



COUNCIL

30 November 2023

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 THIRTIETH DAY OF NOVEMBER 2023 at 7.00 pm to transact the business specified in the agenda overleaf.

JULIE FISHER
Chief Executive

Civic Offices,
Woking

NOTE: Filming Council Meetings

Please note the meeting will be filmed and broadcast live and subsequently as an archive on the Council's website (www.woking.gov.uk). The images and sound recording may 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.

AGENDA

1. APOLOGIES FOR ABSENCE.

2. DECLARATIONS OF INTEREST. (Pages 7 - 8)

- (i) To receive declarations of disclosable pecuniary and other interests from Members in respect of any item to be considered at the meeting.
- (ii) In accordance with the Officer Employment Procedure Rules, the Strategic Director - Corporate Resources, Kevin Foster declares a disclosable personal interest (non-pecuniary) in any items concerning the companies of which he is a Council-appointed director. The companies are listed in the attached schedule. The interests are such that Mr Foster may advise on those items.
- (iii) In accordance with the Officer Employment Procedure Rules, the Strategic Director - Communities, Louise Strongitharm, declares a disclosable personal interest (non-pecuniary) in any items concerning the companies of which she is a Council-appointed director. The companies are listed in the attached schedule. The interests are such that Mrs Strongitharm may advise on those items.
- (iv) In accordance with the Officer Employment Procedure Rules, the Head of Transformation, Digital and Customer, Adam Walther, declares a disclosable personal interest (non-pecuniary) in any items concerning the companies of which he is a Council-appointed director. The companies are listed in the attached schedule. The interests are such that Mr Walther may advise on those items.

3. MINUTES. (Pages 9 - 36)

To approve the minutes of the meetings of the Council held on 28 September and 12 October 2023, as published.

4. MAYOR'S COMMUNICATIONS.

5. URGENT BUSINESS.

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

6. QUESTIONS FROM MEMBERS OF PUBLIC WBC23-046. (Pages 37 - 38)

To receive questions from Members of the Public of which due notice has been given.

7. QUESTIONS FROM MEMBERS OF THE COUNCIL WBC23-044.

To deal with written questions submitted by Members of the Council. Copies of the questions and of the draft replies (which are subject to amendment by the Leader of the Council) will be published shortly before the meeting.

8. ANNOUNCEMENTS BY THE LEADER OF THE COUNCIL, COMMITTEE CHAIRMEN AND THE CHIEF EXECUTIVE.

In accordance with Standing Orders, the Council to receive any announcements from the Leader of the Council (or their nominated spokesperson), Committee Chairmen and/or the Chief Executive.

9. ELIMINATION OF VIOLENCE AGAINST WOMEN AND GIRLS, DOMESTIC ABUSE AND WHITE RIBBON WBC23-042. (Pages 39 - 48)

10. RECOMMENDATIONS OF THE EXECUTIVE AND COMMITTEES WBC23-041. (Pages 49 - 54)

To receive and consider recommendations from the Executive.

10a Review of Fees and Charges 2024-25 EXE23-057 (Pages 55 - 160)

10b Climate Change Supplementary Planning Document (SPD) EXE23-067 (Pages 161 - 286)

10c Calendar of Meetings 2024-25 EXE23-058 (Pages 287 - 290)

10d Amendments to Constitution - Public Participation at Planning Committee STA23-024 (Pages 291 - 310)

10e Amendments to Constitution - Media Protocol STA23-025 (Pages 311 - 326)

10f Amendments to Constitution - Provisions for Urgent Business STA23-026 (Pages 327 - 334)

10g Amendments to Constitution - Questions from Members of Public STA23-027 (Pages 335 - 344)

11. IMPROVEMENT AND RECOVERY PLAN PROGRESS UPDATE WBC23-043. (Pages 345 - 364)

12. POLLING DISTRICTS AND POLLING PLACES REVIEW WBC23-045. Report to follow.

13. NOTICES OF MOTION.

To deal with any motions received from Members of the Council in accordance with Standing Orders.

13a Notice of Motion - Councillor Hassan Akberali - Single Use Vapes.

This motion proposes that Woking Borough Council resolves that the Leader of the Council writes to:-

1. Jonathan Lord MP, requesting him:
 - a. To make urgent representations asking for banning single-use vapes on behalf of Woking schools, parents, and residents.
 - b. To expedite the conclusion and actions of the public consultation, bearing in mind the consequences of the EU proposing a ban in 2026 and France rolling out a ban in December 2023 and the risk as those markets close, disposable vapes will flood into the UK.
 - c. Provide schools funding to install detection devices to improve the discovery of illegal substances instead of schools having to fund out of their hard-pressed budgets.
 - d. Prohibit possession of vapes on school premises with appropriate violation measures.
2. Surrey Trading Standards to request they:
 - a. Carry out regular test purchases, seize products, and issue fixed penalty notices when a business breaches the law.
 - b. Address the shortage of qualified trading standard officers required to prosecute those retailers selling to underage customers.
 - c. Implement mandatory age-of-sale signage on vaping products.
 - d. Implement sanctions for breaching these rules, the same as penalties handed out under tobacco display regulations.
 - e. Publish how many test purchases have been conducted by trading standards followed by successful prosecutions.
 - f. The other area that needs tackling is internet sales of illegal vapes and those containing THC and Spice, which will need coordinated action between the police and trading standards.

AGENDA ENDS

Date Published - 22 November 2023

Note: At the close of the meeting the Worshipful the Mayor, Councillor Raja, would like to invite the Councillors and Officers attending the meeting to join him in the Parlour.

Agenda Item 2

Schedule Referred to in Declaration of Interests

Council-appointed directorships

Kevin Foster, Strategic Director – Corporate Resources	
Brookwood Cemetery Limited	Kingfield Community Sports Centre Limited
Brookwood Park Limited	LAC 2021 Limited (Dormant)
Export House Limited	Woking Necropolis and Mausoleum Limited
Woking Shopping Limited	

Louise Strongitharm, Strategic Director – Communities	
Rutland Woking (Carhouse Lane) Limited	Rutland Woking (Residential) Limited
Rutland (Woking) Limited	

Adam Walther, Head of Transformation, Digital and Customer	
Brookwood Cemetery Limited	Thameswey Developments Limited
Brookwood Park Limited	Thameswey Energy Limited
Thameswey Central Milton Keynes Limited	Thameswey Limited
Thameswey Sustainable Communities Limited	Thameswey Solar Limited
Woking Necropolis and Mausoleum Limited	

Council 28 September 2023

MINUTES
OF A MEETING OF THE
BOROUGH COUNCIL OF WOKING

held on 28 September 2023

Present:

Cllr M I Raja (Mayor)
Cllr L Morales (Deputy Mayor)

Cllr H Akberali	Cllr I Johnson
Cllr T Aziz	Cllr A Kirby
Cllr A-M Barker	Cllr R Leach
Cllr A Boote	Cllr L Lyons
Cllr J Brown	Cllr C Martin
Cllr G Cosnahan	Cllr J Morley
Cllr K Davis	Cllr S Mukherjee
Cllr S Dorsett	Cllr E Nicholson
Cllr W Forster	Cllr S Oades
Cllr P Graves	Cllr L Rice
Cllr S Greentree	Cllr D Roberts
Cllr S Hussain	Cllr M Sullivan
Cllr A Javaid	

Absent: Councillors A Caulfield, D Jordan and T Spenser

1. APOLOGIES FOR ABSENCE.

Apologies for absence had been received from Councillors Andy Caulfield, Daryl Jordan and Tom Spenser.

2. DECLARATIONS OF INTEREST.

In accordance with the Local Code of Conduct, Councillor Ian Johnson declared a disclosable personal interest (pecuniary) in item 9a, Medium Term Financial Strategy, in relation to his wife being an employee of Citizens Advice Woking which was mentioned in the report. The interest was such that Councillor Johnson would remain in the Chamber during the discussion as the resolution was simply to undertake consultation on a raft of proposals and any decisions regarding future funding would be made at a later stage.

In accordance with the Officer Employment Procedure Rules, the Strategic Director - Corporate Resources, Kevin Foster declared a disclosable personal interest (non-pecuniary) in any items concerning the companies of which he was a Council-appointed director. The companies were listed in an attached schedule. The interests were such that Mr Foster could advise on those items.

In accordance with the Officer Employment Procedure Rules, the Strategic Director - Communities, Louise Strongitharm, declared a disclosable personal interest (non-pecuniary) in any items concerning the companies of which she was a Council-appointed

director. The companies were listed in an attached schedule. The interests were such that Mrs Strongtharm could advise on those items.

In accordance with the Officer Employment Procedure Rules, the Head of Transformation and Digital, Adam Walther, declared a disclosable personal interest (non-pecuniary) in any items concerning the companies of which he was a Council-appointed director. The companies were listed in an attached schedule. The interests were such that Mr Walther could advise on those items.

3. MINUTES.

Councillor Davis stated that at the last meeting on 22 August 2023, Councillor Brown had been prevented from speaking on an item which had not been recorded in the minutes, and therefore did not believe the minutes could be regarded as accurate. The Monitoring Officer reported that no complaint had been received to date and that the minutes of the meeting would be deferred to the next meeting for approval so that the matter could be looked into further.

The Council was advised that the Council minutes of the meeting held on 20 July 2023 contained an error to Mayor and Deputy Mayor. The minutes should have stated that Councillor Raja was Mayor, Councillor Morales was Deputy Mayor, and Councillor Hussain was present. It was noted that the error had been corrected since the publication of the agenda.

RESOLVED

That the minutes of the Ordinary Meeting of the Council held on 20 July 2023 be approved and signed as a true and correct record.

4. MAYOR'S COMMUNICATIONS.

The Mayor reported that from 20 August to 19 September 2023 he had been abroad. Since returning to the UK, numerous events had been attended which had been informative, enjoyable and highly rewarding, for example a function at St. Paul's Church with Christian healthcare professionals Network UK which provided support to people from different communities by breaking down barriers to accessibility. On 27 September the Mayor had attended a rewards evening for staff at St. Peter's Hospital, celebrating those that had given their careers to serving the NHS and the community. On 1 October, the Mayor would be attending a Charity Walk for Woking Community Hospital, the Mayor's Charity, and encouraged Members to join in.

5. URGENT BUSINESS.

No items of Urgent Business were considered.

6. QUESTIONS FROM MEMBERS OF PUBLIC WBC23-036.

Questions had been received from five members of public. The questions, together with the replies from the Portfolio Holder, were presented as follows.

Question 1 – Karen Woodhead

It was noted that Karen Woodhead had been unable to attend the meeting.

“Why does the pool in park have to close?”

Supporting Statement

“I am a disabled woman. I go swimming every Monday and Friday. I get there by bus as I don't drive and not on a lot of money. My surgeon has recommended me to go to help lose weight and ease my joint. If this closes I will struggle to get to the nearest pool. Please reconsider the pool for disabled people as it not our faults and feels like we are suffering for your mistakes in the past.”

Reply from Councillor Ellen Nicholson

“The Council recognises the significant health and wellbeing benefits of swimming, particularly for our residents with disabilities.

At the moment the Pool in the Park receives significant subsidy from the Council to run the facility, in part due to the age of the facility. However due to the Council's financial situation, we do need to look at all of our discretionary services provided to see if they can be self-funding.

The Council will be launching its residents consultation on Monday 2 October on the proposed phased closure along with other options for consideration. We will also be seeking to understand the impact of our proposals on residents through the impact assessment.

I would also say that the consultation and the corresponding impact assessment that starts on Monday will allow the Council to have a much more robust understanding of how possible decisions will affect our residents, and during this time we will be speaking to specific groups of stakeholders and residents who may be impacted and we need to see these results before any decisions are made.”

Question 2 – Gillian Bernadt

The Mayor welcomed James Harvey to the meeting, who was attending on behalf of Gillian Bernadt, and invited him to put her question to the Portfolio Holder.

“If alternative sources of funding can be found to fill the funding gap (and create a saving of £700,000 per year over the 4 years proposed, as a major element of the proposed Leisure service savings) would the Council be willing to maintain support to the Pool through existing contract management arrangements?”

Supporting Statement

“The proposed withdrawal of funding to Pool in the Park (PITP) will have a massive impact on the community, in terms of health, well-being and sports education & water safety. Consultation over the summer showed PITP to be in the top three services residents wanted to be retained, showing its value and the popularity of the Pools as a community asset. The Council clearly needs to make a saving, and the scale of the saving to be made, as outlined in the MTFS makes PITP, as a major part of the Leisure service savings, an obvious choice to cut (not withstanding the above community value). However It is unclear

whether alternative funding sources have been explored to fund PITP. It is proposed that further work is undertaken to explore funding alternatives that could maintain facilities while achieving short term savings, in the order of £2-3million to 2027/28. The question addresses whether, if the community, working with members and local businesses could raise the funds needed, the Council would be willing to maintain contract and management arrangements for PITP, for the period of 3 years, to enable the pools to stay open during that period? After that the MTFs refers to a self-funding principle of delivery, which would need to be delivered at a reasonable cost to residents.”

Reply from Councillor Ellen Nicholson

“Our initial residents engagement work over the summer showed PITP to be one of the top three services residents wanted to be retained, showing its value and the popularity of the Pools as a community asset. Creating a self-sustaining budget for the site will certainly be difficult, but if attainable then we are open to alternative options, but this is certainly something we would love to see come forward.”

Question 3 – Carolyn Edis

It was noted that Carolyn Edis had been unable to attend the meeting.

“At the PITP swimming lessons are available for toddlers up to senior citizens. Water aerobic classes are beneficial for those who suffer from arthritis, joint problems etc. How confident are councillors that customers can be absorbed by Eastwood Leisure Centre bearing in mind that they already have a programme of lessons which may well subscribed?”

Supporting Statement

“I can attest fully to the benefits of swimming and water exercise. I taught at Woking pool at it was a privilege to see children and adults develop their swimming skills. The aqua aerobic classes and swimming sessions have been of benefit to me as I now suffer from joint problems. The Pool In The Park should not close...it will be a huge loss to Woking and its surrounding areas.”

Reply from Councillor Ellen Nicholson

“Eastwood Leisure Centre has proved to be very popular since it opened in October 2021. Whilst the Eastwood Leisure Centre will have some capacity to take on a proportion of Pool in the Park users, it would not have sufficient capacity to accommodate all displaced users and groups.

However, I would say that there are other facilities for swimming in the Borough. Some schools have organisations providing swimming lessons in the evenings and the weekends, which would provide extra capacity, and there may be further capacity to be explored here.”

Question 4 – Colin Evans

It was noted that Colin Evans had been unable to attend the meeting.

“One of the Council's main purposes is to provide public services and particularly to support the most vulnerable in our society. As a voter and council tax payer, I would like to understand how you can justify closing down the Pool in the Park and other key services

that support the wellbeing and health of our community - effectively turning Woking in to a 3rd world town, when there must be alternative routes in the short to medium term around re-structuring the debt of selling off assets? The proposed approach is very draconian - effectively punishing our community in the short to medium term (and possibly for a lot longer) because of poor financial decisions made within past Council Meetings which many of today's councillors participated in!"

Supporting Statement

"My disabled son has attended Dolphins Club (at the Pool in the Park) for about 20 years and learnt to swim there and it provides a vital social dimension to his life. Without the Pool in the Park there will be no club! Equally importantly, many thousands of our children have learnt to swim there, so what is the Council's plan for 'today's' children learning to swim in the absence of a pool?"

Reply from Councillor Ellen Nicholson

"Dolphins will still have a home at Eastwood Leisure Centre and indeed the Dolphins have been at Eastwood Leisure Centre over the summer. Whilst the availability and range of facilities will be reduced if Pool in the Park were to close, we really do want to try and protect the most vulnerable in society. Unfortunately, the proposed phased closure of the Pool in the Park is under consideration due to the severe financial position of the Council and the level of subsidy the facility requires. The Council's position means that we are unable to subsidise non statutory services. of which Pool in the Park is one, and we currently are subsidising Pool in the Park."

Question 5 – Trudi Reid

The Mayor welcomed Trudi Reid to the meeting and invited her to put her question to the Portfolio Holder.

"Can the council help facilitate a meeting between Freedom Leisure, the council, and a residents to develop a part community funded model for Pool in the Park so it can stay open away from Council Tax funding. There is enough support locally to organise community funding for this pool combined with a ticket price increase to save the pool from closure but residents need to understand how much hard cash is needed annually including maintenance costs."

Supporting Statement

"I am a local mum with 3 children including one disabled child who has to swim daily and an active member of a local schools PTA. There is huge public support to keep Pool in the Park open and feel residents deserve a chance to save the pool. I would like to combine with PTAs in all of the Woking schools to help deliver the community funded needed for Pool in the Park."

Reply from Councillor Ellen Nicholson

"Thank you for your question. As part of the resident engagement starting on Monday, there will be a range of opportunities to give feedback and discuss how best to take this proposal forward. This is a really pleasing approach and we really hope that we can find a self-funding solution. We really do want to work with our stakeholder groups and our residents to find a way to move this forward and I look forward to speaking with you outside of this meeting, thank you."

7. QUESTIONS FROM MEMBERS OF THE COUNCIL WBC23-37.

Copies of questions submitted under Standing Order 13.1 together with draft replies had been published in advance of the meeting. The replies were confirmed by Members of the Executive, supplementary questions were asked and replies given as set out below:

1. Question from Councillor Saj Hussain

“Is there capacity at the Eastwood Centre to take on extra swimmers and groups displaced by closing pool in the park?”

Reply from Councillor Ellen Nicholson

“Eastwood Leisure Centre has proved to be very popular since it opened in October 2021. Whilst the Eastwood Leisure Centre will have some capacity to take on a proportion of Pool in the Park users, it would not have sufficient capacity to accommodate all displaced users and groups.”

