



COUNCIL

5 April 2018

To: The Mayor and Members of
WOKING BOROUGH COUNCIL

SUMMONS TO A MEETING

You are hereby summoned to attend an ORDINARY MEETING of the COUNCIL to be held in the Council Chamber, Civic Offices, Gloucester Square, Woking on THURSDAY, THE FIFTH DAY OF APRIL 2018 at 7.00 pm to transact the business specified in the agenda overleaf.

RAY MORGAN
Chief Executive

Civic Offices,
Woking
26 March 2018

NOTE: Filming Council Meetings

Please note the meeting will be filmed and will be broadcast live and subsequently as an archive on the Council's website (www.woking.gov.uk). The images and sound recording will also be used for training purposes within the Council. Generally the public seating areas are not filmed. However by entering the meeting room and using the public seating area, you are consenting to being filmed.



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AGENDA

Prior to the commencement of business, Reverend Dr Daniel Newman, Associate Minister of St John's Church, St John's, Woking will say prayers.

1. MINUTES.

To approve the minutes of the Meeting of the Council held on 8 February 2018, as published.

2. APOLOGIES FOR ABSENCE.

3. MAYOR'S COMMUNICATIONS.

4. URGENT BUSINESS.

To consider any business which the Chairman rules may be dealt with under Section 100B(4) of the Local Government Act 1972.

5. DECLARATIONS OF INTEREST.

To receive declarations of disclosable pecuniary and other interests from Members and Officers in respect of any item to be considered at the meeting. Any declarations in respect of the items for consideration under Part II of the agenda – Press and Public Excluded – will be reported once the decision has been made to move to Part II.

In accordance with the Members' Code of Conduct, the Leader of the Council, Councillor D J Bittleston, Councillor Mrs B A Hunwicks, Councillor C S Kemp and Councillor J Kingsbury will declare a non-pecuniary interest in any items under which the Thamesway Group of Companies is discussed, arising from their positions as Directors of the Thamesway Group of Companies. The interest is such that speaking and voting are permissible.

In accordance with the Members' Code of Conduct, Councillor J Kingsbury will declare a non-pecuniary interest in any items under which the Victoria Square Development is discussed, arising from his position as a Director of Victoria Square Woking Limited. The interest is such that speaking and voting are permissible.

In accordance with the Members' Code of Conduct, Councillor J Kingsbury will declare a non-pecuniary interest in any items under which the Brookwood Cemetery is discussed, arising from his position as a Director of Woking Necropolis and Mausoleum Limited, Brookwood Park Limited and Brookwood Cemetery Limited. The interest is such that speaking and voting are permissible.

In accordance with the Members' Code of Conduct, Councillor J Kingsbury will declare a non-pecuniary interest in any items under which Export House is discussed, arising from his position as a Director of Export House Limited. The interest is such that speaking and voting are permissible.

In accordance with Officer Procedure Rules, the Chief Executive, Ray Morgan, Deputy Chief Executive, Douglas Spinks, Strategic Director, Sue Barham, and Head of Democratic and Legal Services, Peter Bryant, will declare an interest in any items under which the Thamesway Group of Companies is discussed, arising from their positions as Directors of the Thamesway Group of Companies. The interest is such that speaking is permissible.

In accordance with Officer Procedure Rules, the Chief Executive, Ray Morgan, will declare

an interest in any items under which the Victoria Square Development is discussed, arising from his position as a Director of Victoria Square Woking Limited. The interest is such that speaking is permissible.

In accordance with Officer Procedure Rules, the Chief Executive, Ray Morgan, and the Deputy Chief Executive, Douglas Spinks, will declare an interest in any items under which Export House is discussed, arising from their positions as Directors of Export House Limited. The interest is such that speaking is permissible.

In accordance with Officer Procedure Rules, the Deputy Chief Executive, Douglas Spinks, and Head of Democratic and Legal Services, Peter Bryant, will declare an interest in any items under which Brookwood Cemetery is discussed, arising from their positions as Directors of Woking Necropolis and Mausoleum Limited, Brookwood Park Limited and Brookwood Cemetery Limited. The interest is such that speaking is permissible.

6. QUESTIONS.

To deal with written questions submitted by Members under Standing Order 8.1. Copies of the questions and of the draft replies (which are subject to amendment by the Leader of the Council) will be laid upon the table.

7. RECOMMENDATIONS OF THE EXECUTIVE AND COMMITTEES. (Pages 9 - 14)

To receive and consider recommendations from the Executive and the Standards and Audit Committee.

8. SHEERWATER REGENERATION SCHEME. (Pages 15 - 126)

9. ANNUAL REPORT OF THE OVERVIEW AND SCRUTINY COMMITTEE. (Pages 127 - 138)

10. ANNUAL REPORT BY COUNCIL REPRESENTATIVES ON OUTSIDE BODIES. (Pages 139 - 170)

11. ANNUAL REPORT ON MEMBER LEARNING AND DEVELOPMENT. (Pages 171 - 190)

12. PAY POLICY STATEMENT 2018/19. (Pages 191 - 199)

13. APPOINTMENT OF A DIRECTOR TO VICTORIA SQUARE WOKING LTD. (Page 200)

14. NOTICES OF MOTION.

To deal with Notices of Motions received in accordance with Standing Order 5.0. The following Motion has been received to date. In the event any Notices of Motions are received after the publication of the agenda but before the deadline has passed, a supplementary list will be published.

Councillor A-M Barker

“Tackling Plastics

Council is concerned that:

300 million tons of new plastic is made worldwide each year.

There is now a ratio of 1:2 plastic to plankton in our oceans.

Only 12% of plastic waste in the UK is reprocessed.

Council notes

There are many practical alternatives to plastics available for straws, cups and takeaway food containers that are either reusable or sustainable.

Freedom Leisure, our leisure facilities operator, has recently committed to reduce plastic and coffee cup waste.

Council commits to

Reduce as far as possible the use of disposable plastics in its offices and other facilities.

Work with local businesses to support them in reducing their use of disposable plastics.

Promote the use of reusable hot drinks cups to employees, contractors, business partners and local businesses.”

15. EXCLUSION OF PRESS AND PUBLIC.

The Mayor will move, and the Deputy Mayor will second:-

"That the press and public be excluded from the meeting during consideration of items 16 and 17 in view of the nature of the proceedings that, if members of the press and public were present during this item, there would be disclosure to them of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A, to the Local Government Act 1972."

Paragraph 3 – Information relating to the financial or business affairs of any particular person (including the authority holding that information).

PART II – PRESS AND PUBLIC EXCLUDED

16. RECOMMENDATIONS OF THE EXECUTIVE AND COMMITTEES.

17. SHEERWATER REGENERATION SCHEME. (Pages 201 - 334)

AGENDA ENDS

Date Published - 28 March 2018

Note: At the close of the meeting the Worshipful the Mayor, Councillor G S Cundy, would like to invite the following to join him in the Parlour:-

Councillors M A Ali, A Azad, A-M Barker, D J Bittleston, J E Bond, A J Boote, A C L Bowes, G G Chrystie, I Eastwood, W P Forster, K Howard, Mrs B A Hunwicks, I Johnson, R Mohammed and C Rana, together with Officers attending the meeting.

COUNCIL – 5 APRIL 2018

RECOMMENDATIONS OF THE EXECUTIVE AND COMMITTEES

Executive Summary

The Council is invited to consider the recommendations from the meeting of the Standards and Audit Committee held on 8 March 2018 and the Executive held on 22 March 2018 and determine accordingly. The extracts from the minutes of the meetings are set out below.

STANDARDS AND AUDIT COMMITTEE – 8 MARCH 2018

1. REVIEW OF ARRANGEMENTS FOR DEALING WITH STANDARDS ALLEGATIONS UNDER THE LOCALISM ACT 2011

The Committee received a report which advised Members on the outcome of the review of the Council's arrangements in dealing with Standards Allegations under the Localism Act 2011. At its meeting on 30 November 2018, it had been agreed that the procedure would be updated by Peter Bryant, Head of Democratic and Legal Services / Monitoring Officer, in consultation with all Members and received by the Committee prior to being approved by Full Council. Three minor amendments had been made following the consultation which were set out in paragraph 2.2 of the report, with a revised policy appended to the report.

It was noted that only one complaint had been received to date by the Standards and Hearings Sub-Committee since its inception in 2012. Paragraph 8.1 of the report set out the actions which could be taken by the Sub-Committee in the event that a Member had breached the Code of Conduct, either directly or by way of a recommendation. Item 'c' – 'censure or reprimand a Member' had been added as a separate item to clearly show that the option was available to the Sub-Committee if required. Once a Sub-Committee had reached a decision, a formal notice would be drafted for signing by the Chairman which would become a record of the Sub-Committee's determinations. In the event that a censure or reprimand had been agreed, the Sub-Committee would select whether the decision notice should be made public, for example through reporting to Full Council or being published in a local newspaper, depending on the seriousness of the breach.

RECOMMENDED to Council

That the Council's Arrangements for dealing with Standards Allegations under the Localism Act 2011 be amended as set out in the appendix to the report.

EXECUTIVE – 22 MARCH 2018

2. NOTICES OF MOTION

At its meeting on 8 February 2018, the Council referred the following Notices of Motion to the Executive.

Councillor I Johnson

"The Council

- a) notes the national campaign 'Changing Places' which encourages the provision of public toilets which are accessible for people with such profound disabilities that they need additional facilities not met by the standard accessible toilets; and

Recommendations of the Executive and Committees

- b) agrees to incorporate into the Victoria Square development the provision of a toilet which conforms to the standards requested by the Changing Places campaign.”

The Executive noted that the Council had already recognised the Changing Places campaign and that the specification for the Victoria Square development already incorporated a Changing Places toilet in its public toilets as part of the New Court area which was central to all the shopping areas in Wolsey Place, Peacocks and the new Victoria Square.

RECOMMENDED to Council

That the Council notes the action sought by the Motion has already been taken.

3. PARKING STANDARDS SUPPLEMENTARY PLANNING DOCUMENT (SPD)

Following the meeting of the Executive on 23 March 2017, Councillor A C L Bowes, Portfolio Holder for Planning Policy, introduced the report which outlined the responses to the public consultation on the Parking Standards Supplementary Planning Document (SPD), and recommended to Council that the SPD be adopted for the purposes of managing development across the Borough. It was noted that the report had been considered by the Local Development Framework (LDF) Working Group at its meeting on 6 March 2018. Following a question regarding older person's flats, attention was drawn to page 21 of Appendix 2 to the report which set out the recommended parking standards for Use Classes C2 and C3 which included residential institutions and sheltered housing. EXE17-056

RECOMMENDED to Council

- That (i) the various representations to the Parking Standards Supplementary Planning Document consultation together with the Officers' response and recommendations, as set out in Appendix 1 to the report, be noted;**
- (ii) subject to the proposed modifications, the Parking Standards Supplementary Planning Document in Appendix 2 to the report be adopted for the purposes of managing development across the Borough;**
- (iii) the requirements of the Parking Standards Supplementary Planning Document should apply to all relevant planning decisions on and after the date of adoption, in this case 5 April 2018; and**
- (iv) authority be delegated to the Deputy Chief Executive, in consultation with the Portfolio Holder for Planning, to approve any changes to reflect new information before the SPD is adopted.**

Reason: To make sure that the Council has an up to date Parking Standards that complies with national and local planning policy.

4. SELF-BUILD AND CUSTOM HOUSEBUILDING GUIDANCE NOTE

Following the meeting of the Executive on 23 March 2017, Councillor A C L Bowes, Portfolio Holder for Planning Policy, introduced the report which outlined the responses to the public consultation on the Self-build and Custom Housebuilding Guidance Note, and recommended to Council that it be approved as Guidance Note for individuals and organisations who

Recommendations of the Executive and Committees

wished to acquire serviced plots for self build or custom housebuilding. It was noted that the report had been considered by the Local Development Framework (LDF) Working Group at its meeting on 6 March 2018. Following a question regarding the possible future release of Council land for self-build purposes, the Leader of the Council commented that the preference would be for social and affordable housing to be built on the Council's valuable land.

EXE17-057

RECOMMENDED to Council

- That (i) **the draft Self-build and Custom Housebuilding Guidance Note, as set out in Appendix 1 to the report, be adopted as Guidance Note to provide useful advice for individuals and organisations who wish to acquire serviced plots for self build and custom housebuilding; and**
- (ii) **authority be delegated to the Deputy Chief Executive, in consultation with the Portfolio Holder for Planning, to approve any amendments to the draft Guidance Note to reflect new information before it is approved, and thereafter to make sure that the Guidance Note is regularly reviewed to bring it up to date.**

Reason: To enable the Council to comply with the Self-build and Custom Housebuilding Act (2015) and the Self-build and Custom Housebuilding (Register) Regulations 2016.

5. MEDIUM TERM FINANCIAL STRATEGY

Councillor A Azad, Portfolio Holder for Corporate Financial Planning and Policy, introduced the interim report which provided an update on the outlook following Council approval of the 2018/19 budget in February 2018. The Executive was advised that there remained funding uncertainties post 2019/20, including the Revenue Support Grant (RSG), Fair Funding Review (FFR), and extension of the Business Rate retention pilot. It was noted that the Council was responding to Government consultations regarding funding. Councillor Azad reported that the Council required ongoing savings or income of £3.5m by March 2022 and that it was proposed that the Council continued the strategy of seeking strategic commercial opportunities and supporting growth in the Borough. It was further reported that there was a risk of reduction in Surrey County Council (SCC) support of some £950k.

Discussion ensued on the Council's Investment Programme projects and Officers advised that caution was needed on projects which would have a net cost. The Executive was advised that there remained a budget for strategic investment opportunities of some £15m within the MTFs. It was noted that Officers would review the investment strategy over the summer and bring a paper back to the Executive with proposals to generate the £3.5m required by March 2022. The Chief Finance Officer highlighted that the exact level of savings or income required would be uncertain until a steer was given from Government on funding post 2019/20.

The Leader of the Council highlighted that the Victoria Arch funding bid had moved to the next stage and was SCC's preferred option. It was anticipated that the result of the bid would be known in six months time.

The Executive noted the positive investments made by the Council since 2010 to improve the retail and employment vitality of the Town Centre. Attention was drawn to the purchase of Wolsey Place Shopping Centre and the regeneration of Jubilee Square which had both achieved an increase in footfall in the Town Centre.

EXE18-011

RECOMMENDED to Council

That the Medium Term Financial Strategy report be approved and the Executive authorised to prepare an Investment Strategy for consideration as part of the Budget process for 2019/20 which would generate sufficient income to avoid reduction in services for local people.

Reason: The decision is sought to set the framework for Officers to develop detailed proposals for consideration, in due course, by the Council to ensure the medium term financial stability of the Council in the context of its objective to support growth and to maintain services for local people.

6. THE CLEAN NEIGHBOURHOODS AND ENVIRONMENT ACT 2005

The Executive received a report which sought approval of the Executive to recommend to Council the introduction of a fixed penalty notice (FPN) scheme for businesses selling motor vehicles from the public highway offences. EXE18-003

RECOMMENDED to Council

- That (i) the Council issue fixed penalty notices for offences under Part 2 of Section 3 of the Clean Neighbourhoods and Environment Act 2005;**
- (ii) the level of fixed penalty notices shall be set at £100 per penalty notice where it is considered that a person has committed an offence under Part 2 of Section 3 of the Clean Neighbourhoods and Environment Act 2005;**
- (iii) authority be delegated to the Assistant Director (Place), in consultation with the Portfolio Holder for Environmental and Well Being Services, to vary all environmental fixed penalty notice charges in accordance with the legislation; and**
- (iv) authority be delegated to the Assistant Director (Place) to authorise any persons to issue fixed penalty notices for an offence under Part 2 of Section 3 of the Clean Neighbourhoods and Environment Act 2005.**

Reason: The introduction of a fixed penalty notice scheme for businesses selling motor vehicles from the public highway offences is considered a necessary and proportionate response to the current environmental issues facing the Council.

7. FIXED NOTICE (FPN) POLICY FOR LITTERING FROM VEHICLE OFFENCES

The Executive received a report which sought approval of the Executive to recommend to Council the introduction of a fixed penalty notice (FPN) scheme for littering from vehicle offences. EXE18-017

RECOMMENDED to Council

- That (i) the Council issue fixed penalty notices for the offence of littering from vehicles under section 88A of the Environmental Protection Act 1990 from 6 April 2018;
- (ii) the level of fixed penalty notices shall be set at £100 per fixed penalty notice, such penalty to be reduced to £50 if paid within 14 days as provided for under section 6 of the Littering From Vehicles Outside London (Keepers: Civil Penalties) Regulations 2018;
- (iii) authority be delegated to the Assistant Director (Place) to authorise any persons to issue fixed penalty notices from 6 April 2018 for littering from vehicles under section 88A of the Environmental Protection Act 1990; and
- (iv) from 6 April 2018 the level of fixed penalty notices shall be set at £100 per penalty notice where it is considered that a person has committed an offence under section 88 of the Environmental Protection Act 1990.

Reason: The introduction of a fixed penalty notice scheme for littering from vehicles offences is considered a necessary and proportionate response to the current environmental issues facing the Council.

8. GENERAL DATA PROTECTION REGULATION (GDPR)

The Overview and Scrutiny Committee reviewed the Executive report on General Data Protection Regulation (GDPR) at its meeting on 26 March 2018 as part of its pre-decision scrutiny role. The Committee drew attention to the importance of the new Regulation and the need for training for Elected Members, and resolved to note the report.

The Executive received a report which set out the progress made by the Council on compliance with the EU's General Data Protection Regulation (GDPR) and the work still to be carried out before the GDPR came into force in May 2018. The proposed training for Members was welcomed. Members thanked Officers for their hard work to enable the Council's compliance with the GDPR. EXE18-015

RECOMMENDED to Council

- That (i) the progress made on compliance with the General Data Protection Regulation, as well as the need for further work, be noted;
- (ii) the draft new Data Protection Policy be adopted; and
- (iii) Peter Bryant (Head of Democratic and Legal Services/ Monitoring Officer) be appointed Data Protection Officer.

Reason: Consideration of these matters will enable the Council to comply with the EU's General Data Protection Regulation when it comes into force in May 2018.

9. HOUSING ALLOCATIONS POLICY 2018

Councillor C S Kemp, Portfolio Holder for Housing, introduced the report which sought approval of the Executive to recommend to Council the adoption of a fully revised Housing Allocations Policy. The Executive was informed that the updated Policy reflected best practice and was in-line with neighbouring authorities. Councillor Kemp further added that the revised Policy recognised and referenced throughout the Homelessness Reduction Act 2017, due to come into force from 3 April 2018. The Executive noted that the revised Policy had been robustly discussed at the Housing Task Group at its meeting on 22 February 2018. Following a question regarding the lowering of the age range for supported housing, Councillor Kemp advised that it was necessary to look at supported housing for all age groups and types of people and that Officers would monitor the situation going forward. Officers were thanked for their hard work on the revised Housing Allocations Policy.

EXE18-013

RECOMMENDED to Council

- That (i) the Housing Allocations Policy, as set out in the Appendix 3 to the report, be adopted; and**
- (ii) the Strategic Director, in consultation with the Portfolio Holder for Housing, be delegated authority to make minor amendments to the Policy as part of an annual review.**

Reason: The Council has a legal duty to have an Allocations Policy which states how priority will be awarded to applicants on the Housing Register and how the Choice Based Lettings Scheme (Hometrak) operates. It is good practice to review the Housing Allocations Policy from time to time to ensure it reflects local housing priorities and changes in legislation. The revised Policy reflects this and will become subject to annual review.

Background Papers:

None

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Date Published:

29 March 2018

REPORT ENDS

COUNCIL – 5 APRIL 2018

SHEERWATER REGENERATION SCHEME

Executive Summary

This report provides an update on the Sheerwater Regeneration Scheme and seeks authority for Thamesway Developments Limited to be provided with the funds for the implementation of the first part of the scheme, the provision of recreational facilities.

The report also updates the Council on the Statutory Consultation with Secure Tenants, the Equality Impact Assessment, the success rates of Compulsory Purchase Orders, and the current progress in voluntary acquisitions of private homes and voluntary moves of tenants. The Council is requested to approve the proposed tenancy arrangements for future affordable homes and authorise the Chief Executive, in consultation with the Leader of the Council and the Portfolio Holder to take appropriate action to address the recommendations in the Equality Impact Assessment.

The report also includes a brief update on the voluntary sale of private homes, where approximately half have already agreed to sell to the Council/Thamesway and of the voluntary tenant moves where 161 (75%) have indicated a willingness to move out of Sheerwater of which 23 have already moved. This is extremely positive at this stage of the redevelopment and prior to the Council being recommended to make the CPO.

The request from TDL is for a Loan Facility of £26m, on the terms previously approved by Council, to enable it to implement the Leisure and Recreational facilities at the Bishop David Brown site. The Chief Finance Officer has reviewed the Ernst & Young updated financial model and concludes that the Council can proceed with implementation of the Leisure and Recreation proposal as part of its commitment to the full regeneration of Sheerwater. The advice is based on the commitment of the Council to see through the full implementation of the regeneration proposals as it would be detrimental to Council's financial position if there was only partial implementation.

Accordingly Council is advised to authorise a Loan facility of £26m, on terms previously approved by Council, to enable TDL to implement the approved Leisure and Recreational facilities as a first stage of the full regeneration of Sheerwater.

Recommendations

The Council is requested to:

RESOLVE That

- (i) a Loan facility of £26m, on terms previously approved by Council, to enable TDL to implement the approved Leisure and Recreational facilities as a first stage of the full regeneration of Sheerwater;
- (ii) the assured shorthold tenancies, to be granted by Thamesway Housing Limited, of properties within the regenerated Sheerwater shall include the provisions set out in paragraph 3.10 of this report, and
- (iii) the Chief Executive, in consultation with the Leader of the Council/Portfolio Holder, be authorised to take appropriate action to address the recommendations contained in the EqIA.

The Council has the authority to determine the recommendation(s) set out above.

Background Papers: Womble Bond Dickinson Report on CPOs.

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Date Published: 29 March 2018

1.0 Introduction

- 1.1 This report provides an update on the Sheerwater Regeneration Scheme and seeks authority for Thameswey Developments Limited to be provided with the funds for the implementation of the first part of the scheme, the provision of recreational facilities.
- 1.2 The report also updates the Council on the Statutory Consultation with Secure Tenants, the Equality Impact Assessment, the success rates of Compulsory Purchase Orders, and the current progress in voluntary acquisitions of private homes and voluntary moves of tenants. The Council is requested to approve the proposed tenancy arrangements for future affordable homes and authorise the Chief Executive, in consultation with the Leader of the Council and the Portfolio Holder to take appropriate action to address the recommendations in the Equality Impact Assessment.

2.0 Implementation of the Sheerwater Regeneration Scheme – Leisure and Recreation.

- 2.1 The Council at its meeting on 8 February 2018 authorised Thameswey Developments Limited (TDL) to progress the scheme by obtaining tenders in respect of the approved Phase 1 recreational and residential elements of the scheme and to submit a further Hybrid Planning Application for the remainder of the scheme.
- 2.2 As advised and agreed at Council on 8 February 2018 the approved Phase 1 of the regeneration scheme has been split into the Leisure and Recreational element and the Housing element because of the reluctance of contractors to tender so far in advance for the residential element as the first phase of residential cannot start until the Athletics Track has been relocated in Autumn 2018.

Sheerwater Regeneration Scheme Revised Hybrid Planning Application

- 2.3 The Hybrid Planning Application has been submitted and is summarised below.
- 2.4 TDL has submitted a new Hybrid Application for the Sheerwater Regeneration Scheme. This is the next step in delivering the Council's ambition of providing a new high quality development for Sheerwater providing top quality, leisure facilities, recreation space and homes of a range of sizes and tenures.
- 2.5 The application reflects 8 months of detailed work reviewing the existing approved Master Plan and taking on board the challenges set by the Council. These were to increase the amount of public open space whilst increasing the total number of properties and reviewing the mix of property sizes. The new Sheerwater Regeneration Scheme proposed by TDL reflects the proposals outlined at the Public Exhibition on the 18th January 2018 and considered by Council at its February 2018 meeting.
- 2.6 The first stage of the Scheme, which is the subject of the request from Thameswey to the Council on the 5th April 2018 to approve the necessary borrowing, is the development of a new leisure complex at Bishop David Brown School. This complex will provide a top class 3G full size football pitch, new football and rugby grass pitches with improved drainage and a leisure centre. The leisure centre will provide the local community and the school with top class swimming and recreational space. The centre will have a 25m pool and a separate teaching pool, a 5 court sports hall, studio spaces and a gym as well as associated changing and social spaces. The leisure centre will be heated using ground source heat pumps and solar arrays to provide low carbon sustainable energy to the centre.
- 2.7 There will also be new parking facilities and fencing which will improve the number of spaces available to the centre and improve the safety of the school. The re-configuration of the parking also prevents the requirement to demolish four of the five properties highlighted for demolition near the school entrance under the approved Master Plan.

Sheerwater Regeneration Scheme

- 2.8 The outside pitches and leisure centre will be subject to a Community Use Agreement between the Council and the School enabling community access to the facilities when not required for educational use, benefitting both the community and the school.
- 2.9 Subject to Council approval and allocation of finance as outlined in this report the first stage of the Regeneration, the leisure complex and recreational facilities, will start construction in July 2018. TDL has selected Pellikaan as its preferred contractor to deliver the leisure complex following a comprehensive market competition.
- 2.10 Subject to approval by the Council for the release of further funds at its meeting in July 2018 the residential development will commence in Autumn 2018 on the site of the Sheerwater running track. The track will have already relocated to Egley Road, Woking in September 2018. This will start a residential build programme which will, if the Planning application is approved, lead to up to 1200 new homes in the regeneration area. The current applications identify 1141 proposed homes of which 47% are affordable. TDL is currently undertaking a tender exercise for the first phase of the residential build a comprehensive market competition in the same way as the leisure.
- 2.11 As outlined at the public event in January and Council in February the residential elements of the scheme fall into two clear zones; a low rise area and a medium rise area which are separated by a new central park area which will be over a third of a hectare larger than the current consented scheme's park. The central park, with the associated 'green streets' and linear park will provide a large public open space within the core of the new regeneration area. Easily accessible to all residents and car free they will provide both informal and formal leisure spaces and key wildlife and bio-diversity space. A large central play area with a neighbouring Multi Use Games Area and skate park will provide a focus to the new park area with facilities for all ages. The scale of the central park will allow for informal kick about, walking and relaxing in addition to the formal play associated with the MUGA and play areas.
- 2.12 The low rise element of the residential development follows the design code of the 92 homes which have already obtained detailed consent and provides family homes of two to three storeys within carefully landscaped roads that are designed to slow traffic speed and keep parking to designated areas. The homes have been designed to quality mark standards and therefore provide large internal spaces that are adaptable should residents mobility change. A small number of the homes will also be built to a fully adapted standard with hoists and lifts installed on construction. The homes will have high insulation standards and those of three bedrooms or larger will have solar thermal heating all of which will keep residents fuel bills low and reduce the cost of living in the new homes.
- 2.13 The medium rise area is where the most significant change has been developed from the existing approved Master Plan. In this area TDL has introduced the concept of podium accommodation where the parking associated with the homes are located on the ground floor and gardens and communal grounds are located above them. This design allows the scheme to provide greater levels of parking whilst maintaining the open space and visual amenity envisaged by the Master Plan. The podiums will ensure that communal gardens can be provided to the apartments in addition to their balconies to provide greater access to semi private open space.
- 2.14 The medium rise element of the scheme also allows the TDL proposal to provide more, smaller units, as requested by the Council, when compared to the existing approved Master Plan. This will more closely reflect the housing need of the local community whilst maintaining the overall increase in family sized accommodation which was a core premise of the original regeneration proposals. The medium rise development has the same high quality design, adaptability and energy efficiency as the low rise elements of the scheme but will also contain a new district energy network which will ensure that lower carbon heat and electricity is provided to the residents and businesses in the centre of Sheerwater.

- 2.15 The medium rise element of the scheme will also provide the location for new centrally located affordable sheltered accommodation.
- 2.16 The main community facilities of the scheme are also located within the medium rise element and link the town square to the central park. They will contain a new high quality community centre, an expanded Health Centre, a new separate dental facility and new nursery and Sure-Start facilities. The central combined location for all of these facilities means that they will provide a key focus for the new community of the regeneration scheme. All of the retail elements of the regeneration are located within the medium rise. The retail element is designed in a flexible manner but as an initial layout will contain six local shops (including a pharmacy), a pub/restaurant and a larger mini-mart/showroom style unit. The scale of this offer has been based on a retail study and reflects the proposed community, the location of the existing supermarket and the proximity and ease of access of both West Byfleet and Woking commercial centres.
- 2.17 In addition to the high energy efficiency and water conservation standards TDL has designed across the scheme it will also provide a private fibre network to all of the homes and community facilities. This network will ensure that people living and working in Sheerwater will have access to the latest high speed internet services improving the economic development opportunities of the scheme.
- 2.18 The current Planning Application envisages an eight year construction programme.
- 2.19 This report, and the financial advice from the Council’s Chief Finance Officer, is based upon the revised Planning Application as approved by Council on 8 February. Whilst there is a risk that the Local Planning Authority process may result in further changes the pre application consultation suggests that there is a low risk of any substantial change which would adversely affect the assumptions in this report.

New Leisure and Recreation Facilities

- 2.20 The outline above explains the detail of the new leisure and recreational facilities and the upgrading of the Bishop David Brown site. TDL has obtained tenders for this part of the scheme and is now seeking authority, and the release of funds to implement it, with works scheduled to start in July 2018.
- 2.21 The confidential information related to the Tender exercise is attached to the Part 2 report for information. Based upon the recommendation from its advisors, Synergy, TDL proposes to appoint Peliikaan Construction Limited, an experienced leisure centre contractor, to implement the project.
- 2.22 The scheme cost analysis may be summarised as:

Cost Item	£
Leisure centre	19,988,000
Professional Fees	2,474,179
Contingency	1,009,105
Loan Interest	2,528,716
Total Costs	26,000,000

- 2.23 TDL is therefore seeking a Loan Facility of £26m to enable it to implement this part of the Regeneration Scheme. The financial model, built by Ernst & Young, for the full proposal has been updated and more detailed commentary from the Council’s Chief Finance Officer is included in the Financial Implications section of this report.

- 2.24 In summary it is clear that the Council can proceed to implement the leisure and recreation phase on the basis that it has already agreed to implement the full regeneration of Sheerwater subject to signing off the details of Phase 1 and setting the process for signing off future phases.
- 2.25 Accordingly it is recommended that the Council authorises the Loan Facility for TDL, upon the terms as set out in its previous approval at the Council Meeting on 6 April 2017 to appoint TDL to implement the Sheerwater Regeneration Scheme.

3.0 Statutory Consultation with Secure Tenants

- 3.1 Section 105 of the Housing Act 1985 ("Section 105") requires the Council to maintain such arrangements as it considers appropriate to enable secure tenants who are likely to be affected by a matter of housing management to which Section 105 applies to be informed of the Council's proposals about it, and to make their views known to the Council within a specified period.
- 3.2 Recently, secure tenants were consulted on the proposed terms of the assured shorthold tenancy agreements that would be offered by Thamesway Housing Limited of properties within the regenerated Sheerwater.
- 3.3 The Halo Works ("Halo") was commissioned to undertake the consultation on behalf of the Council.
- 3.4 The consultation focussed on a number of proposed changes to secure tenants' tenancy agreements, and was conducted in a number of stages. These included the preparation of the questionnaire which was "sense-checked" at a facilitated focus group. Following this, the questionnaire was amended and sent to 360 secure tenants, along with a covering letter and freepost envelope. Three weeks later, a reminder consultation mailing was sent to the 313 secure tenants who had not responded to the initial survey mailing. This generated a strong response and, overall, 125 secure tenants responded to the consultation. Halo considered this to be an excellent overall response rate of 35%.
- 3.5 A copy of Halo's report on the consultation is appended (Appendix 1). A summary of the results from the consultation is as follows:-
- Seven out of ten tenants said they understood how their tenancy was going to change.
 - From the list of options provided, 72% supported a fixed tenancy period of ten years.
 - 45% of tenants agreed that if the proposed new rent levels were similar to the ones already in place at Kingsmoor Park, they would be fair and reasonable for a new property in Woking. A further 31% disagreed whilst almost a quarter 24% responded 'don't know'.
 - On the proposal to increase rental levels by CPI + 1%, 37% agreed this level of increase would be fair and reasonable for a new property in Woking, whilst 36% disagreed. A further responded 27% 'don't know'.
 - Tenants were also invited to give their views on the new Earn your Deposit Scheme (EDS), which could be offered to former secure Council tenants who took a new tenancy within the Sheerwater Regeneration area. 29% believed this scheme could be a good idea for them and their household, whilst 29% also disagreed. A further 42% responded 'don't know'.
 - Similarly, 37% thought the EDS would be a good idea for other tenants within the Sheerwater Regeneration area, whilst only 13% disagreed. 50% responded "don't know".

- 3.6 The questionnaire gave secure tenants the option of (i) giving their views on the future management of the rental properties and (ii) providing any other comments they wished to make. These are included in Halo's report.
- 3.7 Citizens Advice Working ("CAW") commented on the consultation. A copy of their letter is appended (Appendix 2). CAW had two main concerns, (i) the timing of the consultation and (ii) whether the consultees would understand what they were being consulted on.
- 3.8 With regard to the timing of the consultation, the consultation period stretched from 12 December 2017 to 19 January 2018. This included a substantial period outside the Christmas/New year "break". In addition, including the Christmas/New Year "break", gave people a greater opportunity to respond (as they were more likely to be at home, so would have more time to do so). As stated in paragraph 3.4 above, there was, in Halo's view, an excellent response to the consultation (35%).
- 3.9 With regard to whether consultees understood what they were being consulted on, 70% of respondents stated that they understood how their tenancies would change, with only 13% (15 out of 121 respondents) saying they did not. Appendix 3 to Halo's report gives details of the "sense-check" focus group meeting held prior to the consultation questionnaire being sent out. This meeting included "piloting" the wording of the questionnaire to check it was understood. Changes were made following the "sense-check" focus group meeting.
- 3.10 Taking account of the consultation responses, it is recommended that the assured shorthold tenancy agreements to be offered by Thamesway Housing Limited should include the following provisions:-

Tenancy Length

The initial fixed term length should be ten years (supported by 72% of respondents).

Rent Levels

The initial rent levels should be equivalent to those set for properties at Kingsmoor Park (45% of respondents considered these rent levels to be fair and reasonable, with 31% disagreeing).

Rent Increases

The annual increase in rent levels should be Consumer Price Index (CPI) plus 1%, as it is in Kingsmoor Park (37% of respondents considered this to be fair and reasonable, with 36% disagreeing).

Earn your Deposit Scheme (EDS)

The Earn your Deposit Scheme should apply to Thamesway rental properties in Sheerwater (29% of respondents thought this was a good idea for them or their household, with 29% disagreeing. 37% of respondents thought this was a good idea for other tenants living within the Sheerwater Regeneration area, with 13% disagreeing).

It is also considered that secure tenants who are required, as part of the regeneration, to move from a WBC secure tenancy to a new Thamesway property in the regeneration area should be credited with three years' deposit entitlement after they have been in the Thamesway property for one year (having complied with the standard conditions that apply to EDS, e.g. the "Good Tenant" requirement). This goes some way to compensating existing secure tenants for the loss of the right to buy resulting from moving from a WBC secure tenancy to a Thamesway assured shorthold tenancy.

4.0 Equality Impact Assessment

4.1 As part of the detailed preparation for the proposed CPO, Dr Sophia Skyers of CIBS IQ Research was commissioned to undertake a predictive Equality Impact Assessment (“EqIA”). The purpose of the EqIA is to assist the Council in complying with its statutory obligations when it considers whether to make a CPO. This decision is programmed for the Council meeting on 18 October 2018.

4.2 The EqIA took account of the revised regeneration proposals which are the subject of the revised planning application submitted by Thameswey.

4.3 A copy of the EqIA is appended (Appendix 3). The headline findings of the EqIA are as follows:-

- Overall, the CPO proposals are considered to have a potential positive impact in terms of the phasing of the housing proposals, which will enable residents to remain in Sheerwater if that is their wish, and the potential positive impact they will have in stimulating inward investment by transforming the physical fabric of the area to power economic and social progress.
- The scheme will be led by the community recreation and leisure provision which is considered to be potentially positive in its impact in providing residents with tangible expressions of progress prior to the implementation of the housing proposals.
- The overall scheme will deliver a net increase in affordable housing, including provision for some of the most vulnerable residents currently living in Sheerwater, a net increase in the amount of useable open space and increased road safety. This is considered to be positive in terms of its potential impact on the health and future well-being of residents.
- The proposals in relation to employment and training arising from the redevelopment are considered to have the potential for positive impact as they are allied to specific supply side interventions to support local people.
- The consultation underpinning the scheme has been extensive and intensive. The opportunity arising from the revised CPO timescale means that the Council can undertake more and varied kinds of consultation with groups that are harder to hear and who, through a variety of access needs, may not be able to engage with the more formal approaches to consultation or the more obvious tools of self-expression. This will build on the existing good relations between different groups in the area.

4.4 The EqIA contains ten recommendations. These are as follows:-

- A broad community engagement strategy should be developed that takes account of groups who are *‘harder to hear’*, and which builds on the extensive engagement undertaken to date. The strategy should be reviewed at key stages of planning, relocation and construction if the CPO is approved, and the customised engagement approaches fully incorporated to facilitate broader engagement, and fill any gaps.
- As part of the development of a broader community engagement strategy, a wider menu of intensive engagement options should be developed, in order to engage with groups that have specific access needs. This includes residents with sight impairment, and residents with a variety of access needs who do not have the resources, knowledge, and/or agency to make their voices heard.
- As part of the on-going assessment of impact, effective monitoring of the consultation and evaluation should be cross-referenced with and informed by the EqIA equality baseline. In addition, a broader approach to evaluating impact of the consultation should be developed, that moves beyond paper-based approaches.

- As part of the CPO consultation and process, there is a need to engage small businesses in the area; in particular, home based businesses, and the retailers in the shopping parade who tend to be black and minority ethnic family run small businesses.
- The Council consider monitoring the end destination of owners and those currently employed in retail establishments in Sheerwater.
- The rich data on the needs of secure tenants through the Housing Needs Assessment Team should to be captured and used to inform the wider engagement approaches with secure tenants those who are '*harder to hear*'.
- As part of the CPO process, there is a need for more detailed engagement work with the organisations the use the Parkview Community Centre to provide their services.
- As part of the implementation of the CPO, the Council should have recourse to The Public Services (Social Value) Act, 2012, which places a duty on public bodies to consider social value ahead of procurement and S106 of the Town and Country Planning Act, 1990 (as amended) to help to ensure that the employment and training benefits are evenly dispersed.
- The Council should make the EqIA available to the stakeholders cited in the report, and make the EqIA publicly available
- The Council consider the action plan that forms Appendix A to the EqIA report.

4.5 It is recommended that the Chief Executive, in consultation with the Leader of the Council/ Portfolio Holder, be authorised to take appropriate action to address the recommendations in the EqIA. The Sheerwater Regeneration Project Board and the Sheerwater Regeneration Oversight Panel will, where appropriate, be involved in this process. Council will be advised of the action taken at its meeting on 18 October 2018.

5.0 Success Rate of CPOs

5.1 Womble Bond Dickinson (Solicitors) produces regular reports looking at the usage and success rates of CPOs, principally those made under the Town and Country Planning Act 1990 (i.e. Planning CPOs) and the Housing Act 1985 (i.e. Housing CPOs). The proposed CPO for the Sheerwater regeneration will be a Planning CPO.

5.2 Womble Bond Dickinson's latest report was published at the end of 2017. This report echoes many of the key messages contained in previous reports, i.e.

- CPOs are a vital tool for regeneration.
- Success rates for both Planning and Housing CPOs remain high.
- There are a range of reasons, from technical and evidential, why some CPOs were not confirmed by the Secretary of State.
- A significant number of local authorities make use of compulsory purchase powers, but generally do so sparingly.

5.3 The 2017 report additionally makes the following findings:-

- In 2015, 57 Planning CPOs and 54 Housing CPOs were submitted respectively. In 2016, 40 Planning CPOs and 39 Housing CPOs were submitted.
- Both Planning and Housing CPOs continue to demonstrate high levels of success. The figures indicate that:
 - For Planning CPOs, at least 87% in 2015 and 82% in 2016 succeeded. These figures may be even higher when considering withdrawn CPOs due to acquisition by agreement.
 - For Housing CPOs, the equivalent figures are at least 79% in 2015 and 88% in 2016.

- The level of success for CPOs in 2015 and 2016 is consistent with previous years, and demonstrates an established long-term trend.

5.4 Provided it addresses all relevant issues at the appropriate time, Council can be reasonably confident that any CPO it decides to make will have a good chance of being confirmed by the Secretary of State.

6.0 Update on Property Acquisitions and Tenant Voluntary Relocation

6.1 There were 123 privately owned properties within the “red line” regeneration area. To date 88 property owners have voluntarily engaged with the Council/Thameswey and 60 have agreed terms to sell. Currently 22 acquisitions have been completed and the remainder of accepted offers are with respective lawyers. In June there will be a proactive approach to the remaining owners to seek to secure a voluntary arrangement prior to recommending to Council to make the CPO in October 2018.

6.2 Some tenants had already left Sheerwater to take the opportunity of new homes in the Kingsmoor, Westfield. However there were 308 Secure Tenants within the “red line” regeneration area at the point when Council agreed to proactively engage with them on an individual basis. To date 216 tenants have been visited of which 161 have indicated a willingness to leave Sheerwater and not seek to return; 23 have already moved.

6.3 This is a very positive position at this stage of the regeneration and as reported in the Green Book there are 97 properties currently being let as “Non Secure” pending the redevelopment.

7.0 Implications

Financial

7.1 The financial model originally built by EY in 2016/17 has been updated for the latest costs, residential property numbers and timings. The modelling enables the impact of varying the assumptions to be assessed by comparing the projected cash flows.

