximise the uses on the ground floor.
- Commence redevelopment of Pembroke House on the Frimley Road to provide affordable housing.
- Bring forward proposals for the redevelopment of Camberley's 'London Road Block' including an outline planning application.
- Improve the public spaces across the town centre starting with Princess Way and the High Street.
- Bring forward proposals for the Arena Leisure Centre facility.

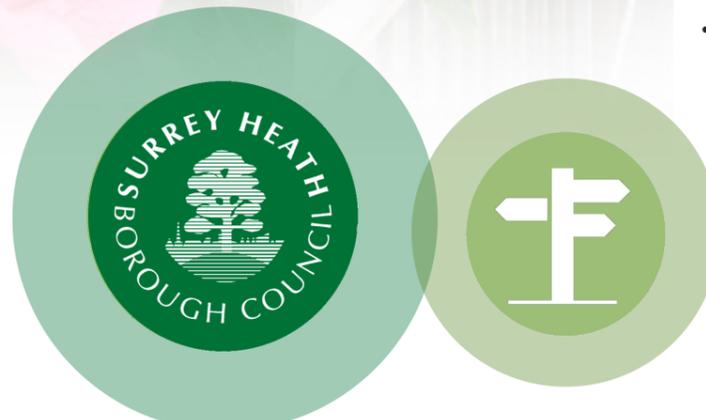
In 2016/17 we:

In progressing the regeneration plans for the town centre we have:

- Invested in town centre property to help regenerate Camberley and provide a good return on investment for the Borough Council.
- Acquired further property on London Road Camberley to enable the 'London Road Block' regeneration scheme.
- After a significant procurement exercise appointed Berkeley Homes to redevelop housing at Ashwood House and Pembroke House.
- Delivered improved parking at Main Square car park, introducing contactless payment and the refurbishment of level 5.
- Supported the renewal of 'Collectively Camberley' to promote the town centre for a further five years and delivered a series of events, including Camberley on Ice, Camberley International Festival, Sports Market and The Queens 90th Birthday Picnic celebrations.

Other Services

- Procured a high quality waste and street cleansing contract in partnership with four other local Councils resulting in an annual saving of £330k for Surrey Heath Borough Council.
- Continued to be one of the best performers in the country for recycling waste.
- Took on responsibility for maintaining verges and roundabouts across the Borough to help improve consistency and standards at no additional cost.
- Implemented a night time closure of the High Street on Wednesday, Friday and Saturday nights.



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
- Encourage inward investment
- Support local businesses by encourage improvements to local transport and infrastructure.
- Encourage new developments to strengthen the local economy

In 2017/18 we will:

- Use borrowing to generate investment returns to support services which contribute to economic growth in Surrey Heath.
- Review the Local Plan and produce an 'Issues and Options' document for public consultation.
- Work to increase residential development across the Borough.
- Refresh the Economic Development Strategy.
- Promote Surrey Heath as a location for companies to invest in.
- Work with Camberley High Street stakeholders to help deliver improvements to the High Street.
- Press for a positive outcome from our Local Enterprise Partnership (LEP) funding bids and work up plans for the delivery of the projects to improve the Camberley area transport and roads.
- Encourage and support Surrey County Council to deliver the A30 road improvements and the Meadows roundabout works.
- Work with Business Associations across the Borough to develop projects to deliver improvements.

In 2016/17 we:

- Acquired property to generate an income to maintain services and to support the Council's aspirations for Camberley Town Centre regeneration.
- Supported residential and commercial property development and were accepted onto the Government 'One Public Estate' initiative to work with them to identify publicly owned land for redevelopment.
- Hosted the Surrey Heath Business awards to showcase businesses in the borough.
- Provided over forty start-up businesses with free advice clinics and supported the Borough's business associations.
- Promoted Surrey Heath as a business relocation opportunity at London Olympia's MIPIM Property Exhibition to help spread the 'Open for Business' message.
- Submitted funding applications to the Local Enterprise Partnership for transport and infrastructure projects to support the local economy, with results due later in 2017.



People

Objective

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

Priorities

- To work with partners to improve health and wellbeing
- Support older and more vulnerable people to live independently and remain active
- Use our parks and countryside to enhance sporting and leisure opportunities
- Address housing needs within the community

In 2017/18 we will:

- Work with partners to promote the health and wellbeing of our residents and encourage delivery of activities that promote sport and healthy living.
- Pilot a new dementia respite day care service at the Windle Valley Centre.
- Deliver a new Young Ambassadors programme to encourage community involvement and leadership in young people.
- Encourage an increase in the number of volunteers delivering sport and health related activities and events.
- Re-evaluate and operate our sports facilities to best meet changing customer needs.
- Expand Camberley Youth Theatre and Community Arts Programme.
- Consult on and develop a new Healthy Home Strategy addressing how homes meet the needs of our residents.
- Deliver a programme of high quality community events.