Supplementary Question

No

2. Question from Councillor Steve Dorsett

“What are the latest visitor numbers on a monthly and annual basis that use the Pool in the Park every year?”

Reply from Councillor Ellen Nicholson

“Please see Appendix 1 for visitor numbers for Pool in the Park and our other leisure facilities.”

Supplementary Question

No

Reply from Councillor Ellen Nicholson

“I was just going to suggest if you did have a supplementary question that the Freedom Leisure performance board will be meeting in October, if you wanted to come along to that Councillor Dorsett, I can invite you along if you wanted to look at the performance.”

Reply from Councillor Steve Dorsett

“Thank you very much, I am already a member of the Leisure Partnership Board.”

3. Question from Councillor Kevin Davis

“Is the new S151 officer contracted inside or outside of IR35?”

Reply from Councillor Ann-Marie Barker

“The Section 151 role is a statutory post and as such any appointment is deemed to be an employee of the Council and would be inside of IR35 regulations.”

Supplementary Question

No

4. Question from Councillor Josh Brown

“How much CIL developer contributions has WBC received since the S114 was issued?”

Reply from Councillor Liam Lyons

“The Council has received £688,524.56 of CIL contribution since the S114 was issued.”

Supplementary Question

No

5. Question from Councillor Saj Hussain

“Surrey county council have taken over highway verges who is responsible for areas which are not highways?”

Reply from Councillor Peter Graves

“A land owner is ultimately responsible for maintaining their land. Woking Borough Council continue to maintain its own land and any land it has historic agreements in place to manage.

In addition, during this transitional period, Council Officers are supporting Surrey County Council to improve the accuracy of their mapping data (to ensure their new verge maintenance contract covers all SCC land) and investigate any areas where the land ownership appears unclear. These are reviewed on a case by case basis to ensure the most appropriate outcome. Any areas of specific concern can be raised to our Neighbourhood Officers.”

Supplementary Question

“Historically, we've got no man's land in Goldsworth Park, areas like that, which are classed as no man's land, and in the past Woking Borough Council's Serco have mowed those verges and now they are becoming a bit of a hazard. Is there any way that we can look at those please?.”

Reply from Councillor Peter Graves

“Very pleased to contribute actually because I had the pleasure yesterday of being introduced to the Council GIS system and the GIS system covers all land ownership across the Borough and it's incredibly comprehensive. It is also extremely complicated and it is a work in progress, so there are areas where there is, it's very

unclear who actually owns bits of land and I will talk to Officers to see if we can identify these errors which my colleague has seen as being no man's land and I'll come back to you thank you."

6. Question from Councillor Steve Dorsett

"What alternative options have been investigated to keep Pool in the Park open?"

Reply from Councillor Ellen Nicholson

"Freedom Leisure manage the leisure facilities on our behalf and their contract expires in November 2025. To date, discussions are ongoing with Freedom Leisure to review costs and in particular the approach to pricing to consider changes. When compared to other similar pools in the surrounding area, Pool in the Park charges are comparatively cheaper. Re-programming of the pool is also under consideration to make it more commercially viable, but this is likely to displace some current users. In August 2023, the Council submitted a bid to the Sports England Swimming Pool Support Fund, but our bid was immediately declined due to the Council's financial position and the Section 114 notice. The consultation launching on 2 October 2023 will seek further suggestions on other options."

Supplementary Question

No

7. Question from Councillor Kevin Davis

"The most recent Green Book with Treasury Information featured (March 2023), has no loans from 1989. How was Pool in the Park financed when it was built 34 years ago, how much did it cost, what was the loan valued at, and how is this reflected in the March 2023 Green Book?"

Reply from Councillor Ellen Nicholson

"The Council does not hold data on the original financing of the Pool in the Park in 1989. There are no financing costs assumed in the current costings for Pool in the Park relating to its original construction."

Supplementary Question

No

8. Question from Councillor Josh Brown

"What steps has the Council taken to ensure it can cope with increase in demand for Council services if it agrees cuts to funding for Citizens Advice and Woking Community Transport?"

Reply from Councillor Will Forster

"It is regrettable that grants to these wider services will be affected due to the financial challenges faced by the Council. If the proposals are agreed at Council this evening, then Officers and I will be meeting with both organisations to best plan the way ahead. Feedback on the proposals is also being sought through the consultation

process. This will inform the Council's impact assessments and subsequent plans for how we continue to engage with the voluntary sector moving forward."

Supplementary Question

"Thank you very much, Mr. Mayor. Looking at the cuts to these vital services, can you commit that if they do indeed proceed that the Council will have enough resources going forward after the budget's agreed? Thank you."

Reply from Councillor Will Forster

"Thank you Mr. Mayor, and I will thank Councillor Brown for his question. If Council agrees the MTFs this evening, it will authorise Council Officers and myself as a Portfolio Holder to engage with the third sector to understand what the impacts will be on us, on them, and on residents, before making any further decision, thank you."

9. Question from Councillor Kevin Davis

"At such an important time post S114 notice, why have we had no Treasury Information since the March 2023 Green Book, six months ago?"

Reply from Councillor Dale Roberts

"As part of the review of the Council's performance management and financial reporting, work is ongoing to improve the way all financial information is compiled and presented, for example the recent new budget monitoring report. Given the limited resources in the finance team and urgency of other work, the information in the Green Book has had to be put on hold until this review is completed. However, I can confirm that a mid-year review of Treasury Management is planned for the November Executive that will provide information for Members in accordance with CIPFA Codes of Practice."

Supplementary Question

No

10. Question from Councillor Kevin Davis

"What is the actual cash subsidy (not interest payments or capital depreciation) that is required to run Pool in the Park?"

Reply from Councillor Ellen Nicholson

"The capital and financing costs are true costs reflective of running the venue however it is true to say that these would not all be saved by closing the venue. The actual cash subsidy projected for 2023-24 is circa £450,000. This figure does not include significant capital works required or debt finance. Further work will be done over the coming weeks to understand the ongoing investment needs of the building."

Supplementary Question

"I do, Mr Mayor, thank you very much. Thank you for the answer Councillor Nicholson. So what I need to understand here is obviously the figure here, finally managed to get too, that is different to what's actually written in the MTFs by quite a

margin. My real question and I appreciate you probably can't answer this, but I'll be incredibly impressed if you can, to me and to what we've been told is Pool in the Park is a discretionary service, and so I'd like to understand what subsidy we currently give to the Eastwood Centre swimming area, because if Pool in the Park is discretionary then surely the Eastwood Centre would be discretionary and as such I would expect to see that in the MTFs report as well. Thank you very much Mr Mayor."

Reply from Councillor Ellen Nicholson

"Thank you for your question, Councillor Davis. You're right, I can't answer that question about the Eastwood and any discretionary spending, we will come back to you. I'll speak with Officers and come back to you. As you will be aware, the financing for the Pool in the Park is incredibly complicated, as we were together at the Tuesday's internal Finance Task Group, and I just want to thank our Council Section 151 Officer for their willingness to engage with Members across party looking at the in-depth study of those finances and a much-needed review. Thank you."

11. Question from Councillor Kevin Davis

"If Pool in the Park is closed, what is the interest amount we will still need to pay and for how long, and when will the capital depreciation be written down to zero?"

Reply from Councillor Ellen Nicholson

"There are two elements to this. Firstly, the cost of financing all of the ThamesWey energy equipment and plant, which will come to an end in 6 years' time and is valued at circa £2 million. Secondly, there is £1.5 million outstanding on a loan for the refurbishment of slides and changing rooms with 16 years remaining on the loan term. The repayments of both loans are currently encapsulated in the leisure accounts, but if closed these would become a liability."

Supplementary Question

"Thank you very much, Mr. Mayor. I do have a supplementary question and I thank Councillor Nicholson for the answer. With £250,000 ongoing costs that aren't obliterated when we close the Pool in the Park, given that we were told it was £700,000 subsidy and we now know that £450,000 isn't the actual cost, that means £250,000 is left. How do we intend on meeting that figure when there is no income coming into Pool in the Park? Thank you very much, Mr. Mayor."

Reply from Councillor Ellen Nicholson

"Thank you, Councillor Davis. So as I've just said in my previous answer, the Finance Task Group that we are both part of have been looking at Pool in the Park finances and it's been incredibly difficult to separate Pool in the Park finances. For example, when I became Portfolio Holder last year, we became aware of the fact that we didn't have any idea of an accurate representation of the energy costs in the Pool in the Park and the Leisure Centre, and since that time we've put in metering to actually be able to better understand the energy costs. So that's just one facet of the complicated picture that we have with Pool in the Park that we're working our way through, so I think it's something that we're still to find out. Thank you."

12. Question from Councillor Kevin Davis

“What is the Woking Borough Council obligated liability to Woking Football Club in the event of their promotion out of the current National League into the fourth level of the English Football League?”

Reply from Councillor Dale Roberts

“Further work is being undertaken on Kingfield Leisure and the link with Woking FC as part of the review of the 24 companies that the Council has an interest in. Further information will be provided when this review is complete.”

Supplementary Question

“Thank you very much Mr. Mayor, I do have a supplementary question. This tests my memory, well my memory doesn't come into it all, but Councillor Johnson's may. My understanding was that there was an undertaking obligation back in the mid 90s and I'm trying to understand whether we talk about Kingfield Leisure and talking about the review of the 24 companies, are we looking in the right place, are we sure that obligation is within that and not actually directly with Council? Thank you Mr. Mayor.”

Reply from Councillor Dale Roberts

“Thank you Mr Mayor, thank you Councillor Davis for the question. It's pretty difficult to say, what was the question, are we looking in the right place? It really is difficult to find anything frankly. It was pretty common with obligations made by the previous administration, the documentation was poor, section 114 numbers, poor record keeping as one of our legacies. It's another mess that we're working our way through and so, as I stated in my earlier answer, further work, further information will be provided when the review is complete. Thank you, Mr. Mayor.”

8. ANNOUNCEMENTS BY THE LEADER OF THE COUNCIL, COMMITTEE CHAIRMEN AND THE CHIEF EXECUTIVE.

The Leader of the Council, Councillor Ann-Marie Barker, stated that these were difficult and challenging times for the Council, its Members, staff, residents and businesses following the Government intervention in May and the Section 114 Notice in June. Two key steps had been taken to date: firstly, the Council meeting in June to agree the next steps, and secondly the Council meeting in August to approve the first iteration of the Improvement and Recovery Plan, which had been prepared within three months of the six months allowed by Government.

Members were encouraged to work together to achieve the Council's goals, noting that there were significant proposals to consider, due to the organisation's inherited financial position. The Leader stated that information on social media had incorrectly stated that the decisions were being made tonight. Proposals had been received by the Overview and Scrutiny Committee and the Executive, which had been recommended to Council for a public consultation to take place on the savings identified.

It was stated that, in addition to the Pool in the Park, areas affected included sports pavilions, the arts, public toilets and the support for the voluntary and charitable sector. The Leader stated that the implications would be fully assessed before final decisions

would be taken by Council, noting that way forward needed to be found for the Borough to live within its means going forward.

9. RECOMMENDATIONS OF THE EXECUTIVE AND OFFICERS WBC23-035.

The Council had before it a report on the recommendations from the Executive, setting out the extract from the minutes of the meeting of the Executive held on 14 September 2023. In accordance with the Constitution, the recommendations were deemed to have been moved and seconded.

9a. Medium Term Financial Strategy (MTFS) EXE23-064

The Council received the recommendations of the Executive in respect of the updated Medium Term Financial Strategy (the MTFS) for the period 2024/25 to 2028/29. The document set out the strategic financial approach that the Council would need to take to deliver the Improvement and Recovery Plan (IRP) and respond to the Section 114 Notice, whilst continuing to meet its statutory duties. The paper included feedback from the recent resident engagement exercise, alongside next steps for a six week public consultation on proposed changes to Council services beginning Monday, 2 October 2023.

In addition, following the proposal by the Leader of the Council at the meeting of the Executive on 14 September 2023, an addendum had been included which noted that the Council's Investment Programme would accommodate investment which had received full Government funding and support to facilitate the completion of assets that were partially complete and to deliver best value for the public purse. The addendum stated that investment in ThamesWey and Victoria Square would continue whereby it fell in accordance with Principle C as set out in the MTFS which referred to items where, following support from Government and Commissioners, resources were provided for specific schemes that were already in delivery when the Section 114 Notice had been issued. Noting that a further report would be brought back to the Executive setting out the actions being taken by Officers to implement those decisions, the addendum included a request for the Council to consider an additional recommendation drawn up by the Interim Director of Finance / Section 151 Officer:

(v) the Council notes the action to be taken by the s151 officer to accommodate Government supported funding for the Victoria Square and Thamesway Regeneration projects and requires a further report to be presented to the Executive setting out the detail of actions taken and the impact on the Council's finances.

The Portfolio Holder for Finance, Councillor Roberts, set out a historical timeline of events since July 2022 through to the proposals being presented at the current meeting for the purpose of the public consultation. The Council had agreed a savings target of £12m of which £8.5m had been identified, against a total service spend of £45m. Despite additional cost pressures of £8.3m arising in September 2023, the savings target had been maintained at the same level of £12m as further reductions at this stage could not be reasonably identified, following consultation with the Commissioners.

Councillor Roberts emphasised the importance of restoring the confidence in the Council with Commissioners, the Department of Levelling Up, Housing and Communities, and the Treasury as it had been unable in hindsight to set a balanced budget since at least 2018; the reserves held had therefore been illusory; past claims of financial strength in light of high borrowing levels had been incorrect; past borrowing for revenue purposes was not permitted; and the Council had borrowed funds from the Public Works Loan Board to fund loss making Council owned companies, taking a margin and treating as income. The

ambition was to become an enabling Council in the future, working with partners to meet the needs of the community and to be a smaller, focused organisation.

Councillor Roberts highlighted that, to date, services that would be delivered by partners in the future included social prescribing, hospital discharge support and family centres. The intention was to move from the Civic Offices to a smaller premises and spend less on facilities and corporate resources, whilst incorporating savings from shared services and transformational efficiencies. It was noted that there was much concern amongst local residents over the proposed phased closure of Pool in the Park, alongside other discretionary service reductions affecting the arts and grants to external bodies, and staffing reductions across the Council.

Members were requested to support the proposal to undertake the public consultation on the savings identified, whilst work took place to further understand their impact and explore mitigations and alternatives, ahead of decision making at the Council meeting in February 2024. In addition, Councillor Roberts referred to an amendment to the resolution proposed by Councillor Kirby which he stated had received the support of the Members of the Executive.

The matter moved to the debate and the importance of the Council's legal obligation to prepare an annual balanced budget. Councillor Kirby moved and Councillor Forster seconded an amendment which sought to provide a framework to deliver such a budget. It was stated that the Council paid £68m of annual interest on its borrowing and the current financial situation was beyond the capacity of the Council to deal with, even if only statutory services were being provided. Councillor Kirby expressed grave concern that the current budget deficit of £19.3m could increase further and there were no past examples of other local authorities being in the same financial position. The Council was urged to support the amendment to present Council with full details of all operating costs prior to decision making, with the exception of delegated authority in the current resolution, and to seek a debt restructuring programme from the Government. The amendment was to add part (vi) and part (vii) to the resolution:

“(vi) With the exception of the delegated authority agreed in (iv) and (v) above, before any decision on the proposed savings contained within the MTFS as set out in Annex 6, the Council be presented with full details of all operating costs, including following a rigorous process of further scrutiny.

(vii) Within ongoing discussions with central government, the Council is asking government to consider options to deal with the debt position in a way that supports a fully balanced budget. Council is determined to contribute via difficult spending decisions and the sale of assets at best value, as part of a fuller solution. This fuller solution requires a debt restructuring programme, including but not limited to:

- a. Lower interest rates ('interest rate restructure')
- b. Longer repayment periods ('term restructure')
- c. Options linked to the benefits of business and economic growth”

The amendment was debated, with Members arguing for and against the proposed change. Members broadly supported the proposed (vi) as more detailed financial information would enable Members to view how the savings components had been calculated, for example the Pool in the Park would still incur expenses such as depreciation, interest payments and business rates if the proposed closure took place. However, some members expressed concern over the proposed (vii) and stated that the

Council should be seeking assistance from the Government, instead of being prescriptive, without receipt of legal or financial advice or consideration by the Overview and Scrutiny Committee

Following the debate, Councillor Roberts was provided with the opportunity to respond to the points raised, summarising the points made and noting that the amendment would work towards ensuring the Council would live within its means, before the Mayor referred the Members to the amendment proposed by Councillor Kirby.

Councillor Davis requested that the items (vi) and (vii) should be voted on separately.

In accordance with Standing Order 10.8 the names of Members voting for and against part (vi) of the amendment were recorded as follows:

In favour: Councillors H Akberali, T Aziz, A-M Barker, A Boote, J Brown, G Cosnahan, K Davis, S Dorsett, W Forster, P Graves, S Greentree, S Hussain, I Johnson, A Javaid, A Kirby, R Leach, L Lyons, C Martin, L Morales, J Morley, S Mukherjee, E Nicholson, S Oades, L Rice, D Roberts, and M Sullivan.

Total in favour: 26

Against: None.

Total against: 0

Present not voting: The Mayor.

Total present not voting: 1

Item (vi) of the amendment was therefore carried by 26 votes in favour and 0 votes against.

In accordance with Standing Order 10.8 the names of Members voting for and against part (vii) of the amendment were recorded as follows:

In favour: Councillors H Akberali, T Aziz, A-M Barker, A Boote, G Cosnahan, W Forster, P Graves, S Greentree, I Johnson, A Javaid, A Kirby, R Leach, L Lyons, C Martin, L Morales, J Morley, S Mukherjee, E Nicholson, S Oades, L Rice, D Roberts and M Sullivan.