7.2 With the current assumptions, the model shows that over the 70 years post completion the project results in a final positive cash flow position of £95m in THL. TDL generates a £5m profit on completion of the development and provides a £32m grant to THL to subsidise the cost of the housing transferred.

7.3 The Peak Debt in TDL during development is £108.5m, at the beginning of year 4 before the first significant asset sales. The Peak Debt in THL is £120.8m on acquisition of the properties from TDL. The consolidated Peak Debt is £173m at the beginning of year 8 towards the end of construction but before the full revenue from sales has been achieved. (TDL £55m, THL 117m).

7.4 The most critical assumptions for the modelling in THL are set out in the table below:

Assumption	Value	Comments
Interest Rates	Long term funding at 3.53%/ Short term funding 2.37% plus margin where agreed	There is an expectation of increasing interest rates over the medium term; however, it is not certain how quickly rates will rise. A 0.8% uplift compared to current rates has been included. There remains flexibility to consider taking long/short term annuity and maturity financing if necessary as the project progresses.
Rental Inflation	3% pa	Social rents will increase at CPI plus 1%. Average CPI over the last 30 years is 2.58%. Affordable rents will increase in line with TW

Sheerwater Regeneration Scheme

		policy which is an average of 3%.
Construction Inflation	4.5%, £51m in total	Only a risk during construction.
Sales Inflation	3% pa	Only a risk during construction/sales period. It will be possible to choose to rent out properties in the short term rather than sell in a difficult market.

- 7.5 The model discharges all the project costs which have currently been incurred by the Council, as reported in the Green Book. These include the costs of the NVH underwrite, infrastructure works to remove the pylons, and compensation for the use of the athletics track land. It also compensates the HRA, £13m, for the land which will be acquired plus additional amounts for street properties bought more recently. £41m is budgeted for the purchase of private properties.
- 7.6 Housing Infrastructure Funding of £9,384,000 has been included in the model as awarded by the Government on 1 February 2018. The model assumes the funding will be received at the end of the construction period however this income is likely to be paid in the earlier development phases.
- 7.7 Whilst costs are available for the leisure element of the scheme, final tender costs have not yet been acquired for the residential development. Until the tender process has been completed there is a risk that costs could be different to those currently assumed in the model. It is reassuring that the costs originally assumed for the leisure element were greater than the final procured value. The modelling includes a contingency of £12m but also assumes value engineering of £6m expected as a result of the final tenders.
- 7.8 There also remains a risk that, for some external reason, it is not possible to progress the project and that TW is left with the leisure element of the scheme with no residential development to contribute to the costs. TW have obtained two indicative valuations of the consented site released once the athletics track at Egley Road is operational. The likely capital contribution which could be achieved will not cover the costs of constructing the leisure element, but would reduce the borrowing the Council would have to service (to approx. £12m).
- 7.9 In this scenario, there would also be no re-imburement to the Council of the amounts incurred directly to date referred to in 7.5. This would have an adverse affect on the MTFs (also on this agenda) which assumes a £370k reduction in financing costs as a result of the athletics track funding. In addition the savings targets would increase by approximately £600k to cover the net cost of the leisure facility. TW would also require sunk costs on the scheme so far (£5m approved) to be covered.
- 7.10 The MTFs report sets out the Investment Programme items currently built into budget forecasts. If the residential scheme did not progress, it is likely that all non-essential schemes funded by borrowing (e.g. Flooding schemes/Woking Gym Club) would have to be postponed until further resources were available with the borrowing for Sheerwater replacing amounts currently assumed in the forecasts.
- 7.11 Sensitivity analysis performed using the EY model shows that the model is particularly sensitive to changes in the base assumptions.

Variation	Impact on THL £95m surplus
Increase interest rates by 0.2%	-£46m
Reduce Sales value inflation by 1%	-£159m

Sheerwater Regeneration Scheme

Remove £6.2m value engineering	-£60m
Timing of income - assume HIF funding £9m at the beginning of construction rather than the end.	£4m

- 7.12 Whilst the sensitivity analysis suggests significant potential variances to the base position, it is important to also consider that there will also be an asset – the housing properties – at the end of the period. At a 3% assumed valuation increase over this period, the open market value of the housing asset in THL would grow in valuation from an initial £175m to £462m by 2077. Applying a social rent factor (33%) to both the social and affordable properties, as for HRA assets, still generates a valuation of £152m at the end of the modelling.
- 7.13 In order to manage the variation risks identified above, it is recommended that TW consider reducing the length of the construction period. This has the advantage of reducing inflation in construction costs (Total £51m assumed in the model), whilst also reducing the risk of increasing interest rates and would achieve certainty of some of the key variables sooner than in the current plans.
- 7.14 Following changes to the CIPFA and government capital financing guidance, TW should also incorporate a financing model which does not include share capital from the Council. The costs for TW are likely to be the same as the existing model as the margin charged by the Council covers the financing costs of both loans and share capital. For the Council this would avoid earlier repayment of the debt associated with the shares, which the government has now indicated should be over 20 years. It may also be beneficial to consider a combination of maturity and annuity loans to finance the scheme to allow time for rental income to increase.
- 7.15 The Council is in a position to commence the construction of the leisure facilities upon the basis that it has already decided to fully implement the Sheerwater Regeneration Scheme subject only to detailed sign off of Phase 1 and setting the criteria for future sign offs. As stated earlier in the report the council cannot just “do a bit” in Sheerwater, it will need to implement it all and therefore the adverse impact on the Council should the project not progress should be noted.

Human Resource/Training and Development

- 7.16 There are no additional human resource issues raised by this report

Community Safety

- 7.17 Community Safety issues will be addressed during the development.

Risk Management

- 7.18 Doing nothing, or doing only part, will leave Sheerwater significantly disadvantaged. Commitment to full implementation is essential both for Sheerwater and the Borough as only through full implementation will the financial viability be secured.
- 7.19 The project has both inflation risk and interest cost risk during construction, by reducing the construction period this will reduce the risk of cost inflation/increased financing costs.

Sustainability

- 7.20 The regeneration of Sheerwater will enhance the sustainability of the local community and the wider Borough. The Leisure and recreational facilities will provide high quality facilities to

the least well served part of the Borough and benefit those in the wider eastern area of the Borough.

- 7.21 The new development is being proposed with high levels of energy efficiency and will contribute significantly to the reduction of flood risk.

Equalities

- 7.22 Equality issues will be addressed during the development.

Safeguarding

- 7.23 Safeguarding issues will be addressed during the development.

8.0 Conclusions

- 8.1 The proposals outlined in this report will enable the Council to start the implementation of the regeneration of Sheerwater and provide a significant increase in new homes.

REPORT ENDS



Overall Report for Sheerwater Secure Tenancy Consultation

On Behalf of Woking Borough Council



CONTENTS

Consultation Introduction	3
Summary Of Results From The Consultation Questionnaire.....	4
Proposed Tenancy Type	4
Proposed Tenancy Length	5
Proposed Rent Levels	5
Proposed Rent Increases	6
Proposed Earn your Deposit Scheme (EDS)	6
Proposed Management of the New Rented Properties.....	7
Other Comments.....	7
Appendix One: Questionnaire.....	8
Appendix Two: Verbatim Comments From The Questionnaire	13
Appendix Three: Key Findings From The Focus Group.....	20
Background	20
The Findings	20
Proposed Tenancy Type	21
Rent Levels	22
Earning Your Deposit Scheme	24
Focus Group Conclusions	25

CONSULTATION INTRODUCTION

Woking Borough Council (WBC) invited The Halo Works to work together on consultation with their secure tenants as part of the Sheerwater Regeneration Project. Under Section 105 of the Housing Act 1985, the Council has a legal obligation to inform and consult with its secure tenants on any changes, which substantially affect their housing arrangements.

The changes to the tenancy included outlining a proposal that the new rented properties would be delivered by Thameswey, and that it would be Thameswey not the Council, who would be offering a different type of tenancy to the existing Secure Tenants taking up residency in one of the new homes within the Sheerwater Regeneration Area.

The consultation focused on a number of proposed changes to the tenancy agreement and was conducted in a number of stages. The consultation process included the following steps:

- . Questionnaire design
- . Recruitment for and facilitation of one “sense-check” focus group
- . Incorporate changes to the proposed questionnaire as required
- . Data preparation, printing and fulfilment of an initial and reminder survey mailing
- . Data input, analysis and tabulations and supply raw data file
- . Written reporting of the consultation results

Once the final version of the questionnaire was approved, it was sent to the 360 secure tenants on the database supplied by the Council along with a covering letter and freepost reply envelope. A unique identifier number was added to each questionnaire to prevent any duplicate or anonymous responses being included. Three weeks later, a reminder consultation mailing was sent to the 313 secure tenants who hadn't responded to the initial survey mailing. This generated a strong response and overall, **125** secure tenants responded to the consultation representing an excellent overall response rate of **35%**.

This report details the main findings from both the survey and focus group stages of the project as well as a listing of the verbatim comments supplied by residents in response to the two open-ended questions included in the questionnaire. The strength of the response rate can give the Council confidence in taking decisions on the basis of these results. The questionnaire and listing of comments are both included as Appendix One and Appendix Two to the report. The findings from the qualitative ‘sense check’ focus group are also included as Appendix Three.

In most cases and unless otherwise stated, results have been given as a percentage of the total overall number of valid responses (all answering), which varies from question to question. Some percentage values have been rounded up/down to ensure the totals add up to 100%. We are unable to provide any further detail other than the headline results as there were no demographic type questions included in the questionnaire to segment the overall results.

SUMMARY OF RESULTS FROM THE CONSULTATION QUESTIONNAIRE

- The consultation questionnaire achieved a very respectable 35% overall response rate.
- Seven out of ten tenants said they understood how their tenancy was going to change.
- From the list of options provided, 72% supported a fixed tenancy period of ten years.
- 45% of tenants agreed that if the proposed new rent levels were similar to the ones already in place at Kingsmoor Park, they would be fair and reasonable for a new property in Woking. A further 31% disagree whilst almost a quarter 24% responded 'don't know'.
- On the proposal to increase rental levels by CPI + 1%, 37% agreed this level of increase would be fair and reasonable for a new property in Woking, whilst 36% disagreed. A further responded 27% 'don't know'.
- Tenants were also invited to give their views on the new Earn your Deposit Scheme (EDS), which would be offered to former secure Council tenants who take a new tenancy within the Sheerwater Regeneration area. 29% believed this scheme could be a good idea for them and their household, whilst 29% also disagreed. A further 42% responded 'don't know'.
- Similarly, 37% thought the scheme would be a good idea for other tenants within the Sheerwater Regeneration area whilst only 13% disagreed. 50% responded 'don't know'.

The next section of the report provides detailed results from the consultation questionnaire. The full questionnaire is included as Appendix One to this report.

PROPOSED TENANCY TYPE

The questionnaire included some background information to the proposed changes including highlighting that the main difference between a Secure Tenancy and an Assured Shorthold Tenancy is that instead of a lifetime tenancy, the tenancy granted will be for a fixed term, and that the Right to Buy will be replaced by a scheme to assist the tenant in buying a future home.

The table below highlights whether tenants understood how their tenancy is going to change.

	Number of responses	% of total
Yes	85	70%
No	21	17%
Don't know	15	13%

Overall, 70% of those answering said they understood how their tenancy would change whilst 30% responded either 'no' or 'don't know'.

PROPOSED TENANCY LENGTH

In this question, the background information described that currently, new tenants in Woking are already being offered Flexible Tenancies for a fixed period of seven years and that from next year the government will require all new council tenancies to be granted for a fixed term of between 2 to 10 years. With this in mind, the Council is considering the length of the Assured Shorthold Tenancies to be offered to the tenants within the Sheerwater Regeneration area.

The table highlights whether tenants thought the fixed term should be five, seven or ten years.

	Number of responses	% of total
Five years	8	7%
Seven years	11	9%
Ten years	86	72%
Don't know	14	12%

Overall, 72% of those answering thought that of the options provided, the fixed term period should be ten years with the second highest response of seven years supported by 9%. In the focus group, the majority of respondents said that if lifetime tenancies were no longer available, they would prefer the longest time period option available.

PROPOSED RENT LEVELS

The questionnaire set out that the rent levels would be similar to those set at Kingsmoor Park and a table showing the current weekly rents at this site was included as a comparison. The survey asked whether tenants considered these rent levels fair and reasonable for a new property in Woking.

	Number of responses	% of total
Yes	55	45%
No	39	31%
Don't know	30	24%

Whilst 45% agreed that the increase being proposed was fair and reasonable, a further 31% disagreed whilst almost a quarter (24%) responded 'don't know'. From the comments, it is apparent that not everyone was familiar with the Kingsmoor Park site and the type of housing there, so this may have made any rental comparisons more difficult.

In the focus group, when tenants started discussing the benefits of living in a modern building, such as better insulation and heating efficiency, improved sound proofing and a modern internal specification, they found it easier to understand why these rent levels may be higher.

PROPOSED RENT INCREASES

The next question focused on the proposal that the annual increase in rental level would be increased by Consumer Price Index (CPI) plus 1% as it is in Kingsmoor Park. The level of support for this is shown in the following table.

	Number of responses	% of total
Yes	45	37%
No	43	36%
Don't know	32	27%

The views on the proposed rate of rent increases were mixed with no strong majority view. Almost as many tenants disagreed that the rate being proposed was fair and reasonable for a new property in Woking than agreed (36% v 37%). In addition, a further 27% responded 'don't know'.

PROPOSED EARN YOUR DEPOSIT SCHEME (EDS)

One of the main elements of this consultation was the proposal to introduce a new scheme called 'Earn your Deposit Scheme' (EDS), to replace the 'Right to Buy' scheme, which Thamesway would no longer be able to offer. The background information provided explained that with this scheme, the tenant would be given an amount of money, towards their deposit to help them buy a home. This home could be in Woking or elsewhere.

In addition, the survey explained that the amount payable to the tenant would be based on:

- the length of their tenancy
- the type of accommodation they occupy
- the increase in the value of the property during their tenancy, to a capped upper limit.

The consultation asked whether or not tenants thought this is a good idea either for their own household or alternatively for other tenants living in the same area. The results were:

	For you and your household	For other tenants within the regeneration area
Yes	29%	37%
No	29%	13%
Don't know	42%	50%

Overall, 29% of tenants agreed that EDS would be a good idea for them or their household, whilst the same number disagreed. A further 42% responded 'don't know'. There was far greater support for the scheme when tenants were asked whether this could be a good idea for other tenants living within the Sheerwater Regeneration area. Of those who expressed an opinion, almost three times as many tenants agreed than disagreed (37% v 13%).

In the focus group, many of the people who attended felt that due to their age or because of plans they already had in place, whilst they liked the idea, they didn't feel the scheme would be right for them. When the suggestion was made that there might be other tenants living in Sheerwater, who might be better suited to the scheme, a number of tenants thought there would be although it may depend on what aspirations people had for the future. The general feeling was that this scheme might be better suited to younger people, perhaps the next generation of tenants who were looking at different ways of getting onto the 'housing ladder'.

PROPOSED MANAGEMENT OF THE NEW RENTED PROPERTIES

This was the first of two open ended questions. The questionnaire outlined that the properties in the Sheerwater Regeneration area would be owned by Thameswey Housing Limited.

A total of forty three tenants provided a comment. The full listing of comments is supplied in Appendix Two to this report. These comments focused on a wide variety of issues, many of which were unrelated to the management of the new rented properties. Others were from tenants wanting to know how the change in housing management might affect them on a more practical level. There were only a few comments from tenants objecting to the plans. Some of the other themes included:

- Reassurances that service levels would be maintained/improved by any new provider
- Whether there was a potential conflict of interest by Thameswey being owned by WBC
- A desire for more detailed information from WBC around dates and the types of housing
- Specific concerns from tenants with disabilities or from those living in sheltered housing

OTHER COMMENTS

In the final question, a total of forty two people provided a comment. The full listing of comments is supplied in Appendix Two. Again, these comments were varied and in some cases very detailed. Some of the main themes included:

- Concerns around the loss of secure tenancies
- Concerns around the new rental levels being proposed
- Loss of trust caused by what have WBC said in the past and what they have then done
- A high level of uncertainty about what will happen and when
- More information specifically around the proposed rental levels and the EDS scheme

APPENDIX ONE: QUESTIONNAIRE

Proposed tenancy type

The new rented properties within the Sheerwater Regeneration area will be delivered by Thamesway, and for this reason it will be Thamesway granting the new tenancies for the new properties, not the Council. Existing secure Council Tenants rehoused within the regeneration area will therefore be granted an 'Assured Shorthold Tenancy' by Thamesway in place of their existing 'Secure Tenancy'. The Assured Shorthold Tenancy will be similar to the Flexible Tenancies that have been granted to any new Woking Borough Council tenants over the last few years, although the Council is considering a longer minimum period for the new tenancies in the Sheerwater Regeneration area.

The main difference between a Secure Tenancy and an Assured Shorthold Tenancy is that instead of a lifetime tenancy, the tenancy granted will be for a fixed term, and that the Right to Buy will be replaced by a scheme to assist the tenant in buying a future home.

Q1. Do you understand how your tenancy is going to change?

Yes	No	Don't know
<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3

Proposed tenancy length

Currently, new tenants in Woking are already being offered Flexible Tenancies for a fixed period of seven years. From next year the government will require all new council tenancies to be granted for a fixed term of between 2 to 10 years. With this in mind, the Council is considering the length of the Assured Shorthold Tenancies to be offered to the tenants within the Sheerwater Regeneration area. The tenancy will be reviewed at the end of the fixed term. If the tenant's circumstances have not changed significantly over the course of that period, the tenant has complied with the terms of the tenancy agreement, and is still eligible for social housing; the tenancy will be renewed for another fixed term.

Q2. Do you think this fixed term should be five, seven or ten years?

Five Years	Seven Years	Ten Years	Don't Know
<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3	<input type="checkbox"/> _4

Proposed rent levels

It is proposed that the rent levels would be similar to those set at Kingsmoor Park, a recent new build scheme facilitated by the Council; their rents can be seen in the table below:

NB. The figures below exclude service charges where they apply.

	Kingsmoor Park (Weekly Rents)
	April 2017/18
1 bed flat	£113.18
2 bed flat	£129.37
2 bed house	£138.47
3 bed house	£159.48
4 bed house	£167.86

Q3. Do you consider these rent levels fair and reasonable for a new property in Woking?

Yes	No	Don't know
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃

Proposed rent increases

The annual increase in rental level would be increased by Consumer Price Index (CPI) plus 1% as it is in Kingsmoor Park.

Q4. Do you consider these rent increases fair and reasonable for a new property in Woking?

Yes	No	Don't know
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃

Proposed Earn your Deposit Scheme (EDS)

Thameswey is unable to offer the Right to Buy, and a new scheme is being considered which is called 'Earn your Deposit Scheme' (EDS) for former secure Council tenants who take a new tenancy within the Sheerwater Regeneration area. With this scheme, the tenant would be given an amount of money, towards their deposit to help them buy a home. This home could be in Woking or elsewhere.

The amount payable to the tenant would be based on:

- the length of their tenancy
- the type of accommodation they occupy
- the increase in the value of the property during their tenancy, to a capped upper limit.

The scheme would only be offered to tenants who have always complied with the terms of their tenancy agreement. As the scheme applies to anyone wishing to buy a home in the private sector, there would be no reduction to the existing local affordable housing available.

Q5. Do you think this is a good idea?

	Yes	No	Don't know
For you and your household	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
For other tenants within the Sheerwater Regeneration area	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃

Proposed management of the new rented properties

Properties in the Sheerwater Regeneration area will be owned by Thameswey Housing Limited.

Q6. Do you have any views about the future management of the properties?



Final

Other comments

Q7. Please use the space below to add any other comments you wish to make. Add supplementary sheets if necessary, numbering the pages clearly.

Please complete the information below:

Tenant Name:

Your full address:

.....Email :.....

Contact Telephone Number:

Signature: Date:

Please return your completed questionnaire in the pre-paid envelope provided before 19 January 2018. NO STAMP IS REQUIRED

Thank you for your help.

Please note: This is not an opportunity to comment on the merits of, or the detail of the regeneration project. Only responses from those secure tenants invited as recipients for this consultation will be accepted.

APPENDIX TWO: VERBATIM COMMENTS FROM THE QUESTIONNAIRE

Q6 Do you have any views about the future management of the properties?

- I think the tenants who are being forced out of their secure tenancy should be given the right to buy still I have paid a steady rent for 24 years, effectively paid enough to get a very reasonable discount I was in the process of looking into buying my house and it was suspended. I feel very cheated by the council. I work for a HA So I am familiar with how they work and their general upkeep of their general needs tenants. As a secure tenant we need just that SECURITY!
- NVH seem to have done a good job so I am prepared to accept that THL will be capable of the same
- I feel that the increase in rent by 1% and considering it will be run by a housing association so that increase does not include service charge is a lot of money as some people are struggling to pay rent now, and I am talking about people that are working for those that are on benefits will be ok because they will be in receipt of housing benefit!
- I am a pensioner living in sheltered housing in Woodlands House, the properties are not very old, and I don't see the point in demolishing them. You have people, living here who has got health problems including myself, people don't want to be moved out of these properties
- Given my age and circumstances I would be too old to be considered for most of the options available
- Thameswey is owned by Woking Council. I believe this is just a means of having the power of making secure tenants homeless has and when it suits. The promises in the charter have been broken so many times now and this is just another step to put pressure on working tenants. It feels unsafe and unfair. If Thameswey was owned by a third party with no connections it would be fairer.
- This was a pre-planned scheme to increase rents over guidelines. Council tenants received a letter from Woking Borough Council stating that existing council tenants would remain council tenants on completion of "regeneration". Under Thameswey, my rent will increase by at least 25% for a smaller built property and less garden and facilities.
- Will there be a warden? Is my hot water/heating included?
- Ensure the condition of flats and common areas is good and always well maintained. Tenants who cause problems / don't adhere to their tenancy conditions, to be appropriately dealt with.
- We need to have a commitment to a secure, clean, warm, suitable place to live. I'm happy to leave Sheerwater to another property in Woking. Others want to move back. People are anxious about not knowing when, where, how the regen is happening.
- I do think it is wrong that tenants no longer have secure tenancy if they are existing tenants

Final

- Council housing should be owned and managed by the council.
- If my accommodation is for the elderly would all heating, hot water and any emergency equipment be included in the rent. If not how much would you expect it to amount to.
- There needs to be more responsive requests to resident's repairs. A better 'out of hours' service that actually LISTENS to the problem of resident. Better accountability of likes of Serco and the cleaning team, as they're both useless!
- As long as it is good
- Nothing about proposed management or identifying the owner is a private landlord
- To be honest I don't know enough about what is happening or being affected to me
- I have concerns as I have only heard bad things about Thameswey as landlords. I am happy with my secure tenancy and don't feel that I should lose it at any point just because of the regeneration.
- As long as it's run correctly and not bully, I have no issues.
- A fair rent and long fixed term tenancy for people that have been a long term tenant and loyalty consideration. Rent reductions where applicable.
- Has to be better than New Vision Homes.
- I am living here from Aug 14 2014. Management is doing well his + her duties. But some time is problems for service of boiler. I have reposted since 2017 still no service. I am suffering from cold no hot water and no heating. Please solve this problem as soon as possible. Thank you very much
- I have never had any dealings of this kind with Thameswey! So I do not know. I consider this home to be my family home and have made my own adaptations to it for our comfort. If I was to move I would want to keep my secure tenancy and right to buy.
- Yes I think the properties should remain council properties with council rents & secure tenancies.
- In the FQs of the WBC/NVH Sheerwater News 01, dated August 2013, it was categorically pledged that "... people who are currently council tenants will remain council tenants if they need to be re-housed". I expect WBC to honour this pledge and WBC, not Thameswey Housing Limited, will own social housing properties in the Sheerwater Regeneration area.
- Properties should be maintained not neglected. Why can Thameswey not offer right to buy??
- My personal view is when Woking Council managed properties to standard was much higher than it has been since New Visions Homes took over. I think any future management companies should still be accountable to W.B.C and at least try to keep a high standard of care etc.
- We have secure tenancy + to ask us to except short term fixed term tenancy goes against the grain some what
- Thameswey is owned by WCCA conflict of interests. Well built houses that are only 30 years old
- We will not be given what we were told i.e. a like for like a 2 bedroom house for a 2 bedroom house
- Do not feel secured with the new tenancy arrangement
- The rent should be fair

Final

- The rent should be fair always
- I am worried about security of tenure as I am disabled and receiving benefits. My disability means some special help may be required as my health worsens. I will not be able to afford higher rents.
- Would this mean we have a private landlord responsible for maintenance, repairs rent etc.? Would I receive the same rent/allowance I currently receive (based on income) also for council tax etc. What/How would Woking Council be in. Not enough details have been given therefore I cannot give a fully informed answer.
- Will there be a communal boiler? + Home support?
- We think it would be good if Thameswey response to maintenance issues as we've had a few setbacks with New Vision Homes but we do have faith they will be more responsive
- The EDS would not apply to me as age would preclude me
- The EDS scheme would not apply due to my age
- Yes Thameswey Housing Ltd is owned by WBC. Therefore a conflict of interest is accrued. Gerrymandering comes to mind in destroying well built homes that are only 30 years old. Which has been forced on us as a fate accompli since the 1990s we were sent forms to ask if we agreed to New Vision Homes taking on the task as landlord
- Not at this moment in time
- Even though I know THL is owned by the council, it would concern me that they are still more worried about providing a profit rather than providing a service

Q7 Please add any other comments you wish to make?

- I think this whole process has been messy! Our rents should NOT go up straight away for those families who are trying hard to fight the economy and cost of living rise; this should be done in a steady balanced affordable way. If you think of a TUPE situation the TUPE'd member of staff would have their salary honoured for a set amount of time. We have no choice in this matter our rents at least should be honoured
- My current 1 bed flat basic rent is £86.09 so the Kingsmoor rents are a significant increase. I am currently in receipt of Income Related ESA which gives me 100% Housing Benefit, including service charges. It is extremely unclear to me how having THL rather than the council as my landlord (and changes to the benefit system) will affect this but I view the prospect of having to pay a contribution towards rent/service charges with alarm. Also, what is the justification for increasing rents by more than inflation?
- Upon reading the proposals of the regeneration, I would like to add that changing tenants from a secure tenancy to assured tenancy is unfair. As we are the ones that are being freed out of our homes, and then being put into housing association with a 1% rent increase not including service charge! For those tenants (myself included) who work for basic wage and are struggling as it is to pay rent where or how do you expect us to find the extra money??
- I am a 67 year old man relying on state pension and housing benefits to survive. How will all these changes affect me personally my family have lived on the estate since 1953 and given my age and health problems I would be reluctant to leave the area as my sister, nephew and brother live within walking distance
- The Council should have made an effort to contact people and put it in writing that as long as there is a housing need we will always have a house/flat whatever. This just feels like that I no longer have protection and can be made homeless at the councils choosing. My trust is shattered in Woking BC. As yet no one has rung has promised. Lies, lies and more lies!
- As stated previously, I feel that the single bed flat is rather high in rent, although the rest are reasonable. Regarding the EDS scheme it is unfair to ask my opinion about other tenants affected by it.
- I would like to stay in Sheerwater.
- Is hot water + heating included in sheltered & TV Licence for under 75. Currently receiving benefits which include large reduction of rent via the council. Are Thameswey doing the same as tenant is 87 years old & can no way afford £113. Please clarify these points.
- My friend to call, asking about when and how I will be informed for moving house and they said that they will contact me. When?
- It was not totally clear that the new tenancies are still pretty much permanent, for us that are in need of our properties, which would make a big difference to considering swapping to the new Tenancy Agreements.

Final

- Because of my age. I am 63 I am not sure if I need the right to buy.
- Not sure if I would still get housing support at these prices of rents, but would expect to
- Timing is poor just before Christmas a time when many advice services will be closed. No clarification Thamesway is a private landlord or that assured shorthold tenancy is a type offered in the private sector. Vulnerable and elderly would not understand tenancy change. Tenancy length can this be brought to an end during the term and what happens at the end. Rent levels no details of service charges. Private landlords not subject to rent increase restrictions that apply to social landlords. Deposit scheme poor information or no information is very poor on which to form a view

- I opted to leave Sheerwater and not return, I still haven't heard anything about a possible move. Will I be offered a secure tenancy under these circumstances?
- I am in sheltered housing
- I am in sheltered housing, due to my health.
- It would have been more helpful (in order to properly answer the question, regarding EDS), has there been an example or approximate indication as to what sort of monies are going to be involved bearing in mind we were initially told that 'right to buy' would be put on hold and then continued.
- Properties should be sound proof so neighbours don't annoy each other with loud music/TV, domestic arguments.
- I was promised a secure tenancy and a council property now it has changed to a shorthold tenancy and a housing association property. This is very unfair when I have been a tenant for over 25 yrs. I also done my time in a flat and worked my way up the list for my house and at my age I cannot go back into a flat as my husband is ill with a heart condition and we cannot do stairs. I should not be getting stressed out this as I was settled. I do not get any benefits and pay all my rent and council tax. So this should not be happening and it has made me ill. This was not the promise the council made also rent are so much dearer.

- Not at all happy with response to my request regarding heating being cut off accidentally by the utility company. I have had cancer surgery and thought you could have helped. Cost of phone calls too high to you.
- I cannot understand why they want to do regeneration in the Kingfisher Court. As the house are only 21-22 years old. And also why do older people need to live in flats and disability. I disagree what there are doing to Sheerwater residents who have lived this area most of their life.

- My concern is that as an elderly resident in a 1x bed flat with a garden, which keeps me occupied and happy that I will be placed in a flat without the space outside for me to keep myself busy. I would like to see you offer residents like for like property within the scheme. It's fair that people shouldn't have the right to stay in council for ever as circumstances change it should be means tested. But I would like to keep my garden.
- You should secure tenant to be secure at Sheerwater regeneration area. No any change

Final

- This consultation has come too late as Sheerwater residents were not made aware of this when having to make this choice of moving or being able to come back to the estate. There has been little consideration for vulnerable residents. I myself have decided to move out of the area so this consultation seems a little too late. The prices quoted for the rent also seem off kilter. The 4 bedroom is more value for money than a one bedroom. Either way, one needs to increase or decrease.
- We do not understand why our tenancy agreements have to change! We were offered like 4 like when this process started! This was my lifetime home & we are happy here. We always intended to buy this home & now feel that we may not even get a real home as we are now hearing about assured shorthold or flexi tenancies? Why is it just us? So my other council tenants are buying their homes.
- My only query is that I am living in a studio flat so would the rent be classed as a 1 bedroom or would I get a 1 bedroom or would another studio be offered to me
- This is not what I would call a consultation. I have boxes to tick, so once these are collected the council will then declare the results and claim this is what the tenants want! When actually there is no room for our own opinions if they don't fit in the council boxes. Although the below disclaimer states this is not an opportunity to comment on details of the regen so this is a pointless exercise?
- I am on the list of the Home Support Service (my property has alarm cords) and I will have reached retirement age by the date of any required move. I have heard "rumours" of special arrangements for those in sheltered accommodation and on the home support service register but neither WBC nor NVH have ever contacted me to explain the position and the options available. Until I am aware of what is planned I cannot really make any decisions of my own.
- It is bad enough that you are taking our homes and now our security. It is lamentable that you influence these consultations by telling us how you want us to answer the questions and not giving us all of the information. Threatening us is even worse.
- The only other comment I wish to add is obviously a lot of people (us included) are unsure of the future plans etc. as there's been very little communications in recent months and conflicting advice should we want to move before regeneration is completed, there is no one point of access where we can get solid advice etc.
- To destroy well built houses is untenable, on this rather dodgy regeneration scheme. The only people that seem to benefit are only councillors who have directorships in building companies + bring in private home for only people who can afford it.
- I have a lot of facilities at my current accommodation. We don't have any problems car park and school everything is round the corner. Especially the supermarket and I am not sure that council would provide these facilities in future accommodation?
- At my current accommodation the supermarket is walk distance and we don't have any problems here the school is around the corner and I am not sure how the future property will be? and Personally I don't want to replace some where

Final

- I am worried about security and not being unable to balance benefit against increased rent, and the shorter terms of the agreements.
- You have compared with a new build Kingsmoor; I have no idea where it is! Please see my questions on previous page. I shall attend the meeting in Parkway on Thursday 18th Jan and hopefully gain further information.
- Would the EDS scheme apply to tenants wishing to move away from Sheerwater? Would the scheme apply to tenants moving away from the Borough completely?
- It is not clear whether Thameswey will be under the control of W/B/C or not. The rent increases would seem fair using R.P.I as guideline
- I do not understand whether Thameswey will be under the control of WBC
- Of which we said no. On the 4th occasion we were not notified, other than to agree to the restructuring of the shops in Dartmouth Ave. This was then used as a Trojan Horse to destroy our local community with a proud history since QEII's coronation in which we re-housed from bombed out London boroughs
- Although I think the regeneration project is a great, thought about idea I feel it does come with a lot of questions from current thoughts. I feel that although the rental prices for a new property are fair, I do not feel they are fair for current tenants who are paying lower rental costs. I also feel that the tenancy should be tailored to meet each family for their needs & measurements i.e. if disabled or someone in household is, the tenancy should be lifetime. I feel that it's unfair to the existing tenancies.
- 1/ I don't believe the rent increase should be linked to CPI plus 1% because wages aren't. Under current climate this could be putting a publicly owned property out of price reach of many. 2/ Not a big fan of right to buy, so trying gimmicks as per their 'proposed EDS' I don't think is good at all.
- The EDS does not seem suitable for me as a pensioner, I would never be able to have enough money to put into this plan. The annual rent increases are a bit worrying as many people including myself did not get annual increases in wages to be practical, plus other items like food also going up in price.

APPENDIX THREE: KEY FINDINGS FROM THE FOCUS GROUP

BACKGROUND

This section of the report details the findings from the **‘sense check’ focus group** we held in the Sheerwater Community Centre on 30th November with seven residents affected by the scheme.

This included ‘piloting’ the wording of the questionnaire, to check the understanding of and looking at the nuances of the tenancy changes and exploring the “mood” of tenants at this stage of consultation to the changes to their tenancy agreements.

We recruited local residents by telephone using a list provided by WBC. The list was segmented and included older people, some with mental health issues and those defined as “general needs”. The group was held in Parkview Community Centre in Sheerwater and facilitated by Alison Bond from The Halo Works.

THE FINDINGS

Most of the people who came to the group had lived in their homes for a very long time, some up to thirty five years in the area. A couple had moved in during the last two years and felt less rooted, and for them, although the process they are going through is still disturbing, they were able to see it as part of life, rather than for those who had been there a long time, a major disruption and to some extent an end to their current way of life and lifestyle.

Not only were some of the group needing to move from their homes, some were being asked to significantly downsize; those whose families have left home, were being asked to move from a three bedroomed house to a one bed flat. We had to get past these conversations and upsets before we could move on to the purpose of the group, which was looking at and understanding the wording of the consultation questionnaire on the changes to their existing tenancy agreements.

We used show cards with the wording on to talk to respondents about their understanding of the various terms and ideas being set out in the questionnaire. These worked well, and it helped that the respondents who came were very open to have a discussion and were able to articulate about what they saw and what they needed to see for it be clear.

“I am so glad I came; I now know exactly what I am going to do and think I will be much better off as a result of my decision.”

PROPOSED TENANCY TYPE

The first idea we looked at was about the change in tenancy type from secure tenancy to shorthold assured tenancy. This produced a tide of unhappiness and upset from the majority of the respondents. The removal of the word secure in the tenancy agreement immediately

“The Charter they gave us is all lies. They have already gone back on most of it. They are not to be trusted.”

equated to a loss of security. This was not the purpose of this exercise but again we needed to hear it before we could move on to wording. Also what happened during this conversation was how much mis-information there is with some of the nuances not being understood.

property and did not come back he could keep his existing tenancy. This galvanised at least a couple of the respondents to get cracking and find another property rather than wanting to come back.

One respondent, who was often the “voice of reason” in the group, explained that his understanding was that if he moved out of Sheerwater to another

“You don’t know what they are thinking, they tell you one thing, change it, you get used to that, and then they change their minds again. The thing is this is our homes.”

“I am going to have a nervous breakdown if this continues for too much longer.”

What we heard from the conversation around the wording is that it leaves people feeling nervous about

their security. Something we hear whenever we do groups with those living in social housing is there is a certain level of fragility in their sense of security. Not all feel like this but many do, and as the social housing tends to be concentrated in relatively small areas it may be that this proximity to others with the same concerns feeds the insecurity. They are excellent people, with lots of ideas and often enormous compassion for one another but they can get very worried rather quickly over things that more confident people would not even notice. Therefore the wording is crucial and the word which worried people was “shorthold”. Whether it is possible to tweak this to “Fixed Term” is a conversation which would be worth having, as the respondents need to feel secure, and if there way of including “secure” in the wording that would be helpful too.

The show card is below, and the other word which needs to be given plenty of emphasis is “renewed” which is in bold below. The group was understandably sensitive about losing their homes and need to feel sure that their home will not be taken away from them at the end of the term. All of the residents wanted to have a tenancy agreement for as long as possible so ten years was the only realistic option in their minds.

Final

The final issue on this wording was the idea of “where the tenants’ circumstances have not changed significantly”. People really worry about what this might mean to them and how it might affect their security. They asked whether it meant if they earned a little bit more would they then be expected to go into private rent, something which for many makes them rather fearful.

SHOWCARD ONE

The Assured Shorthold Tenancies that are being proposed for the tenants of Sheerwater will be similar to the Flexible Tenancies already being offered to new WBC Council tenants.

- . Existing WBC Secure and Flexible Tenants who are rehoused within the regeneration area will be offered Assured Shorthold Tenancies as opposed to Secure Council Tenancies
- . They will be granted for a fixed period.
- . Where the tenants’ circumstances have not changed significantly over the course of the fixed term, and they have complied with the terms of their tenancy agreement, their tenancy will be **renewed** for another fixed term.
- . Currently new WBC tenants are being offered Flexible Tenancies lasting 7 years; the government is considering changing this period; the tenancy period could be anywhere between 2 and 10 years.

RENT LEVELS

When we talked about rent levels and showed the example of what they may be (shown below) the respondents all saw that they were higher than they currently pay. Those living in flats asked if the figures included the service charge, which they felt for the levels being suggested, should do so. All the rents are higher by £10 - £15 per week than they currently pay.

	Kingsmoor Park
	April 2017/8 Per week
1 bed flat	£113.18
2 bed flat	£129.37
2 bed house	£138.47
3 bed house	£159.48
4 bed house	£167.86

This conversation led on to a debate about build quality. One responded works on the homes in Kingsmoor Park and whilst he said they were very nicely fitted out and would be well insulated, he thought they were very small and extremely “flimsy”. Clearly the respondents were not happy at the thought of being asked to pay more for something which might be inferior and smaller even if it was a new build built to modern standards.

Throughout the conversation there was a thirst for information about what the properties would be like, the mix of housing, whether there would be any one bedroomed flats available and when the work was going to start. This was one of the very good reasons why it was worth having this group independently moderated. We could quite honestly say we didn’t know the answers to any of their questions, and it needs to be understood just how much interest there is in the project. If there was a chance to share any more information, as it happens it will be very well received.

“My son is a guard on SW Trains; he has three children and privately rents in Knaphill. It costs him £1500 per month. I don’t know how he affords it”

EARNING YOUR DEPOSIT SCHEME

We used the description below to check the idea for this scheme, asking them to read the piece and then discuss their reaction. The quote in the box to the right of the page was one of the more vociferous respondents views, for the whole group looking at this idea started to soften the mood somewhat.

“This could persuade people to look up and beyond social housing, it is a good idea.”

SHOWCARD THREE

The council is investigating a new scheme to replace “Right to Buy”. In these new homes, ‘Right to Buy’ would not be available; in its place a “**earning your deposit scheme**” policy is proposed which is a cash incentive scheme to help tenants buy a home that they couldn’t otherwise afford.

The amount payable to the tenant would be based on:

- . The length of their tenancy
- . The type of accommodation occupied
- . The increase in the value of the property, to a capped upper limit.

The scheme would only be offered to tenants who have always complied with the terms of their tenancy agreement.

This idea is popular on many levels: they like the idea that social houses stay as social houses, that it helps with the deposit, which everyone said is the “impossible” thing to get together, especially for young people and it allows people aspiration and the feeling they are building something for the future.

It was very difficult for people to understand the details as there was a feeling that the council would still own part of the house bought with the deposit scheme. Whilst it was explained that this would not be the case, people still found the concept difficult. What they do see is this

might be a way out of social housing for perhaps their own families and other younger people, even if it wouldn’t be something that appealed to them and everyone felt this was a good thing. The idea of aspiration to move onwards was appealing to everyone and ending the group on this conversation was very positive.

“I like this idea because it gives and incentive to more people and it keeps the housing stock for those who need it most.”

FOCUS GROUP CONCLUSIONS

We met these people to talk about a very tough subject in a somewhat abstract way so the group was never going to be easy, however it was very good, and the respondents excellent. All had other questions and needed help with practical things which WBC should probably be handling better, like PIN numbers for the bidding system. We collected numbers from almost everyone and several said they would like a call from someone at WBC who could assist. These have been passed on to WBC and we hope they will get the calls and the help they need.

“We should be giving young people a leg up; this idea will do just that.”

The people are not unsupportive of the need to re-develop Sheerwater but they want to be supported too, with the honest, sympathetic help. Most need practical, rather than emotional help and this has not always been as good as it perhaps should be, given the circumstances.

When the residents were leaving a number said how pleased they were to have come to the session. One said; “This is the first re-development meeting I have been to which has not ended in a shouting match”. Another, despite, possibly having to make the greatest sacrifices to the re-development (moving from a much loved family home of thirty five years to a one bed flat with no garden) said he could see that there were things to look forward to and moving away was going to be “exciting”.

“I can see that the future will be better I just don’t have a PIN number or the other things I need to make it happen yet.”

Listening to the respondents it seemed that there is a need for the conversation to move for residents, away from “why is this happening” to “what do I need to do, and what help do I need”. Making it

practical will really help these people and whatever WBC and the team can do to assist in this will be great.