In 2016/17 we:

- Provided a range of services to help vulnerable people live independently in their homes and helped reduced the number of people living in isolation.
- Continued to work with partners to introduce dementia friendly communities.
- We have worked to manage homelessness in the Borough, with nobody staying in Bed and Breakfast for more than 6 weeks.
- Opened the visitor centre in Lightwater Country Park to provide space for school groups and a café.
- Supported the Rio Olympics with events around the Borough and worked with sports clubs to increase sports participation including hosting a sports fair on Park Street.
- Delivered high quality community events such as the Frimley Lodge Live Music Festival, Camberley International Festival, outdoor theatre and Camberley on Ice.
- Developed a play area refurbishment programme.
- Promoted the Workplace Wellbeing Charter to businesses across the Borough and achieved the Commitment Award for ourselves and the Surrey Heath Clinical Commissioning Group.



Performance

Objective

To deliver effective and efficient services better and faster

Priorities

- To improve digital access to services and provide excellent customer care
- Adapt the way we work to meet changing needs and challenges
- To work collaboratively with partners in all sectors
- Maximise use of buildings and land we own

In 2017/18 we will:

- Continue to improve digital access to services, making them more accessible and efficient to all.
- Review our asset management plan to ensure we maximise every opportunity to better use our land and buildings including Surrey Heath House.
- Become the administering authority for the joint waste contract and establish a centralised office to manage the joint waste contract and the non statutory functions of the Waste Disposal Authority.
- Commence the new joint waste contract with our partners.
- Make parts of the Doman Road Depot available to the joint waste contractor to generate additional income to the Council.
- Install a new corporate and guest wireless network in Surrey Heath House to support agile and efficient working.
- Deliver efficient governance arrangements by successfully implementing the outcomes of the Boundary Commission for England's Electoral Review.
- Implement a new Performance Management framework to drive services to be more efficient.
- Continue to explore alternative ways to deliver our services more efficiently.
- Continue to identify commercial opportunities to increase income and support the Council's sustainability.

In 2016/17 we:

- Worked with four local Council's to deliver the new Joint Waste Partnership and appointed Amey as the new contractor to provide the waste and recycling collection service and street cleansing service from 2017/18.
- Worked closely with other local Council's to reduce benefit fraud.
- Reviewed three of our seven departments to ensure our services continue to offer value for money.
- Introduced a new digital system to improve customer service and service delivery in planning, licensing, waste and recycling, environmental health and building control.
- Took advantage of a number of commercial opportunities to increase income and support the Council's future financial sustainability including an agreement to lease part of Knoll Road car park and the Theatre building.
- Re vitalised older peoples services to make them more attractive to customers including the introduction of a choice based meals at home service which increased customer numbers by 9% (257/month)
- Introduced a new café and visitor centre at Lightwater Country Park.
- Established a working group to deliver a proposal for the future of the Arena Leisure Centre facility.

Additional Success Measures

In addition to the various projects outlined in the plan we will measure success by these indicators which focus on matters of particular interest to residents.

Place

Percentage of Household waste sent for Recycling, Reuse and composting
Occupancy of Camberley town centre car parks
%age of food premises achieving 3 stars or above

Prosperity

Increase in Council Tax Base
Increase in business Rates base
Percentage of minor planning applications determined within 8 weeks
Percentage of major planning applications determined within 13 weeks

People

Number of users of the Arena Leisure centre
Number of sports pitch bookings
Number of journeys by community bus in a year
Number of meals on wheels served in the year

Performance

Time taken to process benefit claims
Percentage of complaints responded to within target
Collection rate for Council Tax
Collections rate for Business Rates
Percentage of transactions that take place on line
Customer satisfaction rating of good/excellent to exceed 90%.



Comments and Feedback

We always welcome comments, suggestions and feedback (critical or otherwise) on our plans and the way we write our documents and communicate them.

- You can email our Customer Contact centre at enquiries@surreyheath.gov.uk
- You can drop written comments off at our main office
Surrey Heath House, Knoll Road, Camberley, Surrey GU15 3HD
- You can telephone our Customer Contact Centre on **01276 707100**
- 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
- Stay in touch with us via Twitter and Facebook



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