Total in favour: 22

Against: None.

Total against: 0

Present not voting: The Mayor and Councillors J Brown, K Davis, S Dorsett and S Hussain.

Total present not voting: 5

Item (vii) of the amendment was therefore by 22 votes in favour and 0 votes against.

The Mayor referred the Council back to the recommendations from the Executive as amended by Council.

The Leader of the Council advised that the Council was required to set a balanced budget each year, however for 2024/25 this could only be achieved through staffing redundancies and reductions to discretionary services such as leisure. It was noted that the Eastwood Centre operated on a breakeven basis as it was a modern, energy efficient building. Investigations were underway to establish whether local community groups could for example assist with the maintenance of public toilets, or whether some businesses could enable the public to use their toilet facilities, and whether sports clubs could take on the upkeep of pavilions. It was noted that there would be difficult decisions for the Council in the setting of next year's budget in February.

Members expressed concerns such as there having been insufficient information to base decision making on in the past, and requested further detail in the report for the Council meeting in February. Points made during the debate included the effect of any liability on the Council of any of the subsidiary companies becoming insolvent; assurances that any new borrowing for the current phases of the Sheerwater Regeneration Scheme and Victoria Square would not be used for operating expenses; how the Council was working on the assumption that a further Section 114 Notice would not be required in light of the current deficit of £19.3m; the Council was being hampered by historic poor record keeping and advised that zero-based bottom-up expenses information should be developed to ensure that the Council could maximise the funds to spend on the most vulnerable in the community; meeting dates for the Overview and Scrutiny Committee, Executive and Council should be recalibrated as necessary in the current financial situation.

Further points included that the current situation placed a strain on all individuals involved and affected by the current proposals; the Council had passed the running of the Women's Support Centre to Catalyst which was now operating well; the External Audit of the 2019/20 accounts was still not complete; conflicting advice from past and current External Auditors over whether the Council was complying with the CIPFA regulations; and that the consultation should be delayed until further detail was available. Some Members felt that the consultation could not be postponed in light of the need to agree a budget in February.

Councillor Roberts was offered the opportunity to respond to the points raised during the debate, noting the concerns raised by Members over the decisions that the Council had no option but to consider and thanking staff for their continuing commitment to the Council in difficult times, before the Mayor directed the Council to the recommendations. Following a request by Councillor Davis, it was agreed that a named vote would be required for items (iii) and (vii) of the recommendation before Council.

In accordance with Standing Order 10.8 the names of Members voting for and against part (iii) of the recommendation were recorded as follows:

In favour: Councillors H Akberali, T Aziz, A-M Barker, A Boote, G Cosnahan, W Forster, P Graves, S Greentree, I Johnson, A Javaid, A Kirby, R Leach, L Lyons, C Martin, L Morales, J Morley, S Mukherjee, E Nicholson, L Rice, D Roberts and M Sullivan.

Total in favour: 21

Against: None.

Total against: 0

Present not voting: The Mayor and Councillors J Brown, K Davis, S Dorsett, S Hussain, and S Oades.

Total present not voting: 5

Item (iii) of the recommendation was therefore carried by 21 votes in favour and 0 votes against.

In accordance with Standing Order 10.8 the names of Members voting for and against part (vii) of the recommendation were recorded as follows:

In favour: Councillors H Akberali, T Aziz, A-M Barker, A Boote, G Cosnahan, W Forster, P Graves, S Greentree, I Johnson, A Javaid, A Kirby, R Leach, L Lyons, C Martin, L Morales, J Morley, S Mukherjee, E Nicholson, S Oades, L Rice, D Roberts and M Sullivan.

Total in favour: 22

Against: None.

Total against: 0

Present not voting: The Mayor and Councillors J Brown, K Davis, S Dorsett and S Hussain.

Total present not voting: 5

Item (vii) of the recommendation was therefore carried by 22 votes in favour and 0 votes against.

RESOLVED

- That (i) the MTFs and embedded MTFP are an estimate of the Council's current financial position at Q2, noting that the figures will change as further updating takes place;
- (ii) it be noted that the Section 114 Deficit continues to be reviewed but is able to be used for conversations with Government to attain financial support and for other sundry purposes as referred in the report;
- (iii) the Council consults on a number of the proposed savings contained within the MTFs, as set out in Annex 6 to the report;
- (iv) the Chief Executive, as Head of Paid Service, has the delegated authority to now proceed with the full implementation of changes to Council staffing structures following consultation on those structures. These changes are contained in the MTFs Fit For The Future savings 3(A) Table of Annex 6 to the report;

- (v) the Council notes the action to be taken by the s151 officer to accommodate Government supported funding for the Victoria Square and Thamesway Regeneration projects and requires a further report to be presented to the Executive setting out the detail of actions taken and the impact on the Council's finances;
- (vi) with the exception of the delegated authority agreed in (iv) and (v) above, before any decision on the proposed savings contained within the MTFS as set out in Annex 6, the Council be presented with full details of all operating costs, including following a rigorous process of further scrutiny;
- (vii) within ongoing discussions with central government, the Council is asking government to consider options to deal with the debt position in a way that supports a fully balanced budget. Council is determined to contribute via difficult spending decisions and the sale of assets at best value, as part of a fuller solution. This fuller solution requires a debt restructuring programme, including but not limited to:
 - a. Lower interest rates ('interest rate restructure')
 - b. Longer repayment periods ('term restructure')
 - c. Options linked to the benefits of business and economic growth.

The meeting commenced at 7.00 pm
and ended at 10.40 pm

Chairman: _____

Date: _____

MINUTES
OF A MEETING OF THE
BOROUGH COUNCIL OF WOKING

held on 12 October 2023

Present:

Cllr M I Raja (Chair)
Cllr L Morales (Vice-Chair)

Cllr H Akberali	Cllr A Kirby
Cllr A-M Barker	Cllr R Leach
Cllr J Brown	Cllr L Lyons
Cllr A Caulfield	Cllr C Martin
Cllr K Davis	Cllr J Morley
Cllr S Dorsett	Cllr S Mukherjee
Cllr W Forster	Cllr E Nicholson
Cllr P Graves	Cllr S Oades
Cllr S Greentree	Cllr L Rice
Cllr S Hussain	Cllr D Roberts
Cllr A Javaid	Cllr T Spenser
Cllr I Johnson	Cllr M Sullivan
Cllr D Jordan	

Absent: Councillors T Aziz, A Boote and G Cosnahan.

1. APOLOGIES FOR ABSENCE.

Apologies for absence had been received from Councillors T Aziz, A Boote and G Cosnahan.

2. DECLARATIONS OF INTEREST.

In accordance with the Officer Employment Procedure Rules, the Strategic Director - Corporate Resources, Kevin Foster declared a disclosable personal interest (non-pecuniary) in any items concerning the companies of which he was a Council-appointed director. The companies were listed in an attached schedule. The interests were such that Mr Foster could advise on those items.

In accordance with the Officer Employment Procedure Rules, the Strategic Director - Communities, Louise Strongitharm, declared a disclosable personal interest (non-pecuniary) in any items concerning the companies of which she was a Council-appointed director. The companies were listed in an attached schedule. The interests were such that Mrs Strongitharm could advise on those items.

In accordance with the Officer Employment Procedure Rules, the Head of Transformation and Digital, Adam Walther, declared a disclosable personal interest (non-pecuniary) in any items concerning the companies of which he was a Council-appointed director. The

companies were listed in an attached schedule. The interests were such that Mr Walther could advise on those items.

3. MINUTES.

The Council had before it the minutes of the meetings held on 22 August and 28 September 2023. Councillor Kirby referred to the meeting held on 28 September and the minute on the Medium Term Financial Strategy. Councillor Kirby noted the decision of some Members to vote against recommendation (vii) and suggested that those Councillors should be offered the opportunity to clarify their reasons for having done so.

The Mayor directed Councillor Kirby to outline any amendments he wished to propose to the minutes to correct any inaccuracies. Councillor Kirby proposed the following amendment (changes highlighted in bold):

Minute 9a – Medium Term Financial Strategy (MTFS), Paragraph 11, 3rd sentence to read

“However, some Members expressed concern over the proposed (vii), stating that, **in their personal view**, the Council should be seeking assistance from the Government instead of being prescriptive, without receipt of legal or financial advice or consideration by the Overview and Scrutiny Committee.”

In view of the proposed amendment, the accuracy of the sentence would be reviewed and the minutes brought back to the Council at its next meeting.

The minutes of the meeting of Council held on 22 August 2023, deferred from the meeting on 28 September 2023, were agreed as a true and correct record.

RESOLVED

That the minutes of the Ordinary Meeting of the Council held on 22 August 2023 be approved and signed as a true and correct record.

4. MAYOR'S COMMUNICATIONS.

The Mayor had attended a number of events following the previous meeting of the Council, including a 40th anniversary concert by the Friary Brass Band and a charity walk to raise funds for the Woking Community Hospital, the Mayor's charity for the year. On 3 October 2023 the Mayor had attended a Talk Surrey event, a charity which supported individuals with speech therapy. The Service for the Judiciary had been held at the beginning of October and on the previous day the Mayor had attended an event at the Woking Leisure Centre hosted by the Woking Chamber of Commerce.

5. URGENT BUSINESS.

No items of Urgent Business were considered.

6. QUESTIONS FROM MEMBERS OF THE COUNCIL WBC23-040.

Copies of questions submitted under Standing Order 8.1 together with draft replies had been published in advance of the meeting. The replies were confirmed by Members of the Executive, supplementary questions were asked and replies given as set out below:

1. Question from Councillor Kevin Davis

“What discretionary services are we not currently consulting on and why are we not?”

Reply from Councillor Ann-Marie Barker

“Whilst the Council launched various service-specific consultations on 2 October 2023, the Council is also inviting comments on the entirety of its Medium-Term Financial Strategy (MTFS), including the savings proposals for all services. The service-specific consultations seek to understand the impacts and alternative options in respect of the proposals to remove or reduce direct services to residents.

During the consultation period there are also discussions with affected groups. Any and all feedback on the proposals we are having to make in an attempt to balance the budget is welcome.”

Supplementary Question

No.

2. Question from Councillor Kevin Davis

“What discretionary services are being cut without consultation even occurring?”

Reply from Councillor Ann-Marie Barker

“As described in my response to the previous question, there is the opportunity for residents and stakeholders to give their views on all proposed budget cuts through the Medium-Term Financial Strategy survey.

Service change proposals are in the MTFS and feedback on any of those proposals is welcome.”

Supplementary Question

No.

3. Question from Councillor Kevin Davis

“The Portfolio holder has in the past stressed that a key exit route from the Council's financial difficulties lays with an improved local economic landscape. Now that this Council gave the CEO permission on 28 September to proceed with cuts to staffing budgets in discretionary roles, to what extent had the business community been consulted on regarding the closure of the Business Liaison function and what impact will closing this vital function have on the economic landscape?”

Reply from Councillor Dale Roberts

“As described in the response to the previous question, there is the opportunity for staff, residents and stakeholders (including businesses) to give their views on all proposed budget cuts through the Medium-Term Financial Strategy survey and through internal consultation with staff teams.

I have had conversations with the Chambers of Commerce relating to changes proposed and required as part of the MTFs.

Business Liaison and economic development activity is not solely undertaken from within the Business Liaison Service and therefore there will be a continuation of some activity and attention through other functions and services of the Council.

Discussions are taking place with the County, who have the primary responsibility for Economic Development, relating to its role and support to the Woking area as part of the County’s responsibility and taking on LEP functions.

Furthermore we are exploring the opportunity within external funding (UKSPF) to support a transition from the current to new arrangements.”

Supplementary Question

“Thank you very much, Mr. Mayor. I do have a supplementary and I’m grateful actually to finally get an answer that actually makes sense and even answers the question, even though it’s a bit of a strange one. As we have basically given notice to the staff already for these discretionary services that we are consulting on, is it just utterly pointless to consult with the staff themselves.”

“Thank you very much Mr Mayor.”

Reply from Councillor Dale Roberts

“Thank you, Mr. Mayor, thank you, Councillor Davies, for your question.”

“No, it’s, it’s not pointless to consult. Yeah, I also want to recognise the excellent support that the business liaison team provide us. I know you and I have worked very closely with them over the years. I don’t want to lose them.”

“Then again I didn’t make the Council bankrupt and I don’t get to decide what are statutory services. So we can only do with this, what we’re doing with all the other proposals: understand the impact, look for alternatives where there are practical alternatives and pursue mitigations where there aren’t. Thank you, Mr. Mayor.”

4. Question from Councillor Kevin Davis

“At the Council meeting on 28 September, we were told in a supplementary answer that the Eastwood Centre breaks even and so whilst a discretionary service isn’t costing the Council Tax payer anything. May we see a full evidential breakdown of the operational running costs since the centre opened, the portion related to the pools and what the capital depreciation and interest costs are and projected for the MTFs period?”

Reply from Councillor Ellen Nicholson

“Some of the accounts are commercially sensitive to protect and ensure a fair procurement process for future tenders of the leisure contract.

However, the headline figures for Eastwood Leisure Centre are as follows:

Eastwood Total Income = £1.4 million

Eastwood Total Operating Costs = £1.3 million

Therefore, there is a small surplus of circa £100,000 for the running of the Eastwood Leisure Centre which excludes any future capital investment costs relating to the maintenance of the building.”

Supplementary Question

“Thank you very much, Mr. Mayor, I certainly do and I do actually thank Councillor Nicholson for the comprehensive answer. I think it answers my, my question well.”

“My supplementary, I'm sure you've probably guessed what I'm gonna say. As, as basically Eastwood, the Eastwood Leisure Centre is part of a portfolio of leisure assets that we provide to residents in the Borough, should we not be considering using the, the surplus of £100,000 that that Centre is raising to obviously subsidise Pool in the Park which basically on the basis that we know that Eastwood cannot take, doesn't have capacity to meet all of Pool in the Park services.”

“Thank you.”

Reply from Councillor Ellen Nicholson,

“Thank you, Councillor Davis, that's certainly an interesting point. I think, as we are both within the Finance Task Group looking at some of the issues around Pool in the Park in particular and the Leisure Services, I think that's something that we can raise in that, in that arena as a possible, as a possible solution as we move forwards.”

“Thank you.”

5. Question from Councillor Kevin Davis

“What is the income generated by Pool in the Park?”

Reply from Councillor Ellen Nicholson

“Pool in the Park generates £2.02 million income and costs £2.47 million to operate, creating a loss of circa £450,000. This excludes any capital investment costs and interest and financing charges.”

Supplementary Question

“Thank you very much, Mr Mayor, I, I do. I read, I read in some literature that was recently pushed through my door, that actually the, the, the loss is a million pounds for Pool in the Park and I'm, I'm struggling, as I have been struggling for two months now, to really understand the financing arrangements of Pool in the Park. On the one

hand, I get literature in my door that says it's losing a million pounds a year and I come to this Council a few days later and I get a figure of 450,000. One of these things must be misleading and I am wondering whether this answer here is misleading or whether it's the, the literature that came through my door that is misleading. Thank you."

Reply from Councillor Ellen Nicholson

"So income is different from cost, Councillor Davis. I'd be interested to see this piece of literature as well, that has been through your door, but the figures that are before us this evening and the answer that's before us this evening is the correct answer and as I said previously in my previous answer we will be working with the Pool in the Park in the Finance Task Group, working through the finances, and this is an ongoing process, so as you know yourself. Thank you."

6. Question from Councillor Kevin Davis

"Why has the Council and Mountjoy Ltd agreed to mutually terminate responsive repairs, void refurbishments and gas servicing, is there a cost saving to the new providers undertaking these functions and what is the current status?"

Reply from Councillor Ian Johnson

"Mountjoy sought to terminate due to concerns relating to the commercial viability of the contract in general. Whilst not fully quantifiable, early termination does provide an opportunity for the Council to review the service offer in order to increase the potential of making financial efficiencies and to improve the customer experience. For example, we will be looking to split out gas servicing and repairs from general repairs to ensure that we have specialist trades working on our homes. In addition, the void contractors we will use exclusively from October are operating on a lower percentage uplift against the contract rates than Mountjoy."

Supplementary Question

No.

7. ANNOUNCEMENTS BY THE LEADER OF THE COUNCIL, COMMITTEE CHAIRMEN AND THE CHIEF EXECUTIVE.

The Leader of the Council took the opportunity to highlight the consultation on service changes which had started in the previous week. A very high response rate had already been received.

The consultation had been promoted widely, with local clubs and groups consulted, particularly those which had been traditionally funded by the Council. It was noted that no decisions had yet been made but that few alternatives existed for the Council.

The Leader had attended local business events to set out the position faced by the Council, taking the opportunity to emphasise that Woking remained open for businesses.

No announcements were made by the Committee Chairmen or the Chief Executive.

8. RECOMMENDATIONS OF THE EXECUTIVE WBC23-038.

The Council had before it a report on the recommendations from the Executive, setting out the extract from the minutes of the meeting of the Executive held on 5 October 2023. In accordance with the Constitution, the recommendations were deemed to have been moved and seconded.

8a. Sheerwater Regeneration EXE23-065

Councillor Forster, Portfolio Holder for Special Projects, introduced the recommendations of the Executive in respect of the Sheerwater Regeneration Scheme. In July 2023, the Council had agreed that the Development Agreement with Thamesway for the delivery of the Scheme should be brought to an end, with no new phases to commence. The Council had submitted a business case to the Government for the release of £57m from pre-approved loans from the Public Works Loan Board (PWLB) for the completion of the three phases which had started construction – Copper, Red and Yellow.

The Government had subsequently confirmed that funds could be released for the Scheme and a further report would be presented to the Executive in November on the completion of the three phases. For the remaining areas of the regeneration scheme, a public consultation had been held to which a good response had been received. The residents had been clear that a smaller regeneration scheme should be constructed, with fewer existing properties demolished and a greater level of refurbishment carried out. Refurbishment of existing properties would bring 106 homes back into available accommodation.