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21 December 2017

Dear Mr Bryant

We have been passed a copy of your letter to Secure Tenants dated 12 December and titled 'Sheerwater Regeneration and your views on the proposed changes to your tenancy'. We will be assisting our clients to prepare their own responses to the Consultation questionnaire, but we have a number of concerns regarding the letter and enclosed Consultation Document which we would like to raise with you separately from our clients' personal responses. These concerns are set out below:

1. Timing: This letter has been sent just before the Christmas and New Year break and requires a response to be submitted by mid-January. In view of the closure over the Christmas period of the Council offices and the various local advice service providers, we feel that a consultation period which is interrupted by a major national holiday should have been avoided;
2. Content: Our a general comment is that the content of this Consultation demonstrates a poor appreciation on the part of those who prepared it as to the likely levels of understanding of the people to whom the Consultation would be sent.
3. Section Headed 'Proposed Tenancy Type':
 - a. There is no express clarification that Thameswey will be a private landlord, not a social landlord, or that an Assured Shorthold tenancy is the tenancy type offered in the private sector. We consider that it should be made absolutely clear that what is being offered is not a social tenancy.

- b. Contrary to what is stated in the paragraph, Assured Shorthold tenancies are different from Council flexible tenancies, and any suggestion that they are analogous is misleading and inaccurate. There is a fundamental difference of security of tenure, particularly in the availability of the section 21 no fault procedure to end an AST. There appears to be no proposal by Thamesway that it intends to forego its entitlement to use the s.21 procedure, unlike many housing associations which have made policy decisions not to use the s.21 procedure to evict their tenants.
4. Question 1. Do you understand how your tenancy is going to change? Please be aware that vulnerable tenants may answer 'yes' to this question, even if the answer is 'no' because they feel too embarrassed to say they do not understand. Also any understanding that they feel they have gained will have been based on the statements which, as stated above, are misleading.
5. Proposed Tenancy Length This paragraph continues the misleading comparison between ASTs and Flexible tenancies. The secure tenants to which this letter has been sent do not currently have a flexible tenancy nor are they being offered a flexible tenancy. ASTs have none of the protections in relation to the length of the fixed term and procedure for termination that apply to flexible tenancies.
6. Q2. Do you think this fixed term should be five, seven or ten years? A question about the length of a tenancy is meaningless unless the proposed tenant is told whether, and if so, how that tenancy can be brought to an end during its term, and also what will happen at the end of the fixed term.
7. 'Proposed' rent levels: Again we consider that the information contained in this section is misleading for the following reasons:
- The tenants are not being told that the rent figures shown are those charged by a housing association (Thames Valley) which is a social landlord, not a private landlord like Thamesway;
 - No details have been given of service charge levels. Indicative service charge levels should be provided, particularly as service charges are often not covered by housing benefit/housing cost element of universal credit, in which case the tenant will be required to fund the service charge themselves;
 - The reference to the Council in this section suggests a link between the Kingsmoor Park development and the Council as landlord, which is not the case;

- d. As a private landlord, Thameswey would not be subject to any of the rent increase restrictions that apply to social landlords, but this has not been made clear;
 - e. There is no indication of the comparable rents currently being charged by Thameswey in the Borough, which are higher and closer to market rents than the examples of rents given in this Consultation document, and are much higher than the tenants' current rents under their secure tenancies.
8. Q3. Do you consider these rent levels fair and reasonable for a new property in Woking? Tenants cannot be expected to comment on whether or not a rent is reasonable. They are not lettings agents or experts in rent assessments and they have not been provided with enough information about the rents charged currently by Thameswey in order to provide an informed response.
 9. 'Proposed rent increases' Tenants are unlikely to know what the CPI is and may not understand what the total increase in rent proposed is therefore likely to be. The tenants have been given no indication of how the proposed mechanism for rent increases differs from the statutory mechanism that applies to their existing tenancies. The continued reference to the Thames Valley Housing development is misleading.
 10. Q4 Do you consider that these rent increases fair and reasonable for a new property in Woking? Tenants cannot be expected to give an informed answer to this question. The ability to answer this questions requires a detailed knowledge and understanding of the mechanisms for increasing rent used in the various forms of tenancy agreement and in particular in ASTs.
 11. 'Proposed Earn Your Deposit Scheme' This paragraph merits a separate response, as there are a significant number of issues that arise out of the proposed Scheme. Our comments in this letter are limited to the Proposal in the context of this Consultation.

We consider that tenants would require independent financial and legal advice to help them decide whether the EDS provides an adequate substitute for the loss of their Right to Buy under their existing secure tenancy. No detail has been given to enable a tenant to determine how this proposal would be put into effect in practise. For example, no detail is given as to how the amount payable differs according to length of tenancy, what difference accommodation type would make to the payment, when the payment would be made, or what the capped upper limit will be. Also there is a reference to 'The scheme would only be offered to tenants who have always complied with the terms of their tenancy agreement'. To which tenancy does this refer, the secure tenancy or the AST? If it's the former then surely if the tenancy has not been demoted as a result of any breach, there should be no bar to the EDS applying? If it the latter, what happens if non-compliance is not the fault of the tenant? For example, where the

tenant's earnings or benefit income reduces through no fault of their own and there is a period during which there is a rent shortfall?


12. Question 5 - 'Do you think this is a good idea?' This question is unspecific (is *what* a good idea? How is '*good idea*' to be measured?) and the tenant cannot know what they are being asked to comment on. In addition they will not be in a position to comment on the effect of a proposal on third parties.

13. Proposed management of the new rented properties. This section says absolutely nothing about the proposed management, and identifies only who will *own* the properties, again without identifying expressly that the owner is a private landlord. The tenants should be told who currently manages Thamesway properties (New Vision Homes) and who it is proposed will manage the new properties.

14. Q 6. Do you have any views about the future management of the properties? Our view is that the tenant cannot give a view if they have not been given any information on which to form a view.

If you would like us to clarify any of the above, please do not hesitate to contact any of the above.

Yours sincerely



Lorraine Buchanan - Chief Executive Officer



Jakki Mimms - Housing Caseworker

Sheerwater Regeneration

Predictive Equality Impact Assessment: Compulsory Purchase Order

Report to Woking Borough Council

Dr Sophia Skyers, Consultant Researcher

Final Report - March 2018

Table of Contents

Executive Summary	3
1. Introduction and context	7
2. The context for equality	8
3. Methodology	10
4. The scope of the CPO and the Sheerwater regeneration proposals	11
5. Baseline profile: groups with protected characteristics	15
6. Deprivation analyses: cross cutting EqIA themes	20
7. Consultation and engagement leading to the CPO	24
8. The EqIA of the CPO effects and mitigation	29
a. Housing development and redevelopment	29
b. Community, recreational and leisure facilities	37
c. Employment, training and the labour market	38
d. Local businesses	42
e. Public realm, open space, and safety and security	43
f. Travel, transport, and connectivity	46
g. Community cohesion	48
9. Conclusions, recommendations and action plan	49
Appendix A - Interviewees	52
Appendix B - References	53
Appendix C - Summary EqIA Table and Action Plan	55

Executive Summary

Introduction: In October 2017, Woking Borough Council (WBC) commissioned Dr Sophia Skyers of CIBS IQ Research to undertake a predictive Equality Impact Assessment (EqIA) on a planning Compulsory Purchase Order (CPO). The CPO is part of the implementation of proposals that have been developed as part of WBC's plans for the regeneration of Sheerwater. In tandem with its statutory planning obligations, WBC has a statutory responsibility, under the Equality Act, 2010, to consider the impact of its decisions in relation to age, disability, sex, gender reassignment, sexual orientation, race, religion and belief, pregnancy and maternity, and marriage and civil partnership.

Approach to the EqIA: An EqIA provides a systematic and comprehensive tool to assist the Council in fulfilling its statutory obligations. In the case of the Sheerwater CPO, it is by assessing the impact of the CPO process and associated proposals, through the prism of equality, and the steps that have been taken to mitigate any potential negative impacts and unlawful discrimination, and enhance positive impacts.

The EqIA has been structured around an appraisal of WBC Council and Executive papers relating specifically to the regeneration proposals for Sheerwater and other documents. This has provided some of the relevant background detail. The approach to the assessment has also centered on a desk review of relevant equality and planning legislation and guidance, local and national policies and strategies, and an examination of the results of two Sheerwater Master Planning consultation exercises and processes. There is a wider body of knowledge on urban and suburban inequalities and regeneration schemes, and health inequalities, and this has also been examined as it has particular salience for areas like Sheerwater in enabling broader equality implications to be drawn about the potential impact of the CPO and regeneration proposals. A comparative analysis of demographic data across groups with protected characteristics living in Sheerwater at Lower Super Output Area (LSOA) level, and an analysis of data from the available results of the most recent 2018 Housing Needs Analysis Survey has also been undertaken. This has been used to identify the key groups and the potential issues likely to arise from implementing the CPO.

In addition to the desk research, a number of in-depth interviews have been carried out with WBC officers and Councilors, including the Leader of the Council who is the portfolio holder for regeneration, the Canalside ward member, Halo, independent consultation and engagement specialists who were appointed in November 2017 by WBC to undertake a statutory consultation on the proposed changes being considered to the existing tenancy agreement for secure tenants, Woking Access Group, Woking Asian Business Forum, the Vice Chair of Sheerwater Together, and a member of Sheerwater Residents Association. In addition, an on site visit with members of the Sheerwater Regeneration team and Thameswey Developments Limited was undertaken, and a focused discussion with members of the Housing Needs Assessment Team, followed by a tenant home visit. This approach formed part of a pre-emptive approach to assessing the development of the Sheerwater regeneration proposals to date, the incorporation of changes throughout the process, and the potential impact of the process and implementation going forward.

The EqIA has focused its analysis on a set of questions, structured around the following EqIA framework. These are set out in the following table:

EqIA Assessment Framework

- What is the current situation in Sheerwater?
- What is the existing situation in relation to groups with protected characteristics?
- What is the potential negative impact of the CPO and related proposals on residents?
- How can potentially negative proposals be effectively mitigated and in what way(s)?
- Are there any protected groups that are disadvantaged by the CPO and related proposals and if so in what way(s)?
- Are there any protected groups on which the CPO and related proposals has a positive impact and if so in what way(s)?
- What is the potential for positive medium and longer-term impacts of the CPO and related proposals on residents in Sheerwater?
- How can potentially positive impacts be enhanced and in what way(s)?
- What is the specific impact on commercial and owner-occupiers, leaseholders, and tenants who share protected characteristics within the footprint on the proposed CPO area and proposed development?
- To what extent do the regeneration proposals potentially reduce the degree and/or the extent of disadvantage among and between groups with protected characteristics in Sheerwater?
- How will the CPO directly impact and contribute to the realisation of the potential equality effects of the planned regeneration?
- What is the potential impact of the CPO on community cohesion in Sheerwater at the current stage of the CPO process?
- How will the results of the EqIA be publicised and monitored?

Key Conclusions: The CPO effects have been considered from an equality perspective in relation the following key themes:

- Housing development and redevelopment
- Community recreational and leisure facilities
- Employment and training
- Local businesses
- Public realm, open space, and safety and security
- Travel, transport, and connectivity
- Community cohesion

The CPO proposals are considered overall to have a potentially positive impact in terms of the phasing of the housing proposals, which will enable residents to remain in Sheerwater if that is their wish, and the potential positive impact it will have in stimulating inward investment by transforming the physical fabric of the area and powering economic and social progress. The thinking underpinning the scheme does recognise the inbuilt contradictions arising from regeneration in rendering urban space more expensive, and giving rise to higher prices. It is for this reason that a profit cap has been put in place, alongside a number of compensatory and support measures for home owners, tenants, and private rented tenants to mitigate the potential for negative impact, particularly on low-income groups, among which, groups with protected characteristics are disproportionately represented.

The scheme will be led by the community recreation and leisure provision and this is considered to be potentially positive in its impact in providing residents with tangible expressions of progress, prior to the implementation of the housing proposals. The overall scheme will deliver a net increase in affordable housing, including provision for some of the most vulnerable residents currently living in Sheerwater, a net increase in the amount of useable open space, and increased road safety and this is also considered to be positive in terms of its potential impact on the health and future well being of residents. The proposals in relation to employment and training arising from the redevelopment are considered to have the potential for positive impact as they are allied to specific supply side interventions to support local people. These interventions will be needed to operate in tandem with specific employer and provider demand side positive action measures if they are to be effective, targeting areas such as construction for example, where some protected groups are under-represented, to ensure that these benefits are evenly dispersed.

The consultation underpinning the scheme has been extensive and intensive. The opportunity arising from the revised timescale for the CPO also means that WBC can undertake more and varied kinds of consultation with groups that are traditionally harder to hear, and who, through a variety of access needs, may not be able to engage with the more formal approaches to consultation or the more obvious tools of self-expression. This will build on the existing good relations between different groups in the area. The process has already started through the face-to-face work of the Housing Needs Assessment Team and also Halo. There is now a need to engage with retail outlets operating in the area and the smaller organisations currently using the Parkview Community Centre going forward in order to understand more of what the potential impact will be from their perspective as the proposals are implemented to further inform mitigation measures.

Recommendations: It is recommended that:

1. A broad community engagement strategy should be developed that takes account of groups who are '*harder to hear*', and which builds on the extensive engagement undertaken to date. The strategy should be reviewed at key stages of planning, relocation and construction if the CPO is approved, and the customised engagement approaches fully incorporated to facilitate broader engagement, and fill any gaps.
2. As part of the development of a broader community engagement strategy, a wider menu of intensive engagement options should be developed, in order to engage with groups that

have specific access needs. This includes residents with sight impairment, and residents with a variety of access needs who do not have the resources, knowledge, and/or agency to make their voices heard.

3. As part of the on-going assessment of impact, effective monitoring of the consultation and evaluation should be cross-referenced with and informed by the EqIA equality baseline. In addition, a broader approach to evaluating impact of the consultation should be developed, that moves beyond paper-based approaches.
4. As part of the CPO consultation and process, there is a need to engage small businesses in the area, in particular, home based businesses, and the retailers in the shopping parade who tend to be black and minority ethnic family run small businesses.
5. The Council consider monitoring the end destination of owners and those currently employed in retail establishments in Sheerwater.
6. The rich data on the needs of secure tenants through the Housing Needs Assessment Team should be captured and used to inform the wider engagement approaches with secure tenants those who are *'harder to hear'*.
7. As part of the CPO process, there is a need for more detailed engagement work with the organisations that use the Parkview Community Centre to provide their services.
8. As part of the implementation of the CPO, the Council should have recourse to The Public Services (Social Value) Act, 2012, which places a duty on public bodies to consider social value ahead of procurement and S106 of the Town and Country Planning Act, 1990 (as amended) to help to ensure that the employment and training benefits are evenly dispersed.
9. The Council should make the EqIA available to the stakeholders cited in the report, and make the EqIA publicly available.
10. The Council consider the action plan that forms Appendix A to this report.

1. Introduction and context

1.1 **Background to the EqlA and its purpose:** In October 2017, Woking Borough Council (WBC) commissioned Dr Sophia Skyers of CIBS IQ Research to undertake an Equality Impact Assessment (EqlA) on a planning Compulsory Purchase Order (CPO). The CPO is part of the implementation of proposals that have been developed as part of WBC's plans for the regeneration of Sheerwater. In tandem with its statutory planning obligations, WBC has a statutory responsibility, under the Equality Act, 2010, to consider the impact of its decisions in relation to age, disability, sex, gender reassignment, sexual orientation, race, religion and belief, pregnancy and maternity, and marriage and civil partnership.¹ An EqlA provides a systematic and comprehensive tool to assist the Council in fulfilling its statutory obligations. In the case of the Sheerwater CPO, it is by assessing the impact of the CPO process and associated proposals, through the prism of equality, and the steps that have been taken to mitigate any potential negative impacts and unlawful discrimination, and enhance positive impacts.

1.2 The area of land in Sheerwater that falls within the scope of a CPO now lies within the Canalside ward, but until the reorganisation, formed part of the Maybury and Sheerwater ward. The area covers some 31 hectares, and has an estimated population of 1,565, evenly split between the number of men and women. The development and redevelopment of the CPO land sits within the context of the delivery of WBC's wider aims for mixed housing provision, economic development, and regeneration of the borough's deprived areas, as well as the implementation of specific proposals for housing delivery, economic development and the regeneration of Sheerwater. The stated aims of the development proposals for Sheerwater centre on increased housing provision to meet the needs of a changing, and diverse population, including affordable homes for rent and sale, and the provision of enhanced sheltered accommodation. The proposals also centre on improving social and economic opportunities for residents by addressing the deteriorating fabric of the neighbourhood, capitalising on employment and training opportunities arising from the development, and enhancing existing local community, leisure, sporting, recreational, and health facilities. A proposal for the regeneration of Sheerwater had received planning consent in 2016. This was followed by a number of suggestions for material enhancements to the consented scheme after further consultation and representation made to the Council. The proposals, which centred on an increase in the total number of units by 20%, a revision of the housing mix to increase the number of smaller properties, and an increase in the amount and quality of open space were therefore subsequently revised to take these considerations into account and set out in a report to WBC Council on 8 February 2018, where approval was given to Thamesway to submit a revised Hybrid Planning Application.

1.3 This EqlA therefore examines the CPO process and proposals to determine:

¹ Public authorities need to have due regard to the need to eliminate unlawful discrimination against someone because of their marriage or civil partnership status. This means that the first arm of the duty applies to this characteristic but that the other arms, that is, advancing equality and fostering good relations do not apply.

- a) Whether there are any negative effects on protected group(s) resulting from the Sheerwater CPO.
- b) Examines whether there are any negative equality effects that would give rise to unlawful discrimination for any protected group(s).
- c) Identifies measures that might be needed to mitigate negative equality impacts on protected group(s) that might arise.
- d) Identifies potential positive equality impacts and identifies measures that might maximise them.
- e) Examines the potential impact of the CPO process and the proposals on community cohesion.

1.4 **Organisation of the EqIA:** The EqIA is structured in the following way: Section 2 sets the relevant legislative and policy context and Section 3 sets out the methodology for conducting the EqIA. Section 4 sets out the scope of the CPO and the development proposals for Sheerwater, Section 5 discusses the demographic profile of the CPO area, and Section 6 discusses some of the cross-cutting EqIA themes and deprivation indices that are relevant to assessing potential impact of the regeneration proposals. Section 7 presents the findings of the EqIA in relation to the consultation and engagement relating to the CPO process and implementation, and Section 8 examines the potential equality impacts of specific deliverables in relation to housing, employment, business, and transport and connectivity, community leisure and recreational facilities, open space, and in relation to fostering community cohesion. The final section 9 concludes the EqIA and sets out a series of recommendations. It also makes reference to an Action Plan accompanying the EqIA that summarises the potential for positive, negative, and differential impacts, and mitigation measures, identified during the analysis.

2. The context for equality

2.1 **The legislative and policy context:** The legislative context for equality is anchored in a paradigm that has shifted over the past four decades from individual acts of restitution, to delivering equality, and addressing unlawful discrimination in a proactive and pre-emptive way. This approach embraces entire organisational systems, cultures, processes, policies, practices and procedures, identifying the potential for negative impacts and unlawful discrimination. It relates to those who are referred to in the Equality Act 2010 as sharing a protected characteristic, specifically: age, disability, sex, gender reassignment, sexual orientation, race, religion and belief, pregnancy and maternity, and marriage and civil partnership. The Equality Act 2010 provides the legal framework to protect the rights of individuals against unlawful discrimination and to advance equal opportunities for all. As such, it means that in exercising its powers of compulsory purchase, WBC, as is the case for all public authorities, must take a considered view of the effect of any differential impacts on groups with protected characteristics, assess negative impacts, take steps to mitigate them, assess negative impacts against long-term positive impacts, and enhance positive impacts.

2.2 Section 149 of the Equality Act, 2010, sets out the general Public Sector Equality Duty to which public bodies are subject. The general equality duty is underpinned by specific duties that are

designed to integrate equality considerations into the day to day business of public bodies by ensuring that, in the exercise of their functions, they have due regard to the need to:

- a) Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act.
- b) Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.
- c) Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

2.3 As well as the legal framework for equality, which is a central consideration in assessing the potential impact of WBC's strategic regeneration objectives for Sheerwater, there are a range of statutory instruments, guidance, and national and local policies and strategies that have direct relevance to equality in relation to the exercise of a CPO. In the case of WBC's planning CPO, Section 226(1)(a) of the Town and Country Planning Act, 1990 (as amended by the Planning and Compulsory Purchase Act 2004) empowers an acquiring authority, following authorisation by the Secretary of State, to compulsorily acquire land in its area. This is in circumstances where the authority can demonstrate that there is a '*compelling case in the public interest*' to do so in order to enable development, redevelopment or improvement likely to deliver the sustainable economic, social and environmental well being of its area. The National Planning Policy Framework, 2012, sets out the more detailed requirements for the planning system to the extent that it is both '*proportionate*' and '*necessary*' to: support economic growth; achieve a wide choice of high quality homes; widen opportunities for home ownership, and create sustainable inclusive and mixed communities. The National Policy Planning Framework is underpinned by a set of core principles that include engaging and empowering local people in the shaping of development plans. The Government has also published a National Strategy for Estate Regeneration that sets out its expectations for the way in which landlords, developers and local authorities should engage with residents throughout an estate regeneration scheme, and for how residents should be protected. While the socio-economic duty has now been removed from the Equality Act, 2010, socio-economic considerations are nevertheless integral to equality considerations, and planning legislation and policy. This is because group experiences intersect and are inextricably linked with socio-economic factors. Indeed, the government has produced guidance on the application of EqIA's in CPO cases and the guidance makes absolutely clear that in addition to assessing differential impact on groups with protected characteristics, and balancing short term negative impacts with longer term positive impacts, consideration must be given to the impact of low income, as there is for example, a disproportionate representation of older people, disabled people and black and minority ethnic people in low income groups.²

2.4 At the regional and local level, Surrey County Council has adopted a Surrey Strategic Partnership Plan 2010-2020. This is an important consideration in the regeneration of Sheerwater as

² Guidance on Compulsory Purchase Process and The Crichel Down Rules for the disposal of surplus land acquired by, or under the threat of, compulsion (DCLG, 2015)

its principal objectives centre on high standards of sustainable social, economic and environmental development, and on the promotion of learning opportunities and healthy lifestyles. These key objectives are mirrored in the Woking Core Strategy, 2012 that likewise centres on strong, sustainable and competitive economies and specifically designates Sheerwater as a *Priority Place* for targeted intervention by WBC, Surrey County Council, NHS Surrey, and other local authorities in the county.

2.5 **Community Cohesion:** The development of approaches to ensuring that communities are cohesive is a policy imperative of the current government and a key policy objective for WBC in the context of regeneration.³ In 2001 in the UK, following disturbances in the north of England the term community cohesion, although not a new concept, became a centerpiece of policy making. Indeed, the Home Office report of the Ministerial Group on Public Order and Community Cohesion, also known as the Denham Report published in December 2001, highlighted community tensions.⁴ There were other reports published at the same time, specifically, the report of the Community Cohesion Review Team, also known as the Cattle Report, and the findings of Lord Clarke, David Ritchie, and Lord Ousley, that broadly concurred on many of the underlying social and economic issues that contributed to the disturbances. The reports also identified the need to look holistically at communities and to develop and harness the existing economic and social capital to counteract potential fragmentation and division. This is seen as one of the cornerstones of successful urban renewal, and ultimately more cohesive communities.

3. Methodology

3.1 **Approach to undertaking the EqIA:** The EqIA has been structured around an appraisal of WBC Council and Executive papers relating specifically to the regeneration proposals for Sheerwater and other documents. This has provided some of the relevant background detail. The approach to the assessment has also centered on a desk review of relevant equality and planning legislation and guidance, local and national policies and strategies, and an examination of the results of two Sheerwater Master Planning consultation and processes. There is a wider body of knowledge on urban and suburban inequalities and regeneration schemes, and health inequalities, and this has also been examined as it has particular salience for areas like Sheerwater in enabling broader equality implications to be drawn about the potential impact of the CPO and regeneration proposals. A comparative analysis of demographic data across groups with protected characteristics living in Sheerwater at Lower Super Output Area (LSOA) level, and an analysis of data from the available results of the most recent 2018 Housing Needs Analysis Survey has also been undertaken. This has been used to identify the key groups and the potential issues likely to arise from implementation of the CPO.

3.2 In addition to the desk research, a number of in-depth interviews were carried out with residents, WBC officers and Councilors, including the Leader of the Council who is the portfolio holder for regeneration, the Canalside ward member, and Halo, independent consultation and engagement specialists who were appointed in November 2017 by WBC to undertake a statutory consultation on the proposed changes being considered to the existing tenancy agreement for

³ WBC Social Inclusion and Community Cohesion Strategy, 2004

⁴ Building Cohesive Communities: A report of the Ministerial Group on Public Order, Home Office 2001

secure tenants. In addition, an interview was held with the Vice Chair of Sheerwater Together, a member of Sheerwater Residents Association, and an on site visit made with members of the Sheerwater Regeneration team and Thamesway Developments Limited, and a focused discussion with members of the Housing Needs Assessment Team, followed by a tenant home visit. This approach formed part of a retrospective and pre-emptive approach to assessing the development and revision of the Sheerwater regeneration proposals to date, and the potential impact of the process and implementation going forward.

3.3 The EqIA has focused its analysis on a set of questions, structured around the following EqIA framework. These are set out in the following table:

EqIA Assessment Framework
<ul style="list-style-type: none"> • What is the current situation in Sheerwater? • What is the existing situation in relation to groups with protected characteristics? • What is the potential negative impact of the CPO and related proposals on residents? • How can potentially negative proposals be effectively mitigated and in what way(s)? • Are there any protected groups that are disadvantaged by the CPO and related proposals and if so in what way(s)? • Are there any protected groups on which the CPO and related proposals has a positive impact and if so in what way(s)? • What is the potential for positive medium and longer-term impacts of the CPO and related proposals on residents in Sheerwater? • How can potentially positive impacts be enhanced and in what way(s)? • What is the specific impact on commercial and owner-occupiers, leaseholders, and tenants who share protected characteristics within the footprint on the proposed CPO area and proposed development? • To what extent do the regeneration proposals potentially reduce the degree and/or the extent of disadvantage among and between groups with protected characteristics in Sheerwater? • How will the CPO directly impact and contribute to the realisation of the potential equality effects of the planned regeneration? • What is the potential impact of the CPO on community cohesion in Sheerwater at the current stage of the CPO process? • How will the results of the EqIA be publicised and monitored?

4. The scope of the CPO and the Sheerwater regeneration proposals

4.1 **The Sheerwater regeneration area:** The Sheerwater regeneration area, one of the most ethnically diverse areas in Woking was formerly within the Sheerwater and Maybury ward, but

following the electoral reorganisation, now falls within the Canalside ward. The northern border of Sheerwater is demarcated by the Basingstoke Canal, and at its southern end by the South Western Main Line. The area identified for regeneration, which has long been in need of capital investment, is principally residential and currently contains 576 residential housing units. The area has a canal and mature woodland, open spaces, business parks and light industrial and commercial retail units. The main shopping parade is located along Dartmouth Avenue and includes two convenience stores, fast food outlets, a cafe, a post office, a pharmacy, a glazing firm, and other retailers. The majority of housing is two-story post-war brick construction, while the Dartmouth Avenue area around the shopping district comprises 3 storey 1960s residential blocks, and 1960s 4 storey residential blocks. A small mosque, which was opened in 2017, is also located on Dartmouth Avenue. A large ASDA superstore opened on Albert Drive in 2014. The area had one public house, The Birch and Pines but the building has now been demolished.

4.2 The designated regeneration area is served by social, health, recreational, and educational facilities, and these include: the Sheerwater Youth Centre, Woking Sure Start Children's Centre Nursery, Woking Athletics Club, Parkview Community Centre, Sheerwater Recreation Ground, Sheerwater Football Club, Sheerwater Health Centre, and Waterside Dental Centre. The Bishop David Brown School, also located in Sheerwater, contains a children's playground, playing fields, an athletics track, a floodlit multi-use games area, and two football pitches. The area is not optimally served by public transport but there are local bus services that provide access to Woking and other areas, and access to the railway stations of Woking and West Byfleet, which are approximately a mile in each direction from Sheerwater.

4.3 **Poverty, inequality and decline in Sheerwater:** Whilst Woking as a borough is generally affluent, Sheerwater falls within one of the most deprived wards in Surrey, and is inscribed with some of the classic hallmarks of decline not generally associated with life in the suburbs. Indeed, Sheerwater is characterised by poor housing conditions and some of the seemingly intractable and systemic issues associated with this including unemployment, under-employment, poverty, increased premature mortality, increased morbidity including heart disease, cancer, diabetes, stroke, and other concomitant problems resulting from a lack of investment and a declining infrastructure. Moreover, there is a lack of suitable play areas for children, and while there are many open spaces in Sheerwater, they are largely unattractive, structurally disconnected, and do not benefit from the natural surveillance that would afford children a high degree of safety. When assessed against the Indices of Multiple Deprivation, Sheerwater ranks as the worst in Surrey on dimensions of Income deprivation, Health deprivation and disability, and Employment deprivation. Moreover, large parts of the proposed regeneration area are ranked among the 20% most deprived neighbourhoods in the country and the Devonshire Avenue and Dartmouth Avenue area of Sheerwater are identified as being within the 14% most deprived areas nationally. This challenges the generally accepted notion of the suburb as being the apotheosis of the prosperous leafy idyll, thus providing a new dimension to place-based notions of decline and social and economic distress, which are generally seen as being exclusively inner-city urban phenomenon. The hallmarks of deterioration and concentrated disadvantage in parts of Woking such as Sheerwater are not

isolated, but are expressions of wider demographic and economic forces.⁵ Indeed, between 2001 and 2011, the number of suburban areas with above average poverty increased by 34% across England and Wales and the gap in concentrations of poverty between urban centres and the suburbs is narrowing.⁶

4.4 Without minimising the impact of urban poverty in larger cities and its deleterious effects, there are in fact more people experiencing poverty in suburban areas. The suburbs score higher on particular indicators, specifically: lone parents, part-time workers, disabled people, and recipients of pension credit.⁷ This has major implications for our understanding of community and place-based notions of social and economic decline and regeneration from an equality perspective. The Sheerwater CPO regeneration area, as stated above, is referenced in Surrey County Council's Strategic Partnership Plan 2010-2020, and has been designated as a Priority Place in WBC's Woking Core Strategy. This is in order for specific action and resources to be deployed in the provision of a wider range of mixed tenure new homes, an upgrading of the physical infrastructure, and addressing some of the underlying causes and effects of decline, through a range of targeted social and economic investment measures and initiatives. The stated aims of the regeneration scheme are to provide the critical scale of development that is needed to underpin and power social and economic progress, and meet WBC's strategic planning objectives for the regeneration of Sheerwater, and its broader development and redevelopment strategy for the borough as a whole.

4.5 **The CPO and regeneration proposals:** The delineated CPO area covers most of the land within Sheerwater of some 31 hectares, and within that, principally but not exclusively, land on which residential properties are situated. In 2017, pursuant to its powers under section 116(1) of the Town and Country Planning Act, 1990, WBC gave full planning permission for Phase One of the Sheerwater regeneration scheme, and land on which residential properties are situated, and outline planning consent for a remaining three phases. The original scheme was revisited and Thamesway Developments Limited, an arms length company that is wholly owned by WBC was invited to submit proposals for enhancements. The changes were set out in a report to Council on 8 February 2018, giving approval to Thamesway to submit a revised Hybrid Planning Application and revised timetable for consideration of the CPO. The scheme will enable WBC to regenerate Sheerwater through a programme of comprehensive development and redevelopment, assist in stemming the spiral of decline, and enhance the living and working environment which has become degraded through historic lack of investment and disinvestment. The regeneration proposals, which are the subject of the CPO and address the decline in the physical fabric, are pivotal to this, and to ensuring future sustainability. They also seek to capitalise on significant opportunities for developing and stimulating wider social and economic benefits. The implementation of the scheme will be through Thamesway Developments Limited, and the social housing element will be transferred to Thamesway Housing Limited on completion.

⁵ Richard Florida, *The New Urban Crisis: Gentrification, Housing Bubbles, Growing Inequality, and What We Can Do About It*, Oneworld Publications, 2017

⁶ Paul Hunter, *Poverty in Suburbia: A Smith Institute Study Into the Growth of Poverty in the Suburbs of England and Wales*, Smith Institute, April, 2014

⁷ Ibid

4.6 The specific proposals for the regeneration of Sheerwater centre on multi-use development and redevelopment comprising mixed tenure housing with a range of property sizes and types to create a wider choice of homes on the Sheerwater estate, coupled with a net gain in social housing, and improved space and amenity standards. The housing development will also be underpinned by enhanced retail, and employment and training opportunities, and social, health, recreational, sports, and leisure provision that will lead the development. This is detailed more fully as follows:

- a) The demolition of 576 residential units consisting of 449 existing affordable dwellings and 127 existing private dwellings, as well as non-residential buildings and sports facilities currently on the designated CPO land.
- b) The comprehensive redevelopment of Sheerwater to deliver approximately 1,117 new mixed use high quality, energy efficient residential homes, and low and medium rise homes, which will include approximately 520 affordable homes. These will include the Assisted Living Accommodation as set out in (c) below.
- c) The provision of 129 Assisted Living Accommodation units included in the proportion of 'affordable dwellings' comprising 66 affordable units located in the central core of the development, and retaining original proposals for an additional 63 Assisted Living Accommodation units.
- d) The provision of enhanced community, leisure, recreational and play facilities including swimming pools and a gym, the provision of a community and youth centre, enhanced nursery facilities, a health centre, improved and accessible public spaces, an increase in retail, a new convenience store, improved pedestrian and cycling routes, car parking, and transport connections.
- e) The plan also seeks to address skill levels in Sheerwater, and to promote opportunities for local people to secure employment and training opportunities in the area during the lifetime of the development and beyond.

4.7 The development comprises 4 phases. Phase One will centre exclusively on the construction of a leisure centre and the football, rugby and cricket pitches. There will be no demolition of residential buildings in the initial phase, but the road at Spencer Close will need to be widened to make a construction access route so the verges will become smaller and parking restrictions will need to be enforced. The intention is for the social and recreational elements to lead the regeneration and at the same time, ensure that the level of disruption in the area is kept to an absolute minimum. The redevelopment, which is scheduled to take place over some seven years, will start in 2018, and end in 2025.

4.8 The revised proposals increase the amount of public open space within the regeneration area, and also increase the proportion of affordable housing. This includes an increase in the number of smaller affordable units within Sheerwater, and within that provision for a significant number of one-bedroom properties, missing from the previous scheme, and a significant increase in supported housing.

5. Baseline profile: groups with protected characteristics

5.1 **Protected groups:** In order to gain a detailed understanding of Sheerwater, a baseline has been established, based on the 2011 Census, using the most detailed LSOA information where it is available to provide a detailed level of aggregate need for the regeneration area, and relevant comparative data at ward, borough, county and national level, where needed to elucidate LSOA data, or where detailed LSOA data are not available.⁸ The analysis has centred on groups with protected characteristics, as explained in paragraphs 2.1 and 2.2 above. The section that follows, this section, Section 6, includes an additional analysis of cross cutting and overlapping inequalities that are relevant to protected groups. This is in line with government guidance on EqIAs in relation to CPOs and wider considerations that relate to protected groups such as socio-economic concerns.

5.2 One of the key questions that this EqIA seeks to answer relates to the existing position of protected groups in Sheerwater, and how adverse impacts can be mitigated and positive impacts enhanced in relation to the CPO and the associated regeneration proposals. The EqIA has looked at all of the protected characteristics as discrete categories and where data permits, it has also attempted to illustrate the intersections between and within the protected groups. This is important in that individuals do not live their lives according to analytical categories, but have complex, multiple, and often overlapping needs and identities. Indeed, as research on various policy issues has shown, and as government guidance makes clear, people often experience discrimination and exclusion on more than one dimension, and have different experiences at a variety of institutional sites. This can have the effect of compounding disadvantage. Therefore, identifying these potential adverse impacts is fundamental to implementation of the CPO.

5.3 There is not always sufficient evidence in relation to the protected groups for an assessment to be made with the highest level of confidence. Moreover, there is a risk that in the absence of more sophisticated data, inequalities will not be identified, measured or reduced for people who experience multiple disadvantage. Whilst some of the data gives a broad picture, it is not always sufficiently nuanced enough to capture the fine-grained distinctions that disguise very different experiences for particular groups and it is therefore necessary to guard against the risk of over simplification. As an illustration, while a group of people may be objectively identical in terms of their ethnicity, nationality, religion, gender or sexuality, the individuals within a group may see themselves as completely dissimilar. Moreover, identities are not fixed but change over time.

5.4 **Age:** The proportion of residents in Sheerwater who are aged 0-4 and 5-15 is 8.9% and 15.1% respectively. This is higher than the average for Woking where the proportion is 7.3% and 6.3% in the case of both Surrey and England. There is a slightly higher proportion of working age residents, that is, those aged 18-64 in Sheerwater, 63.3%, compared with the Woking, Surrey, and England proportions which are 62.6%, 61.0% and 62.3% respectively, but a significantly lower proportion of residents in the 65+ age range, 9.6% compared with the average for Woking, Surrey and for England where it is correspondingly, 15.0% 17.2% and 16.3%. This is likely due to the relatively higher proportion of black and minority ethnic residents in Sheerwater who have a

⁸ The ward level data are for the Maybury and Sheerwater ward based on the 2011 Census, prior to the incorporation of Sheerwater in the Canalside Ward

younger age structure than is the case for the population generally. The population projections estimate that by 2020, the proportion of working age adults age 25-54 will increase. The age profile of the population of Surrey is older than the national average, while the age profile of Woking, as is the case in Sheerwater, is younger than the national average. The number of people aged 65 years and over in England and Wales is projected to increase by 65% in the next 25 years to more than 16.4 million in 2033.⁹ The number of people aged 60 or over is expected to exceed the 20 million mark by 2030 and the number of people age 65+ is projected to increase by 40% in the next 17 years to over 16 million. The number of people 85+ is set to double in the next 23 years to over 3.4 million.¹⁰ Moreover, the older population is more ethnically diverse and the number of black and minority ethnic people aged 70+ is projected to be in the region of 1.9 million by 2051 nationally. Furthermore, the LGBT charity Stonewall has estimated that there are 1 million lesbian, gay, and bisexual people, aged over 55 in the UK. The proportion of older people in Sheerwater and in the ward is likely to mirror the ageing population of England with the largest projected growth in the 55-64 age group and while the proportion of the population age 65+ and 85+ will remain a smaller proportion of the overall population, with modest increases, this does nonetheless have important implications for service planning and delivery in the regeneration area, and for the revised scheme which brings forward enhanced provision to meet the needs of a young working age population, homes for adults with support needs, and enhanced supported housing provision for older people, disabled people and other residents requiring a supported living environment.

Age	Sheerwater %	Woking %	Surrey %	England %
0-4	8.9	7.3	6.3	6.3
5-15	15.1	12.8	13.0	12.6
16-17	3.1	2.3	2.5	2.5
18-24	9.3	6.9	7.7	9.4
18-64	63.3	62.6	61.0	62.3
65+	9.6	15.0	17.2	16.3
85+	1.9	2.3	2.7	2.2

5.5 Disability: The proportion of residents in Sheerwater who consider that their daily activities are limited, to some extent by having a disability or illness is 19.2%. This is higher than the average for Woking, Surrey, and England where it is 13.0% 13.5% and 17.6% respectively. The proportion of residents who consider themselves to be considerably limited by having a disability in Sheerwater is 9.9%, compared with the significantly lower proportions of 5.5% for Woking, 5.7% for Surrey and 8.3% for England as a whole.

Limiting Illness	Sheerwater %	Woking %	Surrey %	England %
Day to day activities limited a little	19.2	13.0	13.5	17.6
Day to day activities limited a lot	9.9	5.5	5.7	8.3

5.6 In Sheerwater a significantly higher proportion, 20.2% of the population claim working age benefits, compared with Woking, 6.8%, Surrey 6.1%, and 11% in England. While older people lead very productive lives, contributing to the economy and to civic society, there is also a direct relationship between disability and age, as the onset of disability does tend to increase with age.

⁹ Challenges of an ageing population, Age UK, 22 April, 2013

¹⁰ Later Life in the United Kingdom, Age UK, August 2017

Indeed, disability free life expectancy has declined for both women and men in the older population nationally. Whereas in 2010-12, a woman age 65 could anticipate 11.2 additional years free from disability, this has now declined to 10.9 years. Moreover, whereas men could have expected 10.6 years disability free life expectancy, this has declined to 10.3 years.¹¹ This too has important implications in terms of the revised scheme given the relatively higher proportion of Sheerwater residents requiring a supported environment, the high proportion of residents with a life-limiting illness, and the necessity for there to be sufficient housing provision to meet the current and changing housing need.

5.7 **Sex:** There is an equal 50% split in the proportion of men and women in Sheerwater. This compares with the average for the ward, Surrey and England as a whole where, in all cases, the proportion of women is higher than the proportion of men. This is set out in the following table:

Sex	Sheerwater	Woking %	Surrey %	England %
Men	50.0	49.5	49.0	49.2
Women	50.0	50.5	51.0	50.8

5.8 **Sexual orientation and gender reassignment:** There is a dearth of reliable data on sexual orientation in England, the UK, and at a sub-regional level. The ONS Integrated Household Survey (IHS) introduced questions on self-perceived sexual identity of adults in the UK, which is one component of sexual orientation. Data from the most recent 2014 IHS indicates that 1.1% of UK residents identified as lesbian or gay, 0.5% as bisexual, 98% as heterosexual or straight and 0.3% as other sexual identity. The IHS found that younger people were more likely to identify as LGB and that this correspondingly decreased with age with 0.6% of adults over the age of 65 being likely to identify. Moreover, men were more likely to identify as being gay 1.5%, than women who identified as lesbian, 0.6%. Women were however, twice as likely to identify as being bisexual, 0.7%, compared with men, 0.3%. A recent aggregate study by Public Health England that synthesised 22 key surveys to provide an estimate of the LGB population found that a maximum of 3.2 million people from a population of 54.3 million would self-identify as belonging to a sexual minority in England. There was also correspondence with the IHS whereby the Public Health England Survey found that the proportion of people who identify as LGB is highest, 4.74%, among young adults up to age 34 and decreases with every older age group. The proportion is also higher in men, 3.10%, than in women, 1.92%, and in the mixed ethnic groups, which is linked to its younger age structure. It is likely that in the future, there will be more people from black and minority ethnic groups identifying as LGB given the current younger age profile.¹² Notwithstanding sub-regional variations, this has implications for Sheerwater given the high proportion of black and minority ethnic young people living in the area, and as the black and minority ethnic population increases and as it ages. According to the data from the Joint Strategic Needs Assessment, there were 0.8% of couples living in a same sex civil partnership or co-habiting in Woking.

5.9 There are major gaps in equality data in relation to gender reassignment, and no local level statistics. According to a report by the House of Commons Women and Equalities Committee, the

¹¹ Ibid

¹² Producing modelled estimates of the size of the lesbian, gay and bisexual (LGB) population of England, Final Report, Public Health England, January 2017

transgender population is estimated to be in the region of 650,000 people in the UK, and this may be an underestimate.

5.10 Race: The ethnic profile of Sheerwater differs markedly from the composition for Surrey and the UK as a whole. This is mainly due to the very large black and minority ethnic population, which is the highest proportion in Woking, giving the area a truly international character. In fact, in areas such as Sheerwater, it is no longer accurate to talk of a minority ethnic community since, while Sheerwater is a long established community, there have been significant changes in the demographics of the local population over the last 20 years as a result of inward and outward migration. As illustrated in the following table, the proportion of White British residents in Sheerwater is 51.9%. This is significantly lower than the average for Woking Surrey and England, which are 74.9%, 83.5% and 79.8% respectively. In terms of the proportion of all non-white British minority ethnic communities, the proportion is 48.1%, compared with 25.1% for Woking, 16.5% for Surrey and 20.2% for England as a whole. The largest minority ethnic group in Sheerwater is the Pakistani group comprising 26.3% of the population, and this compares with the significantly lower proportion of 5.7% for Woking, 1.0% for Surrey, and 2.1% for England. This is followed by the white Other group which comprises 8.9% of the population, and the black African and black Caribbean group which comprises 2.3%, and the Indian group which comprises 1.4%. The mixed population of Sheerwater comprises 3.1% of the population compared with 2.4% for Working, 2.1% for Surrey and 2.3% for England as a whole. Moreover, in the UK, the mixed population is the fastest growing in percentage terms.

Ethnic Groups	Sheerwater	Woking %	Surrey %	England %
White British	51.9	74.9	83.5	79.8
White Other	8.9	8.7	6.9	5.7
Black African, Caribbean and Black British	2.3	1.4	1.1	3.5
Asian/Asian British: Indian	1.4	2.3	1.8	2.6
Asian/Asian British: Pakistani	26.3	5.7	1.0	2.1
All non-white ethnic groups	39.2	16.4	9.6	14.6
All non white British ethnic groups	48.1	25.1	16.5	20.2
Mixed	3.1	2.4	2.1	2.3

5.11 In Sheerwater, a lower proportion of residents, 79.4% have English as a principal language. This compares with a significantly higher proportion of residents who have English as a principal language in Woking, 89.9%, Surrey, 94.1%, and 92.0% in England. There is also an increasing feminisation of migration to the UK, which has implications for Woking in that it is part of a global trend where women migrate to join their families, as well as for economic reasons.

5.12 Religion or belief: The religious make up of Sheerwater reflects its diverse ethnic composition, with a correspondingly much lower proportion of Christian religions and a much higher proportion of Muslim and non-Christian religions than is the case at the borough, regional or national level. The proportion of residents who describe themselves as Christian in Sheerwater is 41.2% and this forms the largest religious group. This compares with considerably higher proportions of Christians for Woking 58.8% Surrey, 62.8%, and England, 59.4%. The next largest grouping is for all non-Christian religions comprising 32% in Sheerwater, compared with dramatically smaller proportions of 10.7% for Woking, 5.0% for Surrey and 8.7% for England. The next largest

religious group in Sheerwater is the Muslim religion comprising 29.9%, compared with the considerably smaller proportion for Woking of 7.4%, Surrey 2.2%, and the average for England, 5.0%. There are 20.8% of residents who describe themselves as having no religion in the Sheerwater, and this compares with 23.1% for Woking, 24.8% for Surrey and an average of 24.7% for England.

Religion and Belief				
Religion	Sheerwater %	Woking %	Surrey %	England %
Christian	41.2	58.8	62.8	59.4
Hindu	1.0	2.0	1.3	1.5
Muslim	29.9	7.4	2.2	5.0
All non Christian religions	32.0	10.7	5.0	8.7
No religion	20.8	23.1	24.8	24.7

5.13 Pregnancy and maternity: There are significant deprivation and equality issues for women at the developmentally sensitive stage of pregnancy and also when caring for newly born children. While lone parents are not a homogenous group, lone parent households do tend on average to be poorer than two parent households. As evidenced by a proxy measure for poverty and disadvantage, in Sheerwater, the proportion of lone parent households with a dependent child, which tend to be headed by women, is considerably higher in the regeneration area 9.4% compared with the average for the borough, 4.6%, for Surrey, 4.7%, and for England, 7.1%. There is scientific evidence that the impact of disadvantage on health begins before birth, and can then be transmitted through successive generations. This is the effect of the cumulative influence of factors operating contemporaneously, social, environmental, economic, and genetic, and which include epigenetic effects and our epigenetic endowment.¹³ During pregnancy, mothers in deprived areas are more likely to face multiple stressful life situations, which are exacerbated by having fewer resources to deal with the effects. The early child health consequences of poverty during pregnancy and in the early stages of life can therefore set a newly born child on a life-course of disparities in health outcomes, initially through an increased risk for preterm birth, intrauterine growth restriction, and neonatal or infant death, and subsequently through delayed cognitive development, poor school performance, and behavioural problems, all of which are linked to poverty. Moreover, continuing to experience poverty throughout childhood reinforces inequalities at birth, with the profound health consequences, potentially remaining throughout the duration of life.

5.14 In Maybury and Sheerwater, the rate of under-18 conception is in the 4th highest decile of local authority wards nationally, compared with the Woking average, which is in the 2nd lowest decile. The effect of teenage pregnancy is also linked to deprivation with babies born to teenage mothers experiencing worse health outcomes than those born to older mothers. This includes premature death in the first year of life, and accidental harm, and teenage mothers being at a higher risk of poor mental health, being more likely to smoke, less likely to breastfeed and more likely not to be in education, employment or training, and as a consequence, more likely to live in poverty. While the rate of teenage conception is not statistically significant when compared to the average

¹³ Nesa Carey, *The Epigenetics Revolution: How modern biology is rewriting our understanding of genetics, disease and inheritance*, Icon Books, 2011
Helen Pearson, *The Life Project: The extraordinary story of our ordinary lives*, Penguin, 2016

for England, the local differences, albeit based on very low numbers, do underline the need for local action to address the higher rate in Maybury and Sheerwater.¹⁴

5.15 **Marriage and civil partnership:** Same-sex couples who register as civil partners have the same rights as married couples in employment and must be provided with the same benefits available to married couples including flexible working, maternity/paternity pay, and training opportunities. This has implications for the Sheerwater regeneration proposals in that a part of the CPO process, the Housing Needs Survey has collected up to date data which has revealed that out of the total 71 respondents to date, 6 residents have described themselves as living in a civil partnership.

6. Deprivation analyses: cross cutting EqIA themes

6.1 This section examines some of the cross cutting and overlapping inequalities that are relevant to the EqIA and potential impact of the CPO proposals on groups with protected characteristics on some specific domains of experience: income poverty and inequality; educational attainment; inequalities in health; business and employment; housing and households, and the public realm and open spaces.

6.2 **Income, poverty and inequality:** According to the Index of Multiple Deprivation (IMD) 2015, Woking is a relatively affluent borough. The Devonshire Avenue and Dartmouth area of Sheerwater, within the regeneration area, has been identified as being within the 14% most deprived areas nationally and among the most deprived in the country. Moreover, Sheerwater as a whole is ranked as the most deprived in Surrey on the income and employment domain, on the health deprivation and disability domain, and ranks the fourth poorest on the education, skills and training domain. The area is also ranked as the most deprived in Surrey on the sub-domains of income deprivation affecting older people, and among the most deprived wards for income deprivation affecting children. Indeed, deprivation in children is a major issue for the regeneration area and the MOSAIC profile shows a significantly higher proportion of lower income families than is the case for Woking or Surrey, and a higher proportion of lone parent families who, as stated in the section on pregnancy and maternity above, are more likely to be women parenting alone. It is also the case that 24.4% of people in Sheerwater were living in poverty compared with 9.6% for Surrey and 11% for the borough.

6.3 **Educational attainment:** In Sheerwater, 30.1% of residents have no qualifications which is dramatically higher than the proportion for Woking, 15.2%, Surrey, 15.9%, and England, 22.5%. Moreover, only 15.0% of residents in Sheerwater age 16-64 have NVQ level 4+ qualifications and this is significantly lower than the average for the borough 38.4%, Surrey, 36.2%, and England, 27.4%. In terms of educational attainment levels at the Key Stages, these are noticeably lower within Sheerwater compared with Woking, Surrey and England, and is particularly pronounced at Key Stage 4, that is, pupils between 14 and 16, studying for GCSE qualifications. The result is that a significant number of young people going to school in Sheerwater do not remain in education after the age of

¹⁴ Maybury and Sheerwater Health Needs and Assets Assessment Full Report, Surrey Public Health, August 2013

16, 56.2% compared with Woking as a whole 21.6%, Surrey 21.5% and England 14.0%. The number of young people not in education, employment and training is also significantly higher in Sheerwater, 26% than is the case for Surrey, 6%.

6.4 Inequalities in health: The World Health Organisation defines health as a *'state of complete physical, mental and social well-being and not merely the absence of disease or infirmity'*. This definition is predicated on a social model of health. Again, as illustrated in the section above on pregnancy and maternity, it is the case that the conditions in which people are born, live, work, and grow older, combine to shape and influence their health and wellbeing. The milieu in which people go about their daily lives, the ability to access necessary economic resources, access to information and networks of social support all have an impact on health and life outcomes. Moreover, what happens to individuals in terms of health outcomes is not the same as health outcomes for particular groups of people or outcomes for the population as a whole.¹⁵ As an illustration outcomes delineated by gender, disability, by membership of a particular social or ethnic group vary, often dramatically, from the norm and overall population averages. There are also pronounced differences within communities, as well as between communities, and different conceptions of health and the body.¹⁶

6.5 The Sheerwater regeneration area shows a very high incidence of health deprivation across the IMD within the health and disability domain. The average life expectancy at birth in the Maybury and Sheerwater ward is 76.9 years. This is considerably lower than the average for life expectancy at birth for Woking of 82.9 years, and Surrey, 82.6 years. The average life expectancy at birth in Sheerwater is also a dramatic 9 years below the life expectancy at birth in Brookwood ward where it is 85.1 years, the highest life expectancy at birth in Woking. As well as a decreased average life expectancy, Sheerwater ranks poorly on mental health indicators for adults under 60 suffering mood and anxiety disorders. Moreover, the proportion of the Sheerwater resident adult population who are in treatment with the Drugs and Alcohol Services in the Maybury and Sheerwater ward is more than twice the average for Surrey and over one and a half times the average for Woking. When this is delineated further it becomes clear that despite the relatively younger age structure of Sheerwater residents compared with Woking, Surrey and England averages, there is a higher proportion of clients in drugs services in older 45 to 54 age groups. All of the health and wellbeing issues in Sheerwater as an area of significant disadvantage and relative poverty underline the need for a life course approach to tackling health inequalities, articulated by Marmot.¹⁷

6.6 Business and employment: Woking as part of the wider London and the South East mega city region, has a relatively highly specialised industrial sector with strong representation in financial and business services, professional and scientific industries, a growing cluster of environmentally focused businesses, advanced engineering, and a strong cluster of technology-based businesses with numerous IT and software development companies. Furthermore, Woking, which is ranked in the

¹⁵ Michael Marmot and Richard G. Wilkinson (ed) *Social Determinants of Health (Second Edition)* Oxford University Press, 2006
Michael Marmot, *The Health Gap: The Challenge of an Unequal World*, Bloomsbury, 2015

¹⁶ Sophia Skyers, Campbell Kerr, and Pauline Johnson, *Count Me In! Informing the future of personalised medicine from bench to bedside*, September 2017

¹⁷ *Hidden Disadvantages in Surrey: Taking action on poor wellbeing*, Public Health Annual Report, 2012 – 2013
Michael Marmot, *The Health Gap: The Challenge of an Unequal World*, Bloomsbury, 2015

top 20% of UK local authorities for economic vibrancy is a rapidly growing business location, having increased its business base by over a quarter in the last six years, outperforming both Surrey and the South East, and its knowledge economy having grown at a significantly faster rate since 2010 than Surrey and the South East region as a whole. In 2016, the proportion of knowledge-based businesses in Woking was 27% compared to 17% in Surrey and 14% in the region as a whole.¹⁸

6.7 In line with its relatively highly qualified resident population, the borough of Woking has a higher proportion of people employed in the Standard Occupational Group 1-3, that is, 56% compared with the South East, 49.6% and slightly less than the Surrey average of 56.5%.¹⁹ In stark contrast with the economic vibrancy of the borough, unemployment in Sheerwater is the highest within any of the areas that have been designated Priority Places in Surrey, and this is linked to low educational attainment and skills that are not congruent with the demands of national regional and local labour markets. In Sheerwater 20.2% of the population age 16-74 are working age benefit claimants, compared with 6.1% in Surrey. Wage inequality is distinct from income inequality. Income inequality is an aggregate of those at the top of the scale as well as the economic conditions of people who are unemployed or do not work, while wage inequality, measures the gap between the lowest paid and the highest paid workers and in the south east region there is a very wide dispersion between the wages of the more highly paid and lower paid workers. This is in part the result of structural labour market changes that have bifurcated workers into higher paid industrial sectors such as knowledge based workers, and lower paid service jobs, including flexible forms of labour, zero hour contracts, and an increase in low paid part time work. Added to this is the fact that the low wages and the uncertain nature of full time work can no longer guarantee a route out of poverty and social exclusion.²⁰

6.8 The impact of horizontal and vertical occupational segregation also has a pronounced ethnic and gender dimension, as well as a geographical one and this gives rise to disparities in earnings that fragment along equality lines. This is a reflection of the fact that highly paid workers are disproportionately men, and are more likely to be non-disabled men, and a reflection of the fact that women, and black and ethnic minorities, and disabled people, are over-represented as a whole in low paid employment sectors, and are under represented at higher paid levels in other employment sectors such as business, financial, managerial, professional and technical occupations. There are also significant gender, ethnic, and other variations across and within protected groups.²¹ As an illustration of this disparity, the level of employment for the Maybury and Sheerwater ward at the time of the 2011 census was 61.7% compared with 68.8% for the borough as a whole. This ward also has a higher proportion of black and minority ethnic residents, a higher proportion of lone parent households with dependent children, and a higher proportion of residents who are permanently sick and disabled in comparison with the borough as a whole. There is also a higher proportion of economically inactive men in Sheerwater, 8.9% compared with Surrey, 2.1% and England, 4.3%. The proportion of women who are economically inactive is less for women than it is for men but is still

¹⁸ Woking Economic Development Strategy, 2017-2022

¹⁹ Woking Economic Development Strategy 2017 - 2022

²⁰ Richard Florida, *The New Urban Crisis: Gentrification, Housing Bubbles, Growing Inequality and What We Can Do About It*, One World, 2017

Joseph Rowntree Foundation, *Annual Monitoring Poverty and Social Exclusion Report*, 2016

²¹ Race Disparity Audit, Cabinet Office, 2017

significantly high at 6.5%, compared with 2.0% for Surrey, and 3.8% in England. In Sheerwater less people work full time, 70% compared with Woking 74.4%, Surrey 72.7%, and the South East, 71.4%. By contrast, more people in Sheerwater work part time, which tends to be lower paid, 30.1%, which is among the highest in the borough, compared with Woking 25.5%, Surrey, 27.3%, and the South East, 28.6%. Therefore, income inequality is driven by a confluence of factors including being economically inactive, unemployment, under-employment, ethnic, gender, and disability penalties, economic restructuring of labour markets, being employed in low paid sectors, lower educational attainment, the rising incomes of those who are employed in very highly paid sectors, and the declining economic conditions of those employed in low waged flexible service sectors.

6.9 Housing households: The majority of the residents in Sheerwater are local authority tenants, 63%. The Sheerwater Estate was developed in the early 1950s by the London County Council and was then transferred to Woking following abolition of the Greater London Council. As already stated above, the area suffers from historic under investment and lack of planned maintenance, and is dilapidated. A further 20% of the properties are owned by private individuals, the remaining 7% are owned by Registered Social Landlords, 6% are leasehold properties, 3% are commercial premises, and 1% are shared ownership properties. The local authority housing in Sheerwater is in a poor state of repair with some of traditional brick construction and others 1960 and 1970s construction. The impact of poor housing is exacerbated by the multiple manifestations of poverty and inequality on the estate, both visible and hidden. 9.4% of households with dependent children in Sheerwater are lone parents, compared with a significantly lower proportion, 4.6% at borough level, 4.7% for Surrey, and 7.1% for England. Lone parent households are usually headed by women, and poverty as we have seen, is much more likely to be an issue for lone parents. In addition, 20.3% of households are overcrowded in Sheerwater, compared with 6.8% for Surrey and 8.7% for England. For the LGBT community, housing, households and 'invisibility' is a critical issue as research has shown that there is rarely a recognition that sheltered housing schemes, for example, include LGBT people, that there is potential prejudice in neighbourhoods, or that there is a need for specific support for LGBT residents.²²

6.10 The public realm and open spaces: A number of strategies influence WBC's approach to the development and redevelopment of open spaces in Sheerwater and key among these are: the Woking Borough Local Plan, the Local Development Framework Core Strategy, the Woking Community Strategy, and the Woking Cultural Strategy. The Woking Countryside Strategy and Natural Woking, also has direct relevance to the CPO and its allied proposals, particularly in relation to the emphasis placed on the protection and management of open spaces within the borough. There are consistent themes running throughout all of the strategies, which have direct implications for Sheerwater residents, specifically: the importance of safe and attractive places in which to live, work, and relax, and in which to invest time and resources; equality of access to open spaces that can support a variety of impromptu uses as well as organised programmes of activity, and open spaces that are sustainable, and which encourage and enhance the personal health and wellbeing of residents, and foster cohesive communities. At the national level, PPS 1, PPS 3 and PPG 17 incorporate a range of provisions to ensure that housing developments provide or enable good

²² Joanna Jeffery and Richard Seager, Why Sexual orientation is important for social housing providers, Stonewall Housing, August, 2010

access to community and green and open amenity and recreational space, including play space, and built into this, there is a recognition that sports and recreation undergird quality of life, and help to promote social inclusion and community cohesion.

6.11 There is an emerging body of evidence on the inter-relationship between open space and public places and varied patterns of use or indeed avoidance, delineated for example by gender, age, race, disability, sexual orientation, and income.²³ There is also evidence that while residents in deprived areas value the potential benefits of open space, they tend to underuse the spaces in the areas in which they live, precisely because they are often of very poor quality, and because, when combined with poor layout, fears about safety and security are often compounded.²⁴ The Sheerwater CPO regeneration area has a range of open spaces. The existing open land use configuration in the area however, does not work synergistically within the broader context of the public realm and therefore does not provide opportunities for the older population of Sheerwater for example, to meet and experience passive outdoor enjoyment, or to take part in socially connective outdoor activities. The open spaces are not currently located in a way that would enable them to benefit from natural community surveillance where children and young people for example, can participate in outdoor activities in safety. In addition, the previously consented scheme did not have sufficient open space provision for less-managed open space activities and the revised scheme addresses this issue with the provision of connected open spaces that support multifunction and multigenerational use, and safe walking and cycling spaces that give people precedence over cars.

7. Consultation and engagement leading to the CPO

7.1 **The process of engagement:** The process of engagement is critical as local and national policies and legislation in respect of urban development and redevelopment have engagement at the axis. It is therefore fundamental to this EqlA that the process of engagement is examined as well as the various approaches to involvement, and that an assessment is made of the extent to which they have given voice to residential communities, communities of interest, and various other stakeholders within Sheerwater. It is also important that some assessment is made of areas where there are perceived gaps in both the process and modes of involvement so that they can be addressed to inform the regeneration proposals going forward, and in respect of the CPO.

7.2 **The planning application and development of the Master Plan:** The pre-planning application process and the development of the previously consented scheme was underpinned by consultation and engagement overseen by the Sheerwater Regeneration Team. This element of the consultation which was structured around an expansive and intensive suite of consultative and collaborative and engagement approaches, was developed and implemented over a period of 24 months to develop the Masterplan, and was delivered through New Vision Homes, WBC's housing management partner. The process of engaging the community, alongside existing quantitative and qualitative data about Sheerwater, its shifting demographics, and its myriad housing and socio-

²³ Community green: using local spaces to tackle inequality and improve health, CABE, 2010

Hate crime against LGBT people in Britain increased by 78 per cent since 2013, Stonewall, September, 2017

Yasminah Beebeejaun, Gender, urban space and the right to everyday life, *Journal of Urban Affairs*, 23 December, 2016: 323-334

Takemi Sugiyama, Catherine Ward Thompson and Susana Alves, *Associations Between Neighbourhood Open Space Attributes and Quality of Life for Older People in Britain*, *Sage Journals*, 41 (1) 2009: 3-21

²⁴ Community green, using local spaces to tackled inequality and improve health, CABE, 2010

economic challenges, helped to inform the proposals in the previously consented scheme. This included a mix of tenures and unit sizes, as well as the broader social, recreational and environmental plans. As stated above, as a result of further feedback arising from the consultation and representation to the Council, Thamesway Developments Ltd was invited to bring forward enhanced proposals to the consented development, which were then presented at a planning public consultation on 18 January 2018 at Parkview Community Centre, attended by just over 300 people, subsequently presented to Council on 8 February.

7.3 The expansive and extensive process of consultation, as part of the consented scheme, has been centred on various forms of appreciative inquiry as well as traditional survey approaches. These have included but have not been limited to: a launch event in June 2013 which was attended by 547 people, 56% of whom lived within the proposed development area, 34% within the wider regeneration area, and 4% in neighbouring areas. There have also been a number of public meetings, focus groups, one to one meetings with potentially affected residents and neighbouring communities, a number of design workshops and exhibitions, drop-in events at local community venues, mosques, churches and other places of worship, and a series of community visioning workshops across the regeneration area. There have also been regular updates in the local press, and a regular newsletter continues to be distributed to over 1,000 households. There has also been and continues to be on going and direct mail correspondence with the residents potentially directly impacted by the regeneration proposals. In addition to this, a dedicated telephone line, email address, and consultation website, has been established, and information has also been housed in Regen Central in a vacant shop unit, where residents passing by can drop in. The approach to engagement has been augmented by door-knocking, and by the facilitation of multiple events and updates in community venues, the local youth club, and local schools in an effort to ensure that information about the regeneration proposals as they change and develop is widely dispersed, effectively transmitted, received, and understood. As an illustration, there have been several events and presentations made to the residents at Woodlands House to ensure that those who have not been able to be present at specific ones, are included at a later stage. There have also been less formal methods including a visit to an area addressing similar changes, and opportunities for brief impromptu encounters employed as part of the process of widening participation. These have included, for example, a visit made by supported housing residents to Oak Tree Sheltered Accommodation in Reading, and a tour of the facilities, and a serviced stall in the local ADSA where residents have been able to get information at their convenience. The Sheerwater Regeneration Team also attended the MASCOT (Maybury and Sheerwater Community Trust) hub launch, a community initiative organised by church groups, with the aim of identifying and addressing the underlying causes of deprivation and social exclusion in the ward. MASCOT is located in the Dartmouth area of Sheerwater in a vacant retail unit and attendance at the launch enabled the project team to meet and engage with local service providers and community groups, to discuss the proposals.

7.4 There has also been outreach via more high profile existing community initiatives and this has included the Sheerwater Festival, an annual community fun day. At the Sheerwater Festival, the Sheerwater Regeneration team hosted a stall that provided information, and set up a number of competitions, with the objective of communicating details about the regeneration of Sheerwater in ways that have also actively engaged younger people. In place of a more traditional Residents'

Steering Group which was seen as having limited opportunities for wider participation, a Community Consultation Forum (CCF) has been established with the specific aim of ensuring that the large number of residents who expressed an interest in playing an active role in developing the proposals for the original Masterplan, alongside the regeneration team, would have the opportunity to do so. The CCF is a self-selected forum comprised of social and private sector tenants, home owners, and other statutory and voluntary agencies from inside and outside the redline area.²⁵

7.5 Statutory consultation with secure tenants and housing needs assessment: As illustrated, there have been various forms of consultation that have taken place in Sheerwater in respect of the original Masterplan and its development. In accordance with its obligation under Section 105 of the Housing Act, 1985, WBC undertook a consultation with secure tenants on WBC's proposal to change the proposed developer from New Vision Homes, and invite Thamesway Developments Ltd to submit the proposals for undertaking the regeneration of Sheerwater, and as part of this, consultation on the proposal for the affordable housing to be operated by Thamesway Housing Ltd. There has also been engagement undertaken in respect of the terms of the proposed new tenancy conditions to be offered by Thamesway Housing Limited, , whereby Halo was commissioned to undertake a consultation with secure tenants, specifically in connection with the Housing Act, and the statutory responsibility to consult them specifically. The consultation that started at the beginning of December was carried out through a postal questionnaire sent to all of the secure tenants potentially affected by the changes. Halo is now following this up door-to-door, with consultation packs to engage those tenants who have not responded to the questionnaire or who are not able to respond. Prior to finalising the consultation questionnaire, Halo did undertake a 'sense' check of the draft questions, exploring terminology, language, interpretations and meanings, and the implications of the questions in relation to the proposed housing management changes. The 'sense' check was with a sample group of 30 tenants, selected at random by WBC. The sample included tenants with a range of general needs, as well as tenants with mental health issues, substance abuse issues, and elderly and supported tenants. The purpose of this was to enable the team at Halo to discuss the potential changes with the group, and to identify whether the questions were clear, and whether there were any gaps that needed to be filled.

7.6 As well as the statutory consultation, WBC's Housing Needs Assessment Team has collected data on the specific needs of all secure tenants who will be impacted by the CPO, coupled with information on the characteristics of all members of households. This is informing mitigation measures in respect of social housing tenants with a focus also on groups with protected characteristics and the team designed an equality monitoring form specifically to inform the housing needs assessment process.. The Housing Needs Survey data that has been collected for 133 respondents to date through a series of home visits, is developing a detailed and vivid picture of the support needs, vulnerabilities, language translation and interpretation requirements, disabilities, and other relevant information to ensure that tenants are properly aided when moving during Phase One of the regeneration, and that they are housed appropriately. To date, the Housing Needs Assessment team has established that a number of tenants will require an interpreter, and that 16% of those surveyed so far have some form of disability, impairment, and/or mental health need. It is

²⁵ Sheerwater Regeneration Statement of Community Engagement: Prepared in support of the Hybrid Planning Application for the Sheerwater Regeneration Project, 2015, contains full details of the suite of engagement activities that informed the Masterplan

the case that 29% of respondents did not respond to the disability question and given the extent of under reporting of a disability, this may be significant. In addition, to date, the team has identified and supported the move of two older people with significant health issues who were housed inappropriately with no access to lifts and as a result, had suffered social isolation for years, as they were under the radar of statutory and voluntary agencies. The work of the Housing Needs Assessment has therefore afforded and will continue to afford residents with high support needs, and older residents who are currently unsupported, a process by which their needs can be identified and addressed. A snapshot of some of the results from the Housing Needs Survey to date are summarised in the table below:

Disability	Numbers	%
Non-disabled	75	56
Visual Impairment	1	1
Physical disabilities	7	5
Cognitive or learning disabilities	2	2
Mental health condition	5	4
Other long-term condition	5	4
Non-responses	38	28
Grand Total	133	100

7.7 What more needs to be done: The revised plans, and the revised timeline for implementation of the proposed CPO offer WBC an important opportunity to further engage with residents. The consultation to date, while being expansive and intensive does need to engage with the small businesses in the area, in particular, those in the shopping parade. Indeed, most of the businesses are small, local black and minority ethnic businesses, that tend to be family run, and the impact of the CPO and what it means for the viability of those businesses needs to be carefully considered, as well as the impact on home businesses, two of which have been identified as a result of the consultation undertaken to date. There are also a number of smaller community groups that use the Parkview Community Centre with whom it will be necessary to do more detailed engagement work as part of the CPO process in terms of assessing the potential impact of the CPO on them and the services they provide for protected groups. In December 2017, the regeneration team began the first in an on-going series of newsletters entitled Sheerwater Regeneration Update. The newsletter provides information on what is happening at each stage of the development, the activities that are being undertaken alongside the development and with the wider community in Sheerwater, introduces members of the team, and gives contact numbers for homeowners and residents with queries.

7.8 While Sheerwater is an established community, there have been significant changes in terms of demographic diversification over the last 20 years in particular. The consultation to date has been very much reliant on paper based and visual approaches, through established organisations. Moreover, this approach has not fully engaged those who have varying language requirements, including those who cannot read English or read their parent tongue. In addition, the consultation has not engaged those for whom the reading of A0 display boards, iPad or web based technology, local media, website, posters, direct mail shots, letters, or other paper-based and visual modes of engagement may be problematic due for example to sight impairment, language proficiency due to low levels of educational attainment, learning disabilities, and those who lack the knowledge, resources and agency to make their voices heard, or who are unable to engage effectively due to

poor concentration, anxiety, self-doubt, low self-esteem, lifestyle issues which make active participation particularly challenging and daunting, as well as those who hold the view that there is little point in participating as they do not believe their views, insight and experience will be recognised and valued. The consultation going forward as part of the revised scheme can do more to fully consider the varied access needs of residents, building in a more explicit consideration of equality impacts. As an illustration, ensuring that adjustments are made where required through loop systems, signers, and ensuring that information is made available in large print, and audio formats. This is one of the central challenges in terms of giving voice to those who are unable to access some of the more obvious tools of self-expression. As the revised scheme will necessarily mean that there will be further rounds of public consultation, there is a space for the Council to take on board some of the challenging issues raised in relation to wider engagement. This is important in that while the consultation on the new Masterplan engaged just over 300 residents, the extent to which the process engaged the harder to hear, due to the type of engagement activities employed, that is the Council's website, local media, poster and direct mail can be questioned. In addition, the feedback forms were only accessible only to those who are functionally literate, or able to access the forms from the Council's website. This leaves a large number of groups who may not have been included.

7.9 There are lessons to be learned from participation in other compensatory programmes in terms of the process of engagement, and communicating the wider objectives of the regeneration. This has implications for community cohesion, and is important in guarding against potential polarisation, resentment, or the opening up of a chasm of different constituencies as the scheme is implemented.²⁶ In other words, it is important to ensure that any perceived social and economic inequities among various groups are not exacerbated through lack of engagement, disenchantment, and feelings of being disconnected from the proposed changes to the area, among particular groups. The members of the Citizens Panel for example are more likely to engage, but not everyone is affiliated with a structure or has an affinity to an organisation. Furthermore, more inter-generational engagement work could be undertaken not only within groups but also across the diversity spectrum, outside of formal consultation approaches.

7.10 The process of engagement with residents with complex needs was not actively considered at the outset, but has been taken on board through the on-going work of the Housing Needs Assessment Team, which has the specialist skills to engage people with varied needs. The team is also multilingual and has therefore been able to explain the objectives of the regeneration to residents of different nationalities, and the various options as they have developed. What is coming through via the needs assessment is confirmation that tenants did not previously feel that communication was effective, although it is now seen to be getting better. The face-to-face visits of the Housing Needs Assessment Team who have had a physical presence in Sheerwater since September 2017 has offered a wider group of secure tenants the opportunity to learn considerably more, to be updated, to articulate their views, and to express their concerns and their desires. Indeed communication via the team is seen as very good and the team is regarded locally as doing

²⁶ Jude Cummins, Sophia Skyers, Riette Oosthuizen and Janet Poorman, *Building Community Cohesion in Area Based Initiatives: A guide for residents and practitioners*, Home Office, October 2004

its utmost to engage residents. The team also makes full use of the MASCOT Hub, where interpreters can be accessed, and they also work with the health centre and other agencies to communicate their local presence and availability.

8. The EqIA of the CPO effects and mitigation

8.1 The proposals in the revised scheme, as already stated, address some of the issues identified in the 2016 scheme, and mitigate some of the unintended adverse impacts that were also identified. The proposals specifically, increase the number of affordable housing units, including provision for one-bedroom properties, increase the number of larger units, and revise the proposals for open space to identify additional opportunities for residents to engage in more informal play and activities, thus reducing the emphasis on managed space which the consented scheme was oriented more towards. The EqIA therefore considers the impact of the revised proposals, along the lines of a number of themes that have been identified as potentially impacting the local community and within that, groups with protected characteristics. While the themes have been separated out analytically, in practice, there are many areas of overlap and this has been reflected. The themes are as follows:

- Housing development and redevelopment
- Community recreational and leisure facilities
- Employment and training
- Local businesses
- Public realm, open space, and safety and security
- Travel, transport, and connectivity
- Community cohesion

a. Housing development and redevelopment

8.2. **Housing and housing stimulus:** The need for decent housing in a safe and secure environment is one that transcends all of humanity. The baseline analysis set out above has provided evidence of the degree and extent of deprivation in Sheerwater, and its complexity, manifest in the innumerable socio-economic challenges faced by residents, the poor and deteriorating condition of housing, and the generally depressed and derelict appearance of the public realm. The CPO proposals have the potential for positive impact in that they provide the necessary stimulus to address the physical condition of housing in Sheerwater, including specialist provision that is no longer fit for purpose. This will make a significant contribution to enhancing the general appearance of the area, resulting in a more attractive place in which to live, and in which to invest time and resources. The potential for positive impact is further enhanced as the regeneration proposals and their development have been informed by active learning from the myriad lessons drawn from 1960s and 1970s urban policy, particularly in relation to large monolithic multi-story system-built estates which did not, at the time, recognise or indeed understand the centrality of resident engagement, and the pivotal importance of attending to broader social, economic and

environmental concerns to anchor future sustainability. As the CPO sits within a holistic approach to the physical renewal and revitalisation of Sheerwater, it will therefore have a potentially positive impact. The learning from approaches to urban redevelopment in previous decades has been embedded in the plans for the Sheerwater scheme, and its implementation, in recognising that poverty and inequality cannot be tackled solely through housing provision, and that housing provision must be in sympathy with the surrounding area and open space provision. As, stated elsewhere in this EqIA however, on-going consultation does need to actively engage and amplify the voices of those who are traditionally 'harder to hear' as the development of scheme proceeds. Indeed, WBC recognises that this was formerly a weakness in the programme of engagement, allied to a general view that as a diverse constituency, residents were not always engaged in the most effective of ways. WBC has been and is currently proactively taking steps to address this and the on-going consultation arising from the new proposals will address this.

8.3 Tenure balance and increased housing density: The CPO involves the demolition of 576 residential dwellings of which 449 are affordable dwellings and 127 existing private dwellings. The proposals for high-density build, within a consensual approach to regeneration, is seen as offering one solution to increased housing demand and acute land shortage, particularly in the South East.²⁷ The housing proposals will therefore have a potentially positive impact, in delivering a significant net increase in mixed tenure accommodation. The area will benefit from the construction of approximately 1,117 high quality energy efficient new homes, of which, circa 520 will be affordable homes representing an approximate net gain of +58 homes in comparison with the consented scheme where the net gain was +13. There will also be 129 homes specifically designated for supported living accommodation. WBC's Strategic Housing Market Assessment, conducted in 2009 and updated in 2015, examined current and future need for varied types of housing and size of accommodation in the borough as a whole, including family sized homes, open market accommodation, affordable housing, and specific supported housing needs. The affordable housing component in the Sheerwater CPO is a response to an increased need for housing, particularly in lower income socio-economic groups among which, groups with protected characteristics tend to have significantly higher representation.²⁸

8.4 There are currently 18 formally designated sheltered housing units owned by WBC and the proposals accommodate residents in Woodlands House and provide more sheltered housing units represents a significant increase in addressing the existing needs of older Sheerwater residents and other residents with varied support needs, as well as the future care support needs of Sheerwater residents, not currently in sheltered housing. The residents in Woodlands House were not supportive of the proposed location for supported housing and provision has therefore been made for 66 supported units to be constructed along Devonshire Avenue, a central and core part of the development. In addition to this, the revised scheme has retained 63 older supported units in the original location thus increasing the amount of supported accommodation from the original 62 in the previous proposal to 129 as already stated. The increased affordable housing provision will

²⁷ Planning Policy Statement 3 PPS3

Neighbourhoods: making higher densities work, CABE, 2005

²⁸ Sheerwater Regeneration draft planning application, June 2015

therefore have a potentially positive impact given the older population is increasing, and therefore current and potential future support needs can be met.

8.5 The most significant change between the originally consented scheme and the revised scheme is in the addition of a podium approach to medium rise units, which also includes supported housing with communal facilities in a re-provision of the current Woodlands offer. The proposals will have the effect of meeting increased parking needs in a way that is not at all obtrusive, within a green and integrated environment and this therefore has a potentially positive impact. In addition to this, the new housing proposals respond to specific requests to the Council for bespoke shared three-bedroom properties to address the challenge of the current benefit system which limits benefit payments to young claimants to shared housing. The proposals therefore have a potentially positive impact given the younger age profile of the community and the high number of benefit claimants by addressing this need and enabling semi-independent living.

8.6 The tenure balance in Sheerwater is currently 22% market housing and 78% affordable housing. The proposed tenure mix as detailed in the original CPO proposals was evenly balanced in a 53% open market led and 47% affordable housing split and these proportions have been maintained in the revised scheme, albeit within an overall increase in the number of properties and a net increase of 58 affordable units within the regeneration area. The overall increase in housing density potentially makes for a more efficient and effective approach to land use than is the case for the existing development, and the increased capacity of high quality affordable and market housing, coupled with higher space and amenity standards, will have a potentially positive impact on the lives of local residents, addressing overcrowding for example, which is an issue in Sheerwater, through more suitable accommodation for individuals, couples, children, and families. The density of the development could potentially help to promote pedestrian scale mixing in a more tenure diverse neighbourhood with housing that is available and affordable to more people, and people from varied income groups than is currently the case. This presupposes that the homes and larger homes for sale in the area for example are purchased as homes to be lived in within a genuinely mixed community, and not as empty vehicles for investment, or a share in a geographical space, that is unoccupied for significant periods. In addition, 4% of the residential units will be fully adapted for wheelchair use including a lift in the low-rise residential units along with an increase in floor space. It is however shared experiences and shared interests that foster a coming together, not bricks and mortar as it is often pointed out that public housing and private housing sit side by side in many parts of London for example but this does not mean that people in public and private housing have significant social contact.²⁹

8.7 The original proposals previously resulted in a significant reduction of one-bedroom properties and studio flats in Sheerwater. A reduction of this type of property on the scale proposed did represent a potentially negative impact as it effectively meant insufficient local provision to meet the needs of residents currently housed in studio and one bedroom accommodation. This group is vulnerable with medium to high mental health and other support needs, including issues relating to substance misuse. The process of implementing the CPO is focused on ensuring that this highly

²⁹ David Goohart, *The Road to Somewhere: The populist revolt and the future of politics*, Hurst and Company, 2017

vulnerable group of residents has access to support, through the work of the Housing Needs Assessment Team. The team as already stated, has a highly visible presence being located in Sheerwater, and as part of the process of relocation, has considered the accommodation requirements of vulnerable tenants, buttressed by an assessment of the level of individual support needed. The CPO proposals are an informed response to identified local housing need in Sheerwater, and at the same time, are set within the broader and interrelated context of housing need and provision across the borough as a whole. The provision of 217 one-bedroom accommodation as part of the revised scheme does mean that residents currently living in the studio flats, and one bedroom properties will potentially be able to remain in Sheerwater, in a community with which they are familiar, in order to be housed appropriately whereas this would not have been possible under the originally consented scheme. The housing proposals by responding to a clear and identified need therefore mitigate any potentially negative impact and enhance the positive impacts of the regeneration scheme. The effect of delaying the CPO will be positive in allowing more engagement with tenants and residents and the impact of this is therefore potentially positive.

8.8 Demolition and re-provision: The redevelopment of any area is not just about bricks and mortar. Moreover, development with residents in situ poses a complex set of challenges given that: it is a destabilising process for residents for whom rootedness, familiarity, and continuity is a priority, and who will have deep attachments to their homes. This will be coupled with fears and insecurities about change and loss, and potential disruption to daily life and daily routines, and fears about the rupturing of social and practical support networks that older people and parents with young children for example are particularly reliant on, with grandparents playing an increasing role in childcare. According to the Understanding Society surveys, while geographical mobility is more common, 42% of people live within five miles of where they lived when they were fourteen and 60% live within twenty miles.³⁰ The provision of social and recreational facilities in Sheerwater has been designed to lead the development of housing rather than follow it, to provide residents with a tangible and encouraging expression of progress as the CPO proposals are implemented. This approach will have a potentially positive impact in that while there will inevitably be some disruption in implementing a scheme of this magnitude, by allowing the social and recreational provision to take precedence over decanting and housing construction, disruption to residents' day-to-day lives will be kept to the minimum possible. An important mitigation and potentially positive impact of the proposals in the revised scheme is the reconfiguration of school and leisure parking to improve vehicle and pedestrian safety and security in the car park, and the reconfiguring of front gardens and the bus route. As well as responding to issues of safety, the need for demolition of four properties along Devonshire Avenue in the originally consented scheme has been removed and residents in those properties will therefore be able to remain and this has therefore mitigated a potentially negative impact of the proposals for this group.