The proposals were debated by the Council, and a concern was expressed that the business case to the Government had not first been considered by the Overview and Scrutiny Committee, and that a briefing paper had been solely provided to the Liberal Democrat Group. It was further felt that the report before the Council did not address the controls and milestones that were to be put in place for the Scheme.

Reference was made to the public consultation which had identified the key priorities for the local community – to complete the existing phases and bring homes back into use, priorities which the Council could only achieve with the completion of the part completed phases through the PWLB loan. In considering the consultation results, the Council was advised that, although over 500 responses had been received, the response from the Asian community had been low. Ways of improving the response level from minority communities in future consultations would be explored.

The remaining spend on the regeneration scheme would be carefully monitored, though the decision by the Government demonstrated its confidence in the business cases submitted by the Council. The remaining work would provide essential housing, recognising the shortage in affordable homes in the Borough.

Following the debate, the Portfolio Holder responded to the key points raised, noting that, whilst the business case to the Government had not be brought before the Overview and Scrutiny Committee, it had been reviewed by Commissioners. It was further emphasised that the money sought through the PWLB had been previously approved; the request to the Government was to draw down the sum of £57m of the funds following the issue of the S114 Statement.

The Mayor referred the Council to the recommendations before them and, at the request of a Member, took a named vote on recommendation (i) before seeking approval of recommendations (ii) to (v).

In accordance with Standing Order 10.8, recommendation (i) was put to a vote and the names of Members voting for and against were recorded as follows:

In favour: Councillors A-M Barker, A Caulfield, W Forster, P Graves, S Greentree, A Javaid, I Johnson, A Kirby, R Leach, L Lyons, C Martin, L Morales, J Morley, S Mukherjee, E Nicholson, L Rice, D Roberts, T Spenser and M Sullivan.

Total in favour: 19

Against: Councillors H Akberali, J Brown, K Davis, S Dorsett, S Hussain and D Jordan.

Total against: 6

Present not voting: The Mayor and Councillor S Oades.

Total present not voting: 2

Recommendation (i) was therefore carried by 19 votes in favour and 6 votes against.

The Mayor referred Members to the remaining recommendations and in accordance with Standing Order 10.8, recommendations (ii) to (v) were put to a vote and the names of Members voting for and against were recorded as follows:

In favour: Councillors H Akberali, A-M Barker, J Brown, A Caulfield, K Davis, S Dorsett, W Forster, P Graves, S Greentree, S Hussain, A Javaid, I Johnson, A Kirby, R Leach, L Lyons, C Martin, L Morales, J Morley, S Mukherjee, E Nicholson, S Oades, L Rice, D Roberts, T Spenser and M Sullivan.

Total in favour: 25

Against: Councillor D Jordan.

Total against: 1

Present not voting: The Mayor.

Total present not voting: 1

Recommendations (ii) to (v) were therefore carried by 25 votes in favour and 1 vote against.

RESOLVED

That (i) the progress on Red, Yellow and Copper phases be noted;

(ii) the Council retains and refurbishes circa 106 homes within the Sheerwater Regeneration area as set out in Section 5 of the report;

- (iii) the costs of refurbishment, estimated at £2.9 million, be covered by capital receipts and Local Authority Housing Funding (if appropriate);
- (iv) the Strategic Director – Communities, in consultation with the Portfolio Holder for Key Projects, be authorised to agree proposals to consolidate ownership of vacant housing assets between ThamesWey and the Council; and
- (v) the residual land and properties within the Sheerwater Regeneration area (excluding those to be retained) continue to be vacated and offered to the market for disposal, as set out in Section 4.7 of the report, to maximise the capital receipt.

8b. 2023 Review of the Woking Core Strategy EXE23-048

The Council had before it the recommendations of the Executive in respect of the Woking Core Strategy. The Core Strategy, first adopted in 2012, provided the local strategic planning framework for the management of land uses in the Borough for period to 2027. The Strategy had been last reviewed in 2018 and, in accordance with legislation, had to be reviewed every five years.

The recommendations of the Executive, for the review conclusions to be confirmed and for Officers to develop a timetable to produce a new Local Plan for the Borough, were introduced by the Portfolio Holder for Planning Policy, Councillor Lyons. Councillor Lyons responded to the points raised during the debate and welcomed the support for the Core Strategy.

RESOLVED

- That (i) the conclusions of the 5 Year Review of the Core Strategy set out in the report be confirmed; and
- (ii) Officers bring forward a timetable and associated outline of the work programme to produce a new Local Plan for the Borough of Woking.

9. APPOINTMENT OF NEW OFFICER DIRECTOR TO VICTORIA SQUARE WOKING GROUP COMPANIES WBC23-039.

The Leader of the Council, Councillor Barker, introduced a report which proposed the appointment of Andrew Rowson to Victoria Square Woking Limited, Victoria Square Residential Limited and VSW Hotel Limited. The appointment would replace Kevin Foster, the Strategic Director for Corporate Resources and would ensure that the requisite number of directors had been appointed to the company boards.

Mr Rowson was a property asset management specialist who had worked with a number of local authorities as asset management lead for the East of England Local Government Association. Mr Rowson had a varied background in public sector housing development, local authority management, asset management and consultancy. His appointment followed the decision to replace Kevin Foster on the Boards in view of the increasingly untenable nature of his dual roles.

Several Councillors expressed disappointment in the lack of detail provided in the report and absence of wider Member involvement in the selection process. It was acknowledged, however, that Councillors could not be involved in every such appointment. In this case, it was noted that interviews had been held with the Interim Director of Finance and S151 Officer, the Chief Executive and the Strategic Director for Corporate Resources.

The Leader of the Council responded to the points raised during the debate and offered to provide further details of the appointment outside of the meeting. In view of the reservations expressed by a number of Councillors, the Mayor advised that, in accordance with Standing Order 10.8, the recommendation would be put to a named vote. The names of Members voting for and against were recorded as follows:

In favour: Councillors A-M Barker, A Caulfield, K Davis, W Forster, P Graves, S Greentree, I Johnson, D Jordan, A Kirby, R Leach, L Lyons, C Martin, L Morales, J Morley, S Mukherjee, E Nicholson, D Roberts, T Spenser and M Sullivan.

Total in favour: 20

Against: Councillors J Brown, S Dorsett and L Rice.

Total against: 3

Present not voting: The Mayor and Councillors H Akberali, S Hussain and A Javaid.

Total present not voting: 4

The recommendation was therefore carried by 20 votes in favour and 3 votes against.

RESOLVED

That Andrew Rowson be appointed to the Boards of:

- Victoria Square Woking Limited;
- Victoria Square Residential Limited; and
- VSW Hotel Limited.

The meeting commenced at 7.00 pm
and ended at 9.37 pm

Chairman: _____

Date: _____

COUNCIL – 30 NOVEMBER 2023

QUESTIONS FROM MEMBERS OF PUBLIC

Executive Summary

The following question has been received from a Member of Public. The individual who raised the question has been invited to attend the meeting. The relevant Portfolio Holder will be asked to provide a formal response.

Question 1 – Wade Pollard

At the meeting of the Woking Borough Council Executive on 24th March 2022 it was resolved the Old Woking Community Centre project be included in the Investment Programme of which £1.4m to be funded by the Council through S106 developer contributions.

The project has now been completed. I know this because the Council recently put out a statement on social media to announce it. The statement also included the comment that the project had received £1.4m funding from Woking Borough Council (Community Infrastructure Levy grant).

The latest Community Infrastructure (CIL) Funding by available area statement I have seen is dated October 2023. It showed funding available of £163,283.53 for Mount Hermon Ward. I believe Old Woking to be in this Ward. This sum is after deducting only £13,100 for spending and commitments.

The table is for amounts that can be authorised by Ward Councillors, i.e. 15% of the total CIL. Grossing it up to its total of £1.1m is still short of the amount spent. It is not strictly necessary to do that as the 85% does not have come from CIL within the Ward. However other Ward Councillors would not be happy to have the impact of developments without the corollary CIL spending within their Ward and to have it spent in other Wards.

This means that if the funding provided by the Council came from CIL, none was deducted from that accruing directly to Mount Hermon Ward.

My question;-

Was the Old Woking Community Centre project funded by S106 developer contributions or from a Community Infrastructure Levy grant?

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

Date Published: 22 November 2023

COUNCIL – 30 NOVEMBER 2023

ELIMINATION OF VIOLENCE AGAINST WOMEN AND GIRLS, DOMESTIC ABUSE AND WHITE RIBBON

Executive Summary

This report provides a brief update on the work the Council is doing to support the international campaign to eliminate violence against women and girls, as well as tackling domestic abuse locally by raising awareness and explain what everyone can do to make a difference.

Recommendations

The Council is requested to:

RESOLVE That

- (i) Woking Borough Council continues to resolve to raise awareness and understanding of risk posed by Violence Against Women and Girls across the Borough through its internal processes and external communications;
- (ii) Woking Borough Council works with partners and stakeholders in collaboration in achieving the greater awareness of Violence Against Women and Girls; and
- (iii) Woking Borough Council revisits its aim to be White Ribbon accredited annually, and undertakes to initiate this when the financial situation stabilises.

Council has the authority to determine the recommendation set out above.

Background Papers: None.

Reporting Person: Councillor Ellen Nicholson
Email: cllrellen.nicholson@woking.gov.uk

Contact Person: Camilla Edmiston
Email: camilla.edmiston@woking.gov.uk, Extn: 3080

Portfolio Holder: Councillor Ellen Nicholson
Email: cllrellen.nicholson@woking.gov.uk

Date Published: 22 November 2023

Elimination of Violence against Women and Girls, Domestic Abuse and White Ribbon

1.0 Introduction

- 1.1 This report provides a brief update on the Council's work around domestic abuse (DA) locally. There is background on the historical and current international position regarding the elimination of violence against women and girls and information on White Ribbon. At a local level, the authority has continued to work closely with the local support service, Your Sanctuary, as well as raising awareness about domestic abuse and the support that is available to staff, councillors and local residents. See Appendix 1 for a list of useful links.
- 1.2 There is also advice offered here for how everyone can help to call out abuse and support those who need it.

2.0 Background

- 2.1 In 1993 the United Nations (UN) General Assembly issued the Declaration on the Elimination of Violence Against Women. They defined violence against women as:

“any act of gender-based violence that results in, or is likely to result in, physical, sexual or psychological harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life.”

- 2.2 Violence against women is one of the most prevalent and pervasive human rights violations in the world. Women are subjected to violence and abuse in their own homes, on the streets and during conflict and war.
- 2.3 The International Day for the Elimination of Violence Against Women is now held annually on 25th November. This year it will mark the launch of their UNiTE campaign from 25th November to 10th December. These 16 days of activism then concludes on the day that commemorates International Human Rights Day.
- 2.4 On the UN website they state:

‘This 2023 campaign Invest to Prevent Violence against Women & Girls will call on citizens to show how much they care about ending violence against women and girls and call on governments worldwide to share how they are investing in gender-based violence prevention. Join the global movement with the #NoExcuse slogan calling for urgent investments to prevent violence against women and girls.’
- 2.5 They go on to explain why we must eliminate violence against women:

‘Violence against women and girls (VAWG) remains largely unreported due to the impunity, silence, stigma and shame surrounding it.

In general terms, it manifests itself in physical, sexual and psychological forms, encompassing:

- intimate partner violence (battering, psychological abuse, marital rape, femicide);
- sexual violence and harassment (rape, forced sexual acts, unwanted sexual advances, child sexual abuse, forced marriage, street harassment, stalking, cyber- harassment);
- human trafficking (slavery, sexual exploitation);
- female genital mutilation; and
- child marriage.’

Elimination of Violence against Women and Girls, Domestic Abuse and White Ribbon

3.0 How Widespread is Violence and Abuse against Women and Girls?

3.1 There are some shocking statistics for this:

- 1 in 3 women worldwide experience physical or sexual violence
- 1 in 4 women in the UK experience domestic abuse at some point in their adult lives
- 2 women per week are killed by their partner/ex-partner on average every week in England and Wales
- 3 women per week take their own lives as a result of the domestic abuse they have experience.

4.0 What is currently in place to tackle this issue?

4.1 These are some of the current provisions:

- The Domestic Abuse Act 2021 – bringing together legislation to protect survivors of DA, provide a definition, focus on support in safe accommodation settings and recognising children as survivors in their own right
- United Kingdom Tackling Violence Against Women and Girls strategy – a multi agency approach involving Local Authorities, Police, Health and Education
- Surrey Domestic Abuse Strategy – currently under review and will be refreshed for 2024
- Surrey Violence Against Women and Girl Strategy

5.0 Notice of Motion

5.1 In January 2022, there was a Notice of motion referred to the Executive from Council (see Appendix 2). This was accepted and officers have worked with councillors to consider how to implement this, including White Ribbon accreditation. Unfortunately, due to the current financial situation for the authority, not as much progress has been made as we would like to be reporting.

5.2 However, there has been the following:

- In both June 2022 and 2023, the Surrey Domestic Abuse Awareness Week was supported with social media campaigns, press releases and DA stickers in washrooms across the borough.
- To mark International Day for the Elimination of Violence against Women on 25th November 2022, Woking Borough Council placed 16 chairs in prominent locations around the borough. This was the 'A place for them' campaign. Shrouded in red, the empty chairs were in situ for the 16 days leading up to International Human Rights Day 10th December, to remind us that every 11 minutes, somewhere in the world, a woman or girl dies at the hands of an intimate partner or family member.
- Delivery of staff awareness sessions on Domestic Abuse, including coercive control.
- For International Day for the Elimination of Violence against Women 2023 and the 16 days of activism, Councillors and staff are being provided with awareness sessions and a social media campaign will be run.

Elimination of Violence against Women and Girls, Domestic Abuse and White Ribbon

6.0 What to do if you suspect Domestic abuse or there is a disclosure

6.1 A survivor is unlikely to say 'I am a victim/survivor of domestic abuse', so:

- Listen out for verbal clues – 'my partner does not let me, we are in a lot of debt but I don't know how, I don't have anybody to turn to'. Other examples are that you may notice inappropriate clothing for the time of year.
- Use a trauma informed approach when speaking to a survivor – create a safe space, be transparent and honest, provide choices, work with the survivor, empower them.
- Place the responsibility for the abuse with the perpetrator.
- Think about their safety and that of their children. Consider a referral for safeguarding.
- Use the helpline – it's there for everyone, not just survivors. If you are supporting someone you can use this to ask for advice and help.

6.2 Thankfully in Surrey, help and support is available to anyone that needs it. Anyone who is concerned about a loved-one, friend or colleague, can call the Surrey Domestic Abuse Helpline, available 9am to 9pm seven days a week, on 01483 776822 to get some advice. We can only put a stop to domestic abuse, and prevent the tragic loss of life, if we all work together.

7.0 How you can help

7.1 Everyone can help and here are some suggestions:

- Break the silence. Start a conversation with your group of friends/work colleagues about violence against women and girls. The more we talk about it the more we break the silence.
- Listen to and believe survivors. It's on all of us to give survivors the safe space they need to speak up and be heard.
- Teach the next generation and learn from them. The examples we set for the younger generation shape the way they think about gender, respect and human rights.
- Understand consent. Freely given, enthusiastic consent is mandatory, every time.
- Hold each other accountable. Violence and abuse can take many forms, including sexual harassment in the workplace and in public spaces. Take a stand and call it out when you see it: catcalling, inappropriate sexual comments and sexist jokes are never okay.
- Learn the signs of domestic abuse and how you can help. There are many forms of abuse and all of them can have serious physical and emotional effects. Visit the [Surrey Against Domestic Abuse | Healthy Surrey](#) to find out more.

7.2 Our local domestic abuse support service is provided by Your Sanctuary [Home | YS Home \(yoursanctuary.org.uk\)](#).

8.0 White Ribbon

8.1 White Ribbon is the UK's leading charity engaging men and boys to end violence against women and girls.

8.2 The current 2023 campaign from White Ribbon states:

Elimination of Violence against Women and Girls, Domestic Abuse and White Ribbon

‘Ending violence against women and girls starts when we #ChangeTheStory. Culture change doesn’t happen overnight, but we can end men’s violence against women and girls in our lifetimes.

This year, we are encouraging individuals and organisations to make consistent choices and actions to #ChangeTheStory for women and girls, so that they may live their lives free from the fear of violence.

Violence experienced by women and girls takes many forms. Some behaviours and words may seem ‘harmless’ but normalising them ignores the short- and long-term effects on women and can lead to more extreme violence.

Being allies with women every day shouldn’t be underestimated — even the smallest actions can affect big change.’

8.3 Violence against women and girls is not a women’s issue:

- 1 in 4 girls in mixed-sex schools have had experiences of unwanted sexual touching in school.
- 6 in 10 women have felt harassed in the gym by a man.
- 1.7 million women experienced domestic abuse in the year ending March 2022.

8.4 However, it’s often portrayed as one. This is due to the way women have long been responsible for navigating threats to their own safety. The first step to take to #ChangeTheStory is to understand that women and girls live with a fear of violence – and a threat of this fear of violence — that men do not experience in the same way.

8.5 #ChangeTheStory is about reversing this narrative: #AllMenCan take an active role in stopping violence before it starts by recognising and calling out attitudes and behaviours that are harmful and constitute as violence, and lead to more extreme cases of violence.

8.6 These statistics convey the widespread nature of men’s violence against women in our society. This is a sad reality — and one we can change.

Do you know what violence looks like?