8.9 The approach to mitigation of potentially negative impacts is a deliberative response to possible psychological distress, particularly in the case of residents who are older and who may be

³⁰ Ludi Simpson and Nissa Finey, Spatial patterns of internal migration: evidence for ethnic groups in Britain, *Population Space and Place*, Volume 15, Issue 1. January/February 2009: 37-56
David Goodheart, *The Road to Somewhere: The New Tribes Shaping British Politics*, Penguin 2017

less mobile, as well as disabled residents, vulnerable residents with mental health issues, others with medium and high support needs, those with less organised or chaotic lifestyles, and parents and lone parents with young children. As well as anticipating and mitigating the potential for disruption by allowing re-provision to proceed in advance of demolition, the phasing of the development in the way proposed will have a potentially positive impact in which the provision of replacement housing will be a crucial ingredient in the smooth relocation and resettlement of residents. The phased approach will maximise the opportunity for residents within the CPO area to purchase a new dwelling or move into a newly constructed property in Sheerwater if that is their wish, before the properties they are currently living in are demolished. The proposals also allow tenants the option of moving early and out of Sheerwater if they wish, and some residents have already taken this route. WBC began early resettlement planning through: on-going resident consultation, the on-going detailed housing needs assessment and gathering of equality monitoring data, and through the current statutory housing consultation. This will provide a positive foundation for the identification and triangulation of evidence relating to various needs among residents, and informing specific interventions for the CPO area overall, and on an individual case-by-case basis. To date the team has engaged with 191 (62%) of Secure Tenants, of which 144 (75%) said they were willing to leave early and surrender the right to return. The team are continuing to see the remaining Secure Tenants who have not yet responded to contacts and as stated above, are seeking to establish their respective needs through the Housing Needs Survey, which is being completed. The number of tenants willing to waive their right to return is higher than expected and the challenge will therefore be to maintain their goodwill as the ability to relocate tenants quickly is limited due to availability of appropriate housing. To date 13 tenants have relocated. There are now 100 properties in Sheerwater with temporary tenants in place who will need assistance with housing when the area is redeveloped and they are easier to relocate than Secure Tenants. There are 42 properties in the CPO area owned by Registered Social providers. The original proposal was for a re-provision of these homes and discussions are in hand with the providers but no arrangements are in place at the current time, and the Council is not involved in the tenancy relationships with the providers.

8.10 Diverse households: The households in Sheerwater reflect the diversity of the community and its changing demographics. Therefore, delivering affordable well-designed homes that allow for future demographic change is key to meeting diverse needs as well as being a centrepiece for reducing existing health inequalities. The CPO housing proposals will thus have a potentially positive impact given that the housing design allows for meeting the needs of existing residents, whilst also being cognisant of future demographic changes and changing requirements. The CPO proposals will enable vulnerable people in studio flats and one-bedroom properties to continue to reside in Sheerwater and this is potentially positive impact. There are other households that are potentially adversely impacted by the CPO proposals and this includes households with school age children who go to school locally, and who could face disruption if suitable alternative accommodation cannot be provided to enable children to continue attending their current school. The phased approach to demolition and removal where an appropriate proportion of new build housing will be available, as far as possible, to support a single relocation process, should mitigate this potentially negative impact as it maximises the number of residents who wish to stay being able to do so.³¹ Indeed, a consideration in the development and proposed implementation of the CPO proposals has been

³¹ New Vision Homes: Sheerwater Regeneration, Woking Affordable Housing Statement, 2015

ensuring that this is the case. The existing childcare arrangements for some residents, given the younger age structure of the population may be adversely affected in the case of working parents, where the carer decides to relocate, or is relocated temporarily to another part of the borough, or where residents are providing childcare services from home in Sheerwater. The assessment process has identified a resident childcare business, as well as other residents whose employment is home-based and the potentially negative impact of relocation in this respect is being taken account of and responses are being formulated to mitigate this.

8.11 The older residents in the CPO area, residents with mental health issues, those with support needs, and those requiring forms of language support will be vulnerable to disruption, and will require practical assistance to vacate their existing homes and move to new properties. To pre-empt the potentially negative impact of this, the detailed housing needs assessment, as explained, has examined the requirements of all members of households in depth, and on the basis of face-to-face visits. The team is also multi-lingual and has been able to access to translators and interpreters as and when required. All of the properties in the area have been visited by housing officers and a detailed assessment of the household requirements has being conducted from a housing resettlement and from an equality perspective. The information is being used to inform general as well as customised approaches to relocation to ensure that all tenants receive the support needed. Those residents with long and established family and community links in the area, and this includes older people and black and minority ethnic residents, may be particularly vulnerable to disruption, and to losing important community connections. Indeed, these are concerns that have been vocalised and this is a potentially negative impact that is mitigated by the offer to the majority of residents of remaining in Sheerwater.

8.12 Many older LGBT people have experienced a lifetime of discrimination, fear and isolation, and this may have impacted their expectations for housing support and care as they age. The older LGBT residents may remember a time when they were ‘illegal’ and they may have suffered consequences in terms of loss of employment, family, and being subject to hostility and vulnerability to physical attacks. The anxiety of having to move which affects all residents may be intensified in the case of LGBT residents by anxieties about facing further discrimination resulting from having to move to a new community, coupled with fears about how their sexual identity will be received by new neighbours, by managers and workers in support agencies, and in the case of sheltered schemes, by staff and other residents.³² Indeed, Stonewall has provided national evidence that in the case of LGBT people across all age groups, nationalities, and genders who approach the organisation for housing advice, two out of three state that their housing problem is directly related to their sexual orientation or to their gender identity. Moreover, a national Stonewall study entitled *Gay in Britain* found that there is a real fear about what a future care home could hold with almost 31% of LGB people and 35% of those age over 50 saying that they would expect to be treated worse than heterosexual people by staff if they were resident. These negative experiences also extend to housing with one in five, that is 18% of LGB people saying that they expect to be treated worse than heterosexual people when applying for social housing and this rises to one in four, that is 25% of gay people aged over 65.³³ The provision of housing in Sheerwater, and the process of relocation could

³² The International Longevity Centre – UK, *Housing Issues Affecting Older Gay, Lesbian and Bisexual People in the UK: A Policy Brief*, 2008

³³ *Gay in Britain: Lesbian, Gay and Bisexual People’s Experiences and Expectations of Discrimination*, Stonewall, 2013

therefore have a potentially negative impact for LGBT people if their needs are not explicitly recognised, but which need to be dealt with sensitively and taken into account in the provision of local housing support services, in allocation, and sheltered scheme provision.

8.13 Rents and tenancy changes: The proposals will deliver an increase in affordable homes which will have rental levels set. In order to secure affordable rents, a profit cap will be applied to Thamesway Developments Limited so that it can make a profit of 2.5% of the total construction costs, likely to be some £300 million. A target profit of £7.5 million will therefore be retained by WBC and will be secured by requiring Thamesway Development Limited to pay a Grant to Thamesway Housing Limited to enable the rent levels for the new affordable homes to be kept within reasonable bounds. This approach is predicated on the view that regeneration has its own in-built contradictions in terms of increasing the competition for limited urban space, with competition rendering urban space more expensive, and which in turn gives rise to higher and higher prices. This is particularly the case in the South East, which is becoming more and more out of the reach of people on low incomes, and increasingly middle-income people.

8.14 The profit package has been put in place to mitigate the potentially negative impact of unconstrained market rents on low-income groups, among which, groups with protected characteristics are disproportionately represented. This will therefore have a potentially positive impact. At the same time, social housing in Sheerwater, when it is demolished, will move from being wholly owned by the Council, to being wholly owned by Thamesway Housing Limited or a newly established subsidiary. The re-provided housing will then have the semantic distinction of being designated 'affordable' housing rather than 'social' housing. Whereas social housing is tagged to average income and remains relatively stable, affordable rent is tagged to 80% of market forces and rent levels can and do change dramatically. The potentially negative impact of this and the implications for residents has been taken into account and rents in Sheerwater will be set at social rent levels, will not exceed Local Allowance Levels, and will be in line with a S106 planning agreement. There is a similar model in operation in Kingsmoor Park, where the rents have been stipulated within the S106 agreement, mirroring Local Allowance Levels and where increases are linked to inflation, not to market levels. The Chartered Institute of Housing has stated that social rents represent the only affordable option for residents and therefore, the potentially negative impact for vulnerable tenants and those on lower incomes is mitigated by the approach taken by WBC in relation to rent control. The major changes and reduced terms in tenancy agreements from secure tenancies as is the case with Council tenancies, to assured shorthold tenancies that would be granted by Thamesway does however represent a potentially negative impact, added to which is the question of what will happen to the setting of rent levels in perpetuity, and the future levels at which they will be set. This is a concern for secure local authority housing tenants who are more likely to be from groups with protected characteristics and it is therefore a potentially negative impact. The Council is however the ultimate shareholder of Thamesway and therefore will input into the terms and conditions.

8.15 Assistance and Compensation: The Council has made commitments to assist affected residents wishing to relocate to other areas, or who need to relocate outside Sheerwater, as well as residents seeking to relocate within the new Sheerwater development. The core premise

underpinning this is that anyone displaced by the CPO should not be financially worse off than before. WBC's Sheerwater Community Charter, a non-statutory document sets out in detail, a range of assistance packages which include but are not limited to: removal, packing and unpacking services, access to independent advice, priority housing status, and ensuring necessary adaptations are in place.³⁴ The Council has also set out a compensation regime for home loss and disturbance payments for freeholders leaseholders, homes in shared ownership, and secure social housing tenants. In the case of social housing tenants, as well as the services set out above, secure tenants will receive a disturbance payment at a level set by the government of £6,100 on a flat rate, and a disturbance payment based on the number of existing bedrooms from £1,850 for a studio, up to £4,400 for a five bedroom house. Those in shared ownership will receive the market value of their equity stake, plus an additional 10% of the market value of that stake, and may also be entitled to disturbance payments for related costs incurred. In the case of freeholders and lease holders, WBC will provide the £1,600 home loss payment, and compensate for losses in connection with the transfer of a mortgage and the market value of the property plus an additional 17.5%, as well as the right of first refusal to buy a new property constructed as part of the development. In the case of non-resident freeholders, the allocation will also be the market value plus 17.5% where ownership pre-dated 3 December 2015.³⁵ To date, of the 123 privately owned properties in the CPO area required for demolition, the Council has completed the purchase of 21 who have taken compensation and have relocated, and a further 38 have accepted the terms offered. There are still 64 properties that the Council needs to reach agreement with. In summary, 84 owners, that is, 68% have engaged and 39 owners, that is 33% have not engaged. The delay in the consideration of the new CPO arising from changes to the proposals will have a potentially positive impact in allowing more time for engagement with residents with a view to reaching an agreement on the voluntary sale of their homes, under the terms of the Community Charter. This may therefore mitigate the necessity of invoking the CPO, as a position of last resort.

8.16 The proposals for compensation will have a potentially positive impact in that social housing tenants, as already explained, are more likely to be on lower incomes, and from groups with protected characteristics. In the case of homeowners, it is the case that properties in the regeneration area are cheaper relative to the rest of Woking and are more likely to be owned by those on lower incomes including older residents, and black and minority ethnic residents, who might find it more difficult to purchase homes in the new development and on the open market in other parts of the borough given the high cost of housing in the South East. The compensation package that is being offered by WBC seeks to mitigate the effects of this in being above the statutory level set out in the Code of Compensation. There still remains a potentially negative impact for residents, particularly older residents and/or those on lower incomes who are disproportionately represented among groups with protected characteristics in terms of the ability to obtain a mortgage. WBC has addressed this by recourse to provisions in the Housing Act, 1985, which empowers local authorities to advance funds for the purpose of acquiring a house other than through Right to Buy. With the exception of the interest rate, local authorities can set the terms of the mortgage and WBC has thus undertaken to do this, alongside building flexibility into payment

³⁴ Woking Borough Council Community Charter: January 2016

³⁵ The figure for non-resident homeowners was revised so that it is in line with resident homeowners at 17.5%. This decision was made by WBC's Sheerwater Regeneration Oversight Panel, 23 November 2016 and therefore was not reflected in the 2016 Community Charter which predates that meeting, and where the offer at that time was market value plus an additional 12.5%

periods on a needs basis. This approach seeks to mitigate potential negative impacts and enhance positive impacts. To date, three households have gone down the assisted purchase route and there are a number of other requests that have been made. In the case of vulnerable residents with issues relating to alcohol and substance misuse, as well as those with mental health issues, there is the potential for harm and increased vulnerability where it is known that large financial compensation payments are being made to individuals. Moreover, there is the potential for negative impact among this group in relation to effective financial management of large sums of money. There are therefore safeguarding issues as well as money advice and money management issues that need to be carefully examined. The Housing Needs Assessment Team is seen as filling an invaluable advocacy role for vulnerable tenants but the role of the team is not an advocacy one. The importance of meeting the need for advocacy and support of vulnerable tenants as the CPO is implemented therefore cannot be overstated.

8.17 In the case of resident homeowners who are unable to purchase a property with a mortgage due to affordability, there is a potentially negative impact. In these circumstances, WBC has agreed to put in place an assisted purchase scheme where the Council will take an equity stake, capped at 33% of the market value, or £100,000, whichever is the smaller. This mitigates the potentially negative impact in allowing a wider pool of residents to benefit and at the present time, two residents have taken up this offer. A potentially negative impact however for mortgagees as well as shared equity stakeholders is in cases where residents may have owned their own homes outright and having cleared the debt, do not wish to take on a mortgage again. In the case of private tenants, they are one of the most vulnerable and insecurely housed groups and comprise a significant proportion of children, young people, black and ethnic minorities, and low-income households. Research carried out by the Fabian Society, endorsed by Shelter, and the Chartered Institute of Housing showed that families in private rented accommodation struggle to get by after paying rent.³⁶ Moreover, the Joseph Rowntree Foundation identified the private rented sector as a significant cause of in work poverty.³⁷ The CPO proposals therefore have a potentially negative impact for private rented tenants in adding to an existing insecurity. While WBC has no commitment to house private tenants, to ameliorate some of the potentially negative impacts, WBC is providing support in signposting to advice on accommodation. While the nature of shorthold tenancies involves risk and high turnover, it is important that the Council continues to provide support to this vulnerable group, also taking specific actions to ensure that those with protected characteristics receive accessible support to find suitable accommodation as it will have a beneficial impact on the wider community, whilst also enhancing positive impacts for this group in the process.

b. Community, recreational and leisure facilities

8.18 **Multi-use environment:** The ethos underpinning the regeneration of Sheerwater is that the re-provision of the recreational and leisure facilities should head the redevelopment as part of an organic approach to implementation of the CPO proposals and the regeneration of the area. As with the provision of open space, the provision of leisure and sports facilities play a vital role in communities bringing benefits that help to improve health well being, and at the same time,

³⁶ Chartered Institute of Housing, Mind the Gap: The growing shortfall between private rents and help with housing costs, May 2016
Fabian Society, For us All, Redesigning social security for the 2020s

³⁷ Joseph Rowntree Foundation, UK Poverty 2017: A comprehensive analysis of poverty trends and figures

empower and connect people and communities across age ranges, skill levels and abilities, and provide diversionary activities for at risk young people. The nature of the recreation and leisure offer in Sheerwater will centre around a Community Hub, located via access to land surrounding Bishop David Brown School and will include: a 3 G floodlit football pitch, a rugby pitch, a cricket pitch, and a leisure centre. Indeed, the first sign of construction activity in the area will be the improved rugby, football and cricket pitches, and these will be followed by the construction of the new leisure centre, housing a gym, studios, sports hall, swimming pool, health suite, and a function room, as well as a running track with spectator seating, tennis courts, and ample space for parking. The CPO proposals also include a pharmacy, a new health centre, and a nursery situated around a Central Square and therefore in locations that are accessible and in the heart of the development.

8.19 The provision of recreational and leisure facilities at the start of the regeneration of Sheerwater will have a potentially positive impact in that residents, particularly vulnerable groups who may be fearful of change, will have a concrete and positive expression of the wider aspirations for the area. This potentially positive impact will be enhanced by the fact that the delivery of leisure and recreational facilities will not result in any loss of provision or disruption to residents' lives as implementation of the CPO proceeds. After construction of the facilities, a community use agreement will be put in place to ensure that they are shared between different uses in the community, including schools, community groups representing diverse interests, local sports clubs, women only activities as required, and so forth. The location of a new health centre, a community centre, a nursery and a pharmacy in the Central Square will be more easily accessible to Sheerwater residents than is currently the case. This will particularly benefit residents with access needs, those with young children, and other caring responsibilities, as they will be more carefully balanced with the residential development, including accommodation for older people which will be located in close proximity. The location will also facilitate collaboration between the different services located in the Central Square.

c. Employment, training and the labour market

8.20 **Employment and training of local people:** As one of the key components of its approach to ensuring that the regeneration of Sheerwater is sustainable, WBC has developed a Community Value Plan in which the employment and training of local people is an important driver underpinning the development.³⁸ The approach is embedded in the activities and opportunities that will arise directly from the redevelopment of Sheerwater, as well a longer-term focus on education and training during and post redevelopment, working with partners to take forward measures to ensure that Sheerwater residents have the requisite skill sets attuned to labour market demands. These opportunities will be as a direct result of the CPO proposals, and will sit within the context of other development strategies and plans in the borough, the sub-region, and the region.

8.21 The specific opportunities arising within Sheerwater as a result of the CPO proposals will be buttressed by active engagement with schools and community agencies operating in the area. This will enable the promotion of employment and training opportunities locally. These interventions include, a job skills club to provide people with assistance in securing employment, the development

³⁸ Sheerwater Regeneration WBC Community Value Plan, October 2015

of a partnership with Job Centre Plus to ensure that site vacancies are advertised and promoted in the regeneration area, and partnerships with other local agencies and training providers as part of the work of an Employment and Skills Group that is to be established as part of the scheme. This will ensure that there is long-term support for residents across all of the protected groups, with a focus and co-ordination of activities also on those on low incomes and those not in education, employment and training. There are plans to organise a career fair to promote wider understanding of the construction industry and the broad spectrum of potential employment and skilled training opportunities that are available within the sector.

8.22 There is indeed a wealth of national evidence that demonstrates the low awareness of opportunities in the construction sector, which is seen as being principally about brick laying and laboring, and not about offering a range of opportunities for the application of skills in digital technology, design, land planning, carpentry, electrical engineering, surveying, sales, business development and so forth. The level of awareness of these opportunities is therefore also likely to be low in Sheerwater. It is the case that despite progress that has been made, women continue to be under represented in the construction industry and the associated trades. There is also some evidence that, principally because of its image, that the sector can also be potentially off-putting for LGBT people and other protected groups. The CPO employment and training proposals overall do have the potential to have a positive impact in relation to openings for residents but to enhance potential positive impacts, targeted financial investment, must be underpinned by an intensive and sustained focus on supply side measures. That is, addressing the comparative lack of literacy, numeracy and the lack of high-level qualifications among residents with protected characteristics in Sheerwater, as well as targeting residents whose jobs may be displaced as a result of the development. The proposals must also operate in tandem with specific employer and provider demand side positive action measures to address under representation. Given structural labour market changes, as already illustrated in the baseline analysis, employment alone is not a guaranteed route out of poverty and while 'low skill' and 'low pay' are often conflated and used interchangeably, they are in fact distinct, with the designation low skilled sometimes being the result of the low social valuation placed on certain jobs that are then low paid giving rise to in work poverty. Therefore, as part of an approach to implementing demand side measures, WBC should consider making the notion of a 'living wage' central to its proposals and to the arrangements that it enters into with contractors. At the present time, the employment and training proposals are oriented more towards the supply side measures and therefore offer only a partial response. In order for economic growth to be inclusive, there is evidence that neither demand side nor supply side policies alone will be sufficient and emerging evidence drawn from international examples that they are most effective when operating simultaneously.³⁹

8.23 The recruitment and retention of women working in the construction and manual trades is extremely low as already stated, with women representing approximately 11% of the workforce in the construction sector and as little as 1% per cent of manual trades. Indeed construction has the undesirable distinction of having the lowest representation of women employed. Moreover, where women are employed in the sector, they are found predominantly in secretarial positions, rather than in occupations that are a direct part of construction activity. This has been slow to change

³⁹ Andy Pike, Neil Lee et al, Job creation for inclusive growth in cities, Joseph Rowntree Foundation, August, 2017

despite a high representation of women on construction related courses at colleges and universities, and despite industry action to attract new recruits, alongside equality measures that have been put in place by professional organisations, trades unions, government, schools, and a range of training providers to bring about positive change.⁴⁰ A survey of 1,000 women, commissioned by Keepmoat has also revealed that there are pronounced inequalities within groups with protected characteristics in that a mere 13 percent of women aged 16-25 would consider a career in construction.⁴¹ By contrast, workers over 60 in the construction industry see employment tenure as one of the most important issues affecting them.⁴² There are other concerns among groups with protected characteristics that have implications for the Sheerwater proposals. An important illustration is that 60% of gay respondents to a survey on their experiences in the construction industry said that they felt comfortable about being open about their sexual orientation with immediate colleagues. This figure however varied dramatically across the industry ranging from 70% feeling comfortable in architectural practice, to 27 per cent of those working for contractors.⁴³ In relation to disabled people, according to the Construction Industry Council, less than 5% of people in the construction industry disclose a disability, which is lower than reported disability across the UK, and there is evidence of particular recruitment challenges experienced by disabled people.⁴⁴ Thus, equality considerations will be major challenge for implementation of the regeneration proposals in Sheerwater if the benefits arising from construction and associated employment opportunities are to be evenly dispersed.

8.24 The Council through the CPO and other incentives at its disposal can work with and through its partners to promote and enhance the image of construction as inclusive, through local initiatives. This does however need to be backed up by a range of measures across the supply chain in relation to flexible working, reasonable adjustments and so forth, as well as supply side measures operating in tandem. The Public Services (Social Value) Act, 2012 places a duty on public bodies to consider social value ahead of procurement and S106 of the Town and Country Planning Act, 1990 (as amended) are a mechanism for site-specific mitigation proposals. WBC can therefore require providers and contractors, through a social value clause and a local labour clause, to consider how they will deliver greater value for Sheerwater by for instance, promoting careers in construction to local people so that they can make informed choices as a result of a greater understanding of the

⁴⁰ Not Just for Boys, Smith Institute, 2017

Women in the Construction Industry Ranstad, 2016

Also, the Construction Industry Training board has stated that construction output is expected to grow by 1.7% in the next five years in the UK. This means 179,000 new jobs will be created and more than 35,000 workers will be needed each year. In addition, post Brexit restrictions on migrant labour will potentially have an impact on the construction sector

⁴¹ Keepmoat Homes, Women in Construction Infographic, February 2017, www.keepmoatcorporate.com (Accessed 7 February, 2018)

⁴² The impact of the ageing population on the construction industry, CIOB

Joanna Leaviss, Alistair Gibb and Phil Bust, Understanding the Older Worker in Construction, Strategic Promotion of Ageing Research Capacity, funded by Engineering and Physical Sciences Research Council, and the Biotechnology and Biological Sciences Research Council, 2008

⁴³ LGBT Construct, LGBT+ Inclusion in Construction, presentation by Christina Riley, Senior Planner, and Co-Chair, Balfour Beatty LGBT & Allies Network, 2017

Lucy Anderson, Workers consider quitting construction industry over homophobia, Construction News, 11 October, 2016

⁴⁴ A Blueprint for change, Construction Industry Council, 24 February, 2016

Disabled people still face barriers in the workplace, The HR Director, 24 June

Construction must change diversity culture as it did on health and safety

breadth of the offer, by having consideration to the age profile of the construction workforce, and by requiring practical equality and support measures as part of contractual terms.

8.25 A critical equality challenge will therefore clearly be how the CPO employment and training proposals move from the general to the specific. They will need to be backed up by the setting of robust, nuanced, and meaningful equality targets and outcome measures and proposals for effective monitoring and evaluation frameworks, as part of a coherent and workable community value plan. In this, the type of jobs created and worker profile is as important as the number of jobs. The development of fit for purpose targets and outcome measures will need to form a core element of the implementation of the CPO, taking account of the complex experiences of for example, women returning to training or employment following a break in employment, younger women, older people, disabled people, and LGBT groups. These measures need to be based on an awareness of the different barriers that protected groups face, and their complex, multiple and overlapping experiences and needs. For example, older people could also be targeted for a range of jobs across the sector that do not require physical strength, coupled with reasonable adjustments and flexible working practices that make the prospect of a job in construction a reality for a broad spectrum of workers with protected characteristics.⁴⁵ The aspirations of the CPO proposals for employment and training and the setting of meaningful targets and measures has the potential to ensure a positive impact by ensuring that the services of funders and delivery agencies are also held to account and are responsive to local equality considerations. It does need to be borne in mind however that in the current climate, targeting particular groups can have an adverse impact on community cohesion, and can serve to reinforce stereotypical views if not handled sensitively. This is particularly the case where policy and the action that follows is not effectively communicated and informed by robust evidence to support the groups and communities targeted. As an example, increased community tensions can occur where initiatives are not carefully managed and are seen to be targeting particular groups as a rule of thumb, rather than responding to a clear and identified need, of potential benefit to the wider community, not a zero sum game of winners or losers.

8.26 As part of the implementation of the employment and training proposals, with the accent on the employment of 'local' people, in order to further enhance positive impacts for Sheerwater residents, it needs to be borne in mind that inequality, as illustrated in the baseline assessment, has a particular spatial dimension in Sheerwater as the most deprived in Surrey on the income and employment domain, and the fourth poorest on the education, skills and training domain, with a high proportion of working age benefit claimants. The practical application of the term 'local' is therefore important in this context given the distinctiveness of the area and the myriad of equality and inequality challenges it faces compared with the borough of Woking as a whole, the sub region, and indeed the region. As Sheerwater fares badly on the employment and training domain, and lack of qualifications, connecting residents with higher quality jobs arising from the scheme will be a key challenge as qualifications are one of the most important predictors of job quality. There could potentially therefore be a displacement or mismatch effect caused by a fault line in which high quality jobs created in Sheerwater may be taken by people living outside of the area and commuting

⁴⁵ Older workers crucial to curbing construction industry skills gap, CIC, 9 December, 2017

in. This will be a positive outcome overall for Woking as a borough but may not necessarily benefit residents living in Sheerwater and does not meet the notion of inclusive growth.

d. Local businesses

8.27 **Impact on local businesses:** The CPO proposals for Sheerwater include 1650m of retail space situated around the Central Square which is as the heart of the development, and close to the community hub. There are at present, 15 retail businesses that fall within the proposed regeneration area, in an environment that is dilapidated and unattractive. The CPO process is expected to result in the compulsory purchase of freehold and leasehold interests in business properties, and provision made for the development of new retail units within an appealing and green environment. This will have a potentially positive impact in terms of attracting investment and providing a more pleasant environment in which to shop and relax. There is however potential for negative impact in that the majority of the retail units in the existing shopping parade are struggling family owned black and minority ethnic businesses and are also used for convenience shopping and take away meals by residents. The owners of those businesses may not be in a position to set up again either locally or elsewhere in Woking once the CPO is implemented which is a potentially negative impact. This potentially negative impact will also be coupled with a loss of employment which will impact black and minority employees more acutely given that the businesses are predominantly black and minority ethnic family run ones where more than one family member may be employed, with a correspondingly adverse impact on family income.

8.28 As well as providing employment and convenience shopping which also reflects the diverse demographic, the retail units also fulfil an important local presence, providing home delivery services, assistance with financial management for vulnerable residents, and also operate as eyes in the community for residents by providing an alert in circumstances where someone may not have been seen for a few days. To date, the retail businesses have not been actively engaged in the consultation in any formal sense. The Council recognises that there is a need to do some intensive work with them to gain an understanding of what the likely impact of the CPO proposals will be from their perspectives, and to look at support for those affected businesses that wish to continue to trade being able to relocate either to suitable retail units in the redeveloped area, or elsewhere in Woking. The Council's Asset Management team is therefore putting in place plans to engage with existing businesses, and to examine which businesses will be able to relocate. Given that the new retail units will be opened before the existing retail is closed, the impact is potentially positive in allowing the customer base of retailers to be retained, therefore helping to mitigate potentially negative effects on business owners and residents using those services. It is likely however that a number of businesses will cease to trade.

8.29 A key part of the Community Value Plan will centre on providing customised guidance for those businesses that will be unable to relocate in Sheerwater including, establishing a new business, looking at new opportunities and signposting owners and employees to relevant support to potentially mitigate some of the negative impact. To mitigate the effect of loss of employment resulting from the closure of the existing retail premises, the Council has also proposed an End User Agreement, and an Employment and Skills Plan. These would include asking new businesses to commit to employing a proportion of local people where possible, as well as to adopt an annual

training plan that demonstrates how employees will be developed. There are potential opportunities business and employment opportunities arising as new facilities retail, recreational and leisure and hospitality services are developed in Sheerwater that will have a potentially positive impact if the necessary support and commitment to residents can be put in place. As part of the measures the Council is putting in place the Council might also wish to consider monitoring the end destination of those currently employed and the owners of retail establishments.

e. Public realm, open space, and safety and security

8.30 **Attractive public spaces:** The CPO proposals are embedded in WBC's local policy objective of developing a high quality network of open spaces, that enhance quality of life, seek to meet the diverse needs of existing and future residents, and positively influence patterns of use in ways that can offer everyone varied opportunities for richer outdoor experiences.⁴⁶ A centrepiece in the development of the original Sheerwater Master Plan and its associated regeneration proposals is therefore, the provision of attractive, safe, and accessible open spaces, within a parkland setting, which enhances the public realm, and caters for a wide range of needs. The overall vision is to provide spaces where residents, visitors, and people who work in the area can mix, relax, and enjoy taking part in a variety of outdoor activities. As well as safe, well lit, and accessible spaces for all, increasing the amount of open space in Sheerwater is also central to the regeneration. The current proposals for an enhancement to the existing scheme, outlined above, seek to optimise the use of land within the regeneration area, and its re-development, by further increasing the amount of open space beyond that originally proposed, as well as addressing concerns about reduced opportunities for informal play due to the emphasis on 'managed' open space. The new scheme addresses these issues and at the same time, increases the amount of open space from 9.32 hectares, as was the case under the originally consented scheme, to 10.48 under the new development proposals. This represents a potentially positive impact as an increase in open space has been achieved whilst also maintaining the quality of open space, and has been coupled with traffic calming measures to ensure a safer environment. These measures further enhance potentially positive impacts given that deprivation is inextricably linked with issues of road safety in deprived areas like Sheerwater.⁴⁷

8.31 **Accessibility to open space from an equality perspective:** An important equality consideration in relation to open space and the public realm is the view of the 'physical space' as 'dynamic', rather than 'static', changing seasonally, and in accordance with patterns and timings of use. The physical open space can also be a defined contiguous area within a locality that is negotiated with others for specific uses and activities. Therefore, from a planning and equality perspective, assessing and taking different interests and potential interests into account has been a central concern in the development of the regeneration proposals and in the enhancements to the scheme. An example of this is the issue of open space, gender, disability, safety, the way people experience space according to social, cultural and economic background, and the range of activities for which open spaces may be used by children, young people, older people and so forth. As the development proposals are implemented, WBC will need to continue to ensure that the interests of

⁴⁶ Natural Woking: Biodiversity and Green Infrastructure Strategy, Woking Borough Council, 2016

⁴⁷ Social factors in road safety: Policy Paper, Royal Society of the Prevention of Accidents
Understanding the link between disadvantage/deprivation and road safety, DfT Road Safety Research and Dissemination Learning, 21 January, 2009

protected groups are actively considered. A sensitive and inclusive open space planning will need to ensure that full account is taken of the identified needs of groups with protected characteristics in the amenities that are provided, how they are provided, and which, balance various needs. The open space and public realm designs of previous decades are replete with examples of restrictions to physical accessibility, and designs that have compromised feelings of safety, and walkability. This is currently the case with the open space configuration in parts of Sheerwater, combined with poor lighting, and small scale crime, which many residents experience as intimidating, particularly after 6.00pm. Therefore, addressing these fundamental access issues through the regeneration will have a positive impact on the lives of residents, and will leave an important legacy for future generations.

8.32 The regeneration area has a high black and minority ethnic population and a review undertaken by CABI has revealed that in urban areas, black and minority ethnic residents tend to have less local green open space, and that where they do live in areas with open spaces, they are of poorer quality and are inaccessible. The regeneration area in Sheerwater has a high proportion of black and minority ethnic residents, compared with other areas of Woking. The importance of parks and green spaces where people feel safe are among the key factors that contribute to individual quality of life in neighborhoods.⁴⁸ There is also evidence of greater health benefits afforded by access to a public realm and areas where people feel that they can walk and engage in outdoor activities in relative security compared with areas where they do not. These positive health benefits include reduced prevalence of obesity related chronic disease, reduced cardiovascular disease, and reduced depression.⁴⁹ As already illustrated, health inequalities follow a social gradient and it is the case that people living in poor areas, such as Sheerwater, are more likely to and indeed do experience adverse health. The proposals for Sheerwater which have increased the amount and quality of open space, ensuring also that the re-provision of open space benefits from natural surveillance, and addresses the current problems of accessibility through more inclusive design, will have a positive impact by increasing the potential for active outdoor impromptu use, thus making an important contribution to residents' quality of life and to tackling health inequalities.

8.33 **The Community Garden Project:** As part of the regeneration of Sheerwater, a new community garden will be located adjacent to the shopping parade on Dartmouth Avenue. The garden project was conceived by a local residents' group Sheerwater Together, and is being designed and steered by the group, in partnership with RHS Wisley School of Horticulture, and Surrey County Council. The aim of the project is to provide an attractive and green outdoor space to improve the area, whilst also providing residents with the opportunity to get involved in the development of the garden and its maintenance. The design which will be fully worked up by April 2018, will include community vegetable grow and share, sensory plants, and flowers. This will have a positive impact given Sheerwater residents currently experience a significant disadvantage in being unable to access and use extant public spaces. There are a number of studies that have shown that families who participate in community gardens have a healthier diet than those who do not. They have also been shown to promote exercise, bring environmental benefits to the wider community, and to help stimulate positive action on a range of other issues. This includes the wider dissemination of nutritional knowledge among family and friends, and acting as an informal

⁴⁸ Community Green: using local spaces to tackle inequality and improve health, CABI, 2015

⁴⁹ Ibid

educational resource in a tangible expression of the relationship between ‘growing’ and ‘scientific’ learning.⁵⁰ The development of the garden project in Sheerwater is already proving positive in its impact as a focal point for the practical application of design, project management, and teamwork skills. As the community garden project is implemented, it will potentially have positive impacts as an active space for outdoor engagement, as a safe space to retreat, as an important source of social support for vulnerable people, and as an access point for new communities, older residents, and for residents whose principal language is not English. It will have a potentially positive impact in enabling the community to cohere and to develop relationships around a shared interest and productive activity, as well as joint pride as custodians of a socially meaningful space.⁵¹

8.34 The benefits of the garden project need to be kept at the forefront of thinking and development as it is implemented, as a vital source of local support and which, can provide therapeutic benefits for residents with mental health issues, and for example, engage residents with disabilities, sensory impairments, and sheltered housing residents with various support needs. The first community newsletter for Sheerwater published and disseminated in December 2017 has begun the process of promoting the project to residents. It will be important to promote the community garden further through the dissemination of information via a variety of channels, and in a variety of other forms to ensure that a wide group of residents have the opportunity to learn about it, and to participate. The experience of community garden projects in other parts of the country reveals that engagement is in part dependent on knowledge of their existence, and that this can be limited when promotion relies on word of mouth. The use of a community newsletter is therefore a positive step and engagement should be developed further through active promotion in local schools, community radio, faith organisations, local community groups, and agencies working directly with individuals at the local level. As well as the overall potential benefits for residents, the inclusion of a diverse group of participants in the project can bring enormous benefits to the direction, focus and emphasis of the community garden. A large proportion of residents in Sheerwater are for example from rural growing cultures, or are from families who are from rural growing cultures, and therefore have invaluable knowledge that they can contribute on growing different varieties of fruits and vegetables, and on different gardening practices. As part of a relationship of mutual exchange, residents who have a longer history in Sheerwater can also impart knowledge about gardening practices, and knowledge about varieties of fruits and vegetables that are more readily available.

⁵⁰ Helen Quale, *The true value of community farms and gardens: social, environmental, health and economic*, Federation of City Farms and Community Gardens, 2007

Also in London, Bostall Gardens in Abbey Wood, the Royal Borough of Greenwich is a community based gardening project that has brought together men and women from an ethnically diverse community comprising residents from Nepal, Taiwan, residents who are second-generation Jamaican, and white British residents, disabled residents, and residents spanning the age spectrum. As well as developing the land, which was originally on a derelict site, the community garden now grows a variety of produce in unenclosed spaces and a poly tunnel, and also provides residents with individual small plots. The garden also provides relaxation spaces where people can sit and socialise. The members of the community garden host monthly meetings and social gatherings in their homes where a variety of national dishes are contributed and shared, as well as education about different gardening practices and varieties of fruits and vegetables. The social aspects of the events that have brought residents together would not have happened in the absence of the community garden. The members of the gardening project have gone on to attract funding to develop a meeting space on the land and to fund related projects to further enhance the communal areas of the garden.

8.35 **Accessibility to open spaces during the development:** As the regeneration proposals are practically implemented, maintaining accessibility to open space in Sheerwater will be a crucial on-going equality consideration, as will the safety and security of the site. The scheme has been considered and developed from the standpoint of ensuring that re-provision of safe and accessible spaces will take place, prior to the removal of existing open space. The consideration that has therefore gone into re-provision will ensure that any potential for negative impact as the regeneration proceeds in terms of loss of space, is effectively mitigated through seamless and continued accessibility throughout all the development phases. Furthermore, as already stated, increasing the overall amount of open space in Sheerwater beyond that which is currently available will have a positive impact on protected groups by providing more accessible space for outdoor enjoyment. The new dwellings within Sheerwater will have smaller gardens attached to them than is currently the case, and this could be seen as having a negative impact. The enlargement of the park area and the re-provision of more open space overall, however, and in a way that is actually, useable and safe, and connected to residential areas, and supported living, coupled with the proposals for a community garden, serves to mitigate any potential negative impacts and enhances positive impacts. In addition, the podium medium rise units are in sympathy with the proposals for delivering more connected open space, whilst also achieving higher levels of parking. This has a potentially positive impact and mitigates any potential negative impact by directly addressing residents' concerns about congestion.

f. Travel, transport, and connectivity

8.36 **Enhancing travel and transport accessibility:** Sheerwater, despite its proximity to Woking Town Centre, has a lower public transport accessibility rating in comparison with areas such as Goldsworth Park and St Johns which, while being a similar distance away, have a higher accessibility score.⁵² The Sheerwater area is served by two buses that run along Albert Drive, the main road of entry and exit. The proposals for improvement in the public realm and open spaces and addressing issues of safety and security are designed to support and encourage travel and transport by a variety of means. They are anchored in and fully integrated with wider strategies and plans for the borough as a whole, specifically the approach that has been set out by Surrey County Council as the Highways authority, in partnership with Woking Borough Council, to meeting needs of residents. The borough of Woking is one of Cycling England's flagship cycle towns and the proposals for the regeneration of Sheerwater are also integrated with the Cycle Woking project.⁵³ In specific terms, they hinge on the improvement of transport and travel infrastructure with enhanced parking provision, traffic calming measures, encouraging cycling, and walking through improved pedestrian access, encouraging the use of public transport, and identifying and removing barriers to access. The development will ensure access to public transport is as convenient as possible through a robust design sympathetic to potential public transport routes. The Dartmouth Avenue area will be improved to allow buses into the new development and the introduction of these services will be subject to discussions with the bus operators nearer the time. As the proposals develop, the travel, transport and the connectivity of Sheerwater must be considered in its broadest context, in terms of the differential impact on groups with protected characteristics.

⁵² Surrey Transport Plan: Woking Borough Draft Local Transport Strategy & Forward Programme

⁵³ Ibid

8.37 As stated in the Department for Transport's action plan, Transport for Everyone, while there are many barriers to travel and transport experienced by the general public, the impact on specific groups who face various forms of disadvantage can vary significantly. These include key issues such as lighting, combined with fears about safety and use of public transport or walking at night for women, black and minority ethnic groups, disabled people, gay and transgender people and older people.⁵⁴ There are also transport access challenges that are faced by people as they age, become more prone to ill health, and who therefore need to access primary and secondary health facilities and which need to be carefully considered. Moreover, women tend to have more caring responsibilities compared with men and undertake more journeys with dependents such as taking children to school, or supporting family members in attending health facilities. The mobility of care is thus an important equality consideration in the regeneration of Sheerwater. The Department for Transport found for example that 69% of missed maternity appointments were due to transport related factors.⁵⁵ The issue of access to transport and connectivity is therefore an important equality issue for Sheerwater given the younger age structure of the population, as well as the ageing nature of the population.

8.38 The buses in Sheerwater, are not fully accessible for all residents, and in particular, older residents, disabled residents, those with mobility issues, and women with small children, particularly those who are not located close to bus stops. There are no covered bus shelters with the exception of the bus stop at ASDA, and the service does not stop at the local shops in Sheerwater. While there was a bus service in Sheerwater that went directly to St Peter's Hospital, this is no longer the case. The rail stations of West Byfleet and Woking are approximately 2.0 and 2.6 kilometres from the centre of the estate and therefore accessibility to Woking Town Centre is an issue for groups with protected characteristics who are disproportionately more likely to be on low incomes and therefore less likely to own a car. The current position is negative in its impact on residents and therefore facilitating wider access to public transport as well as other forms of travel to connect Sheerwater with wider geographical areas must be a key consideration in the context of the regeneration proposals. This is particularly the case given the likely increase in population and therefore demand for public transport, and in the context of the current and changing demographics of Sheerwater.

8.39 As illustrated in the deprivation analyses in 5.4 above the proportion of older people in Sheerwater and in the ward will likely reflect the ageing population of England particularly in the 55-64 age group. The travel proposals seek to encourage walking and cycling and it is important that cycling and walking initiatives are targeted at protected groups in Sheerwater as the scheme is developed and implemented. A 2015 Age UK and ILC report reveals that there is a gender dimension to cycling in England with 22-27% of men aged 16-54 cycling compared with 11-14% of women in the same age group. This also compares with a mere 15% of men in the 55-64 age group cycling and only 8% of men in the over 65 age group. The corresponding figures for women are significantly less at 7% in the 55-64 age group and 3% over 65's, considerably lower than other EU countries with a well-developed cycling infrastructure.⁵⁶ In building on the development of the boroughs cycling infrastructure through the regeneration of Sheerwater, the transport and connectivity proposals

⁵⁴ Transport for Everyone: An action plan to promote equality, Department for Transport, December 2012

⁵⁵ Ibid

⁵⁶ The Future of Transport in an Ageing Society, Age UK and ILC, 2015

therefore have the potential to have a positive impact in that cycling and activities can provide important physiological and mental health benefits for residents. This is evidenced by studies that demonstrate the benefits of cycling and also walking in reducing the risks associated with numerous diseases.⁵⁷

8.40 A major change in the new scheme is in the approach that has been taken to roads, arising from issues raised in the consultation in relation to congestion. This is in terms of reducing the number and scale of roads accessible to vehicles and a reduction in their priority through traffic calming measures. This facilitates improved pedestrian and cycle routes and safety and therefore addresses residents' concerns. Moreover, the proposed reconfiguration of the entrance to Broadmere School with new drop off and parking areas off Devonshire Avenue will reduce the need for vehicles to progress into the wider estate and pedestrian and cycle routes have also been enhanced with routes being primarily off road from the new estate to encourage a greater access to the school for local residents without using a car and this therefore is potentially positive in its impact.

g. Community cohesion

8.41 **Community sustainability:** The importance of community cohesion is reflected in WBC's approach to the regeneration of Sheerwater, which is a holistic response to the targeting of resources in an area that has experienced the effects of historic underinvestment and spiraling decline. There is national evidence highlighting the potential for tensions within and between communities living in areas that are in receipt of compensatory funding from regeneration programmes, particularly where the regeneration is not managed sensitively.⁵⁸ This underlines the importance of aligning community cohesion considerations with an equality perspective as community cohesion is centered around one of the core legislative equality principles, that is, promoting good relations between different groups, by encouraging and engaging in dialogue with all people, targeting resources in a transparent way, and amplifying the voices of those who are more likely to be excluded and who may therefore be 'harder to hear'. One of the main fears of regeneration is that of gentrification and its negative impact whereby existing disadvantaged groups are displaced and replaced by wealthier newcomers, followed by increased rents and property prices. As an integral part of the development of its proposals, the Council has considered the potential for negative impact on community cohesion and as already explained above, has taken active steps to mitigate this by putting in place a profit cap on the development, suppressing social rent levels, and putting in place measures to ensure that existing Sheerwater residents, both homeowners and secure tenants can remain in the area post regeneration if they desire to. The residents in the current studio and one bedroom properties were seen as facing a potentially negative impact under the previously consented scheme in being forced to move from Sheerwater due to the shortage of suitable properties. The Council having considered the effect of this, through

⁵⁷ Pollock, R.D. et al, 2015: An investigation into the relationship between age and physiological function in highly active older adults, *The Journal of Physiology*, 593(1)

⁵⁸ Building Community Cohesion in Area Based Initiatives: A guide for residents and practitioners, Jude Cummins, Sophia Skyers, Riette Oosthuizen and Janet Poorman, Office of Public Management, October 2004

Thamesway, brought forward 217 one-bedroom properties to mitigate the potentially negative impacts.

8.42 There is little if any empirical evidence that tenure mix is an effective means for achieving the social objectives of neighbourhood regeneration as income, education, and so forth are the key influential factors. There is evidence that the process of regeneration can give rise to social divisions and conflict between different groups of interest, as well as competition between various interests seeking to influence the outcomes of the regeneration. With this in mind, by enabling the recreational and social aspects of the regeneration to lead the process, the Council is seeking to work towards the fostering of community cohesion and community sustainability by providing high quality and supportive services, and safe, open, and useable spaces that build on what the community has to offer, and which provide spaces for mixing and interaction. It is the case that community cohesion is impacted, not as a result of differences between people but from social, economic and environmental issues that undermine feelings of trust and security. The regeneration proposals are an ambitious attempt to regenerate Sheerwater. The community which is a mixed one live very comfortably together, and the regeneration does need to be handled in a way that builds on this existing cohesion.

9. Conclusions, recommendations and action plan

9.1 **Recommendations:** This EqIA has taken a predictive and pre-emptive approach to assessing the equality implications of the CPO for Sheerwater. The CPO proposals do have the potential to have a positive impact overall and where the potential for negative impacts have been identified, mitigating measures have been put in place by the Council. Specifically, the measures underpinning the proposals for redevelopment bring a net increase in the amount of useable open space, increased safety as a result of traffic calming measures. They also increase the proportion of affordable housing, enabling residents to remain in Sheerwater if that is their wish in an enhanced and safe environment. Moreover, the changes to the previously consented scheme also mean that there will be sufficient provision to rehouse more vulnerable secure tenants currently occupying one-bedroom and studio properties in Sheerwater. The fact that the housing needs assessment has been carried out also means that support measures can be put in place for secure tenants who were previously under the radar of statutory agencies as part of the implementation of the CPO going forward. Moreover, the recreation, leisure and community provision will lead the CPO, and there will be no decanting before housing construction which will mean the potential negative impact on residents is mitigated.

9.2 A higher number of secure tenants have taken up the offer of moving out of Sheerwater altogether and while there are issues of supply that potentially present an issue in relation to rehousing in other parts of Woking, the Council is actively responding to this. The proposals in seeking to physically transform Sheerwater will have the potentially positive impact of making Sheerwater an attractive place to live, work and invest in. As land values tend to increase where focused regeneration activity takes place, the Council has proposed a profit cap in order to suppress prices, alongside a suite of compensation measures for home owners, secure tenants, and tenants who are privately renting in order to mitigate any negatives impacts on groups with protected characteristics that have been identified as potentially arising from the CPO.

9.3 There are a number of proposals in relation to employment and training resulting from the redevelopment and which, form part of an added Value Community Plan. These proposals do have the potential for positive impact as they are linked to specific supply side support measures. In order for local people to benefit however, the supply side interventions will need to be conjoined with specific employer and provider demand side positive action measures, targeting areas where some groups protected groups are under-represented, for example, in construction, to ensure that the employment and training benefits are evenly distributed.

9.4 The consultation that has informed development of the CPO proposals has been extensive and intensive. The opportunity arising from the revised timescale for the CPO also means that WBC can undertake more and wide-ranging forms of consultation with groups that are traditionally 'harder to hear', and who have a variety of access needs and therefore, may not be able to engage with the more formal approaches to consultation or the more obvious tools of self-expression. An enhanced approach to the consultation as part of a communications strategy, will build on the existing good relations between different groups in the area. The process has already started through the face-to-face work of the Housing Needs Assessment Team and also Halo. There is now a need to engage with retail outlets operating in the area and the smaller organisations currently using the Parkview Community Centre going forward in order to understand more of what the potential impact will be from their perspective as the proposals are implemented to further inform mitigation measures.

9.5 A number of recommendations resulting from the EqIA of the Sheerwater CPO proposals have been identified and these are set out below. In addition, a summary of the EqIA and potential impacts follows the recommendations and is set out in Appendix C.

1. A broad community engagement strategy should be developed that takes account of groups who are '*harder to hear*', and which builds on the extensive engagement undertaken to date. The strategy should be reviewed at key stages of planning, relocation and construction if the CPO is approved, and the customised engagement approaches fully incorporated to facilitate broader engagement, and fill any gaps.
2. As part of the development of a broader community engagement strategy, a wider menu of intensive engagement options should be developed, in order to engage with groups that have specific access needs. This includes residents with sight impairment, and residents with a variety of access needs who do not have the resources, knowledge, and/or agency to make their voices heard.
3. As part of the on-going assessment of impact, effective monitoring of the consultation and evaluation should be cross-referenced with and informed by the EqIA equality baseline. In addition, a broader approach to evaluating impact of the consultation should be developed, that moves beyond paper-based approaches.
4. As part of the CPO consultation and process, there is a need to engage small businesses in the area, in particular, home based businesses, and the retailers in the shopping parade who tend to be black and minority ethnic family run small businesses.

5. The Council consider monitoring the end destination of owners and those currently employed in retail establishments in Sheerwater.
6. The rich data on the needs of secure tenants through the Housing Needs Assessment Team should be captured and used to inform the wider engagement approaches with secure tenants those who are *'harder to hear'*.
7. As part of the CPO process, there is a need for more detailed engagement work with the organisations that use the Parkview Community Centre to provide their services.
8. As part of the implementation of the CPO, the Council should have recourse to The Public Services (Social Value) Act, 2012, which places a duty on public bodies to consider social value ahead of procurement and S106 of the Town and Country Planning Act, 1990 (as amended) to help to ensure that the employment and training benefits are evenly dispersed.
9. The Council should make the EqIA available to the stakeholders cited in the report, and make the EqIA publicly available.
10. The Council consider the action plan that forms Appendix A to this report.

Appendix A - Interviewees

List of Interviewees	
David Bittleston	Leader, Woking Borough Council
Mohammad Ilyas Raja	Councillor, Canalside Ward, Woking Borough Council
Ben Carisco	Surrey County Council
Ray Morgan	Chief Executive, Woking Borough Council
Zafar Iqbal	Senior Policy Officer (Community Engagement) Corporate Strategy, Woking Borough Council
Paola Capel-Williams	PFI Project Manager and Project Support, Woking Borough Council
Hazel Craig-Waller	Project Officer, People Directorate, Woking Borough Council
Shanaz Ashraf	Housing Support Officer, Woking Borough Council
Karen Champion	Housing Support Officer, Woking Borough Council
Giuseppe Amico	Housing Project Support Officer, Woking Borough Council
Ben Jones	Housing Project Support Officer, Woking Borough Council
Cliff Bush	Woking Access Group
Trevor Millard	Halo Works
Shahid Azeem	Chair of Woking Asian Business Forum
Ian Lelliott	Head of Residential Services, Thameswey Homes Limited
Chris Louca	Sheerwater Together and Sheerwater Residents Association
Ian Vouden	Vice Chairman Sheerwater Residents Association
Robin de Wreede	Partner, Davitt Jones Bould

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Appendix C – Summary EqIA Table and Action Plan

Theme Area	Nature of Impact	Group Impacted	Mitigation/Proposed Mitigation Measures	Impact of Mitigation
Consultation and Engagement Leading to the CPO				
1. Small Businesses	The redevelopment will have a direct impact on small businesses located in the Dartmouth parade of shops as they fall within the redline area. There has been no specific consultation with small businesses to date.	Direct impact on small businesses and in particular, black and minority ethnic family run businesses. Also direct impact on residents who are less mobile including older residents, disabled residents and those with dependent children.	It may prove difficult to secure attendance at specific consultation events due the nature of the businesses. Therefore impromptu face-to-face visits to business owners, to engage in a focused dialogue, as well as targeted information.	More effective engagement of residents and signposting to targeted support.
2. Parkview Community Centre	A number of smaller community groups use the Parkview Community Centre for their activities and will be directly impacted by the proposals. As part of the CPO process, there is therefore a need for more detailed engagement work with organisations using the Centre.	Direct impact on smaller voluntary and community based organisations that use the Parkview Community Centre for a range of activities serving the local diverse community of Sheerwater and providing services to groups with protected characteristics.	A series of small independently facilitated deliberative sessions with community groups and their constituents, and taking into account a broad range of access needs in advance. This is a valuable approach for exploring issues in detail, and allowing different groups to have their say in small groups, in a familiar setting.	More effective engagement of smaller organisations to understand the specific impact on smaller community groups.
3. Outreach – (Impromptu Street Walks)	There is a need to engage people who do not attend public meetings or who do not feel able to do so, as well as those who do not or cannot respond to publicity such as the Sheerwater newsletters, or letters and so forth, and whose lifestyles may be less organised or who may have other issues with scheduling	Direct impact on all protected groups in Sheerwater leading up to the CPO, during development and post completion including direct impact on sight impaired, and residents with other disabilities, as well as vulnerable residents who are traditionally 'harder to hear', and those with time restrictions resulting from the rhythms of	As part of a the wider communications and engagement strategy for Sheerwater, embedding a wider outreach approach within it, combined with a portable street stall, going to places where people naturally congregate, the streets around the local shopping area, and the general locality, the ASDA Supermarket and other localities. An	Proposal arising from mitigation arising from the EqIA to be considered as part of a wider engagement and communications strategy.

Theme Area	Nature of Impact	Group Impacted	Mitigation/Proposed Mitigation Measures	Impact of Mitigation
	and planning activities, and time and access constraints. Moreover, not everyone is affiliated with an organisation, group or structure.	working/caring/family life.	outreach approach could also be combined with a Vox Pop (See below). It is important that some assessment is made of areas where there are perceived gaps in both the process and modes of involvement so that they can be addressed to inform the regeneration proposals going forward, and in respect of the CPO.	
4. Vox Pop (Voice of the People)	There is a need to develop creative ways of engaging a broader constituency of interests in Sheerwater in order to amplify those voices that are traditionally 'harder to hear' as the development of the scheme proceeds	Direct impact on all protected groups in Sheerwater leading up to the CPO, during development and post completion	This method can assist in bringing issues relating to the CPO and the associated regeneration proposals to life, allowing residents to voice views in their own way, and to set the agenda in terms of raising issues that are of concern to them. As well as being a valuable method of engagement and soliciting views, the Vox Pop also builds on oral traditions that are important in many communities. It can also be used as a means of evaluating other methods of engagement as opposed to exclusive reliance on the tick box questionnaire approach that can be exclusionary of those with a range of access needs. For example, people with learning disabilities and sight impairment, and those who are not literate.	Proposal arising from mitigation arising from the EqIA to be considered as part of a wider engagement and communications strategy.
5. Sheerwater Oversight Panel	There is a perception among some residents that the Sheerwater Oversight Panel is	Direct impact on all protected groups in Sheerwater leading up to the CPO, during development and post	The cross-party group could trial engaging with residents by continuing with its meetings along lines of the	Proposal arising from mitigation arising from the EqIA to be considered as part of a wider

Theme Area	Nature of Impact	Group Impacted	Mitigation/Proposed Mitigation Measures	Impact of Mitigation
	disconnected from the process of resident engagement, as there is no resident input. An important issues raised in the Report of the Independent Sheerwater Scrutiny Panel was how the work of the Oversight Panel could be more effectively communicated to residents.	completion.	current practice, whilst also holding an open session with the public. This should take account of a broad range of access needs and could be styled an <i>Audience With...</i> to test and build on local knowledge and understanding of the regeneration proposals.	engagement and communications strategy.
6. Integrating Wider Access Needs and Considerations	The varied access needs of Sheerwater residents needs to be considered going forward. This means, building in a more explicit consideration of equality impacts across all protected groups in order to more meaningfully engage a wider constituency.	Direct impact on all residents with protected characteristics with a range of access needs and a need for 'reasonable adjustments' to be made where possible.	There is a range of engagement methods that can ensure 'reasonable' adjustments are made where required. This can be through, for example, loop systems, signers, translation and interpretation, ensuring information is made available in large print, braille, and audio formats, and as well as providing information in English, making information available in the relevant community languages, for example, Urdu and Polish Diversity baseline monitoring produced as part of the EqlA, as well as qualitative data arising from engagement via the Housing Needs Assessment Team for example should be used to understand the effect on groups with protected characteristics leading up to the CPO, during the construction phases, and post development completion, and to inform other engagement approaches	Proposal arising from mitigation arising from the EqlA to be considered as part of a wider engagement and communications strategy.

Theme Area	Nature of Impact	Group Impacted	Mitigation/Proposed Mitigation Measures	Impact of Mitigation
EqIA the CPO Proposals - Effects and Mitigation				
a) Housing development and redevelopment				
<i>Demolition of owner-occupied housing</i>	Direct potentially negative impact on groups spanning those with protected characteristics. It is the case that residential properties in Sheerwater are less expensive relative to the rest of Woking. They are more likely to be owned by those on lower incomes across the protected characteristics such as older residents, and black and minority ethnic residents.	Direct potentially negative impact on owner-occupiers including low-income residents, black and minority ethnic residents, older people, and disabled people who have had adaptations to their properties carried out.	The Council's Community Charter sets out compensation levels for owner-occupiers, which are above the statutory minimum compensation levels. In addition, the Community Charter sets out an integrated package of support for vulnerable and disabled residents, and assisted purchase arrangements for low-income homeowners impacted by the CPO proposals in circumstances where mortgage affordability may be an issue.	A potentially positive impact as of the 123 privately owned properties, the Council has completed the purchase of 21 who have taken compensation and have relocated, and a further 38 have accepted the terms offered. There are still 64 properties that the Council needs to reach agreement with and the revised CPO timescale provides an extended opportunity for this to take place. In addition, the assisted purchase scheme, shared ownership and the Council's provision of a mortgage of last resort mitigates the potentially negative impact in allowing a wider pool of residents to benefit and two households have taken up the assisted purchase offer to date, one the offer of shared ownership and one a Council mortgage.
<i>Demolition of social housing including sheltered accommodation</i>	Direct potentially negative impact on secure tenants, vulnerable tenants in one-bedroom accommodation, and tenants in sheltered accommodation spanning the protected characteristics	The majority of tenants in Sheerwater are local authority tenants (63%) and are directly impacted. This group comprises tenants on low incomes among which, black and minority ethnic groups, lone parents with dependent	The development proposals for Sheerwater centre on increasing housing provision to meet the existing and future needs of a changing, and diverse population, spanning groups with protected characteristics including older people,	A potentially positive impact in that the proposals sit within a holistic approach to regeneration in terms of enhanced social housing with a wider mix of provision to meet current and future needs, allied to wider

Theme Area	Nature of Impact	Group Impacted	Mitigation/Proposed Mitigation Measures	Impact of Mitigation
		<p>children, and disabled people are disproportionately represented. In addition, vulnerable tenants currently residing in the one-bedroom properties with medium to high level support needs are directly adversely impacted as the CPO will result in a significant reduction of one-bedroom properties and studio flats in Sheerwater.</p>	<p>disabled people, and lower income groups. The proposals will bring forward a significant increase in affordable homes for rent and the provision of enhanced sheltered accommodation. WBC is has also consulted on enhanced proposals and is seeking planning permission to increase the proportion of social housing in the scheme, including increased provision for one-bedroom properties.</p> <p>The Community Charter sets out WBC's commitment to tenants in terms of support packages, priority housing status, and levels of compensation. A needs assessment has been carried out to inform the housing needs of secure tenants and to inform mitigation measures.</p>	<p>economic and social objectives. The development will see significantly increased affordable housing provision maximising accessible and adaptable housing opportunities for groups spanning those with protected characteristics. There will also be a potentially positive impact for tenants in one-bedroom properties due to significantly increased provision of one-bedroom properties. There is a safeguarding and risk management issues for vulnerable tenants where large financial compensation payments are being made due to issues surrounding financial literacy and money management.</p>
<i>Demolition of properties with RSL</i>	Direct potentially negative impact on children, young people, black and minority ethnic and groups on low income	Tenants who are privately renting are one of the most vulnerable and insecurely housed groups, comprising a significant proportion of children, young people, black and ethnic minority groups, and low-income households.	While WBC has no commitment to house private tenants, to ameliorate some of the potentially negative impacts, it is providing support in signposting to advice on accommodation, thus providing support to private tenants in finding suitable new accommodation. The Council could take specific actions to ensure that those with protected characteristics are given accessible and customized support to find	Proposal arising for mitigation arising from the EqIA to be considered.

Theme Area	Nature of Impact	Group Impacted	Mitigation/Proposed Mitigation Measures	Impact of Mitigation
			suitable accommodation. This will require detailed equalities information on private tenants.	
<i>Changes to tenure mix</i>	Direct potentially positive impact on groups spanning the protected characteristics.	All groups with protected characteristics living in Sheerwater.	The housing proposals will deliver a significant net increase in mixed tenure accommodation, including a significant increase in affordable housing, and unit sizes to meet the needs of existing and future residents	More evenly balanced tenure mixed within increased overall housing provision including affordable housing and sheltered housing provision that is fit for purpose. In addition, the significant increase in one-bedroom properties as part of the revised proposals have the potentially positive impact in enabling vulnerable residents currently in the studio and one-bedroom properties to remain in Sheerwater and have their support needs met.
<i>Changes to tenancy agreements and housing management arrangements</i>	Direct potentially negative impact through changes to tenancy agreements for secure tenants and potential loss of affordable housing under new housing management arrangements.	All groups with protected characteristics with secure tenancies including vulnerable and disabled tenants, those on low income, black and minority ethnic tenants, lone parents, children and young people.	WBC has developed workable proposals to suppress rent levels through a profit cap on the development. This means that rent levels will be set at social rent levels and will not increase beyond local market housing allowance levels, and will be in line with S106 planning agreements.	Rents remain at an affordable level under new arrangements, mitigating the potentially negative impact of unconstrained market rents on low-income groups, among which, groups with protected characteristics are disproportionately represented.
<i>Cultural and social milieu</i>	The loss of cultural and social milieu is a potentially negative impact on residents spanning the protected characteristics with long established connections including black and minority	All residents spanning groups with protected characteristics including older people with long established connections, women, BME communities, LGBT people.	The scheme will be led by the social and recreational provision to foster cohesion. Moreover, there will be no demolition of housing in advance of housing re-provision being made.	All residents have the option of remaining in Sheerwater post completion. The development will be on a phased basis to facilitate rehousing before demolition of existing homes as far as possible. This minimises but

Theme Area	Nature of Impact	Group Impacted	Mitigation/Proposed Mitigation Measures	Impact of Mitigation
	ethnic communities, LGBT residents, older people and parents and lone parents with dependent children, the latter are disproportionately women with childcare and other caring responsibilities for whom disruption resulting from the development may give rise to an adverse impact through rupturing of social and psychological support networks.			cannot completely eliminate the potential for some disruption to existing networks of support.
b) Community, recreational and leisure facilities				
<i>Provision leading the development</i>	Potentially positive impact as re-provision of community and recreational facilities will lead the development providing residents with positive expressions of progress and aspirations for the area, ahead of implementation of the housing proposals. The facilities will also be located in the heart of the development meaning greater access for all residents and collaboration between the services provided than is currently the case.	All residents spanning groups with protected characteristics	The new facilities will be re-re-provided before existing facilities close.	The proposals represent an enhancement of current provision. Any potential negative impact is effectively mitigated given that new facilities will be re-provided in advance of the closure of existing ones.
c) Employment, training and the labour Market				
<i>Local Labour in Construction</i>	Potentially positive impact for all protected groups.	All protected groups with a particular emphasis on those under represented in the construction industry.	Proposals to capitalise on employment and training opportunities arising from the development, ensuring equality of access for all residents including local	The CPO proposals do have the potential to benefit the local community and this includes those residents spanning the protected characteristics who

Theme Area	Nature of Impact	Group Impacted	Mitigation/Proposed Mitigation Measures	Impact of Mitigation
			<p>labour clauses and having recourse to the Public Services (Social Value) Act, 2012, that places a duty on public bodies to consider social value ahead of procurement and S106 of the Town and Country Planning Act, 1990 (as amended) as a mechanism for site specific mitigation measures. Also, the setting of robust and meaningful equality targets and outcome measures for recruitment to employment and skill training opportunities and effective monitoring against targets and outcomes.</p> <p>The local and active promotion of the broad range of construction related careers, through the Employment and Skills Group as part of the Community Value Plan, buttressed by engaging with schools in Sheerwater and community agencies to promote opportunities and to provide long-term support to those not in education, employment and training. This includes a job skills club, partnership with Job Centre Plus and other agencies to assist local people in securing employment and skill training opportunities.</p>	disproportionately experience low employment, under-employment, and low educational attainment.
Gender and construction	Potentially negative impact in that the construction industry has	Women, women aged 16-25, older people,	Local labour clauses and targets on the recruitment and retention of	Proposal arising for mitigation arising from the EqIA to be

Theme Area	Nature of Impact	Group Impacted	Mitigation/Proposed Mitigation Measures	Impact of Mitigation
	<p>the distinction of having the lowest representation of women, despite high representation of women on construction related courses at colleges and universities. Also, evidence that only 13% of women aged 16-25 would consider a career in construction. This has important implications for Sheerwater given the proportion of women of working age, and its younger age structure.</p> <p>A wealth of evidence including evidence from the construction sector and EHRC confirms under representation of women including from Office of National Statistics which has noted in its recent national survey that the number of women working as roofers, bricklayer and glaziers is so low as to be beyond measurement.</p>		<p>women to counter vertical and horizontal occupational segregation.</p> <p>Positive action approaches on demand side to encourage women to take advantage of local labour opportunities in construction, including improving the image of construction.</p> <p>A requirement on contractors to have positive action equality measures to encourage greater representation, recruitment and retention (not only equality policies or statements). High profile measures to enhance the image of the construction industry as being inclusive of groups with protected characteristics.</p>	<p>considered as they would widen participation and help to ensure the benefits arising from construction are more evenly dispersed.</p>
<p>Older People</p> <p>While Sheerwater has a younger age structure compared with the Borough as a whole, an ageing population is nevertheless an important equality consideration in the context of employment.</p>	<p>Potentially negative impact in that the image of the construction industry is one of being physically labour intensive and therefore without targeted interventions, older people might not reap potential benefits.</p>	<p>Older people spanning the protected characteristics</p>	<p>Local labour clauses and targets on the recruitment and retention of older people.</p> <p>Positive action approaches on the demand side to encourage older people to take advantage of local labour opportunities across a wide range of construction related</p>	<p>Proposal arising for mitigation arising from the EqIA to be considered as they would widen participation and help to ensure the benefits arising from construction are more evenly dispersed.</p>

Theme Area	Nature of Impact	Group Impacted	Mitigation/Proposed Mitigation Measures	Impact of Mitigation
			<p>activities.</p> <p>A requirement on contractors to have positive action equality measures to encourage the employment of older people (not only equality policies or statement).</p> <p>High profile measures to enhance the image of the construction industry as being inclusive of groups with protected characteristics.</p>	
<p>LGBT Groups Evidence that the construction industry can be potentially off-putting to LGBT groups.</p>	<p>Potentially negative impact in that the image of the construction industry is not seen as particularly tolerant of diversity and underlining the need for targeted interventions.</p>	<p>LGBT people spanning the protected characteristics</p>	<p>Local labour clauses and targets on the recruitment and retention of older people.</p> <p>Building on industry positive action approaches on the demand side to encourage LGBT people to take advantage of local labour opportunities across a wide range of construction related activities.</p> <p>A requirement on contractors to have positive action equality measures to encourage the employment of LGBT people (not only equality policies or statement).</p> <p>High profile measures to enhance the image of the construction industry as being inclusive of groups with protected characteristics.</p>	<p>Proposal arising for mitigation arising from the EqIA to be considered as they would widen participation and help to ensure the benefits arising from construction are more evenly dispersed.</p>
<p>Disabled people Evidence that the construction</p>	<p>Potentially negative impact in that the image of the</p>	<p>Disabled people spanning the protected characteristics</p>	<p>Local labour clauses and targets on the recruitment and retention of</p>	<p>Proposal arising for mitigation arising from the EqIA to be</p>

Theme Area	Nature of Impact	Group Impacted	Mitigation/Proposed Mitigation Measures	Impact of Mitigation
industry can be potentially off-putting to disabled groups and evidence that less than 5% of people in the construction industry report having a disability.	construction industry is seen as not particularly supportive of disabled people.		disabled people. Building on industry positive action approaches on demand side to encourage disabled people to take advantage of local labour opportunities across a wide range of construction related activities, and promoting reasonable adjustments. A requirement on contractors to have positive action equality measures to encourage the employment of disabled people (not only equality policies or statement). High profile measures to enhance the image of the construction industry as being inclusive of groups with protected characteristics.	considered as they would widen participation and help to ensure the benefits arising from construction are more evenly dispersed.
Defining 'local' Definition of local as part of the implementation of the employment and training community value aspects of the development which accent the employment of local people wherever possible disadvantages.	Potentially negative impact on Sheerwater residents given that inequalities have a particular spatial dimension in Sheerwater and given the distinctiveness of the area and the particular equality and inequality challenges it faces compared with the borough of Woking as a whole.	All Sheerwater residents spanning protected groups	Woking definition of the term 'local' needed with a particular emphasis on targeting diverse Sheerwater residents through a range of positive action employment and training proposals to ensure that those who live and work in the regeneration area also reap the wider benefits arising.	Proposal arising for mitigation arising from the EqIA to be considered as they would widen participation and help to ensure the benefits arising from construction are more evenly dispersed within Sheerwater
Living Wage	Given the structural changes in the labour market and the high number of residents who are in part time work in Sheerwater, the issue of low pay, zero hours	Black and minority ethnic groups, women, and disabled people who tend to be disproportionately represented in low paid sectors of the economy.	As part of demand side measures, WBC should consider making the notion of a 'living wage' central to its proposals and the arrangements it enters into with contractors.	Proposal arising for mitigation arising from the EqIA to be considered as they would widen participation and help to ensure the benefits arising from

Theme Area	Nature of Impact	Group Impacted	Mitigation/Proposed Mitigation Measures	Impact of Mitigation
	<p>contracts and so forth has a negative impact on groups with protected characteristics in that full time and part time work is not a guaranteed route out of poverty and social exclusion. Also, the conflation of low skill and low pay when the two are in fact distinct and low skill may be because of the low social valuation placed on particular jobs.</p>			<p>construction are more evenly dispersed.</p>
d) Local businesses				
Small Businesses	<p>The redevelopment will have a direct impact on small businesses in the main shopping parade, located along Dartmouth Avenue. This could potentially give rise to a temporary worsening of access to outlets for goods and services for groups with protected characteristics who use local shops including disabled residents who are less mobile, older residents, and black and minority ethnic residents. Also, a negative impact is the loss of employment following closure of the affected shops, and potentially negative impact for existing retail outlets arising from inability to afford new market rates of new units. Also, the retail establishment fulfil social function as the eyes</p>	<p>Many of the businesses are family owned black and minority ethnic Small businesses, including black and minority family owned businesses. Also, older residents using the services and more vulnerable residents for show the retail outlets fulfil a supportive social function in areas such as financial management.</p>	<p>Some retail facilities will be re-provided before existing ones will need to close, also allowing customer based to be retained in those circumstances.</p> <p>Take steps to ensure that the option of purchasing or taking out a new lease in the redevelopment is explored.</p> <p>Those potentially losing jobs in the parade of jobs will be targeted as part of the proposals set out in the Community Value Plan, through employment and training proposals.</p> <p>The Council's Asset Management Team is putting in place plans to lead discussions with small businesses in the redline area, and targeted</p>	<p>Proposal arising for mitigation arising from the EqIA to be considered as they would widen participation and help to ensure the benefits arising from construction are more evenly dispersed.</p>

Theme Area	Nature of Impact	Group Impacted	Mitigation/Proposed Mitigation Measures	Impact of Mitigation
	and ears of the community, and provide some support for vulnerable residents.		support will be provided to business owners. There are potential business and employment opportunities arising as new facilities retail, recreational and leisure and hospitality services are developed in Sheerwater that will have a potentially positive impact if the necessary support and commitment to residents can be put in place. The Council might also wish to consider monitoring the end destination of those currently employed in family owned businesses in the parade of shops given the likely negative impact on family income.	
e) Public realm, open space and safety and security				
<i>Risk of crime and fear of crime</i>	Indirect potentially negative impact in which fears of safety and security may be compounded during the development and construction phases.	Black and minority ethnic groups, women, young people, in particular young men, LGBT people, and disabled people.	As the regeneration proposals are practically implemented, maintaining safety and security will be a crucial on-going equality consideration, as will the safety and security of the site. Measures will be specified and communicated to residents on how the site will be managed at different stages of development and construction.	Proposal arising for mitigation arising from the EqIA to be considered.
<i>Loss of individual garden space</i>	Direct potentially negative impact.	All groups with protected characteristics in Sheerwater.	The CPO proposals seek to optimise the use of land within the regeneration area and provide more open space that is useable. The	The loss of individual garden space is mitigated by the re-provision of more useable and sympathetically connected open

Theme Area	Nature of Impact	Group Impacted	Mitigation/Proposed Mitigation Measures	Impact of Mitigation
			proposed enhancements to the scheme further increase the amount of open space beyond that originally proposed.	space for all groups with protected characteristics to benefit from. The re-provision of more overall open space, in a way that is actually, useable and safe, coupled with the proposals for a community garden, serves to mitigate any potential negative impacts and enhances positive impacts.
f) Travel, transport and connectivity				
Transport accessibility, safety and security	The impact on specific groups who face various forms of disadvantage can vary significantly. These include key issues such as lighting, combined with fears about safety and use of public transport or walking at night for women, black and minority ethnic groups, disabled people, lesbian, gay and transgender people and older people, as well as access to facilities.	Women, black and minority ethnic groups, disabled people, lesbian, gay and transgender people and older people.	The Dartmouth Avenue area will be improved to allow buses into the new development and the introduction of these services will be subject to discussions with the bus operators nearer the time. As the scheme develops, the travel, transport and the connectivity of Sheerwater is being considered in its broadest context, in terms of the differential impact of the various proposals on groups with protected characteristics. Accessibility in terms of connecting Woking with wider facilities and services could be considered given low-income communities in Sheerwater who are less likely to own a car.	Proposal arising for mitigation arising from the EqIA to be considered.
g) Community cohesion				
Effective engagement	A potentially positive impact in that the community in	All Sheerwater residents spanning groups with protected	Effective engagement with the diverse community that comprises	Proposal arising from mitigation arising from the EqIA to be

Theme Area	Nature of Impact	Group Impacted	Mitigation/Proposed Mitigation Measures	Impact of Mitigation
	<p>Sheerwater is multi-ethnic with a younger age profile than is the case locally or nationally. The community live very comfortably together, and the regeneration needs to be handled in a way that builds on the existing cohesion to guard against the potential for polarisation, resentment, or the opening up of a chasm of different constituencies as the CPO proposals are implemented.</p>	<p>characteristics.</p>	<p>Sheerwater leading up to the CPO, during the construction phases, and post completion, targeting resources in a transparent way, recognising different interest groups and different access needs and ensuring that all groups are able to engage and share in the benefits of the regeneration, thus promoting good relations between groups.</p> <p>Taking steps to ensure that policy and the action which follows is informed by robust evidence based on the experiences of the groups and communities targeted, and that it is effectively communicated.</p>	<p>considered as part of a wider engagement and communications strategy.</p>

COUNCIL – 5 APRIL 2018

ANNUAL REPORT OF THE OVERVIEW AND SCRUTINY COMMITTEE

Executive Summary

Each year, the Chairman of the Council's Overview and Scrutiny Committee prepares a report outlining the activities undertaken by the Committee. This year, the Committee has reviewed a wide range of topics and has completed both scrutiny and pre-decision scrutiny of the work of the Executive and the Council as a whole. The three Task Groups of the Committee – the Economic Development, Finance and Housing Task Groups – have continued to monitor and review these three core areas of the Council's activities.

The Work Programme of the Committee continues to be developed and in the coming year the Members will be welcoming presentations from both Network Rail and South Western Trains on their plans and aspirations for their services in the Borough. The potential and management of Woking's Heathlands are to be explored in the coming months, with a presentation at the next meeting of the Committee and a site visit planned for all Councillors to Sheet's Heath.

The Council is now invited to receive report.

Recommendations

The Council is requested to:

RESOLVE That the report be received.

The Council has the authority to determine the recommendation set out above.
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Background Papers: None.

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Date Published: 29 March 2018

1.0 Introduction

- 1.1 This is the 13th Annual Report made by the Overview and Scrutiny Committee to the Council in accordance with its constitutional provision. The report sets out the work undertaken by the Committee and its task groups over the last year.

2.0 Summary of Work Undertaken

Boiler maintenance and replacement policy of New Vision Homes.

- 2.1 The Portfolio Holder (Councillor C S Kemp) introduced a report on the review of the New Vision Homes boiler maintenance and replacement policy, making clear that there were outstanding issues which needed to be addressed. The key areas of improvement were highlighted in the report which outlined the measures proposed to address the outstanding issues, though it was noted that significant improvements had already been achieved. Members also noted that New Vision Homes (NVH) was undertaking a review of the compensation policy for breakdowns, which had been an issue for residents, and the need to improve communication with residents was understood by NVH.

Raynes Close lessons learned

- 2.2 Ian Lelliott of Thamesway Housing gave a presentation outlining the issues that had faced the residents of Raynes Close in respect of the pioneering energy efficient technology installed, including a heat exchanger, rain water harvester and the heating. Residents were also present to draw attention to their concerns and felt little progress had been made to address all the issues. It was agreed by the Committee to ask for a report to suggest solutions to all the problems raised. This was done and later in the municipal year Mr Lelliott returned to the Committee to explain what progress had been made.

Thamesway Protocol.

- 2.3 The Chairman and Councillor J Kingsbury undertook to carry out a review of the communications and reporting protocol between the Thamesway Group and the Council. This had originally been established in 2011 and required updating in view of the significant changes in the Company structure and in the light of practice. The Committee recommended a number of changes to the Executive. It was noted that few members attended Thamesway Group company meetings and they might find it helpful to do so to better understand.

Action Surrey.

- 2.4 John Scott of Thamesway Sustainable Communities Ltd (TSCL) presented information on the Action Surrey project, outlining the project's aims, initiatives and achievements. It was noted that several areas within the Borough had a higher than average level of fuel poverty because of older housing stock and a higher percentage of lower income families.
- 2.5 There would be an estimated £1.6m saved for Woking residents over the future lifetime of the measures put in place so far. The scheme relied more upon referrals from Adult Social Care and local authorities to ensure that fuel poor households were prioritised, though all residents were welcome to ask for advice. Action Surrey aimed to raise awareness of energy efficiency schemes and grants available to families and Small and Medium-sized Enterprises (SMEs) within the area and that more work with local SMEs was being looked into in partnership with Woking Works and Woking Chamber of Commerce and more SMEs were urged to contact Action Surrey. The Committee appreciated the work done by Action Surrey.

Annual Report of the Overview and Scrutiny Committee

Private Rented Sector Access Scheme Policy and Selective Licensing Policy- Canalside Ward

- 2.6 The Committee scrutinised proposals to introduce a policy to incentivise landlords as part of a drive to improve the supply of private sector housing and satisfy the Council's obligations to house people deemed homeless. This was part of an overall strategy to reduce homelessness. Separately the Council was seeking to introduce a licensing scheme for HMOs in Canalside ward which had been selected in view of the high proportion of rented properties and the lower standards in that area. Members supported both proposals but also asked for the costs, including staff resources and fees, to be re-considered.

Complaints

- 2.7 The Committee received and reviewed a schedule of complaints received by the Council over the 6 months to 30 September 2017. This was the first 6 monthly report and included information about complaints to New Vision Homes. Over time it would become possible to track any trends in complaints to enable the Committee to decide whether to investigate further.

Celebrate Woking.

- 2.8 The Committee received a presentation from Riette Thomas on the Celebrate Woking events in 2017. Despite average weather, the food and drink festival had again been a huge success and the Party in the Park had been a massive success. It was noted Woking had been named as the 8th happiest place in the UK and the happiest in Surrey. Promotional videos had been made.
- 2.9 In 2018 Celebrate Woking would be focusing on the Suffragettes and Dame Ethel Smyth, as well as work on the war memorials of those who paid the ultimate price in World War 1.

Health and Wellbeing.

- 2.10 The Committee received a report which highlighted the work carried out under the Government's Syrian Refugee resettlement programme. It had taken some time for the traumas experienced by the Syrians to manifest themselves in mental ill health and there had been occasional disputes. However, it was noted that the Council had very skilled staff managing the programme.

Community Support and Development Sythwood.

- 2.11 Nicola Norman, Manager of Sythwood Children's Centre, and Reverend Kate Wyles, Vicar at St Andrews Church, Goldsworth Park gave a presentation on the work being undertaken in the local community to support the residents, in particular those from an ethnic minority background, including refugee families from Syria. Through the support of the Lakeview Action Group and partner organisations, individuals unable to speak English were offered the opportunity of weekly language classes managed by a tutor from Woking College and to socialise with people from all different backgrounds. It was noted that the biggest issue faced by the Group was a lack of funding and constant waiting list for the support and that the Group had been asked to draw up a proposal on the future provision of the support for consideration by the Council.

Online transactions.

- 2.12 David Ripley, Head of Revenues and Benefits, presented a report on the background to benefit payments and the Council's old cash desk. Initial payments of Universal credit by the government were often delayed, causing arrears in housing payments, and also more recently a change of approach by some housing associations demanding rent payments in

Annual Report of the Overview and Scrutiny Committee

advance which was very difficult for tenants. In relation to payments generally, 74% of council tax payments were now made by direct debit and the closure of the cash office in May 2015 had gone smoothly.

Woking 2050 and Climate Change Agenda.

- 2.13 Lara Beattie and Tracey Haskins gave a presentation explaining what the Council was doing to encourage sustainable Woking, tracing the roots of action in the Borough as far back as 1992 with the establishment of LA21. The Council seeks to lead by example and in terms of the vision to 2050 there are various projects from green sustainability and biodiversity to flood relief schemes and renewable energy all of which contribute to enhancing the Borough environment and reducing carbon footprint. Action plans are managed on a rolling three year and are overseen by the Climate Change Working Group.

Waste and Recycling Contract.

- 2.14 Representatives of the teams responsible for the new waste contract gave a performance update to the Committee in February. The number of missed collections was very small and mainly related to assisted collections. Anecdotal evidence suggested that staff were quick to rectify errors and overall members were impressed with the work done.

Air Quality Monitoring.

- 2.15 Emma Bourne, the Council's Environmental Health Manager, reported on work being carried out to monitor air quality in the Borough. There were currently 2 Air Quality Management Areas – Anchor Hill in Knaphill and Guildford Road in Mount Hermon. Technical changes to traffic signaling at Anchor Hill had been installed and data on the impact on air quality was awaited. An Action Plan for Guildford Road was being prepared and this was particularly important given the pending increase in town centre development.

Basingstoke Canal.