8.7 Violence against women and girls can happen anywhere and takes many forms – from sexist jokes online to harassing behaviours on the train. Some behaviours may be dismissed as ‘small’ or ‘low-level’ acts: sharing sexist ‘jokes’ at work or in group chats; catcalling women in the street; or harassing women on a night out. These all contribute towards creating a culture of fear and misogyny that encourages violence and abuse against women. In spaces where these behaviours are normalised, it can lead to more extreme cases of violence.

8.8 Here are some of the ways you can #CHANGETHESTORY for women and girls

8.9 We want to reach as many men and boys as possible this White Ribbon Day, 25 November, so that we can build a better future together.

- Start by making the White Ribbon Promise to never use, excuse or remain silent about men’s violence against women and girls. Making the White Ribbon Promise takes 30 seconds and symbolises your personal commitment to #ChangeTheStory for women and girls. If you’ve already made the White Ribbon Promise, encourage others in your life to do so too.

Elimination of Violence against Women and Girls, Domestic Abuse and White Ribbon

- Wear a White Ribbon, the international symbol of ending men's violence against women.'

8.10 The White Ribbon promise is:

- I promise to never use, excuse or remain silent about men's violence against women.

You can sign up to the promise by going to the White Ribbon website - [Make the White Ribbon Promise — White Ribbon UK](#)

9.0 Corporate Strategy

9.1 Domestic abuse is one of the key priorities of the current local Community Safety Partnership Plan. By tackling this and raising awareness, there is contribution to making communities safer.

10.0 Implications

Finance and Risk

10.1 The Notice of Motion had called for us to become White Ribbon accredited but due to the current financial situation this is not being currently formally progressed. It will be reconsidered when it is appropriate for both the finances and staff resources.

Equalities and Human Resources

10.2 There are no known equality implications.

10.3 However, it should be noted that domestic abuse is a gendered issue. Although both men and women experience it, more women are more adversely affected. However, services are available for all, including outreach, refuge and a local specialist men's service.

10.4 Due to the current limitations, any work is arranged so that it can be accommodated within existing staffing resources.

Legal

10.5 The Crime and Disorder Act 1998, and various subsequent legislation, places a duty on the police and local authorities to work together to develop and implement three year strategies to tackle crime and disorder. One of the key priorities of the current strategy is to tackle domestic abuse so the Council needs to play its part in delivering on this by being proactive and raising awareness.

11.0 Engagement and Consultation

11.1 The community engagement platform was used to carry out a survey of residents on crime, anti social behaviour and community safety earlier this year, which supported the development of the Community Safety Partnership Plan. This was also taken to the Overview and Scrutiny Committee in March 2023.

REPORT ENDS

Useful Links

[International Day for the Elimination of Violence against Women | United Nations](#)

[Home | YS Home \(yoursanctuary.org.uk\)](#)

[Surrey Against Domestic Abuse Strategy | Healthy Surrey](#)

[Surrey Violence Against Women and Girls Strategy 2023-2025 | Healthy Surrey](#)

[White Ribbon Day 2023 — White Ribbon UK](#)

[Make the White Ribbon Promise — White Ribbon UK](#)

Elimination of Violence against Women and Girls, Domestic Abuse and White Ribbon

Appendix 2

At its meeting on 2 December 2021, the Council referred the following Notice of Motion to the Executive held on 20 January 2022.

Councillor E Nicholson

“That Woking Borough Council notes that violence against women is a serious, prevalent, and preventable issue in our society.

Male violence against women must be ended, once and for all. Simply agreeing with the principle is not enough.

As a responsible authority we have a moral obligation to stand against and work to end male violence against women.

MOTION

Council recognises the importance of White Ribbon and its contribution as part of a global campaign taking action to stop male violence against women and resolves to become an accredited authority.

Council commits to making White Ribbon Day part of the civic calendar with ambassador-led activities involving staff, members and the public.

Council agrees to raise awareness of the White Ribbon Campaign through regular updates and features in internal and external communications and provide opportunity to highlight the work of the Women’s Refuge and the Surrey Police and Crime Commissioner.

Council will provide support to staff and members to take the pledge never to commit, excuse or remain silent about male violence against women and to become ambassadors and champions. Council will work closely with local partnership agencies and organisations involved in tackling male violence against women to work towards making Woking a White Ribbon Borough.

Council commits to hosting annual awareness training for all members.”

Officer comment

“Tackling domestic abuse and raising awareness is a key priority for the Safer Woking Partnership and has been for many years. As part of this, the Council already acknowledges White Ribbon and has supported the 16 days of activism over the last few years, including work with Woking Football Club in 2019, and we are currently supporting a social media campaign in support of White Ribbon 2021.

If the Council is to become an accredited authority there is a cost associated with that and a likely impact on resources to support an appropriate action plan to comply with the accreditation, which needs an allocation for budget and staff time. White Ribbon charge an annual fee on a sliding scale depending on the size of the organisation. Those staff or members who volunteer to be ambassadors (male) or champions (female) will need to understand the expectations for the commitment they need to make and be prepared to be proactive.

It is important that we highlight all the work around domestic abuse services in general, not just refuges, as many women access support in the community. Sadly violence against women and girls takes place in both public and private spaces and our approach needs to take account of that. We will also be linking in to the Surrey Violence Against Women and Girls Strategy once it is developed and will produce a local action plan to support that.

Elimination of Violence against Women and Girls, Domestic Abuse and White Ribbon

Awareness training is offered locally – we have just provided three sessions for staff as part of the current White Ribbon campaign. Member training has been provided previously and we can look at providing this annually as appropriate”.

COUNCIL – 30 NOVEMBER 2023

RECOMMENDATIONS OF THE EXECUTIVE AND COMMITTEES

Executive Summary

The Council is invited to consider the recommendations from the meeting of the Executive held on 16 November 2023 and the meeting of the Standards and Audit Committee to be held on 23 November 2023. The extracts from the minutes of the Executive are set out below.

The minutes of the Standards and Audit Committee will be published in due course and set out below are the recommendations in the reports to be considered.

THE EXECUTIVE – 16 NOVEMBER 2023

9A. Review of Fees and Charges 2024-25 EXE23-057

The Executive received a report detailing the proposed discretionary fees and charges for 2024-25. Councillor Roberts, Portfolio Holder for Finance, highlighted that the review of fees and charges needed to be considered in the context of, and was constrained by, the Council's current financial position following the issue of a Section 114 Notice in June 2023. The Executive noted that the Council faced a deficit of £1.2bn and was experiencing a budget shortfall of £12m due to an over reliance on commercial income. The Portfolio Holder advised that the Council had identified £8.5m savings to address the budget shortfall. Separately, the Council was working to resolve the historic debt which would prevent a legal budget being set for 2024-25 without Government support.

Attention was drawn to the Council's Improvement and Recovery Plan (IRP) which would address the capacity of the finance team, and the required improvements in the financial and commercial information which supported decision making on fees and charges. A Commercial Strategy was being developed as part of the IRP which would be used as a framework for setting fees and charges going forward. The Portfolio Holder therefore proposed an additional recommendation (iv) to read "next year's process will use the Commercial Strategy and Protocol being developed as part of the Improvement and Recovery as the framework for setting fees and charges, to ensure that fairness, equity and social impacts are balanced with a sound commercial approach". The Executive welcomed the amendment to the recommendations.

Regarding car park charges, it was noted that a Parking Study was currently taking place and proposals would be put forward for Member consideration in February 2024.

The Portfolio Holder was grateful that the Overview and Scrutiny Committee would be considering the Review of Fees of Charge 2024-25 report under Urgent Business at its meeting on 20 November 2023.

Members also discussed charges regarding commercial open spaces, season tickets related to CO2 rating, garden waste and replacement waste bins, and consultation in respect of proposed January 2024 increases. Regarding community meals, the Executive acknowledged the rising costs of food items and recognised that increases were necessary to ensure services could continue and were cost neutral. As many of the services provided by the Council were non-statutory, it was necessary to increase fees and charges in order to continue provision and ensure services were cost neutral whilst being mindful of affordability.

Recommendations of the Executive and Committees

Councillor Davis raised a question regarding the level of detail in the report and the difficulty in scrutinising fees and charges as a result. The Portfolio Holder acknowledged that the financial and commercial information used for setting fees and charges needed to further improve as part of the wider Improvement and Recovery journey. It was noted that Officers had used the best information available to put forward cost neutral discretionary services, balancing fairness to service users with affordability to taxpayers.

RECOMMENDED to Council

- That (i) **the discretionary fees and charges for 2024/25, as set out in Appendices 1 – 4 of the report, be approved;**
- (ii) **the proposed increases in discretionary fees and charges from 1st January 2024, as set out in Appendices 5 – 7 of the report, be approved;**
- (iii) **to move the waste service to a cost neutral position as soon as possible, any of the proposed 2024/25 increases for Bulky Waste and Waste Receptacles set out in Appendix 2 to the report that can be implemented quickly should be introduced at the earliest practical date following approval by Council; and**
- (iv) **next year's process will use the Commercial Strategy and Protocol being developed as part of the Improvement and Recovery as the framework for setting fees and charges, to ensure that fairness, equity and social impacts are balanced with a sound commercial approach.**

Reason: The regular review of discretionary charges ensures that the Council maintains its income base and generates additional resources for the provision of services.

9B Climate Change Supplementary Planning Document (SPD) EXE23-067

The Executive received a report which recommended to Council the adoption of the revised Climate Change Supplementary Planning Document (SPD) which would provide updated guidance on the application of policies within the Core Strategy relating to climate change. Councillor Lyons, Portfolio Holder for Planning Policy, advised that the consultation on the Climate Change SPD had been widely advertised and had received 17 responses, including Thames Water, Natural England, WeACT and local Neighbourhood Forums. Following a question, it was confirmed that the number of responses received was typical for such a consultation. The Portfolio Holder thanked Officers for their hard work on the revision of the SPD.

RECOMMENDED to Council

- That (i) **the various representations to the Climate Change Supplementary Planning Document (SPD) consultation together with Officer's responses and recommendations as set out in Appendix 1 to the report be noted;**

Recommendations of the Executive and Committees

- (ii) the revised Climate Change SPD included in Appendix 2 to the report be adopted as Supplementary Planning Document for the purposes of managing development across the Borough and other planning decisions; and
- (iii) the requirements of the SPD should apply from the date of adoption, in this case 30th November 2023.

Reason: To ensure that there is up to date guidance on the implementation of policies within the Core Strategy relating to climate change and ensuring development can contribute towards the vision of a sustainable Woking.

9C Calendar of Meetings 2024-25 EXE23-058

The Executive received a report which sought approval to recommend to Council the Calendar of Meetings 2024-25. It was noted that the report proposed that meetings of the Overview and Scrutiny Committee were held in the same week as the Executive to allow for pre-decision scrutiny. In addition, it was proposed to reduce the number of Planning Committees held during June and July. The Leader reminded Members that additional meetings could be arranged during the Municipal Year if required.

RECOMMENDED to Council

That the Calendar of Meetings 2024/25 be approved as set out in Appendix 1 to the report.

Reason: In accordance with Standing Order 1.2 of the Constitution, which states that "The date of the annual (Council) meeting and those of ordinary meetings shall be fixed by the Council in or about December of the preceding municipal year".

THE STANDARDS AND AUDIT COMMITTEE – 23 NOVEMBER 2023

9D Amendments to Constitution - Public Participation at Planning Committee STA23-024

The Committee is requested to:

RECOMMEND TO COUNCIL That

- (i) the amended Public Speaking at Planning Committee section of the Constitution (Appendix 2) be adopted;
- (ii) the authority delegated to the Monitoring Officer to make minor amendments to the Constitution be noted, including amendments to references within the document and section numbering; and
- (iii) the Monitoring Officer be instructed to make the agreed changes to the Constitution.

9E Amendments to Constitution - Media Protocol STA23-025

The Committee is requested to:

RECOMMEND TO COUNCIL That

- (i) the Corporate Press and Media Protocol (Appendix 1) be adopted; Page 31 Agenda Item 6. Amendments to Constitution – Corporate Press and Media Protocol
- (ii) the authority delegated to the Monitoring Officer to make minor amendments to the Constitution be noted, including amendments to references within the document and section numbering; and
- (iii) the Monitoring Officer be instructed to make the agreed changes to the Constitution.

9F Amendments to Constitution - Provisions for Urgent Business STA23-026

The Committee is requested to:

RECOMMEND TO COUNCIL That

- (i) the section on Urgent Business (Appendix 1) be added to the Council's Constitution under Section 1 of Part 4;
- (ii) the authority delegated to the Monitoring Officer to make minor amendments to the Constitution be noted, including amendments to references within the document and section numbering; and
- (iii) the Monitoring Officer be instructed to make the agreed changes to the Constitution.

9G Amendments to Constitution - Questions from Members of Public STA23-027

The Committee is requested to:

RECOMMEND TO COUNCIL That

- (i) the existing section on Questions from Members of the Public (Appendix 1) in the Council's Constitution be updated under Section 1 of Part 4;
- (ii) the addition of any references within the new section to other sections within the Constitution be delegated to the Monitoring Officer as minor amendments; and
- (iii) the Monitoring Officer be instructed to make the agreed changes to the Constitution.

Recommendations of the Executive and Committees

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

Background Papers: None.

Reporting Person: Julie Fisher, Chief Executive
Email: julie.fisher@woking.gov.uk, Extn: 3333

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

Portfolio Holder: Councillor Ann-Marie Barker
Email: cllrann-marie.barker@woking.gov.uk

Claire Storey, Independent Co-Opted Member and Chair of the
Standards and Audit Committee
Email: Claire.storey@woking.gov.uk

Date Published: 22 November 2023

REPORT ENDS

EXECUTIVE – 16 NOVEMBER 2023

REVIEW OF FEES AND CHARGES 2024/25

Executive Summary

It is the Council's policy to review its discretionary fees and charges at least once a year.

Schedules of proposed charges for 2024/25 are attached at Appendix 1 (Communities), Appendix 2 (Place), Appendix 3 (Corporate Resources) and Appendix 4 (Rhoda McGaw Theatre).

In view of the Council's financial position Service Managers have also been asked to identify any areas where charges could be increased from 1 January 2024. These proposals are attached at Appendix 5 (Communities), Appendix 6 (Place) and Appendix 7 (Corporate Resources). Only the sheets which include proposed changes are attached, and the proposed new charges are highlighted.

Increases are proposed which will move the service towards full cost recovery wherever possible.

Charges for Leisure Services are being investigated as part of the public consultation and will be dealt with by the Leisure Partnership Board separately. The Leisure Partnership Board on 14th November 2023 will however review inflation increases for the current year.

The Car Parking day tariff structure will be considered once the Parking Study is complete in December, and put forward in a future committee report (February 2024) for Member consideration.

Recommendations

The Executive is requested to:

RECOMMEND TO COUNCIL That

- (i) **the discretionary fees and charges for 2024/25, as set out in Appendices 1 – 4 of the report, be approved;**
- (ii) **the proposed increases in discretionary fees and charges from 1st January 2024, as set out in Appendices 5 – 7 of the report, be approved; and**
- (iii) **to move the waste service to a cost neutral position as soon as possible, any of the proposed 2024/25 increases for Bulky Waste and Waste Receptacles set out in Appendix 2 to the report that can be implemented quickly should be introduced at the earliest practical date following approval by Council.**

Reasons for Decision

Reason: The regular review of discretionary charges ensures that the Council maintains its income base and generates additional resources for the provision of services.

The item(s) above will need to be dealt with by way of a recommendation to Council.

Review of Fees and Charges 2024/25

Background Papers: None.

Reporting Person: Eugene Walker, Interim Finance Director & Section 151 Officer
Email: eugene.walker@woking.gov.uk, Extn: 3070

Contact Person: Chris White, Business Support Manager, Financial Services
Email: chris.white@woking.gov.uk, Extn: 3225

Portfolio Holder: Councillor Dale Roberts
Email: cllrdale.roberts@woking.gov.uk

Date Published: 10 November 2023

1.0 Introduction

- 1.1 In accordance with Council Policy, fees and charges which are at the discretion of the Council are reviewed at least annually.
- 1.2 The fees and charges for 2023/24 were approved by the Council on 1 December 2022 and the forecast income were incorporated in the budget approved by the Council on 23 February 2023.
- 1.3 As was the case when the 2023/24 fees and charges were agreed, service areas have been asked to look at ways of increasing income through increased activity, revised charging or new charging opportunities. This process has been considered alongside the Council’s Fit for the Future efficiency programme and has focussed particularly on those areas where charges are below comparable rates and where the cost of providing the services is not recovered.
- 1.4 Schedules of proposed charges for 2024/25 are attached at Appendix 1 (Communities), Appendix 2 (Place), Appendix 3 (Corporate Resources) and Appendix 4 (Rhoda McGaw Theatre).
- 1.5 In view of the Council’s financial position Service Managers have also been asked to identify any areas where charges could be increased from 1 January 2024 to maximise income without generating an administrative burden which outweighs the potential income benefits.
- 1.6 Schedules of proposed revised charges for 2023/24 are attached at Appendix 5 (Communities), Appendix 6 (Place) and Appendix 7 (Corporate Resources).
- 1.7 The Council’s “Strategy for Applying and Setting Fees and Charges for Services” sets out a broad and transparent approach to setting fees and charges. All charges are reviewed against this strategy and charges will be set in line with the framework outlined.
- 1.8 As part of the most recent Medium Term Financial Strategy published in July 2023 a set of Guiding Principles were adopted. The principles that apply to Fees and Charges are:

No.	Guiding Principles
1	Fees & Charges will be reviewed annually and adjusted for inflation, comparability, and competitiveness.
2	As a compassionate Council, in setting charges, the impact on vulnerable groups will be considered carefully.
11	Given the financial position of the Council and the need to maintain key statutory services the Council will seek to maximise receipts from all funding streams including Council Tax and income over the period of the MTFS.