- 2.16 The Chief Executive presented an update on the progress in making proposals to improve the Basingstoke Canal following requests by this Committee in February 2017. There were clear plans for work in 2018/19 on the town quay and Chobham Bridge towpath subject to planning permission, while Lockfield Drive Bridge connectivity would require funding but with a target of 2019/20 for completion, and a barge at the Lighthouse was currently an aspiration for pushing forward in 2019/20. A Canal Boat basin at Brook House was another opportunity but required both funding and resolutions of Green Belt and common land legal issues.
- 2.17 The Chief Executive was thanked for the evident progress for this key asset and the Committee resolved to instruct him to investigate opportunities for both dredging the Canal and tidying up the Canal bank for the benefit of boat users and visitors generally.

3.0 Membership

- 3.1 The Constitution permits membership of 10 councillors. The membership this year has been: Councillor I Johnson (Chairman), Councillor K Davis (Vice-Chairman), Councillor H Addison, Councillor A-M Barker, Councillor J Bond, Councillor G Chrystie, Councillor J Kingsbury, Councillor R Mohammed, Councillor M Raja and Councillor C Rana.
- 3.2 Attendance at meetings this year has been better than in 2016/17 though again the subjects for the agenda have largely arisen from the Chairman and Vice Chairman, rather than Committee members. The attendance record for the Members of the Committee is set out at Appendix 1.

4.0 Task Groups

4.1 Scrutiny of the Council's activities often takes place in task groups. There are three task groups which come under the remit of the Overview and Scrutiny Committee and reports from the Task Groups are presented to the Committee on a regular basis.

- Economic Development Task Group (Chairman Councillor I Johnson)
- Finance Task Group, (Chairman Councillor G Chrystie)
- Housing Task Group and Economic Development Task Group (Councillor I Johnson)

4.2 Appendix 2 contains summary reports by the respective Chairs on the activities and objectives of each Task Group for the year.

5.0 Further Areas of Scrutiny

5.1 The main subjects are shown in 2.1 above. In addition the Committee monitors financial and other indicators in the "Green book" which is a monthly set of management information and also looks at the treasury mid-year review. This report is necessarily written before the meeting in March and therefore there will be items not included as part of this report. This will include a "first" in that we will be on a field trip to Sheets Heath.

6.0 Acknowledgements

6.1 As Chair I would like to thank particularly the Chief Executive for his support in putting agendas together, to officers for the administration and to my Vice-Chair, Councillor Kevin Davis, for his continued enthusiasm. The attendance of Portfolio Holders to cover their topics at meetings has been much appreciated.

7.0 Conclusions

7.1 The Committee is challenging and needs input from across the Council to be effective. Having said that, the Committee has been able to make progress on behalf of residents in a number of areas such as boiler policies, Raynes Close eco systems and the Basingstoke Canal. We have also been reassured on, most recently, the new waste contract and have been able to learn more about the environmental work of the Council.

REPORT ENDS

Attendance at the Overview and Scrutiny Committee 2017/18

Date	Committee Members in Attendance	
22 May 2017	Cllr Johnson (Ch) Cllr Davis (V-Ch) Cllr Mrs Addison Cllr Barker Cllr Bond	Cllr Chrystie Cllr Kingsbury Cllr Mohammed Cllr Raja Cllr Rana
24 July 2017	Cllr Johnson (Ch) Cllr Davis (V-Ch) Cllr Mrs Addison Cllr Barker Cllr Bond	Cllr Chrystie Cllr Kingsbury Cllr Mohammed Cllr Raja Cllr Rana
18 September 2017	Cllr Johnson (Ch) Cllr Davis (V-Ch) Cllr Mrs Addison Cllr Barker Cllr Bond	Cllr Chrystie Cllr Kingsbury Cllr Mohammed Cllr Rana
27 November 2017	Cllr Johnson (Ch) Cllr Davis (V-Ch) Cllr Mrs Addison Cllr Bond	Cllr Kingsbury Cllr Raja Cllr Rana
22 January 2018	Cllr Johnson (Ch) Cllr Davis (V-Ch) Cllr Mrs Addison Cllr Bond Cllr Chrystie	Cllr Kingsbury Cllr Mohammed Cllr Raja Cllr Rana
26 February 2018	Cllr Johnson (Ch) Cllr Davis (V-Ch) Cllr Bond Cllr Kingsbury	Cllr Mohammed Cllr Raja Cllr Rana

Reports of the Task Groups

Housing Task Group

Chairman – Cllr Ian Johnson

Purpose	Membership
To review Housing issues as and when identified by the Committee, including Housing Strategy, Housing Business Plan, Housing Service Plans, Housing Revenue Account, Housing Conditions, Housing Needs, Private Sector Housing, Home Improvement Agency, Housing and Council Tax Benefits, and monitor/review progress of the PFI Scheme.	Cllrs Addison, Aziz, Barker, Bridgeman, Harlow, Johnson and Mohammed.

The year was characterised by a large volume of work due to the upcoming introduction of the Homelessness Reduction Act which is the biggest piece of legislation on homelessness in 40 years. Changes to existing practices would require additional staff and team restructuring, together with training in new procedures. Woking has a good record in avoiding homelessness but the legislation will require an even more pro-active approach. The existing IT system wasn't sufficiently robust and would be upgraded in May 2018. Personal Housing Plans, including an action plan, would be introduced for clients.

Other issues reviewed by the Task Group included the following:

1. a consultation by Surrey County Council (SCC) about housing-related support due to SCC seeking to save money;
2. improved compensation to tenants for boiler and heating breakdowns to reflect more fairly the additional costs incurred;
3. proposals for a new policy on service charges for leaseholders which was to be discussed by the Leaseholder Forum;
4. Housing Allocations Policy which was being updated for the first time since 2013 which proposed to amalgamate bands and the removal of age limits for sheltered accommodation, along with greater reliance on the private sector;
5. a number of units of affordable housing had been provided through the use of rooms or spaces not used to their potential;
6. the tenants of Sheerwater in the red line area were placed into Band B. The Task Group was assured that the Council was exploring all opportunities to make adequate provision for social housing but in any event, lettings would be offered on the basis of need;
7. the Task Group pre-scrutinised the Council's proposals for Selective Licensing in Canalside. There were 800 private landlords in the area;
8. 'Let's Rent' was a rebranded scheme to encourage private landlords to help address the Borough's housing need; and
9. the Transformation Agenda was looking at better ways of multi-agency working, partly to ensure effectiveness of provision and partly for reasons of financial efficiency.

Economic Development Task Group

Chairman – Cllr Ian Johnson

Purpose	Membership
To identify and seek the implementation of measures to mitigate the impact of the economic downturn on the residents, community organisations and businesses in the Borough of Woking.	Cllrs Addison, Ali, Barker, Chrystie, Hussain, Johnson and Kingsbury.

The Task Group meets twice a year to review the progress of the Economic Strategy. The Chairman also attends ad hoc events to support the Council's public relations effort. The primary focus of the mid-year meeting was the conclusion of the previous Economic Development Strategy 2012 - 2017 and the transition to the new version for the period 2017 - 2022. Simon Matthews, who had helped with the formulation of both of our strategies, assisted us with a transition paper which highlighted how the priorities dove-tailed and how the new strategic priorities could be readily monitored.

Additionally, the Task Group discussed member concerns about the impact on local firms of development in West Byfleet. Officers confirmed they would be happy to assist wherever possible and monitor any proposals.

Towards the end of March, the Task Group would be reviewing the performance of the strategy in its first full year.

The Finance Task Group

Chairman – Cllr Graham Chrystie

Purpose	Membership
To review Financial issues as and when identified by the Committee. Financial Performance of the Council Management and Administration of Accounts procurement Strategy, Pension fund, Financial Strategy.	Cllrs Bond, Chrystie, Davis, Hughes, Morales, Pengelly and Rana.

The programme of the Task Group has continued largely upon the format adopted for several years where the Committee has monitored events which have occurred and the Councils budgets and Investment Programme proposals. With the major projects the Council is undertaking the Task Group needs to be active at an early stage if it is to be effective in its task. Should significant issues arise between meetings of the Group then extra meetings or briefings may be necessary.

The Task Group has considered the Green Book in detail at each meeting, with discussion on a wide range of subjects. As a result of these discussions additional information is now provided on Opportunity Purchases. The Green Book now contains a Sheerwater Regeneration page and this is useful. The Task Group has asked for not only a list of THL purchases but also a list of forward legal commitments to purchase too. Whilst THL carry out the transactions, as the Council supplies loan finance it is necessary for the total legal commitment to be stated. Transparency is vital on all Sheerwater finance as THL are acting as the Council's agent. This has been added to the detail on the Sheerwater page in the February Green Book.

The Task Group will need to continue to review the borrowing costs and loan drawdowns at future meetings.

The current tenant position in Wolsey Place has been reviewed at alternate meetings, with explanations provided of changes and future developments. It is suggested that this continues in the future work plan.

The EY financial model for Victoria Square was updated in November 2017. The Task Group feels that it will be necessary for the EY model for Victoria Square to be up-dated and re-run from time to time as the project progresses. The Finance Task Group does not receive the detail of the major projects as this is covered by separate Groups. However, it is important that the Group can assess the impact on the Council of any significant changes to these projects, or the economic environment, and maintains an overview of the financial position.

To sum up the Task Group have been very pleased with the service and support from Leigh Clarke and her team. Due to the current situation of the Council's major commitments , and an uncertain national finance situation due to Brexit and Global Trade concerns, an increased focus upon material issues will be required of the Group. This is being incorporated in the work programme for 2018/19.

Graham Chrystie

Chairman, Finance Task Group

11th March 2018

COUNCIL – 5 APRIL 2018

ANNUAL REPORT BY COUNCIL REPRESENTATIVES ON OUTSIDE BODIES

Executive Summary

Each year, Woking Borough Council appoints elected Councillors to outside bodies as representatives for the Council. The appointments were reviewed by a Member Task Group in 2014 which presented a series of recommendations to the Executive for determination by Council. In June 2014, the Council adopted the recommendations which had the effect of reducing the overall number of appointments made. This was in line with the Council's objective of rationalising all positions held by Councillors by 2016, to take into account the change in the size of the Council from 36 Councillors to 30 Councillors.

The Council also adopted a formal reporting process for those Councillors appointed to Outside Bodies, with an annual report to be presented to Council. This paper sets out the reports provided by the Council's representatives for the 2017/18 Municipal Year.

Recommendations

The Council is requested to:

RESOLVE That the report be noted.

The Council has the authority to determine the recommendation set out above.
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Background Papers: None.

Reporting Person: Ray Morgan, Chief Executive
Ext. 3333, E Mail: Ray.Morgan@woking.gov.uk

Contact Person: Frank Jeffrey, Democratic Services Manager
Email: frank.jeffrey@woking.gov.uk, Extn: 3012

Date Published: 29 March 2018

Annual Report by Council Representatives on Outside Bodies

1.0 Introduction

- 1.1 In 2014 the Council reviewed its scheme of appointments to outside bodies, following a question from Councillor Cross at Council in December 2013. A Member Task Group was established to undertake the review.
- 1.2 A report by the Task Group was considered by the Executive on 1 May 2014 before being determined by Council at its meeting on 9 June 2014. The recommendations were supported by the Council and a series of changes were adopted, as summarised below.
- 1.3 Details of the appointments for 2016/17 are set out in Appendix 1 to this report.

2.0 The Reports

- 2.1 In early February the Members appointed to Outside Bodies were asked to complete a report on the activities of the Body to which they had been appointed. A template was provided to assist the Councillors. The following reports have been received:
 - Fairoaks Airport Consultative Committee – County Councillor Richard Wilson (Appendix 2)
 - Surrey Police and Crime Panel – Councillor Beryl Hunwicks (Appendix 3)
 - Woking Access Group – Councillor Hilary Addison (Appendix 4)
 - Woking People of Faith – Councillor Hilary Addison (Appendix 5)
 - Woking ShopMobility – Councillor Hilary Addison (Appendix 6)
 - Citizens Advice Woking – Councillor Melanie Whitehand (Appendix 7)
 - Woking Palace Panel – Councillor Debbie Harlow (Appendix 8)
 - Ashford & St Peters Hospitals – Councillor David Bittleston (Appendix 9)
 - Woking Palace Consultation Panel – Councillor Louise Morales (Appendix 10)
 - Woking Community Transport – Councillor John Kingsbury/Councillor Deborah Hughes (Appendix 11)
- 2.2 The comments in the reports set out in Appendix 2 to Appendix 11 have been made by the Councillors appointed to the Outside Bodies and do not necessarily reflect the views of the Council.

3.0 Implications

Financial

- 3.1 There are no financial implications arising from this report

Human Resource/Training and Development

- 3.2 There are no human resource or training and development implications arising from this report.

Annual Report by Council Representatives on Outside Bodies

Community Safety

3.3 There are no community safety implications arising from this report.

Risk Management

3.4 There are no risk management implications arising from this report.

Sustainability

3.5 There are no sustainability implications arising from this report.

Equalities

3.6 There are no equalities issues arising from this report.

Safeguarding

3.7 There are no safeguarding issues arising from this report.

REPORT ENDS

Ad Hoc Authorities and Committees

Ashford & St Peters Hospital NHS Trust	
Councillor D J Bittleston	
Basingstoke Canal Joint Management Committee	
Councillor K M Davis (Sub: Councillor Mrs H J Addison)	Councillor A-M Barker (Sub: Councillor K Howard)
Byfleet Village Hall, Working Men's Club and Institute Charity	
Councillor J E Bond	Councillor M A Bridgeman
Citizens' Advice Woking – Management Committee	
Councillor M I Raja	Councillor M A Whitehand
Countryside Partnership Board	
Councillor J Kingsbury (Sub: Councillor K M Davis)	
Fairoaks Airport Consultative Committee	
Mr R A G Wilson (Sub: Councillor K Howard)	
Friends of Woking Palace	
Councillor A J Boote	
Marjorie Richardson Centre – Management Group	
Councillor C S Kemp	
Maybury Centre Trust	
Councillor R Mohammed	Councillor M I Raja
National Parking Adjudications Service Joint Committee	
Councillor J Kingsbury (Sub: Councillor D J Bittleston)	
Police and Crime Panel	
Councillor Mrs B A Hunwicks	

Annual Report by Council Representatives on Outside Bodies

Shopmobility	
Councillor Mrs H J Addison	
South East Employers	
Councillor C S Kemp (Sub: Councillor J Kingsbury)	
Sport Woking (formally Woking Sports Council)	
Councillor T Aziz	Councillor I Eastwood
Surrey County Playing Field Association	
Councillor M Pengelly	
Sutton Green Village Hall Management Committee	
Councillor W P Forster	Councillor J Kingsbury
Woking Access Group	
Councillor Mrs H J Addison	
Woking Community Transport	
Councillor J Kingsbury	Councillor D E Hughes
Woking Palace Consultative Panel	
Councillor D Harlow	Councillor L M N Morales
Councillor D E Hughes	Councillor M Pengelly
Woking People of Faith Forum	
Councillor Mrs H J Addison	
Woking Youth Council	
Councillor C S Kemp	Councillor M Pengelly
Councillor W P Forster (Substitute)	

NOTE:	The comments in this report have been made by the Councillor(s) appointed to the Outside Body and do not necessarily reflect the views of the Council.
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Fairoaks Airport Operational Report

Introduction

As I reported in the previous Operational Report the owners of Fairoaks Airport (Albemarle Fairoaks Airport Ltd which owns the airfield and TEREFA ADP Fairoaks Ltd which owns the commercial estate) have issued a joint proposal that Fairoaks Airport should become a Garden Village. Whilst the original intent was that a planning application would be prepared and submitted to Surrey Heath Borough Council in late summer 2017 this has not yet happened, and I anticipate that a planning application will probably be submitted during the second quarter of this year.

The lack of clarity regarding the future of the airport could well have had a negative impact on the operational side of the airport, but this has not been the case. To date no pilots/operators have left Fairoaks because of the proposal and we continue to receive enquiries from pilots/operators wishing to base their aircraft at Fairoaks; some of which we have had to reject due to a lack of a garage or suitable parking.

Accidents

As reported in the previous Annual Report, on 15th October 2016 an aircraft inbound to Fairoaks from the Isle of Man crashed approximately 500m from the runway at Fairoaks. The results of the investigation¹ by the Air Accidents Investigation Branch were published in April 2017.

The AAIB analysis stated that *“the available evidence indicates that the aircraft stalled² during the turn onto the final approach. Recovery actions taken by the occupants appear to have been partially successful, but there was evidently insufficient height in which to effect a full recovery”*.

Movements

A condition imposed when planning permission was granted for the runway is that a maximum of 10,000 movements are permitted in any one calendar month, with a movement being a take-off or a landing. Fairoaks continues to fall well below the permitted maximum number of movements using the method of calculation imposed by the Secretary of State.

The table below shows the change in movement levels over recent years with the changes expressed in terms of movements per day.

Comparative Movement Levels		
Year	Change since previous year	Change in Movements per day
2014	Decrease	<1
2015	Decrease	≈4.5
2016	Increase	≈3.5

¹ See https://assets.publishing.service.gov.uk/media/58c9174eed915d6038000160/Socata_TBM_700N_M-VNTR_03-17.pdf

² It should be noted that, unlike a car, when an aircraft stalls it does not mean that the engine has stopped. In layman’s terms an aircraft stalls when it is flying too slowly for its current configuration and bank angle.

Annual Report by Council Representatives on Outside Bodies

2017	Increase	≈4.6
	Cumulative Increase	≈2.6

Therefore since 2013 the level of movements has been essentially static with a net increase of ≈2.6 movements per day.

Noise Amelioration

1. When flying circuits (i.e. taking-off, flying an approximately rectangular pattern around the airfield, and then landing prior to again taking-off) the international default is to fly left-hand circuits, which means that all turns are made to the left. Again at weekends during the summer Fair Oaks adopted a strategy of switching between left-hand circuits and right-hand circuits, on a regular basis, to minimise the possible noise nuisance to any particular group of residents. At other times when it was busy this strategy was also employed.
2. Whilst there are no limitations imposed upon Fair Oaks regarding helicopter training on Sundays, Fair Oaks Operations Ltd continues to voluntarily operate a ban on helicopter training on Sundays.
3. Fair Oaks Operations Ltd voluntarily imposes a ban on all aircraft movements and engine ground running between 1050 and 1105 on both Armistice Day and Remembrance Sunday in order that any local acts of Remembrance can be conducted without the intrusion of aircraft noise.
4. Fair Oaks Operations Ltd also voluntarily imposes a ban on all aircraft movements on Christmas Day.

Noise Complaints

The following table shows the number of noise complaints received in recent years.

Year	Noise Complaints
2013	45
2014	31
2015	38
2016	43
2017	39

During 2017 complaints were received from 20 different people of which 2 accounted for 46% of the total complaints.

Complainants continue to use a variety of methods to record their complaints; however they will receive the most timely response by telephoning the tower, on 01276 857300, during the airfield opening hours. This method of recording complaints means that any appropriate action can be taken immediately.

Outside of the airfield operating hours complaints can be recorded by emailing the tower at atsu@fair Oaksairport.co.uk.

Medical Flights between 10pm and 7am

The following table shows the number of night-time Medical Flights in recent years.

Year	Medical Flights
2013	2

Annual Report by Council Representatives on Outside Bodies

2014	6
2015	2
2016	10
2017	10

Annual Report by Council Representatives on Outside Bodies

Appendix 3

NOTE:	The comments in this report have been made by the Councillor(s) appointed to the Outside Body and do not necessarily reflect the views of the Council.
Outside Body:	Surrey Police and Crime Panel
Councillor(s):	Councillor Mrs Beryl Hunwicks
Date Completed:	March 20 th 2018
Meetings Attended:	<p>Thursday 13th July 2017</p> <p>Tuesday 12th September 2017</p> <p>Wednesday 15th November 2017 (Informal meeting)</p> <p>Thursday 7th December 2017</p> <p>Monday 5th February 2018</p>
Description of Outside Body:	<p>This Body, chaired by Councillor Ken Harwood, meets with the Police and Crime Commissioner on a regular basis throughout the year to review and scrutinise the work and plans of the Commissioner across the County. There are single representatives from every one of the 11 Districts and Boroughs and two Independent members appointed. A separate sub committee reviews finance and scrutinises how monies are spent and there is a Complaints Committee.</p> <p>All official meetings are web cammed although the Informal meetings are not</p>
Update on Recent Activities	<p>At The AGM on July 13 2017 a new Chairman, Councillor Ken Howard, was elected following the retirement of Cllr Dorothy Ross Tomlin and Cllr Charlotte Morley was appointed as Vice Chair</p> <p>Finance Up dates were received, the Commissioner gave his annual report, there was an HMIC Inspection Report in which Surrey has addressed issues that were 'requires improvement' last time and are all now 'good'. There was a presentation update of the progress of Policing in your Neighbourhood</p> <p>Tuesday 12th September 2017</p> <p>Updates received about the Budget, The Progress of the Police and Crime Plan, Governance of Fire and Rescue in Surrey</p> <p>Wednesday 15th November 2017 (Informal meeting)</p> <p>Updates received on Police recruitment and retention, Tackling terrorism and discussions around the visit by some Panel Members to the Fire Arms Unit. Also discussed was the rise in burglaries across Surrey, collaboration of Surrey with other Forces like Sussex, Hants and Thames</p>

Annual Report by Council Representatives on Outside Bodies

	<p>valley and CSE</p> <p>Thursday December 7th 2017</p> <p>Fire Governance update At the moment SCC discharges the role for the County but following the Policing and Crime Act 2017 there is an ability for these functions to move to PCC's where a strong local focus is made.</p> <p>We received an update of the Asst PCC (Victims) Mrs Anderson, on the work she had undertaken to deliver the objectives. It was clear that her work is very much appreciated across Surrey in the courts and other agencies.</p> <p>We had a Collaboration update across the three forces mentioned above and the Commissioner's role in that.</p> <p>A paper was received on Road Safety and Parking with the Drive Smart Campaign initiative between SCC, Surrey Police, and Surrey Fire and Rescue. A Project Board has been convened to lead the work to establish a more formalised partnership. Local Authorities could play more of a part here in their areas and in fact we in Woking do via our Neighbourhood officers and parking teams.</p> <p>A Finance update was received.</p> <p>Monday 5th February 2018</p> <p>The proposed Precept for 2018-19 was received and discussed at length Its been a challenging year for policing especially around terrorism The proposal was to increase that part of the tax by £12 so that for a Band D property the price will go up from £224.57 to £236.57 This will enable the Police and Crime Plan to be progressed. The broader mission is to protect the vulnerable, pursue the offenders and prevent crime and disorder</p> <p>Key areas in which the Police will be making revenue investments are:</p> <ul style="list-style-type: none"> ○ Historical case investigations ○ Local ICT Strategy ○ Regional IT developments ○ National IT developments and interoperable policing in the SE Region
Future Activities:	<p>5 Front line desks in Surrey are going to close. We in Woking are fortunate to have a front desk within the Council Building. This means that the public can still access an actual police person.</p> <p>101 Service still needs refinement. Customers are still not satisfied with this service.</p> <p>Financial constraints are still going to continue and this will mean the Police working in different and smarter ways.</p> <p>Since a new policy officer was recruited a great deal of activity has taken place around reducing reoffending and diverting people from crime. The PCC awarded Woking women's support centre £21k to deliver in house counselling</p> <p>The PCC awarded Offending Mentoring Service to deliver a Through the Gate mentoring service</p> <p>Continuing to Support victims</p>

Annual Report by Council Representatives on Outside Bodies

	<p>PCC still contributes to our successful Junior Citizen Scheme</p> <p>Making our Town Centres safe</p> <p>Tackling the threat of terrorism as we are so near to London</p> <p>Holding the Chief Constable and Commissioner to account over their delivery of the plans</p>
Matters of Note or Concern:	<p>On going lobbying by the Panel continues at Government level and through our Surrey MP's about the unfairness of Surrey residents contributing the most but receiving back the least from Government for our Police force.</p> <p>The perception is that the police have 'disappeared' from view. As collaboration continues with local boroughs and the police we need to ensure that the residents feel that they can contact the police when they need</p>

Annual Report by Council Representatives on Outside Bodies

Appendix 4

NOTE:	The comments in this report have been made by the Councillor(s) appointed to the Outside Body and do not necessarily reflect the views of the Council.
Outside Body:	Woking Access Group
Councillor(s):	Councillor Hilary Addison
Date Completed:	7 March 2018
Meetings Attended:	3
Description of Outside Body:	Ensuring accessibility is in the forefront of any development.
Update on Recent Activities	Making sure there is enough off-street parking for disabled blue badge holders when the Victoria Square Development is completed.
Future Activities:	The gratings outside Café Rouge were to be replaced by bound gravel which would be able to deal with the issues caused by tree roots. It was suggested that the Group waited to see what the gravel looked like before considering the removal of gratings elsewhere in the Town Centre. Working with South Western Trains.
Matters of Note or Concern:	Not being included in planning processes and consulting the Access Group.

Annual Report by Council Representatives on Outside Bodies

Appendix 5

NOTE:	The comments in this report have been made by the Councillor(s) appointed to the Outside Body and do not necessarily reflect the views of the Council.
Outside Body:	Woking People of Faith
Councillor(s):	Councillor Hilary Addison
Date Completed:	2 March 2018
Meetings Attended:	8
Description of Outside Body:	Woking People of Faith is an exciting initiative led by Members of different faith organisations and individuals.
Update on Recent Activities	<p>9th September 2017. WPOF exhibited at the Sheerwater Festival. Sadly, very few of the public attended this event.</p> <p>23rd September 2017. Woking primary schoolchildren publicly displayed their peace posters and essays at Mercia Walk, in Woking People of Faith's 5th Annual International Day of Peace prize-giving. The Mayor of Woking, Councillor Graham Cundy presented the prizes to children for their work on people they thought had contributed most to world peace. This was attended by about 60 children and their parents.</p> <p>7th October 2017. Six members of WPOF gathered on Horsell Common to take part in an environmental work party to remove small shrubs and trees amongst the heather. (4 Christians; 1 Baha'i Faith; 1 Hindu)</p> <p>19th November 2017. Two excellent speakers explained the views and the roles of the institutions of the army and the police in Diversity and Inclusion at Parkview. Twenty eight people attended. The Mayor of Woking, Councillor Graham Cundy, gave a vote of thanks to the speakers and Woking People of Faith. (10 Christians; 14 Muslims; 1 Baha'i Faith; 3 guests)</p> <p>3rd February 2018. An Afternoon Tea was served to thirty supporters at St Dunstan's Church to thank them for their help and assistance in running previous events. They were then invited to put their names down to form a work force. The understanding is that they are happy to be emailed, but will only commit when they are available and willing to assist. (13 Christians, 15 Muslims, 1 Baha'i Faith, 1 Jewish Faith.)</p>

Annual Report by Council Representatives on Outside Bodies

Future Activities:	<p>3rd March 2018 (postponed until weather improves). The Second Pilgrimage of Understanding will take place. Register at 9.45am. The route is Christchurch to Al Asr to St Mary's Horsell to Trinity Methodist Church. This is a fact finding mission, so there are no acts of worship. Each faith institution gives a short talk; the pilgrims look around; then they walk to the next location. A mild curry meal will be served at Holy Trinity about 1pm. Those who cannot walk drive to each location.</p> <p>24th March 2018. Another Horsell Common environmental work party to pull up Pine trees along the Bedser Trail at 2 – 4pm. Finishing with a visit to the Peace Garden.</p> <p>6th May 2018. Attending the Last Post at Brookwood Military Cemetery, then a guided walk.</p> <p>30th May 2018. WPOF Football Tournament at Winston Churchill Sports Centre.</p> <p>Marian Nash attended the Refugee Conference on 12th February 2018 and met Yasmin Gordine from WBC there by chance. We are planning to meet with Zafar Iqbal to start planning a series of events for Refugee Week, which is 18th to 23rd June.</p> <p>All events are advertised on our website www.wpof.org.uk .</p> <p>We have several projects at the moment; each one managed by a trustee. John West is taking the website through an updating and modernising process, so we hope to launch the new one soon.</p> <p>Rev Nick Hutchinson is leading the Outreach Programme to the Anglican Churches, whilst other trustees are tackling the non-conformist churches and other faiths. We are trying to get the faith institutions to sign up to membership (under the terms of our new constitution).</p> <p>Kauser Akhtar is the main person in our Education Project. WPOF is offering its services to schools. On 1st March 2018, we are helping BDB with a Multi Faith Day. A Buddhist, a Christian, a Humanist, a member of the Jewish Faith, and a Muslim will rotate around classes in Year 9 and finish with a Multi Faith Panel for all in the Main Hall. We are also in the process of arranging a package with New Monument and Broadmere Primary Academies.</p>
Matters of Note or Concern:	<p>The trustees had much discussion and made many attempts both to manage and assist the coordinator in the role we wished him to carry out. Sadly, we came to the unanimous conclusion that he did not understand what we were doing and wanting, so we parted company. There was a hiatus, which may have affected publicity and attendance. We are hoping to appoint an administrator shortly.</p> <p>A new administrator has just been appointed.</p>

Annual Report by Council Representatives on Outside Bodies

Appendix 6

NOTE:	The comments in this report have been made by the Councillor(s) appointed to the Outside Body and do not necessarily reflect the views of the Council.
Outside Body:	Woking ShopMobility
Councillor(s):	Councillor Hilary Addison
Date Completed:	2 March 2018
Meetings Attended:	4 plus other activities
Description of Outside Body:	The object of the Society is to promote the relief of all disabled persons within Woking and District by improving their mobility in particular by the provision of wheelchairs and other equipment.
Update on Recent Activities	<p>We have continued to increase the range of equipment available specifically the provision of wheelchairs for children and heavy duty powerchairs to handle clients above 28 stone.</p> <p>Our 25 year anniversary party together with our pancake race gained us an increase to our awareness. This enabled us to maintain the increase in our usage despite the disruption connected with the Centre's development.</p>
Future Activities:	To keep abreast of the changes happening within the extended Centre to ensure we can meet the potential increase in demand.
Matters of Note or Concern:	None.

Annual Report by Council Representatives on Outside Bodies

Appendix 7

NOTE:	The comments in this report have been made by the Councillor(s) appointed to the Outside Body and do not necessarily reflect the views of the Council.
Outside Body:	Citizen's Advice Woking
Councillor(s):	Melanie Whitehand
Date Completed:	23 rd March 2018
Meetings Attended:	1
Description of Outside Body:	Free legal and civil advice service
Update on Recent Activities	Due to the change in the weekday, I have been unable to attend the last two meetings as they clashed with a commitment. I specifically signed up to that commitment as I was free on that weekday. The Advice centre then changed the meeting day which resulted in me being unable to attend. Any updates I am aware of are what are advised to me via minutes of the meetings I was unable to attend. I cannot comment on Councillor Raja's attendance.
Future Activities:	Please see above.
Matters of Note or Concern:	The Advice centre is always struggling to have sufficient funding in order to maintain the diverse range of services and support it offers.

Annual Report by Council Representatives on Outside Bodies

Appendix 8

NOTE:	The comments in this report have been made by the Councillor(s) appointed to the Outside Body and do not necessarily reflect the views of the Council.
Outside Body:	Woking Palace Panel
Councillor(s):	Debbie Harlow
Date Completed:	22 March 2018
Meetings Attended:	28 November 2017
Description of Outside Body:	Working with all the necessary agencies/parties applicable to Woking Palace and its historical interest.
Update on Recent Activities	A number of works can now be carried out as restrictions lifted. Details of upcoming activities planned. Minutes of AGM of the Friends of Woking Palace.
Future Activities:	Agreed to have the next meeting during the day.
Matters of Note or Concern:	I am concerned over the size and make up of the Committee. It seems far too large and top heavy, especially with four Councillors.

Annual Report by Council Representatives on Outside Bodies

Appendix 9

NOTE:	The comments in this report have been made by the Councillor(s) appointed to the Outside Body and do not necessarily reflect the views of the Council.
Outside Body:	Ashford & St Peters Hospital NHS Trust
Councillor(s):	David Bittleston
Date Completed:	22 March 2018
Update on Recent Activities	<p>Ashford & St Peters Hospitals continue to provide excellent service to our residents, albeit in an ever increasing challenging market place. The Council is due to receive a members briefing from the Chief Executive on 17 April 2018, so I do not intend to report fully on the activities of the trust over the last 12 months.</p> <p>However, it would be remiss of me not to mention that the Chair of Governors Aileen McLeish resigned from the board after many years. Her contribution to the Trust has been immense and her dedication and commitment will be missed. The Trust has appointed a new Chair of Governors who will be at the members briefing.</p>
Future Activities:	Briefing to be given to Councillors on the future activities of Ashford and St Peters Hospitals.
Matters of Note or Concern:	None.

Annual Report by Council Representatives on Outside Bodies

Appendix 10

NOTE:	The comments in this report have been made by the Councillor(s) appointed to the Outside Body and do not necessarily reflect the views of the Council.
Outside Body:	Woking Palace Consultative Panel
Councillor(s):	Councillor L M N Morales (Chair), Councillor D E Hughes, Councillor D Harlow, Councillor M Pengelly
Date Completed:	24 th March 2018
Meetings Attended:	4 th April 2017, 28 th Nov 2017
Description of Outside Body:	A consultative forum for all organisations who have an interest in Woking palace. This includes WBC, Friends of Woking palace, Surrey Archaeological Society and Woking History Soc. Surrey Wildlife Trust were invited but have not attended this year.
Update on Recent Activities	<p>Three open days and associated displays were successfully held.</p> <p>The palace friends have published their Heritage Lottery funded monograph, "The moated medieval manor and Tudor royal residence at Woking palace" covering the excavations from 2009 to 2015. A smaller popular version of this was also published.</p> <p>Further walks booklets have encouraged Woking residents to enjoy the area.</p> <p>An enlarged screen for the lightbox display had been purchased to enable the general public to better understand the history of the site.</p> <p>A new shed has been purchased for storing maintenance equipment.</p> <p>Much of the work on site has been undertaken by contractors rather than volunteers to control trees and overgrown scrub and brambles. Less vandalism this year meant less was spent on repairs to the buildings.</p>
Future Activities:	The conservation management plan for the land around the palace is to be updated with more detail added around the use of the copse, pond and formal walks from the various ages of the site, as well as a more detailed and planned schedule of agreed works.

Annual Report by Council Representatives on Outside Bodies

Matters of Note or Concern:	<p>Continuing uncertainty surrounds the limitations put on the site by Historic England with regards to control of invasive species and this will need to be watched carefully in future years.</p> <p>Occasional vandalism and access issues will likewise need monitoring.</p>
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NOTE:	The comments in this report have been made by the Councillor(s) appointed to the Outside Body and do not necessarily reflect the views of the Council.
Outside Body:	Woking Community Transport Ltd.
Councillor(s):	John Kingsbury / Deborah Hughes
Date Completed:	26 March 2018
Meetings Attended:	All meetings and the AGM were attended by at least one member.
Description of Outside Body:	<p>Woking Community Transport (WCT) is a registered charity based at the Moorcroft Centre in Westfield. It has a diverse membership of over 2,700 people, primarily older people. It provides several services;</p> <ul style="list-style-type: none"> • Dial a Ride • Town Centre Buggy • Group Hire • Contracts with SCC, for Home to School; Social Care; and the Library • Contracts with NW Surrey CCG for patient transport services to the Bedser Hub
Update on Recent Activities	<p>The activity of the services has increased since last year developing from the Bedser hub. Here WCT are able to provide prompt local transport, which means that patients are not collected hours early for their appointment and are returned home at a timely way. They are further developing their links and communication with the Hub to enhance the patient experience. This work took one vehicle, but another was ordered to support this work.</p> <p>WCT conducted a 3 month pilot project with Frimley Park Hospital, paid for by their CCG to improve patient transport, which concluded in December. However, this has not been continued due to NHS finances and the lack of a specific budget, but could be reinstated in the future.</p> <p>WCT have been active in securing new contracts, including more with SCC for home to school services.</p> <p>At present, they have 43 vehicles of which 5 have been purchased with WBC support. Each vehicle has a 'life' of approximately 8 years. Two more vehicles have recently been delivered, one a 6-seater for DAR, and the other to</p>

Annual Report by Council Representatives on Outside Bodies

	<p>support the Bedser Hub.</p> <p>The feedback from the users of the service continues to be very positive and the attendance at the AGM was complimentary of the services provided.</p>
Future Activities:	<p>The Board is keen to explore electric vehicles in future, but these will be more expensive initially. They have contacted Chris Grayling (MP), Jonathan Lord (MP) and Simon Cox (SCC, Business Development Officer) regarding any options on financial support for electric vehicles.</p>
Matters of Note or Concern:	<ol style="list-style-type: none"> 1. The high cost of electric vehicles: the company is keen to explore this route, but the cost is prohibitive for this class of vehicle and currently there is no appropriate government grant. Jonathan Lord MP has approached the Department of Transport on behalf of WCT to investigate further. 2. Anticipate a need to increase the town centre buggies to two, as the footprint of the town centre expands. Grant funding has been agreed by WBC for the next year to continue the service, which generates no income but provides an appreciated town centre service. 3. There was a reduction in the annual grant funding requested from WBC for 2018/19 which was approved. <p>Major Concern:</p> <p>Following the loss of parking for WCT drivers at St Marks Church, additional parking space at Westfield Social Club has been secured at a cost. In addition, Moorcroft is not a large enough area to park the growing fleet of WCT vehicles. This is a significant challenge and the Council representatives on the WCT Board continue to work with both the company and Council Officers to find alternative permanent accommodation for the WCT business and its drivers. In the meantime, a further meeting is being arranged with the Vicar of St. Marks as it is understood there may have been a change in the church's attitude towards the parking of private vehicles on its premises.</p> <p>Some Future Priorities:</p> <ul style="list-style-type: none"> - Introduce the new Global Data Protection Regulations (GDPR) in May. - Actively seek commercial sponsorship for those services that are grant funded. - Seek new business opportunities throughout the County. - Further develop NHS related services, particularly with Ashford & St. Peter's Hospital. - Maintain rolling programme for replacement of vehicles. - Review satisfaction survey on Dial-A-Ride; review satisfaction survey on Town Centre Buggy. - Strengthen the 'Bustler' brand name and reduce WCT

Annual Report by Council Representatives on Outside Bodies

	<p>branding.</p> <ul style="list-style-type: none">- Continue to develop WCT SS Limited so that it becomes a trading arm asset.
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COUNCIL – 5 APRIL 2018

ANNUAL REPORT ON MEMBER LEARNING AND DEVELOPMENT

Executive Summary

Each year the Council puts in place an extensive programme to support the learning and development of Elected Members. This report seeks to give a comprehensive picture of the activities of the past year as well as looking forward to the coming Municipal Year.

In addition, the Policy for Member learning and development is reviewed annually by the Lead Members responsible for promoting learning and development amongst Councillors, and is now before the Council for approval.

This report has been drawn up in consultation with the Lead Members for Member Learning and Development in each Political Group.

Recommendations

The Committee is requested to:

RESOLVE That

- (i) the Elected Member learning and development activities of 2017-18 be noted; and
- (ii) the updated Policy for Elected Member Learning and Development, as set out in Appendix 2 to this report, be adopted.

The Committee has the authority to determine the recommendations set out above.

Background Papers: None.

Reporting Person: Councillor C Kemp, Lead Member for Elected Member Training and Development
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Contact Person: Frank Jeffrey, Democratic Services Manager
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Date Published: 29 March 2018

Annual Report on Member Learning and Development

1.0 Introduction

- 1.1 Over the past year the Council has undertaken a wide range of activities and events through the Council's programme of learning and development for Elected Councillors. This report seeks to bring together all the different elements in a comprehensive review of the past year, with a view to informing the programme for the coming year

2.0 The Lead Members

- 2.1 In 2015 the Council's Selection Panel proposed that the SEE Charter for Elected Member Development Group should be disbanded and in its place Lead Members were to be appointed to take forward the aims and objectives of Member learning and development.
- 2.2 A Lead Member was appointed from each of the Political Groups, to ensure cross-party involvement. The Lead Members named for 2017/18 are Councillor Kemp, Councillor Johnson, Councillor Raja and Councillor Bond. In addition, Councillor Kemp was appointed the Lead Member for Woking Borough Council on Elected Member learning and development.
- 2.3 A protocol for the Lead Member was drawn up to set out the roles and responsibilities of those Members appointed to the position. A copy of the protocol is attached at Appendix 1.
- 2.4 The four Lead Members have been consulted in the drafting of this report.

3.0 The Council's Learning and Development Policy

- 3.1 The Council's Learning and Development Policy for elected Members was comprehensively reviewed in 2015 by the Member Development Panel, before being agreed at Council. At the time, it was agreed that the Policy would be presented to Council annually in order to ensure that it remains relevant and continues to underpin the Council's approach to Member learning and development.
- 3.2 In their discussions on the draft policy, the Member Development Group highlighted the need to raise and maintain awareness of the policy. Towards this end, the policy has been integrated in induction sessions for new Councillors and forms part of the new Members' pack.
- 3.3 The Lead Members for Member Learning and Development have been given the opportunity to consider whether any substantial changes are needed to the Policy. The Lead Members consider the Policy to be still relevant and accordingly no changes are proposed to the core elements of the Policy for the coming year.
- 3.4 A copy of the updated Policy is attached at Appendix 2 to this report.

4.0 The Charter for Member Learning and Development

- 4.1 The Charter provides a robust, structured framework designed to help authorities enhance and hone member development and is overseen by South East Employers, one of the nine regional employers' organisations which represent the interests of local authorities and public sector bodies in England. As the regional employers' organisation for the South East, SEE is independent and not-for-profit.
- 4.2 The Charter recognises that the Authority is committed to Member development. Charter status adds to the positive image and the reputation of the Authority, providing an outward statement of the value the Council places in its elected Members. The Charter provides the quality assurance to the local community that Members have the skills and expertise required of the role of Elected Member.