- 1.9 A commentary on any specific service issues arising from the review follows. The name of the relevant Officer contact has also been provided.

2.0 Communities

Centres for the Community (Steve May)

- 2.1 The future of the Community Centres is subject to current resident consultation and engagement with the recommendations being made in the New Year. If the facilities are retained as is, the proposed fees and charges are recommended to be increased by 10% including halls, training rooms and health and wellbeing spaces if the facilities are retained as is. Hair salons charges will match the fees at Hale End Court and Brockhill.

- 2.2 Work is continuing to lease spaces to community providers delivering services that support the Council's Health and Wellbeing Priorities. Current explorations include a second maternity assessment room at Parkview in Sheerwater, the new café that has now launched at Moorcroft, and wider conversations with the GP and NW Health Alliance to extend their work in Knaphill utilising space at The Vyne. A new café provider is also being sought for St Marys.
- 2.3 Day services for elderly residents is subject to consultation with the existing customers and their families. Once the consultation has concluded, recommendations will be made to introduce charges. See 2.30.
- 2.4 The Lakeview Community Centre in Goldsworth Park is funded through the Housing Revenue Account. It is currently in the process of being leased to a tenant who is already using the facility regularly and will continue to run the Centre for local community benefit. This will support the community in Lakeview whilst increasing income for the Council through the new tenancy agreement.

Careline (James Montgomery-Heffernan)

- 2.5 Careline is the Council's essential community alarm service to vulnerable residents within the Borough. Residents living in our Independent Living Schemes have a Careline alarm and linked smoke detector and pay for this service via their rent account.
- 2.6 Clients living in the community opt to have the service as a means of safety to call for assistance in the event of an emergency. In Woking, there are currently 2 rates of weekly rental charges. Clients are eligible for the lower rate if they are in receipt of means tested benefits. 2023/24 charges are as follows:

Type	Cost Per Week	Number of Clients
Alarm – Full Rate	£5.95	785
Alarm – Lower Rate	£5.04	214
Ownfone	£5.94	3
Total:		1,002

- 2.7 The table below outlines current charges across other district and borough councils in Surrey. These prices are normally increased annually each April.

District and Borough	Weekly Charge 2023/24
Woking	£5.95 (Full Rate) / £5.04 (Lower Rate)
Spelthorne	£4.89 / £5.61 (Digital)
Waverley	£4.55 / £5.77 (Digital)
Surrey Heath	£4.90 / £6.23 (Digital)
Mole Valley	£4.89 / £5.61 (Digital)
Elmbridge	£3.93 / £5.77 (Digital)
Guildford	£4.90 / £5.61 (Digital)
Runnymede	£4.90 / £6.23 (Digital)

Digital Switchover

- 2.8 The national digital switchover is currently taking place and due to conclude in 2025. This means that the old analogue lines will be switched off in favour of a new digital service via a broadband router. This has implications for the Careline community alarm service as current equipment that plugs into a client's traditional telephone line may not be compatible. It is

unclear at this stage if the existing equipment will remain compatible with the new digital infrastructure.

- 2.9 The future is a digital hub run via an in-built SIM card that incurs an annual subscription after the first two years. Costs for equipment and SIM charges will be charged to clients, however consideration will need to be made for the initial upfront capital cost for purchasing new equipment. The cost of a new digital hub is around £255 with an annual SIM card subscription cost of £36 per year after the second year. Costs that are charged to clients cover the cost of the service over a 5-year period. The initial upfront cost needs to be considered to invest in new equipment. A proportion of income generated needs to be factored into future budgets to cover additional costs for annual SIM card charges.
- 2.10 The income received from fees and charges is not sufficient to cover all the cost of the digital switchover required. The Disabled Facilities Grant (external funding from the Government) allows for equipment to be purchased under capital costs and this grant could be used subject to funding and waiting lists if insufficient income is generated from Careline clients. This approach is being considered by most D&Bs.

Rental charges

- 2.11 Woking is the only Council in Surrey to offer a reduced rental charge for clients in receipt of means tested benefits. The Fees and Charges report for 2022/23 agreed a gradual increase in the lower rate of Careline charges to bring everyone up to the one rate over time.
- 2.12 This report recommends that the lower rate be withdrawn, with all clients being moved to the full rate from 1st April 2024.
- 2.13 This will represent an increase for 214 clients who will need to pay £1.21 per week extra compared to someone already paying the full rate who will see an increase of £0.30 per week.
- 2.14 Moving forward the Careline service would offer three different type of service offering a range of products to suit a client’s needs and budgets:

Ownfone – This device is seen as a basic package that can be used to call for assistance should the client face an emergency. The device acts as a mobile phone and therefore does need charging regularly. This device cannot have additional sensors such as a smoke detector attached to it.

Standard Alarm – This is the standard alarm that plugs into the traditional analogue alarm. This device can have additional sensors programmed to it however its future is uncertain due to the digital upgrade.

Digital hub – This is a new product and would become a new charge. The digital hub runs from a SIM card installed within the alarm and allows for remote reprogramming, remote fault reporting and diagnostics. This alarm can also have additional sensors reprogrammed to help residents live independently including smoke detectors.

- 2.15 The table below recommends the charging from January 2024 and April 2024.

Recommended charges from January 2024 and April 2024			
Service Type	January 24	April 24	Total Increase
Ownfone	No change	£6.24 – 0.30p increase	5%
Standard Alarm	No change	£6.84 – 0.89p increase	15%
Digital Hub (New Charge)	£6.54	£7.17 – 0.63p increase	10%

This gives clients an option to retain a certain level of service based on their financial circumstances allowing them to remain independent in their home and reducing costs to other services. Increasing the Ownfone charge anything above 10% makes it more costly than the digital hub. The introduction of the digital hub charge will bring charges in line with other districts and boroughs.

2.16 This recommendation produces an income of £356,391 for the Careline service. Once staffing costs and expenditure for new digital equipment are taken into account, it is predicted the Careline service charges will cover the costs of the service. This is based on all clients paying for a standard alarm as it is currently unclear what service clients will opt for but it is likely that the digital hub will become most popular as the standard alarm is likely to be phased out due to compatibility.

New Home Smart Technology Offer (James Montgomery-Heffernan)

2.17 This autumn the Health and Wellbeing team will be offering residents the ability to purchase new technology like Ring doorbell, Alexa, smart lightbulbs and switches to help them remain independent at home. The items will be installed by existing staff where residents are unable to purchase themselves and have no family or friends to help. The charge per item will cover the purchase cost plus staff time and a management fee.

2.18 Offering Smart Home Technology to residents has the potential to improve independence for vulnerable residents and those with additional mobility needs and compliments Woking’s existing Telecare offer by assisting residents with home security, medication reminders, fall avoidance and promoting general wellbeing.

2.19 This offer will allow WBC to better support and safeguard vulnerable residents, while also generating revenue to fund the service. The offer is tenure neutral and all users will be charged irrelevant of their benefit status.

2.20 The table below indicates the terms of leasing the equipment and recommended charges. There will be no additional increase in April 2024 for this service.

The below table summarises an example of equipment costs and repayment options to be approved.

		Total Equipment Value			
		£1-£150	£151-£300	£301-£450	£451+
Repayment Period	3 months	£50 or less	£100 or less	£150 or less	£150+
	12 months	£12.50 or less	£25 or less	£37.50 or less	£37.50+
	24 months	N/A	£12.50 or less	£18.75 or less	£18.75+
	36 months	N/A	N/A	£12.50 or less	£12.50+
Example Equipment		3 bulb basic smart lights kit+ Install @£108.00= £9.00 p/m for 12 months	Smart Home Voice Assistant(screen)+ Video Doorbell+ Install @£251.97= £10.49 p/m for 36 months	Smart Home Assistant(screen)+Video Doorbell+ 3 bulb advanced smart lights kit+ Install @£359.96= £10.00 p/m for 36 months	

2.21 The above prices include an hourly charge for the handyperson which is currently £48 per hour. After paying for equipment users will own it with no further costs paid to the Council.

Brockhill and Hale End Court Extra Care (James Montgomery-Heffernan)

Guest Flat

- 2.22 Brockhill has a guest room available for relatives and friends of tenants to rent when they visit Brockhill residents. In April 2023 the charge increased from £40 per night to £50 per night. Most visitors stay in the guest flat for one night only in order to visit a relative when they live far away. Due to capital repair issues at Brockhill the flat has not been let this year. It is recommended that the charge should not be increased in April 2024.

Hair Salon

- 2.23 The hair salon can be hired by an external hairdresser to benefit the tenants of Brockhill and Hale End Court extra care schemes, and any day visitors.
- 2.24 In April 2023 the hire charge increased from £45 to £50 per day or £25 to £30 per half day. The actual charges for the haircut, wash, perm etc. are determined by the hairdresser providing the service but it is considerably cheaper than a High Street hairdresser. Due to the room rental increase on the hair salon at Brockhill the resident hairdresser left as it was no longer financially viable for them.
- 2.25 The Hale End Court hairdresser has taken over the Brockhill hair salon but only visits once a fortnight compared to weekly.
- 2.26 The current charges for the salons in the Community Centres (from April 2023) are £22.00 for a half day and £38.00 for a full day. The future of hairdressing at The Vyne and St Marys Community Centre is subject to current consultation and the future of the centres.
- 2.27 It is recommended that from April 2024 the hair saloon charges at Community Centres (if continued) and extra care are aligned and be made consistent.
- 2.28 It is recommended all hair salons in all our venues will charge:
- Whole Day: £50.00 from April 2024
 - 4 hours / Half Day: £30.00 from April 2024

- 2.29 This reflects no increase at extra care schemes as we have already seen a loss in service provided for vulnerable residents where some residents are unable to leave the scheme due to mobility issues.

Private Hire of rooms – Extra Care

- 2.30 In April 2023 a new charge of £15 per hour was introduced for hire rooms at Brockhill and Hale End Court as one offs exclusively for parties, wakes etc. Since this charge was introduced, there has been no bookings. It is therefore proposed to keep the charge at £15 with a review of marketing the usage of the facility.

Day Care

- 2.31 As part of the Council's wider resident consultation and engagement exercise current clients have been asked about the relocation of daycare facilities at The Vyne and St Mary's Community Centre to Brockhill and Hale End Court Extra Care schemes who already offer day care services.
- 2.32 In order to cover the costs of this service which has previously been provided free of charge, so totally subsidised, it is recommended that a charge is introduced of £20 per user per day

from January 2024 which includes the Community Meals cost of a two course lunch and drink reported below.

- 2.33 This is considerably cheaper than day care competitors in Woking whose fees range from £48 - £75 per day but they do cater for higher needs and do include transport.
- 2.34 Day care users will be capped at 15 per scheme per day to ensure users are well supported and to comply with health and safety. A waiting list will be implemented giving preference to those residents waiting to be offered accommodation in the relevant extra care scheme. This means that there is significant reduction in places for day care across the Borough.
- 2.35 The day care charge would not include the cost of transportation which is currently undertaken by Woking Community Transport.

Introduction of Meals Charge linked to the Tenancy

- 2.36 The recommendation to introduce this new charge linked to any new tenants in extra care from January 2024 is in order to recover the costs of the meals service so that the service can be retained.
- 2.37 Currently tenants that move into Brockhill and Hale End Court can choose which days (if any) they use the onsite meals service Monday – Friday (excluding public holidays) which means it is difficult to predict income and cover expenditure and overheads for the Community Meals team.
- 2.38 Other social landlords providing extra care either do not provide any catering or if they do, they apply a weekly charge to the rent account with a proportion of this charge being housing benefit or universal credit eligible, if applicable.
- 2.39 Meals provision at extra care can only be maintained if the income covers the cost of the service. In order to do this, guaranteed income is required and an increase in charges. Alternatively, the lunch provision will cease and tenants would have to rely on Community meals being delivered.
- 2.40 It is recommended to implement a charge for all new residents who move in from January 2024 of £39.60 per week (£7.92 recommended cost for meal Monday to Friday). At the weekend, the tenants would be able to have Community Meals delivered to their home.
- 2.41 A resident in receipt of full Housing Benefit/Universal Credit will receive a contribution of £17.50 from HB towards the weekly meal charge and therefore need to contribute £22.10 only towards the meal cost which is a cost of £4.50 per day. This means for those in receipt of HB/UC they will receive a reduction in meals charges equivalent to £10.90 per week for 5 days service.
- 2.42 Residents who will not be home to receive their meal will be offered a packed lunch service and residents returning from hospital will be supported with additional frozen meals to compensate for the loss of meals.
- 2.43 A consultation exercise was undertaken in August 2023 with residents at both Brockhill and Hale End Court. Return results for each site were 100% for Brockhill and 49% at Hale End Court. Occupancy rates at the time of the consultation were 69% at Brockhill and 98% at Hale End Court.
- 2.44 Residents were asked if they wanted to add a meal charge to their rent account. The results were that 45% at Brockhill and 59% at Hale End Court said that they would like the meals costs to be added to their rent accounts to fund the meals service. Officers would discuss this with individuals and where agreed apply the charges to accounts as outlined above to existing tenants.

2.45 As part of the consultation discussions were had about increasing the cost of the meals service for residents remaining on an ad hoc booking service to cover the cost to deliver this type of service.

2.46 For tenants who wish to have a meal at Extra Care on an ad hoc basis and for day care visitors, it is recommended to increase the cost of the meals service from £6.60 to £9.00 from January 2024. This still offers value for money for a two course meal with refreshments. This increase would help secure the offer of meals provision continuing at Brockhill and Hale End Court, which is a discretionary service that currently makes a loss.

Extra Care Charge

2.47 Currently residents at Brockhill pay £13.57 per week towards the support they receive at extra care and residents at Hale End Court pay £18.27 per week. This charge contributes towards staff cost which includes social and wellbeing activities and community alarms. This charge is not housing benefit or universal credit eligible. It is proposed to increase the charges from 1st April by 10% to £14.93 for Brockhill and £20.10 for Hale End Court.

Introduction of Tenancy Sustainment Charge

2.48 Tenants living at Brockhill and Hale End Court are assisted by a dedicated support team based at both schemes. Currently the tenants do not pay for this support. The recommendation to introduce this new charge is to recover cost of the service.

2.49 The 2022/23 fees and charges report saw the introduction of a tenancy sustainment charge within the Independent Living Service that covers tenants living in our sheltered accommodation. This covered the staffing cost to deliver the service that was previously subsidised with the charge being housing benefit or universal credit eligible. The charge for sheltered accommodation introduced in April 2023 was £15.59 pw for weekly visits.

2.50 It is now recommended to introduce the equivalent charge at Brockhill and Hale End Court which would equate to £22.40 per resident per week from April 2024. This cost can be covered for those in receipt of Housing Benefit.

2.51 The Extra Care Charge and Tenancy Sustainment Charge will cover the full cost of running the service.

2.52 Summary of Charges

2.53 The table below summarises the change in Extra Care as outlined above.

Service Name	Current Charge	Recommendations
Guest Flat	£50	£50 – No change
Salon	Full Day £50 Half Day £30	Full Day £50 – No change Half Day £30 – No change Community centre charges become the same if retained
Private room hire	£15 per hour	£15 per hour – No change

Review of Fees and Charges 2024/25

Day Care – New Charge	No current charge	£20 per day including 2 course meal – New Charge from January 2024
Compulsory Meal Charge – New Charge for new tenants	No current charge	£39.60 per week covering Monday – Friday – New Charge from January 2024
Daily Meal Charge Extra Care Residents - Ad Hoc Bookings	£6.60 per day	£9 – Revised Charge from January 2024
Extra Care Charge	Brockhill – £13.57 per week Hale End Court £18.27 per week	Brockhill – £14.93 per week - Revised Charge Hale End Court £20.10 per week - Revised Charge
Tenancy Sustainment Charge – New Charge	No current charge	£22.40 per week - New Charge

Homelink (Helen Kempzell)

- 2.54 Homelink provides a mandatory service as our Housing Improvement Agency that manages our disabled adaptation Disabled Facilities Grants. Homelink is part of the NW Surrey Home Improvement Agency (HIA) Hub with Spelthorne, Runnymede and Surrey Heath BC's. Woking takes the lead role designed to provide a more consistent approach across the area and to provide efficiencies and savings in service provision.
- 2.55 Homelink and all NW Surrey Councils charge a management fee to carry out major disabled adaptations at 15% of the cost of the disabled adaptation works. Any increase reduces the amount available to spend on the actual disabled adaptations. The amount of funding available for disabled works has already reduced due to the cuts in the Housing Investment Programme, which enabled discretionary disabled adaptations that sit outside the remit of the Disabled Facility Grant legislation.
- 2.56 It is recommended that the 15% management charge should not be increased in either January 2024 or April 2024.

Handyperson Service (Helen Kempzell)

- 2.57 Homelink manages the Handyperson service for the four boroughs. The proposed Handyperson charges will apply across all boroughs. Any income generated will benefit Woking and goes back into the running of the Handyperson service.
- 2.58 The majority of the work carried out by the Handyperson service is preventative and to assist hospital discharge enabling residents to remain safe, secure and independent in their homes for as long as possible. The volume of this work is increasing due to the aging population, the effect of the pandemic and our growing ties with Adult Social Care, Health through the Alliance Integrated Care Partnership.
- 2.59 There is no charge to the residents for this work as it is covered by grants. The Handyperson Service is part funded by the Better Care Fund and the SCC grant for 2023/24 remained the same as the previous year.