Annual Report on Member Learning and Development

- 4.3 The Charter demonstrates that the Council:
- is fully committed to developing Elected Members in order to achieve the Council's aims and objectives;
 - has adopted a member-led strategic approach to Elected Member development;
 - has a member learning and development plan in place that clearly identifies the difference development activities will make;
 - sees that learning and development is effective in building capacity; and
 - addresses wider development matters to support Councillors.
- 4.4 The Council first achieved Charter status in January 2008. Every three years the Council needs to confirm that it is committed to re-accreditation and in 2011 the Council successfully sought the Charter for a further three years. Due to exceptional circumstances, in particular the need for the Council to concentrate its resources on the Borough Boundary Review, the 2014 assessment was postponed to 2015.
- 4.5 In 2015 the Council, in consultation with the three Lead Members, prepared a detailed submission, including a lengthy reference library of documents, to South East Employers. An Assessment Team on behalf of South East Employers visited Woking and interviewed a range of Members and Officers to gain a comprehensive view of the work undertaken by the Council. The assessment was very successful and at Council on 3 December 2015 the Chairman of South East Employers formally presented the Mayor with the Charter certificate.
- 4.6 The Council now holds the Charter for three years, with a further detailed assessment to be undertaken later in 2018 if the Council is to achieve reaccreditation. However, to ensure standards are maintained, and indeed improved upon, a 'mid-term' assessment was successfully undertaken by South East Employers in March 2017.

5.0 Member Learning and Development Programme 2016-17

- 5.1 Each year a programme of training events, briefings and engagement sessions is arranged for Borough Councillors involving Council Officers, external trainers and other agencies and bodies, such as Surrey Police, NHS Surrey and Surrey County Council. This section summarises the events staged over the past year.
- 5.2 The majority of these events were led by Council Officers, and were thus free of cost to the Council. Outside trainers were used for special events on four occasions (marked with asterisks on this list).

Event	Date
Planning Induction	23 May 2017
Brookwood Cemetery	25 May 2017
Could you be a Councillor?	10 June 2017
Natural Woking – Bats	31 May 2017
Town Centre Development Briefing	5 June 2017
Natural Woking - Swifts	26 July 2017
Waste Collection Contract Briefing	6 September 2017
Introduction to CIPFA	7 September 2017
Theatre Visit and Briefing	13 September 2017
Town Centre Development Briefing	6 November 2017
Ward Work Workshop	8 November 2017

Annual Report on Member Learning and Development

Workload Management	21 November 2017
Victoria Square Development Briefing	22 November 2017
Emergency Planning Briefing	29 November 2018
Excel Training	23 February 2018
Thameswey Briefing	15 March 2018
Sheets Heath Site Visit	17 March 2018
Ashford & St Peters Hospital	17 April 2018

5.3 Funds are also kept in reserve for events such as conferences, seminars and longer training courses Councillors may wish to attend.

5.4 The expenditure on Member Development in the year 2017-18 to-date is summarised below.

Budget for the year: £7,500

Expenditure to-date:

Excel Training	£125
Planning Training	£1,600
Planning Training	£1,600
Ward Work Workshop	£795
Workload Management	£692.29
CIPFA Training	£152.55
Influencing People Training	£441
Could You Be A Councillor?	£1,089.25
Total	£6,495.09
Balance remaining	£1,004.91

6.0 Member Learning and Development Programme 2018-19

6.1 The programme for the coming Municipal Year is being developed and currently includes the following:

Event	Date
Induction by CMG	9 May 2018
Induction by Democratic Services	10 May 2018
Planning Induction	22 May 2018
General Data Protection Regulation (GDPR) – Computer based training.	May 2018
Licensing Training	12 June 2018
Could You be a Councillor	June 2018
iPad and Mod Gov Training	TBC
Excel Training (2 nd of two sessions)	TBC
Theatre Visit and Briefing	TBC
Carer Support	TBC
Finance Briefing	TBC
Scrutiny	TBC
Thameswey Briefing	TBC

Annual Report on Member Learning and Development

- 6.2 During the year itself, additional in-house briefings and training events will be arranged. These will include briefing sessions involving partners (for example Police, Thamesway, Surrey County Council departments, the Lightbox, etc). As in past years, briefing sessions on current issues will be arranged as necessary.
- 6.3 There will be a number of training sessions on core skills offered during the year.
- 6.4 Opportunities for training by outside organisations (conferences and seminars etc) will also be offered to Members regularly, usually via Group Leaders.
- 6.5 In the meantime, all Members of the Council are encouraged to submit suggestions for future training or briefing opportunities which could help them in their roles. Officers will be proactive in seeking these suggestions, communicating regularly with Members.

7.0 Could You Be A Councillor? 2018/19

- 7.1 Woking Borough Council will again be hosting an event for individuals interested in standing as a Borough Councillor in 2019. A free workshop for members of public will be held in June 2018. The event will be led by Councillor Kemp and will outline the roles and responsibilities of a Councillor, as well as the practicalities of registering to stand as a candidate. Other Members of the Council have been asked to participate and help in answering any questions raised.
- 7.2 An article promoting the workshop was recently included in the Spring edition of the Woking Magazine, encouraging individuals interested in finding out more about becoming a Councillor to contact the Council. Several expressions of interest have been received since the magazine was published.
- 7.3 A handbook has been developed to provide information for residents interested in finding out more about Councillors, their roles and how to stand in a local election. The handbook is updated annually and made available online and through Could You Be A Councillor Briefings.

8.0 Elected Member Surveys

All Member Survey

- 8.1 The Council undertakes a detailed survey of all Councillors every two years.
- 8.2 The survey was introduced as part of the Council's commitment to Member Development and its objectives under the Charter for Member Development. The survey has been developed specifically for the elected representatives of Woking Borough Council and covers two key areas: Councillors' Roles and Responsibilities; and Member Development. A similar survey was undertaken at the end of 2014. The results will help the Council to improve the programme of development and training on offer to Councillors.
- 8.3 The next survey is due to be undertaken in December 2018.

Retiring Members

- 8.4 A questionnaire will also be sent to those Councillors who step down in May 2018. The questionnaire seeks feedback on their experiences with a view to improving arrangements and facilities for future Councillors. The questionnaire is sent out late May/early June following a Borough election.

Annual Report on Member Learning and Development

New Members – Six Month Questionnaire

8.5 A feedback form is sent to those Councillors elected to the Borough Council during the May elections to seek feedback on the induction process and the support they have received following their successful election. The information is used to improve future arrangements for newly elected Members.

9.0 Mandatory Training

9.1 At its meeting in October 2017, the Council resolved to introduce a programme of mandatory training for Elected Members be introduced as part of the Council's Learning and Development Programme for Councillors from May 2018.

9.2 Topics to be included in the programme will include:

- Code of Conduct
- Diversity and Equalities
- Finance Training
- Health and Safety (New)
- Induction Training
- Licensing Training
- Planning
- Safeguarding (New)
- Scrutiny (New)

9.3 Where possible training will be provided online (i.e. computer based training) enabling Members to undertake the training at a time most convenient to them. If training is provided through a training course, wherever possible a choice of two sessions will be offered, at least one of which will be held during the evening. This may not always be possible where there are external providers but all endeavours will be made to meet Members' requirements.

9.4 Group Leaders will be encouraged to monitor the attendance of their Members and if necessary review their membership of Committees if they have not attended the relevant mandatory training.

10.0 Online Training

10.1 Officers are investigating the options for online training for Elected Members. The Council has recently, for example, adopted mandatory Safeguarding Children, Young People and Adults training for all Officers, including volunteers, through an on-line provider.

10.2 The Local Government Association has created a range of online modules for Councillors which the Council will review over coming months. These include:

Community engagement and leadership	Considers the important role of a councillor as a community leader and advocate for their local area.
Councillor induction	Provides a useful introduction to the increasingly diverse and complex role of being a local councillor. It looks at the legal framework of councils, considers the different types and structures of councils as well as providing some helpful tips and pointers to those undertaking this role for the first time. It is intended to sit alongside any council specific training

Annual Report on Member Learning and Development

	provided to provide a national perspective to better inform the local ward or division councillor.
The Effective Ward Councillor	Looks at the key skills of being an effective Councillor including time management, prioritisation of tasks and the importance of effective communication.
An Introduction to Housing	This course will enable Councillors to understand their role in how housing is managed and financed in the public sector.
Licensing and regulation	Looks at why licensing and regulation is necessary, what regulatory services are their role and function and the role of the Councillor in licensing and regulation.
Scrutiny for Councillors	Aimed at councillors who sit on the Overview and Scrutiny Committee of a Council, involved in scrutiny work or wish to learn more about the overview and scrutiny function of a Council.
Planning	An introduction to the planning process and explains the councillor's role in the planning system.

11.0 Induction Training

11.1 The induction training programme currently consists of two evening sessions looking at the corporate priorities and activities and providing practical information to newly elected Members. It is proposed that this programme is reviewed in advance of May 2018 with a view to exploring whether the programme can be expanded to include one or more of the topics identified in the list above, such as code of conduct, health and safety, equalities and finance.

12.0 Implications

Financial

12.1 There are no financial implications arising from this report. The Council has an allocated budget for Member learning and development which is used to employ external trainers and enable Members to attend events away from the Borough. The budget is carefully managed to ensure that it is not overspent. The budget for the current year is £7,500, of which £6,495.09 has been spent to-date. The sum of £1,004.91 remains available for the remainder of the Financial Year.

Human Resource/Training and Development

12.2 This report sets out the extent of the Council's programme of learning and development offered to Councillors and provides an update on the Council's Charter status, the roles and responsibilities of Councillors and the Authority's policy for Member learning and development.

Community Safety

12.3 There are no community safety implications arising from this report.

Annual Report on Member Learning and Development

Risk Management

- 12.4 There are no risk management issues arising from this report. However, the importance of a comprehensive training programme in regard to risk management is emphasised.

Sustainability

- 12.5 There are no sustainability issues arising from this report.

Equalities

- 12.6 There are no equalities issues arising from this report. The Council has specifically appointed a panel of three cross-party Councillors to lead on elected Member learning and development for the Authority to ensure that the programme is tailored to all Borough Councillors.

Safeguarding

- 12.7 There are no safeguarding issues arising from this report.

13.0 Consultations

- 13.1 This report has been prepared in consultation with the three Lead Members for elected Member learning and development.

REPORT ENDS



Protocol for Cross Party Engagement in the Development of the Learning and Development Programme for Elected Members.

2018/19

In May 2015, Woking Borough Council disbanded its cross-party Panel for Member Learning and Development, noting that the elements overseen by the Panel had become embedded in the processes and services of the Council. The Council appointed Councillor Colin Kemp as Lead Member for Member Learning and Development.

Officers will work with Councillor Kemp over the year on managing and further developing the Council's approach to Member Learning and Development. This Protocol has been drawn up to define the role of the Lead Member and put in place measures to ensure that a cross-party approach is maintained following the decision to disband the Panel. Expectations of the roles played by Group Leaders are also referred to in the Protocol.

-
- The Lead Member to work with Officers in developing and taking forward new initiatives and approaches in Member learning and development.
 - The Lead Member to lead on the annual review of the Member Learning and Development Policy and to present the Policy to Council on an annual basis.
 - The Lead Member to oversee the continuing development of the Member Learning and Development Framework, presenting the Framework to the Executive and/or Council if necessary.
 - The Lead Member to champion Member learning and development across the authority, including opposition Members.
 - The Lead Member to promote the Council's Charter for Elected Member Development through South East Employers, ensuring that any outcomes arising from the three year reassessments and mid-term assessments are taken forward.
 - Cross-party support to be sought for all elements of the Council's Learning and Development Policy.
 - The Lead Member to ensure that opportunities for learning and development are available to all elected Members, regardless of political affiliation.

Annual Report on Member Learning and Development

- The Lead Member to ensure that the Council ensures the equality of the Learning and Development Programme, with timing of events to take into account cultural and personal circumstances.
- The Lead Member to champion a wide range of delivery methods to meet the learning styles of Councillors.
- Opposition Groups to be consulted on new learning and development initiatives before their introduction.
- Group Leaders to be consulted on specific requests or proposals for training opportunities received from elected Members, the Lead Member or Officers.
- The Lead Member to review the feedback received from post event questionnaires, the Member Surveys, the surveys of newly elected Councillors and the surveys of recently retired Councillors.
- Group Leaders to promote learning and development opportunities amongst the Members of their political group.
- Group Leaders to review the learning and development needs within their political group and identify any gaps in the programme of events.
- Group Leaders to promote the Council's Learning and Development Framework and the Roles and Responsibilities of Councillors to the Members within their political group.
- The Lead Member to promote and support the annual 'Could You Be A Councillor' event targeting individuals interested in seeking office as a Borough Councillor.
- The Lead Member to monitor the Council's budget for the learning and development programme.
- The Lead Member to monitor Member attendance at the learning and development events, raising any concerns with the relevant Group Leaders if necessary.
- The Lead Member to oversee the development of a strategic approach and comprehensive programme of events in anticipation of the May 2016 all-out elections.
- The Lead Member to monitor the progress of the Elected Member Learning and Development action plan.

Member Learning and Development

Councillor Colin Kemp	Lead Member for Member Learning and Development
Councillor I Johnson	Liberal Democrat Group Representative
Councillor M I Raja	Labour Group Representative
Councillor J Bond	Independent Group Representative
Frank Jeffrey	Democratic Services Manager

Telephone 01483 743012 or email frank.jeffrey@woking.gov.uk



Woking Borough Council

Member Learning and Development Policy 2018/19

Revised April 2018

Introduction

Woking Borough Council is committed to the training, development and learning of the elected Members throughout their terms of office, from the point at which they first express an interest in standing as a Borough Councillor to their retirement from public office. Elected Members are integral to achieving the Council's aims and strategic objectives and to the delivery of high quality services.

The Council recognises that Members have different skills and expertise gained through employment and life which can all be used for the benefit of the Council and the community as a whole. As such, Woking Borough Council is keen to enable Members to access as many development opportunities as possible to make them effective in their ever changing role as a Councillor.

Member development can have a significant impact on the performance of the organisation. Well-equipped Members are able to contribute to the running of the Borough, and can deal with the challenges and changes faced by the organisation.

The Member Development Policy applies to all elected Members. It also applies to any co-opted Members, including the Independent Co-Opted Members of the Standards and Audit Committee and the Council's Independent Person. The implementation of this Policy is being led by the Lead Members for Member learning and development.

The Council's Vision and Values

The Council's Vision is 'Towards Tomorrow Today.' It means:

- achieving things and looking to improve;
- having a forward-thinking attitude;
- building on what is good today; and
- planning and working for the future.

The vision demonstrates that the Borough Council is an organisation that:

- achieves things and looks to improve;
- aims to be innovative and have a forward-thinking attitude, building on what is good today; and
- plan for, and work towards, the future.

This Vision is supported by a statement of intent about shaping the Council's future, comprising a number of value aims under the three key thematic areas of:

- **PEOPLE** - A healthy, inclusive and engaged community
- **PLACE** - An enterprising, vibrant and sustainable place
- **US** - An innovative, proactive and effective Council

The Council's Priorities

Woking Borough Council provides a wide range of services and facilities and, to ensure that its resources are used in the most effective way, has to set priorities. The Council's focus is on four key priority areas:

- decent and affordable housing
- economic development
- the environment
- health and well-being.

Woking's Community Strategy

Our Community Strategy sets out a number of aims under six key themes identified by the community:

- A **strong community spirit** with a clear sense of belonging and responsibility;
- A clean, healthy and safe **environment**;
- A **transport system** that is linked and accessible, recognising Woking's potential as a transport hub;
- Access to **decent, affordable housing** for local people and key workers;
- A community which values **personal health and well-being**; and
- Provide opportunities and encourage people to **participate in learning** throughout their lives so they progress and reach their full potential.

The Role of Members

The locally elected Councillor has a key role in achieving improved outcomes in the community. As Elected Members (Members) of the Council they have to perform a multi faceted role of Community Leader, Community Representative and Community Champion.

In these roles Members have a key part to play in achieving the Council's Service and Performance Plan and in helping it make its contribution to the Community Strategy. The participation by Members in learning will help them reach their full potential and equip them to fully contribute to the delivery of the Service and Performance Plan and the Community Strategy objectives and key priorities.

The purpose of the Member Development programme is to provide a supportive environment to enhance the knowledge, capabilities, and experiences which individual Members identify are required to enable them to perform the Members' role.

All Members have individual responsibility to:

- Identify their own learning and development needs and to seek opportunities to improve their effectiveness and increase their potential.
- Share their knowledge and skills with the peers.
- Review and evaluate learning and development activities so as to apply increased knowledge, skills and personal qualities developed through those activities.

Group Leaders are responsible for ensuring that their Members have the necessary skills, knowledge and competencies to carry out their Council and community responsibilities. They are

Annual Report on Member Learning and Development

primarily responsible for ensuring that Members participate in the training and development activities which are necessary to enable them to do so, and to achieve the Council's aims and objectives.

The Council's Commitment to Member Development

By signing up to the South East Charter for Elected Member Development, the Leader of the Executive, the Group Leaders and the Chief Executive of Woking Borough Council, have demonstrated a clear commitment to improving and sustaining the standards of Member development within the Council.

The Council is committed to supporting Members in their role and view the achievement of the South East Charter for Elected Member Development as an important recognition of its efforts. In support of the development of all its elected Councillors to ensure that they are able to meet all the challenges that face them through the wide range of roles and responsibilities they hold, Woking Borough Council is committed to ensuring that:

- all Councillors have access to appropriate learning and development activities to enable them to acquire the skills and knowledge required to be an effective elected Member.
- a planned and structured approach to elected Member learning and development is taken.
- access to learning and development activities is equitable to all.
- learning and development should be linked, wherever possible, to the roles and responsibilities of Members.
- Members are supported in developing their roles as Ward Representatives and as Community Leaders.
- Members' capacity is developed to formulate and keep under review the Council's Policies and Strategies.
- a Member led strategic approach to development is adopted through the Lead Members for learning and development.
- citizenship and a good work-life balance is promoted.
- Member learning and development activities should be adequately resourced and within available budgets.
- Members should be encouraged to identify their own development needs and participate fully in learning and development activities.
- all Members are provided with a development framework to help identify learning and development needs.

In furthering these objectives the Council will ensure that:-

- Member development will take place within a structured process, having regard to the needs of the individual and to corporate objectives;
- Members will be offered equal access to development opportunities regardless of their physical circumstances, ethnicity, race, gender, sexuality, age or religion;
- Member development will be provided and monitored in a way that is respectful to the dignity and privacy of individual Members;
- Member development opportunities will promote work/life balance, community engagement and good citizenship;
- development resources, activities and processes will give Members the knowledge, capabilities, opportunities, networks and experiences they need to fulfil their role as effectively as possible; and

Annual Report on Member Learning and Development

- development resources, activities and processes will be regularly monitored by Members and officers to ensure effectiveness.

Mandatory Training for Elected Members

In October 2017 the Council agreed to introduce a programme of mandatory training for Elected Members, to be made available online where possible. Topics identified for the programme, together with their frequency and the target Members, are outlined below. Delivery of the programme will start in the 2018/19 Municipal Year.

Training	Code of Conduct
Frequency	Once during each four year term of office.
Required	All Members.
Delivery format	In-house training session.

Training	Diversity and Equalities
Frequency	Once during each four year term of office.
Required	All Members.
Delivery format	In-house training session.

Training	Finance Training
Frequency	Once during each four year term of office.
Required	All Members.
Delivery format	In-house training session.

Training	Health and Safety (New)
Frequency	Once during each four year term of office.
Required	All Members.
Delivery format	In-house and/or external training provider.

Training	Induction Training
Frequency	Once.
Required	Newly elected Members. Re-elected Members to be encouraged to attend.
Delivery format	In-house training.

Training	Licensing Training
Frequency	Annual, as part of the agenda for the first meeting of the Committee.
Required	All Members of the Licensing Committee and Portfolio Holder and Shadow Portfolio Holder for Licensing Services.
Delivery format	In-house training.

Training	Planning
Frequency	Annual.

Annual Report on Member Learning and Development

Required	All Members of the Planning Committee, Portfolio Holder and Shadow Portfolio Holder for Planning Services.
Delivery format	In-house and/or external training provider.

Training	Safeguarding (New)
Frequency	Once during each four year term of office.
Required	All Members.
Delivery format	In-house and/or external training provider.

Training	Scrutiny (New)
Frequency	Annual, as part of the agenda for the first meeting of the Committee.
Required	All Members of the Overview and Scrutiny Committee.
Delivery format	In-house and/or external training provider.

Policy Implementation

The Council has appointed Elected Members from each Political Group to take forward the Council's programme of Member learning and development. These Lead Members for Member Learning and Development are charged with the responsibility of undertaking and maintaining a self assessment and developing and keeping under review a Learning and Development Plan for Members. The Lead Members are:-

- Councillor Colin Kemp
- Councillor Ian Johnson
- Councillor Ilyas Raja
- Councillor John Bond

Support for the Lead Members is provided by the Council's Democratic Services Team.

The Lead Members are responsible for monitoring the Council's Member Development programme and identifying any new development opportunities. The Lead Members oversee the budgets and promote Member Development amongst the political groups. Furthermore, any feedback received on the development programme, whether from serving Councillors, newly elected Councillors or recently retired Councillors, is reported to the Lead Members, with any matters of concern or improvement highlighted. The majority of the work on Member Development is undertaken in consultation with the Lead Members by email or telephone; however, meetings are arranged when necessary.

The responsibilities of the Lead Members include:

- Helping their peers to identify and find opportunities to meet their learning and development needs.
- Creating an environment that encourages self-development and continuous learning and the sharing of knowledge and skills amongst the Members in the political groups.
- Evaluating investment in learning and development and participation by Members.
- Monitor feedback from Members on the learning and development programmes provided by the Council.
- Regularly review the Council's Member Development Policy.

Member Development Support and Resources

Core support for the Member Development programmes of the Council is provided by the Officers within the Council's Democratic Services Team, in consultation with the Lead Members.

The Council has a dedicated Member Development Budget which covers the costs external training and development programmes, including conferences, briefings and training events. The programme of externally provided events is supported by an extensive range of events provided by Officers and Members. The full cost of all learning and development is identified and monitored by the Council's Democratic Services Team and is reported to the Lead Members.

The Democratic Services Manager is responsible for:

- supporting the Lead Members for learning and development.
- preparing the annual Learning and Development Programme and report as required by the Lead Members for learning and development.
- organising, and in some cases providing, learning and development as identified in the Learning and Development Plan.
- maintaining the Councillors role descriptions and responsibilities, the Councillors Development Framework and the Council's 'Could You be a Councillor' document.
- managing the Member Development budget.
- making the necessary arrangements for the booking of courses and other development events.
- liaising with Corporate Management Group and Business Managers to identify future development topics.

COUNCIL – 5 APRIL 2018

PAY POLICY REPORT 2018 – 19

GENDER PAY GAP DATA

Executive Summary

Pay Policy

Sections 38 to 43 of the Localism Act 2011 require local authorities to prepare an annual pay policy statement for each financial year.

The statement must specifically cover the authority's policies relating to:

- the remuneration of its chief officers;
- the remuneration of its lowest-paid employees, and
- the relationship between –
 - the remuneration of its chief officers, and
 - the remuneration of its employees who are not chief officers
- the definition of 'lowest-paid employees' adopted;
- the level and elements of remuneration for each chief officer;
- remuneration of chief officers on recruitment;
- increases and additions to remuneration for each chief officer;
- the use of performance-related pay for chief officers;
- the use of bonuses for chief officers;
- the approach to the payment of chief officers on their ceasing to hold office or to be employed by the authority;
- the publication of and access to information relating to remuneration of chief officers;

The statement may also cover the authority's policy relating to:

- policies for the financial year relating to the other terms and conditions applying to the authority's chief officers.

Chief Officer is defined to include:

- the head of its paid service designated under section 4(1) of the Local Government and Housing Act 1989;
- its monitoring officer under section 5(1) of that Act;
- a statutory chief officer under section 2(6) of that Act;
- a non-statutory chief officer under section 2(7) of that Act;
- a deputy chief officer in section 2(8) of that Act.

The pay policy statement has to be approved by a resolution of the authority. Following approval, the statement must be published as soon as possible on the authority's website. The Council may amend the pay policy statement in-year and this also requires a resolution.

The Act specifies that the functions relating to pay accountability are not executive functions and also that section 101 of the Local Government Act 1972, which gives local authorities powers to

arrange for the discharge of their functions by committees, officers or other local authorities, does not apply to these functions. This means that the resolution must be approved by full Council.

Gender Pay Gap

Woking Borough Council is required by law to publish annual gender pay gap data. The Equality Act 2010 (Gender Pay Gap Information) Regulations 2017 require all employers with 250 or more employees to publish data based on the snap-shot date 31 March 2017. In addition the Council has to depict pay quartiles by gender whereby the workforce is divided into four equal-sized groups based on hourly pay rates, with the Upper Quartile covering the highest paid 25% and the lower quartile containing the lowest paid 25%. The data has to be published on the Council's website annually. The figures set out in the following report have been calculated using the standard methodologies used in the Equality Act 2010 (Gender Pay Gap Information) Regulations 2017.

These provisions add to the range of transparency obligations already placed upon the Council such as the Accounts and Audit Regulations 2011 which already require historic expenditure on chief officers within specified pay bands to be disclosed in the annual statement of accounts

Recommendations

The Council is invited to approve the Pay Policy Statement for the financial year 2018/19 and in so doing comply with the provisions of the Localism Act 2011.

The Council is invited to note the gender pay gap data based on the snap-shot date of 31 March 2017 and in doing so comply with The Equality Act 2010 (Gender Pay Gap Information) Regulations 2017.

The Council is requested to:

RESOLVE That

- (i) the Pay Policy Statement be approved for publication; and
- (ii) the Gender Pay Gap data be approved for publication.

The Council has the authority to determine the recommendations set out above.

Background Papers:

Sustainability Impact Assessment
Equalities Impact Assessment

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Date Published: 29 March 2018

1.0 Introduction

- 1.1 This Pay Policy Statement is provided in accordance with Sections 38 - 43 of the Localism Act 2011.
- 1.2 This Pay Policy Statement sets out Woking Borough Council's policies relating to the pay of its workforce for the financial year 2018-19.

2.0 Background

- 2.1 The Council has developed its own local terms and conditions including pay. The local pay scale covers all employees of the Council.
- 2.2 As required by law, the Council provides all of its employees with the opportunity to join the Local Government Pension Scheme.

3.0 Definition

- 3.1 For the purpose of this pay policy the following definitions will apply:

'Remuneration', in addition to salary this includes taxable earnings and non-taxable benefits (and is more particularly defined in section 46 of the Localism Act 2011).

'Chief officer' refers to the following statutory and non-statutory roles within Woking Borough Council as follows:

- Chief Executive, as Head of Paid Service
- Deputy Chief Executive
- Strategic Directors
- Section 151 Officer/Chief Finance Officer and Monitoring Officer
- Senior Managers who report directly to those listed above

- 3.2 'Lowest paid Employees' refers to employees employed within grade W1 of the Council's current pay grading structure, other than apprenticeships or traineeships. This definition for the 'lowest paid employees' has been adopted because grade W1 is the lowest grade on the Council's grading structure on which employees are paid. The bottom point on this pay scale is £16,302. To enable meaningful comparison the Council uses employees on full time contracts for this definition.

4.0 Pay Framework and Remuneration

- 4.1 Remuneration at all levels needs to be adequate to secure and retain high-quality employees dedicated to fulfilling the Council's business objectives and delivering services to the public. This has to be balanced by ensuring remuneration is not unnecessarily excessive. The Council has responsibility for balancing these factors. The overall pay bill is controlled within a financial envelope agreed at least annually by the Council/Executive.
- 4.2 It is essential for good governance that decisions on pay and reward packages for chief executives and chief officers are made in an open and accountable way and that there is an accountable process for recommending the levels of top salaries. Our policy is to pay appropriately to attract competent and experienced senior employees to lead the organisation. Our aim is to be regarded as competitive as compared to the level of pay locally and neighbouring local authorities.
- 4.3 All Woking Borough Council employees are on local conditions. The pay and reward structure and the performance management process apply to all employees including chief

officers. Targets for both objectives and behaviours are set and performance against those targets is assessed.

- 4.4 The Authority has a salary and grading structure for all employees which includes the grades and salaries applicable to chief officers. The grade allocated to a post is determined by the duties, level of responsibility and behaviours required as outlined in the job description, person specification and role map.
- 4.5 The grade framework comprises of 12 grades. Outside the main framework there are 4 trainee grades. All employees are placed within the grade framework on a fixed salary based on an assessment of the job role. Progression through a grade is based on an assessment of behaviour, skill and performance following the outcome of an annual performance and development review (PDR). Each employee receives an overall grading which determines the amount of performance pay to be awarded. Payments are made against a pre-determined amount to ensure the scheme remains affordable.
- 4.6 Indexation is considered annually for all employees in consultation with UNISON.
- 4.7 In addition to basic pay all chief officers and employees are eligible to receive the following benefits:
- If the officer is a member of the Local Government Pension Scheme the employers' contribution.
 - Payment of an annual subscription to one professional institution where this has a clear benefit or is a requisite to the job.
 - A flexible benefit paid in monthly instalment. This can be used to purchase a public sector season ticket, obtain a vehicle through the Council's car leasing scheme or as a cash alternative. Normal tax and national insurance rules apply.
- 4.8 The Council does not have a lump sum performance related pay or bonus scheme.

5.0 Policy on the lowest paid employees

- 5.1 When determining any pay award the Council considers the needs of the lowest paid and the Living Wage (outside London rate).
- 5.2 The Council is supportive of the principle of equal pay in employment and has made a commitment to involve and work positively with UNISON to develop and maintain an open and transparent process and dialogue.

6.0 Policy on the Remuneration Multiple (Ratio) Between Lowest and Highest Paid Employees

- 6.1 Our policy is that the ratio is broadly in line with comparator authorities.
- 6.2 The average (median) chief officer remuneration is £68,898; the average (median) remuneration for employees other than the chief officers is £31,277. Therefore the ratio of average chief officer remuneration to the average remuneration of other employees is 2.2.
- 6.3 The ratio between the highest paid earner, the Chief Executive, to the average (median) remuneration of the whole workforce is 3.9.

7.0 Remuneration on Employment

- 7.1 Our policy is to appoint at, or near, the bottom taking into account the relevant skills and experience of the person appointed. Progression through the grade is as outlined in section 4 above. Appointments at chief officer level below Chief Executive are made by more senior

officers with Member involvement as appropriate. On occasion the Council will request input from neighbouring authorities or other experts in the recruitment process particularly when the post requires specialist knowledge. Appointments to the post of Chief Executive are made by the leading Members and approved by the Council.

8.0 Approach to the Payment of Officers in the Event of their Ceasing to Hold Office or be Employed by the Authority

8.1 The Council's redundancy framework sets out a consistent method of calculating redundancy pay which is applied to all redundant employees. The level of redundancy pay is calculated using the statutory system with a multiplier of 2.2 and no cap on weekly earnings. The payment is intended to recompense employees for the loss of their livelihood and provide financial support whilst they seek alternative employment.

8.2 Officers who leave the Council's employment, where appropriate, will receive compensation in line with the Council's redundancy payments policy or through a negotiated settlement.

9.0 The Publication of and Access to Information Relating to Remuneration of Chief Officers.

9.1 The annual Pay Policy statement will be published on the website where it can be easily accessed. Information about senior officer remuneration has been published on the Council's website as part of the Final Statement of Accounts and transparency agenda. The grade framework for all employees is published on the Council's website.

10.0 Additions to Remuneration for Chief Officers

10.1 One or more chief officers will be eligible for payments for election duties (e.g. as Returning Officer or Deputy Returning Officer/s) which is calculated based on the number of electors in each ward in the election. There is an agreed Surrey wide scale of fees and charges which sets out the amounts used to calculate this.

10.2 Fees for borough, county and Police Commissioner elections vary according to the size of the electorate and number of postal voters. Payments for General and European elections are set by central government and are not paid by the Council as the money is reclaimed.

11.0 Policy on Employing Someone Who Has Taken Redundancy from another Authority.

11.1 If there is less than a 4 week gap between someone being made redundant from another council and joining Woking Borough Council they will be required to repay their redundancy payment to their previous employer. If the gap is longer than 4 weeks they can retain their payment but their continuous service is broken, which means that they would have no eligibility for redundancy payments until they have 2 years continuous service with this authority.

12.0 Policy on Employing Someone Who is Also Drawing a Pension

12.1 The Council will consider all requests from employees who wish to draw their pension but continue working. Often there would be a consequential financial reduction through reduced hours, responsibility or pension payments.

13.0 Policy on Additional Employments

13.1 The Council's Conditions of Service provide for employees:- to have one or more employments with the Council, in which cases the arrangements outlined above apply; private employment or outside activity conditional upon such employments or activity not

prejudicing their main employment with the Council; and appointments to remunerated roles directed or authorised by the Council.

14.0 Gender Pay Gap

14.1 Woking Borough Council is now required by law to publish an annual gender pay gap data. The Equality Act 2010 (Gender Pay Gap Information) Regulations 2017 require all employers with 250 or more employees to publish data based on its figures on a snap-shot date of 31 March 2017.

14.2 The data has to be published on the Council’s website annually.

Definitions

14.3 For the purpose of the gender pay gap data gathering the following definitions will apply:

14.4 The mean gender pay gap is the difference between average hourly earnings of men and women.

14.5 The median gender pay gap is the difference between the mid-point in the range of hourly earnings of men and women, when arranged from the highest to lowest.

14.6 In addition the Council has to depict pay quartiles by gender. The workforce is divided into four equal-sized groups or quartiles based on hourly pay rates, with the upper quartile covering the highest paid 25% and the lower quartile containing the lowest paid 25%.

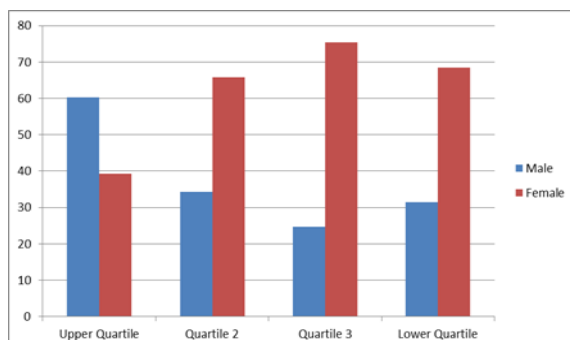
Pay Gap Data

14.7 The mean gender pay gap for the Council is 22.5%. The median gender pay gap for the Council is 15.6%. The tables below set out the relevant data for the Council.

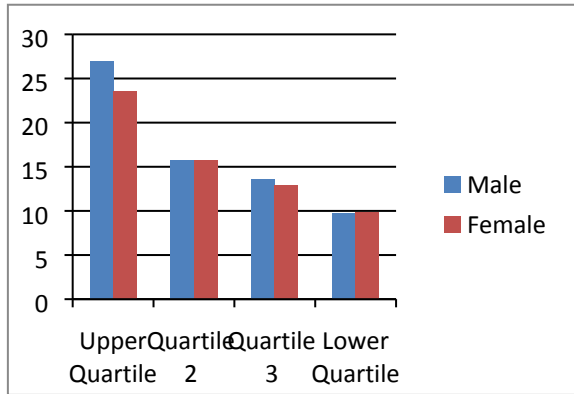
Pay Quartiles by Gender

Quartile	Male	Female	Description
Upper	60.3%	39.7%	Includes all employees whose standard hourly rate places them above the upper quartile
Quartile 2	34.2%	65.8%	Includes all employees whose standard hourly rate places them above the median but at or below the upper quartile
Quartile 3	24.7%	75.3%	Includes all employees whose standard hourly rate places them above the lower quartile but at or below the median
Lower	31.5%	68.5%	Includes all employees whose standard hourly rate places them at or below the lower quartile

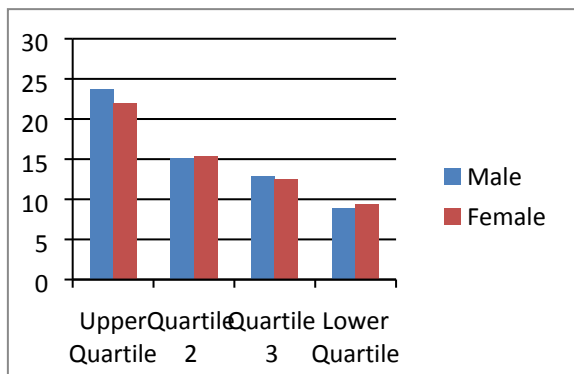
Organisational make-up - quartiles



Mean hourly pay – quartiles



Median hourly pay – quartiles



The difference between men and women

Quartile	Mean hourly rate - male	Mean hourly rate - female	Mean gender pay gap	Median hourly rate - male	Median hourly rate - female	Median gender pay gap
Upper	£26.96	£23.50	12.8%	£23.75	£21.95	7.58%
Quartile 2	£15.72	£15.76	-0.2%	£15.10	£15.36	-1.72%
Quartile 3	£13.57	£12.87	5.2%	£12.89	£12.50	3.03%
Lower	£9.72	£9.80	-0.8%	£8.97	£9.36	-4.35%

Data in context

- 14.8 The Council’s Pay structure and policies ensure all employees are paid equally for the same or equivalent work, regardless of their sex or any other characteristic protected under the Equality Act 2010. In light of the new legal requirement our analysis has shown that a gender pay gap exists and the Council is committed to reducing this. The main reason for this gap is an imbalance of male and female colleagues across the organisation, the roles in which men and women work within the organisation and the salaries that these roles attract.
- 14.9 Across the UK as a whole, men are more likely than women to be in senior roles, especially very senior roles at the top of organisations. This is true for the Council. Stability at senior management level has meant opportunities for women to progress into the upper quartile have been limited. Generally women are more likely than men to be in front-line roles often paid at the lower end of pay scales. This is reflected in the picture for the Council.

- 14.10 The lower three quartiles contain more females than males. However, quartile 2 and the lowest quartile do not have a gender pay gap. This correlates with our pay policy which has focused on raising the level of pay for the lowest grades, to ensure that the roles are valued and paid the living wage, set by the Living Wage Foundation. Quartile 3 has a small gap of 5.18%. We will look further into why this is, including looking at recruitment and turnover.
- 14.11 The upper quartile is 60% male. These are the most senior roles in the highest pay bands, hence the pay gap is larger at 12.82%.
- 14.12 The pattern from the UK economy as a whole is reflected in the figures found in our upper quartile where men are more likely to be in senior roles. Women are more likely to have had breaks from work which have affected their career progression, for example to bring up children.
- 14.13 The mean gender pay gap nationally is now 17.4% according to the October 2017 Office for National Statistics (ONS) Annual Survey of Hours and Earnings (ASHE) figures. The figure is 17.7% for public sector employees. The median gender pay gap for the public sector is 19.4%.

Addressing the pay gap

- 14.14 Woking Borough Council is committed to reducing the gender pay gap.
- 14.15 We will look to carry out a pay audit to inform priorities for action. An audit would confirm our pay arrangements are rational, fair and transparent. We will carry out analysis of recruitment statistics, applications for promotion, take-up of flexible working arrangements and analysis of pay reviews. We will also gather qualitative data through a consultation exercise across the organisation to explore the working experience for our female employees.
- 14.16 We aim to recruit from the widest possible talent pool. We will look at whether we can improve this, including looking at language used in adverts. Our application process is blind and has no personal details available for shortlisting. HR carry out spot-checks on shortlisting to ensure no bias is taking place. Managers are trained on how to recruit using competency based interview techniques that aim to avoid unconscious bias. We will look at the possibility of running training in-house and ensuring all managers are competent in recruitment.
- 14.17 We will continue to offer our employees a wide range of flexible working options to enable them to effectively manage their work/life balance. These options include part-time working, condensed working weeks, job share, home working, agile working and a generous flexi-time scheme. In addition we offer an additional leave purchase scheme. We will continue to promote these across the organisation.
- 14.18 We are committed to offering advancement opportunities and training to all employees, including Management Development, coaching and mentoring for those moving into senior positions. We will look at the Performance Review process and ensure it is robust and fit for purpose and that we are able to identify from within our current workforce those employees who have the potential to grow into more senior roles. We will offer training, support and development opportunities to those employees including coaching and mentoring both within and outside of our organisation.

15.0 Implications

Financial

- 15.1 To foster a transparent pay and reward framework which is accountable and managed appropriately.

Human Resource/Training and Development

15.2 Ensure compliance with current equality legislation and brief managers appropriately.

Community Safety

15.3 There are no community safety implications arising from this report.

Risk Management

15.4 There are no risk management implications arising from this report.

Sustainability

15.5 There are no sustainability implications arising from this report.

Equalities

15.6 To ensure the Council continues to comply with Equal Pay legislation.

Safeguarding

15.7 This policy complies with Safeguarding requirements.

16.0 Conclusions

16.1 The Council is invited to approve the Pay Policy Statement for the financial year 2018/19 and in so doing comply with the provisions of the Localism Act 2011.

16.2 The Council is also invited note the gender pay gap data based on the snap-shot date of 31 March 2017 and in doing so comply with The Equality Act 2010 (Gender Pay Gap Information) Regulations 2017.

REPORT ENDS

COUNCIL – 5 APRIL 2018

APPOINTMENT OF A DIRECTOR TO VICTORIA SQUARE WOKING LTD

Executive Summary

Councillor John Kingsbury has announced that he will not be seeking re-election as a Borough Councillor in May 2018 following 19 years of services as Ward Councillor for St Johns and Hook Heath and, since May 2016, Ward Councillor for Heathlands. Councillor Kingsbury currently serves as the appointed Councillor Director to Victoria Square Woking Limited, a position which will become vacant on the date that Councillor Kingbury's term of office formally ends (7 May 2018).

This report proposes the appointment of Councillor D J Bittleston to the subsequent vacancy as the Councillor Director to Victoria Square Woking Limited Board from 7 May 2018 onwards. It is further proposed that, to support continuity of business, John Kingsbury should be appointed to the vacant post of Independent Director of Victoria Square Woking Limited following his retirement from the Office of Borough Councillor.

Recommendations

The Committee is requested to:

RESOLVE That

- (i) Councillor D J Bittleston be appointed as the Councillor Director of Victoria Square Woking Limited from 7 May 2018 onwards; and
- (ii) John Kingsbury be appointed as the Independent Director of Victoria Square Woking Limited from 7 May 2018 onwards.

The Council has the authority to determine the recommendations set out above.

Background Papers: None.

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Date Published: 29 March 2018

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