DIY Handyperson Service (Helen Kempsell)

- 2.60 As most time available is dedicated to health and safety work, especially to assist hospital discharge, the actual time available for chargeable DIY work is diminishing. But there is still a growing need for such a paid for DIY service where a resident wants a simple job like putting up shelves, curtain poles etc which are often too small a job for private contractors to be interested and they have no family/friends to help. There is also trust in our service which is why our clients are willing to wait for us to complete jobs as these DIY jobs are not our priority.
- 2.61 The proposed increase in DIY Handyperson charges is recommended to increase the ability of the service to remain self-financing, cover the increased cost of fuel and materials and provide resilience in the current uncertain price climate, whilst at the same time ensuring that the service is accessible for older, disabled or vulnerable residents.
- 2.62 The proposed hourly charges for our traditional Homelink customers (elderly, disabled or vulnerable) are for labour, unlike a private contractor we do not charge a separate call out fee. The cost of any materials purchased is also charged to the customer.
- 2.63 The recommended increases are:

	DIY hourly charge including VAT April 23	DIY hourly charge including VAT Jan 24	DIY hourly charge including VAT April 24
Routine DIY	£45	No change	£48
Minor Electrical Work	£60	No change	£64
Minor Plumbing Work	£50	No change	£52
Assisting voluntary organisations	£55	No change	£55

Pop In Service (James Montgomery-Heffernan)

- 2.64 The Independent Living Pop In Service was introduced as an additional service for our most vulnerable, elderly and disabled residents of the Borough based on the resident's individual needs and not where they live. This service is tenure neutral.
- 2.65 The service was aimed to support any resident of the Borough to live independently at home as long as possible in a safe and secure environment. The tenure neutral service being based on the individual needs which may change over time and will be flexible to cover short periods i.e. hospital discharge, illness or bereavement or when family/carers go on holiday. It provides an hour visit by an Independent Support Officer but does not include any personal care, cleaning or gardening.
- 2.66 The charge increased to £25.00 per hour from April 2023. It is recommended that this is not increased further as the charge has already resulted in little take up.

Community Meals Service (Ashley Harden-Boyle)

- 2.67 The Community Meals Service comprises of two elements - Community Meals Delivery Service and Lunch and café provision in The Vyne and extra care schemes (Brockhill and Hale End Court).

Community Meals Delivery Service (Ashley Harden-Boyle)

- 2.68 Community Meals is a discretionary service and receives only £28,709.93 per annum funding from Surrey County Council via a Service Level Agreement. The predicted deficit for the meals delivery service for 2023/24 is expected to be approximately £31,500. The recommendations

in this report are in order to safeguard the service for our most vulnerable residents. Given the Council's financial situation, it is essential the service moves towards a self-funding position for 2024/25. The proposed increase in fees and charges is an essential component in achieving this. The service can only be retained if it covers its costs.

- 2.69 Community meals currently delivers 1,136 meals a week and finished 2022/23 with a decline in numbers of 14.2% vs 2021/22 with a regular 207 clients. The menu offer has been adapted over the past 12 months and will continue to change to offer variety and flexibility to cater for all health needs.
- 2.70 Community Meals now has a varied client base with an increase in clients with complex support needs due to mental health, alcohol, or drug related issues. The Community Meals Service is more than a meal. By regular and often daily contact with our most vulnerable and isolated residents our staff can monitor their client's health and condition of the home and make the necessary referrals to other services and agencies to get involved when needed. Many of our clients have no family or visitors other than the Meals Delivery Officer, who might be the only person they see, therefore reducing isolation and relieving pressures on other services.
- 2.71 Most client's properties are entered by keysafe and lunch is plated up and presented to the client as they have severe mobility issues. The charge for a meal must therefore remain affordable and cost should not be a barrier to our most vulnerable residents. A recent survey of clients showed that 27% of properties have to be entered by keysafe as the client is unable to walk to the front door and carry the food. A further 35% of clients are bed or chair bound and our team have to completely plate up the meal, get a drink and cutlery. This shows the level of vulnerability of our clients. Frozen meals are now being delivered alongside the hot lunch service to ensure client's needs are met and charged the same rate as the hot lunch service. This means we can deliver meals to clients who may have to attend appointments or would prefer to cook the meals themselves later in the day. The service is flexible and adaptable to meet the needs of the client.
- 2.72 The cost in relation to food and resources needed to maintain the service has increased annually. There are still price uncertainties due to how the cost of living, fuel and food prices will impact and potentially cause additional price increases. Apetito is the contracted food supplier and their % price increases over the past two years are shown below:

Apetito Price increase	
Year	Meal increase
2023	8.0%
2022	9.8%
2021	2.3%

- 2.73 The Apetito 8.0% price increase in Dec 2022 (notified every six months) effectively wiped out the price increase agreed by the Council last year and did not enable the deficit to be reduced as much as planned.
- 2.74 The Council's current two course lunch and frozen charge of £5.81 is competitive and is still not the highest across Surrey, with Mole Valley and Waverley offering a service at a higher price. All District and Boroughs use the same supplier for the meals.

2.75 The April 2023/24 charges from some Surrey district and boroughs are:

Council	Lunch		Breakfast	Tea
	Weekday Price	Weekend Price	Price	Price
Epsom and Ewell	£5.60	£5.60	n/a	£3.10
Mole Valley	£6.00	£6.10	£1.60	£3.55
Elmbridge	£5.60	£5.70	£1.60	£3.55
Runnymede	£4.60	£5.20	n/a	£3.00
Surrey Heath	£4.40	£5.35	n/a	£2.80
Guildford	£4.50	£4.50	n/a	n/a
Spelthorne	£4.00	£4.00	n/a	n/a
Tandridge	no service	no service	no service	no service
Woking	£5.81	£5.91	£1.45	£2.90
Reigate and Banstead	no service	no service	no service	no service
Waverley	£7.00	£7.00	n/a	£3.50

2.76 From April 2023, the Council introduced an additional 10p weekend charge for a main lunch meal recognising weekend salary costs are higher. The past two years have been exceptional. The pandemic did initially increase the number of clients, but the number of residents receiving lunches has fallen slightly as shown in the table below. Traditionally there is a seasonal increase in take up in Autumn and Winter.

2.77 Considerable efficiencies have recently taken place, both in processes and staffing, and further changes are planned to further reduce the deficit. The past few years have been challenging for the meals delivery service. Although the pandemic saw a large increase in clients there were associated additional staffing, vehicle, food and fuel costs. Now with the “cost of living crisis” again food costs, fuel and increased staffing costs are making an impact on the viability of the service. There is uncertainty on client numbers going forward, but a marketing campaign and promotional offers are planned for this winter to increase up take.

2.78 In April 2023, the meals delivery van contract ended. A procurement exercise resulted in a more cost-effective model of delivery with more environmentally friendly electric cars delivering via hot boxes. Current evaluations of this new service model have provided a saving of £18,000 per annum.

2.79 It is recommended to increase the costs of all meals by 20% in January 24 with no further increase in April 2024. This will reduce the deficit and start moving towards the Community Meals Service covering its costs and enable the service to be retained. Different models of delivery will continue to be considered with partners if the service cannot cover its costs.

2.80 This will result in potential increased income of £30,000.

The recommended increase would result in the actual charges being:

Meal Type	Current Price	January 24 increase	Increase per meal
2 course lunch	£5.81	£6.98	£1.17
Weekend two course lunch	£5.91	£7.09	£1.18
Tea time offer	£2.90	£3.32	.42p
Breakfast offer	£1.45	£1.58	.13p

Lunch and Café Provision at Community Centres (Ashley Harden-Boyle)

- 2.81 Historically the Community Meals Team provided food in all community centre dining rooms and cafes. This model has changed in order to reduce costs and discussions are ongoing with the voluntary/private sector to transfer the responsibility of all the kitchens and cafes in the Community Centres to them, making further cost savings to the community meals service and expanding the offer for residents. This model has already proved successful, with the transfer of St Marys kitchen and café to Freshstart CIC in September 2022 and Moorcroft to Dramatize from June 2023. Discussions are underway with partners considering taking on The Vyne café and now at St Marys where the current provider has served notice wef 24 December.
- 2.82 Since the pandemic, clients requiring meals at the centres have not returned in the same numbers. This, plus food and fuel costs have made taking on the cafes uncertain for the voluntary sector.
- 2.83 Running the kitchen at The Vyne does not cover its costs. Community Meals can no longer carry this loss as a discretionary service. This was a service considered through the financial Gateway process and Fit for the Future recommendations. It is proposed that the Community Meals service will cease from 1 April 2024 from The Vyne so no increase in fees is required. Currently discussions are being held with private providers to fill the gap in service.

Leisure (Steve May)

- 2.84 Fees and charges for Leisure Services are being reviewed as part of the overall decisions in the budget and options for the Pool in the Park – there will be a further report to members on these options. The Leisure Partnership Board on 14th November 2023 will however review inflation increases for the current year.

3.0 Place

Street naming and numbering (Tracey Haskins)

- 3.1 Street naming and numbering (SNN) is a statutory responsibility managed by Woking Borough Council. The management and administration of addressing in the Borough prevents the duplication of property names and numbers. The Borough Council works with GeoPlace, Royal Mail, Surrey County Council, property owners, property developers and councillors to make sure suitable names and number sequencing are chosen for existing properties, new properties and new streets, in line with local and national policies. These are also entered into the National address database and are circulated to other organisations including the emergency services.
- 3.2 The Council's maintenance of the Local Land and Property Gazetteer (LLPG), which feeds daily into the National LPG, ensures emergency services can find the properties quickly, post is delivered efficiently, delivery companies can provide a reliable service and service provider records are up to date and accurate. As a Participating Authority of the legally binding national Data Co-operation Agreement, the Council must work with relevant others to uphold the highest standards of address and street data accuracy.
- 3.3 Along with other local authorities, the Council exceeds this statutory expected minimum service of providing solely a street/property naming service, by delivering additional discretionary street naming and numbering services, for which charging was introduced in April 2023. These chargeable services include:
- Naming and numbering new properties, including conversions.
 - Making alterations to the name or numbering of new developments after the initial naming and numbering has been undertaken.
 - Notifying relevant third-party organisations of new or changes to official addresses.

Review of Fees and Charges 2024/25

- Providing confirmation of new or altered official addresses.
- Resolving challenges to existing official naming/numbering schemes in the LLPG.
- Recording of confirmed information in the LLPG.

3.4 At a time of rising service delivery costs, in the context of a need for discretionary services to be self-funding as far as possible, plus similar increases in fees already being implemented by most other local authorities in the county and nationally, it is appropriate for Woking Borough Council to increase fees for Woking's street naming and numbering services. Experience of charging since April has also highlighted the opportunity to further refine charges to better reflect not only service costs but also a fuller range of the services offered.

3.5 Fees are proposed to be increased from 1 January 2024 and, in some cases will be updated further from 1 April 2024, as set out below. The purposes are to:

- Gather a fair income to cover the costs of providing the addressing service, whilst not making a profit (in accordance with relevant legislation) and recognising service users are obliged to address properties through the relevant local authority for the location, hence this is a non-competitive charging environment.
- Seek greater parity with the fees charged by other local authorities for the same/ equivalent services, as some of Woking's current charges are relatively low in comparison, whilst avoiding negative impacts to infrequent service users such as householders and small-scale developers (e.g. those seeking a single house name change or a small infill or conversion).

3.6 The charges would increase by a minimum of 20% as follows:

Application	Current Charge (from April 2023)	New Charges (from 1 January 2024)	New Charges (from 1 April 2024)
Add/Remove/Change name of an existing or new property	£70	£84 per building	£84 per building
New Developments/ Conversions	£200 app + 1 st plot £30 plots 2-9 £25 plots 10-49 £20 plots 50+	£300 app + 1 st plot, plus £45 each plots 2-9 £40 each plots 10-24 £35 each plots 25-49 £25 each plots 50+	£350 app + 1 st plot, plus £54 each plots 2-9 £48 each plots 10-24 £42 each plots 25-49 £30 each plots 50+
Confirmation of addressing, per building	£35	£42	£50
New Street	£300	£400 from 1 January 2024	£500 from 1 January 2024
Street Name change	£450	£540 + £65 per property in the street	£648 + £78 per property in the street
Amending numbering or naming schedule after SNN confirmation	£20 per plot	£40 per plot	£48 per plot
Copies of plot to postal schedule	£35 per schedule	£42 per schedule	£42 per schedule

Review of Fees and Charges 2024/25

Site visits	£60 first hour £20 each additional half hour	£72 first hour £24 each additional half hour	£72 first hour £24 each additional half hour
Research (historical or address data matching)	£60 first hour £20 each additional half hour	£80 first hour £30 each additional half hour	£80 first hour £30 each additional half hour
Penalty for retrospective engagement where part of a development has been signed off as complete by building control. This is in addition to any other charges.	n/a	£150 (note - relevant planning decision notices include an informative note advising the applicant to apply for SNN).	£180 (note - relevant planning decision notices include an informative note advising the applicant to apply for SNN).

- 3.7 New fees will apply to all new applications received after the relevant increase comes into effect.
- 3.8 Street naming and numbering fees are not VAT liable.
- 3.9 Based on the services provided in 2020 and 2021, an original estimate made last year was that SNN fees would contribute around £20,000 per annum income towards service delivery costs. In light of real time income receipts the current full year estimate is £18,000, recognising that applications numbers received vary with the amount, scale and pace of new developments coming forward.

Greenspaces (Tracey Haskins, Arran Henderson)

- 3.10 Greenspace charges include those for commercial and community open space hire, private hire of recreation grounds for commercial gain, use of multi-use games areas (MUGA) and those of Goldsworth Park Angling Club. These are variously VAT and non-VAT liable.
- 3.11 Where possible charges have been uplifted to assist in covering costs and/or to bring these into line with the benchmarked charges of other local authorities for equivalent hires. At the same time, the charges seek to avoid significant adverse impacts on specific user groups or inadvertently discouraging beneficial health and well-being and positive community activities in our public spaces. The charging approach for open spaces has also been simplified in light of practice elsewhere.
- 3.12 Commercial open space hire charges will increase by 20% from 1 April 2024.
- 3.13 Hire charges for community events have been updated with new definitions and revised charges proposed based on benchmarking of other local authorities. Fees for community and charity open space hires were historically waived. It is proposed to no longer do so from 1 April 2024, meaning this will effectively be a new charge for such users.
- 3.14 Private hires of recreation grounds for commercial gain includes fitness classes, which are often run by individual personal trainers or small businesses. A 10% increase in charges is planned for these from April 2024, in addition to the 10% uplift implemented in April 2023.
- 3.15 Regular hirers will be notified of the new/amended charges at the earliest opportunity following committee decision.

- 3.16 MUGAs are freely accessible to all for casual use, however they also can be reserved for a fee, for example as a club or commercial hire. A 20% uplift in such hire rates will apply from 1 April 2024. Charges will apply to all future MUGA hires.
- 3.17 Goldsworth Park Angling Club sets out proposals for its own fees each year, ahead of the issue of new fishing licenses in April; this fee income goes to the Club. The Club has advised that there will be no change to existing charges in 2024/25. The attached schedule therefore shows these charges unchanged in both the current and next financial years.

Garden Waste Collection Subscription Charges (Mark Tabner)

- 3.18 The garden waste subscription fee had remained static for a number of years at £45 for the first bin and £30 for each additional bin with concessionary rates at 50%. This was changed on 1 April 2023 to £50 per bin for all bins (removing the concessionary rate). Our Joint Waste Collection Contract partners current full charges per bin are; Surrey Heath £55, Elmbridge £60 and Mole Valley £62 (Mole Valley charge an additional one-off £40 per bin for its loan). It is proposed that Woking increase its annual subscription charge to align more closely with its Joint Waste partners and charge £70 per bin for all bins from 1 April 2024.

Bulky Waste Collection Charges (special collections) (Mark Tabner)

- 3.19 Currently the rate is charged at £35 for the first item and £15 for each additional item with 50% concessionary rates. It is proposed to charge £42 for the first item and £25 for each additional item with concessionary rates remaining at 50%. We are required to offer this service and the costs are aimed to cover the operational costs.

Waste Receptacles (Mark Tabner)

- 3.20 It is proposed that charges apply for the provision of all waste receptacles (both sizes of two wheeled bins: 140 & 240 litre, both sizes of four wheeled bins: 660 & 1,100 litre and for indoor seven litre and outdoor 23 litre food waste caddies). The charges are set to cover the cost of the wheeled bin, administration and delivery charge.

ITEM	Proposed
	Charge
	2024/25
	(inc.VAT)
	£
PRESCRIBED HOUSEHOLD WASTE	
Set of indoor and outdoor caddies – non concessionary	25.00
Set of indoor and outdoor caddies - concessionary	12.50
Indoor silver food waste caddy	20.00
New Development – per additional silver food waste caddy	4.00
New Development - food 2 wheeled bin	60.00
New Development - WEEE cage	215.00
New Development - textile cage	115.00
2 Wheeled Bin (140 or 240 litre, refuse or recycling – non concessionary charge	60.00
2 Wheeled Bin (140 or 240 litre, refuse or recycling – concessionary charge	30.00
4 wheeled bin (660 or 1,100 litre, refuse/recycling)	420.00

3.21 The items to highlight from the list above are;

- The £60 charge for a two wheeled bin is for both sizes of 140 litre and 240 litre and for both refuse and recycling bins. Concessionary rates will be provided at 50%.
- The previous charge of £30 for a used two wheeled residual bin will be removed. All bins suitable for use will be charged at the £60 rate.
- Charges will be introduced for a set of food caddies, £25 for the delivery (includes a 7 litre indoor and a 23 litre outdoor caddy).
- The price for 4 wheeled bins (660 litre and 1,100 litre) increases from the current £300 per bin to £420 on 1 April 2024 (low volumes). This increase is mainly due to manufacturing cost increases. Customers can purchase from elsewhere / directly with manufacturers, but purchasing through the Council remains competitive and helps to keep control of bin standards and numbers.

Car Park Season Ticket Charges (Mark Tabner)

- 3.22 The majority of permit fees are related to the CO₂ rating of a vehicle. Last years charging review approved the implementation of an updated CO₂ model over three years to 2025/26.
- 3.23 Officers have commissioned a Parking Study which is due to be completed by December. This study will provide the Council with specialist advice on our assets and tariff structures. It is therefore proposed that the 2024/25 pricing for remaining permits be subject to the outcome of that study.

Car Park Charges (Mark Tabner)

- 3.24 It is proposed that the Council's day tariff structure is considered once the Parking Study is complete. The study is due to be completed by December. Proposals / recommendations in the Parking Study can be put forward in a future committee report (February 2024) for Member consideration. Any changes to the tariff structure will then need to go through the statutory 21 day traffic regulation order period. This timeline should still enable changes to be implemented by 1 April 2024.

Environmental Health, Housing Standards & Licensing (including Taxi Licensing) (Emma Bourne)

- 3.25 All fees and charges in these service areas have been reviewed, and where possible, charges have been increased to assist in covering costs in providing that service and/or to bring these into line with the benchmarked charges of other local authorities within Surrey.

Building Control Fees (David Edwards)

- 3.26 Building Control operates in a financially competitive environment, the fees are allowed to change and charges are covered by The Building (Local Authority Charges) Regulations 2010, which require us to balance income against expenditure.
- 3.27 To meet this legislation and the pressure on WBC, The fees were raised by 10% in April 2023 and it is proposed to raise them by a further 10% in April 2024.
- 3.28 However, it should be noted that Building Control's day to day finances are very much effected by major projects and the economic environment. Due to the rise in interest rates and other inflationary pressures, Woking along with other Surrey boroughs are facing a static market in 2023/24.

Planning Fees (Thomas James)

- 3.29 Fees for planning applications are set by central government so there is no scope for a local planning authority to change them.
- 3.30 Fees for pre-applications discussions are discretionary and are therefore set locally by each planning authority. The Development Management team review the pre-application charges annually and bench mark against other Surrey authorities. The bench marking exercising undertaken this time shows our fees are towards the top end of the range charged by Surrey authorities and therefore, currently, there is little scope to increase them further.

4.0 Corporate Resources

Land Charges (David Ripley)

- 4.1 The national Local Land Charges (LCC) Programme will make Her Majesty's Land Register (HMLR) the sole registering authority and official search provider for LLC in accordance with the provisions of the Infrastructure Act 2015. Woking Borough Council is currently going through the migration process to transfer the data from the current LLC registry to the national digital registry and the scheduled completion date is before the start of 2024/25. LLC searches & fee setting will therefore not be carried out by the Woking Borough Council from that date. These will be carried out via the national LLC portal on the GOV.UK website, apart from some non-Surrey CC Con29 questions. Surrey CC increase their fees each year, these will be updated once notification is received.
- 4.2 The current LLC search fees have been carried forward un-changed as these will not be set by Woking Borough Council once the migration is complete. However charges retained have been increased and are reflected in the new 2024/25 fees and charges.

CCTV (David Loveless)

- 4.3 Charges for the investigation and supply of CCTV data mostly to insurance companies will increase by 20% effective 1 January 2024 and a further 5% effective 1 April 2023. The activity levels are minimal, and this has been reflected in the revised schedules.

Town Centre Management - Licensing (David Loveless)

- 4.4 Permits, Licences and Temporary Traffic Regulation Orders and Local Highway Service are operated by the Council on behalf of Surrey County Council therefore Surrey County Council set the licence charges. Income is minimal.

Property Services (David Loveless)

- 4.5 For new or renewal of Garden and Grazing Licences and Vehicular Access charges will be increased by 20% with immediate effect. Income is minimal.

5.0 Implications

Finance and Risk

5.1 The changes in fees and charges considered in this report are summarised in the following tables.

5.2 Estimated additional income in 2023/24 generated by January 1st proposed increases:

	£
Communities	46,062
Place	79,292
Corporate Resources	543
TOTAL	125,897

5.3 Estimate income in 2024/25 from price changes:

	ORIGINAL BUDGET 2023/24*	PRICE CHANGE*
	£	£
Communities	1,407,391	949,335
Place	1,804,783	447,185
Corporate Resources	276,241	40,278
TOTAL	3,488,415	1,436,798

**Above figures exclude all Car Parks income until a full review has been carried out (Paras 3.23; 3.24)*

Equalities and Human Resources

5.4 This review forms part of the annual work plan of staff in the Council’s service areas. No specific training and development issues have arisen as a result of the review.

Legal

5.5 Local authorities have a variety of powers to charge for specific statutory services set out in statute. The Local Government Act 2003 also provides a power to trade and a power to charge for discretionary service. The Localism Act 2011 provides local authorities with a general power of competence that confers on them the power to charge for services.

6.0 Engagement and Consultation

6.1 Fees and charges for Leisure Services are being investigated as part of the public consultation and will be dealt with by the Leisure Partnership Board separately.

6.2 The Goldsworth Park Angling Club has been consulted on the proposed charges for Fishing. No changes are proposed to the current fees.

6.3 Consultation has taken place with Ambassadors Theatre Group in respect of the proposed charges for the Rhoda McGaw Theatre.

REPORT ENDS

COMMUNITIES DIRECTORATE FEES AND CHARGES
SUMMARY OF ESTIMATED INCOME 2024/25

	BUDGET 2023/24 £	PRICE CHANGE 2024/25 £	OTHER CHANGES 2024/25 £	BUDGET 2024/25 £
<u>Health & Wellbeing and Cultural Development</u>				
Leisure Centres (Woking / Sportsbox / Eastwood)				
Hoe Valley Leisure Centre - Outdoor				
Pool In The Park				
Leisure Centre & Pool In The Park Memberships				
Holiday Activity Camps				
		Part of Leisure Management Contract		
<u>Community Support</u>				
The Vyne	27,106	29,460	-19,741	36,825
St Marys	31,583	30,804	-23,882	38,505
Moorcroft	33,720	37,490	-24,348	46,862
Parkview	16,666	13,807	19,631	50,104
Tubs	1,760	6,280	-190	7,850
WITS	62,168	0	-62,168	0
Outdoor Sports	11,637	0	-11,637	0
<u>Independent Living</u>				
Home Support Services	4,507	0	-4,507	0
Homelink	148,000	0	-8,000	140,000
Careline	330,958	350,101	-314,746	366,313
Community Meals	441,037	273,043	-315,563	398,517
Brockhill & Hale End Court	4,732	2,904	-3,073	4,563
<u>Housing</u>				
Garage Rents	360,192	262,497	-294,567	328,122
<u>Council Housing Services</u>				
Lakeview Social Centre (HRA)	13,540	0	-13,540	0
References For Lenders (HRA)	135	0	-135	0
COMMUNITIES DIRECTORATE - TOTAL FEES AND CHARGES	1,487,741	1,006,386	-1,076,466	1,417,661

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	THE VYNE					
38.00	Salon Daily Rate (per practitioner)	0	60.00	0.00	60.00	0
21.00	Half Day (per practitioner)	135	40.00	0.00	40.00	5,400
23.00	Rose Room Standard hourly charge	550	27.50	0.00	27.50	15,125
21.00	Orchard Room Standard hourly charge	400	22.00	0.00	22.00	8,800
0.00	Well Being Centre Leased at annual rate		0.00	0.00	0.00	0
11.00	Lloyd Room Standard hourly charge	500	15.00	0.00	15.00	7,500

The Vyne total income 2024/25

36,825

The Vyne total income 2023/24

27,106

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	ST. MARY'S					
	<u>Salon</u>					
38.00	Daily Rate (per practitioner)	0	60.00	0.00	60.00	0
22.00	Half Day (per practitioner)	90	40.00	0.00	40.00	3,600
	<u>Health Rooms</u>					
38.00	Daily Rate (per practitioner)	94	60.00	0.00	60.00	5,640
22.00	Half Day (per practitioner)	0	0.00	0.00	0.00	0
	<u>Inkwell Room</u>					
19.00	Standard hourly charge	405	25.00	0.00	25.00	10,125
	<u>Main Hall Only</u>					
23.00	Standard hourly charge	0	27.50	0.00	27.50	0
	<u>Graduate Lounge</u>					
23.00	Standard hourly charge	696	27.50	0.00	27.50	19,140
	<i>Non profit making organisations are offered a discretionary 20% discount on the standard rates above Commercial organisations are charged 50% on top of these standard rates</i>					

St Mary's total income 2024/25

38,505

St Mary's total income 2023/24

31,583

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	MOORCROFT					
	<u>Salon</u>					
0.00	Daily Rate (per practitioner)	0	0.00	0.00	0.00	0
0.00	Half Day (per practitioner)	0	0.00	0.00	0.00	0
0.00	Additional Hour (per practitioner)	0	0.00	0.00	0.00	0
	<u>Health Rooms</u>					
38.00	Daily Rate (per practitioner)	436	60.00	0.00	60.00	26,160
22.00	Half Day (per practitioner)	0	40.00	0.00	40.00	0
	<u>Main Hall</u>					
23.00	Standard hourly charge	580	27.50	0.00	27.50	15,950
	<u>Lounges (1&2)</u>					
16.00	Standard hourly charge	216	22.00	0.00	22.00	4,752
	<u>Leased Offices</u>					
0.00	Annual charge	0	0.00	0.00	0.00	0
	<i>Non-profit making organisations are offered a discretionary 20% discount on the standard rates above Commercial organisations are charged 50% on top of these standard rates</i>					
	<u>Moorcroft Suite</u>					
	Free rent to deliver Youth Hub project	0	0.00	0.00	0.00	0

Moorcroft total income 2024/25

46,862

Moorcroft total income 2023/24

33,720

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	PARKVIEW					
16.00	<u>Function Room</u> Standard hourly charge	96	24.00	0.00	24.00	2,304
14.00	<u>The Studio</u> Standard hourly charge	105	17.50	0.00	17.50	1,838
0.00	<u>Family Centre</u> Annual charge	0	0.00	0.00	0.00	18,000
25.00	<u>Hall</u> Standard hourly charge	477	27.50	0.00	27.50	13,118
0.00	<u>Salon</u> Annual charge	0	0.00	0.00	0.00	1,644
0.00	<u>Well Being 1</u> Annual charge	0	0.00	0.00	0.00	6,600
0.00	<u>Well Being 2</u> Annual charge	0	0.00	0.00	0.00	6,600

Parkview total income 2024/25
Parkview total income 2023/24

50,104
16,666

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	TUBS					
16.00	Assisted Bathing service at St Mary's	250	19.00	0.00	19.00	4,750
12.00	Non Assisted Bathing service at St Mary's	200	15.50	0.00	15.50	3,100

TUBS total income 2024/25

7,850

TUBS total income 2023/24

1,760

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	HOMELINK					
15%	Building Works Fee Works costing more than £1,500 Works costing between £200 and £1,499 Works costing less than £200	Takeup of the service and the type of work required varies from year to year	15% of finished cost of works, excluding V.A.T.			} 134,000
45.00	Handyperson Labour Fee (material costs also charged) Hourly charge of £37.50 plus VAT for routine DIY type works		40.00	8.00	48.00	
60.00	Hourly charge of £50.00 plus VAT for electrical works		53.33	10.67	64.00	
50.00	Hourly charge of £41.67 plus VAT for skilled plumbing type works		43.33	8.67	52.00	
55.00	Hourly charge of £45.83 plus VAT for assisting voluntary organisations or corporate work		45.83	9.17	55.00	

Homelink total income 2024/25

140,000

Homelink total income 2023/24

148,000

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	CARELINE					
5.95	Weekly charge for full paying service users	802	6.84	0.00	6.84	285,255
5.04	Weekly charge for service users on income support or benefits	0	0.00	0.00	0.00	0
1.65	Additional roaming SIM card for residents with no landline (per	0	0.00	0.00	0.00	0
5.94	OwnFone Mobile Alarm	20	6.24	0.00	6.24	6,490
new	Digital Hub	200	7.17	0.00	7.17	74,568

Careline total income 2024/25

366,313

Careline total income 2023/24

330,958

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£-p)	V.A.T (£-p)	TOTAL CHARGE (£-p)	
	COMMUNITY MEALS					
	Meals on Wheels					
5.91	Lunch hot or frozen Sat/Sunday	11,540	7.09	0.00	7.09	81,819
5.81	Lunch hot or frozen Monday to Friday	30,208	6.98	0.00	6.98	210,852
2.90	Tea	13,320	3.32	0.00	3.32	44,222
1.45	Breakfast	2,792	1.58	0.00	1.58	4,411
	Centre Meals					
7.92	Day Visitor meal	1,376	9.00	0.00	9.00	12,384
6.60	Extra Care tenant or Day centre via WCT provided as part of package of care - Non VAT)	5,640	7.92	0.00	7.92	44,669
6.60	Transported Centre Meals to external organisations eg lunch club	20	7.99	0.00	7.99	160

Community Meals total income 2024/25

398,517

Community Meals total income 2023/24

452,052

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	BROCKHILL AND HALE END COURT					
	Salon/Health Room					
50.00	Daily Rate	0	55.00	0.00	55.00	0
30.00	Half Day	100	36.00	0.00	36.00	3,600
15.00	Additional Hour	2	15.00	0.00	15.00	30
	Hourly rates - Conservatory/Dining room					
0.00	Full day					
0.00	Half Day					
15.00	One off - hour per hour	5	20.00	0.00	20.00	100
	Daily rates					
50.00	Guest room in Brockhill	20	41.67	8.33	50.00	833

Brockhill total income 2024/25

4,563

Brockhill total income 2023/24

4,732

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£) (x 53 weeks)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	GARAGE RENTS	NO. OF GARAGES				
	Garage Rents					
13.63	Let to WBC tenants	197	14.46	0.00	14.46	150,977
13.63	Let in Sheerwater (WBC tenants)	23	13.63	0.00	13.63	16,615
17.75	Let Privately	142	18.83	3.77	22.60	141,715
17.75	Let in Sheerwater (private tenants)	20	17.75	3.55	21.30	18,815
13.63	Void	212	14.46	0.00	14.46	162,473
13.63	Sheerwater voids	65	13.63	0.00	13.63	46,955
0.00	Internally Let WBC garages	30	0.00	0.00	0.00	0
		689				

Garages rent total income 2024/25

328,122

Garages rent total income 2023/24

360,192

SUMMARY OF ESTIMATED INCOME 2024/25

	BUDGET 2023/24 £	PRICE CHANGE 2024/25 £	OTHER CHANGES 2024/25 £	REVISED BUDGET 2024/25 £
Place Making				
Supplementary Planning Fees	82,284	2,217	(0)	84,500
Green Infrastructure (includes Street Naming & Numbering)	20,000	0	(2,000)	18,000
Building Control Fees (previously considered separately)	456,085	26,296	(92,616)	389,764
Environment Quality				
Environmental Services				
Trade Waste	0	0	0	0
Household Waste	889,050	340,075	(38,795)	1,190,330
Special Refuse	33,063	13,875	9,187	56,125
Food Waste	2,270	(95)	8,450	10,625
WEEE	3,225	0	(2,150)	1,075
Textiles	1,725	0	(1,150)	575
Wheeled Bins	47,450	14,561	(6,176)	55,835
Prescribed Household Waste Schedule 2	0	0	0	0
Cesspool Emptying	0	0	0	0
Parks and Open Spaces	7,160	660	1,150	8,970
Outdoor Sports	0	0	0	0
Multi-Use Games Areas (MUGAs)	0	0	0	0
	983,943	369,076	(29,484)	1,323,535
Licensing				
Personal Services	1,530	242	0	1,772
Motor Salvage	0	0	0	0
Animals	15,626	1,804	(6,880)	10,550
Housing Standards	23,504	10,526	(2,560)	31,470
Taxis And Private Hire	184,305	28,145	65,010	277,460
Sex Establishment	0	0	0	0
Gambling Act	0	0	870	870
	224,965	40,717	56,440	322,122
Pest Control	25,752	7,580	(162)	33,170
Dog Control/Animal Welfare	4,275	930	0	5,205
Food Safety & Communicable Diseases	2,700	300	0	3,000
Environmental Health Administration	3,150	70	351	3,571
Private Water Supplies	0	0	0	0
Scrap Metal	914	0	(914)	0
Mobile Homes	716	0	(372)	344
PLACE DIRECTORATE - FEES AND CHARGES COVERED IN THIS REPORT	1,804,783	447,185	(68,757)	2,183,211
Sustaining the Local Economy				
Car Parks (To be reported to a future meeting after full study is completed)				
Parking Fees	5,745,893	0	(993,659)	4,752,234
Season Tickets	1,372,949	54,583	(416,330)	1,011,202
	7,118,842	54,583	(1,409,989)	5,763,436
PLACE DIRECTORATE - TOTAL FEES AND CHARGES	8,923,625	501,768	(1,478,746)	7,946,647

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	SUPPLEMENTARY PLANNING FEES					
<p>Requests for up to 20 copies (A3 or A4 pages) of environmental information - no charge</p> <p>Requests for 21 copies or over to be charged at a rate of 10p per A4 sheet, with a charge of 20p per A3 sheet</p> <p>Multiple requests for documents will be charged at a rate of 10p per A4 sheet, with a charge of 20p per A3 sheet where the total number of sheets exceeds 20 copies</p> <p>(the exception to this are the LDD - see below)</p>	<p>Decision Notices</p> <p>Plans A1 / A3 / A4</p> <p>Letters of Representation</p> <p>TPO's (except exceptionally long TPO nos. 132, 423 & 426)</p> <p>TPO's 132, 423 & 426</p> <p>General Documents and Copying</p> <p>Section 106 (Copies) per side</p> <p>Specific Research</p> <p>Monitoring of legal agreements and planning benefits</p> <p>The Heritage of Woking (Historic Conservation Compendium 2001)</p> <p>Supplementary Planning Guidance (per publication)</p>	Minimal	<p>Requests for up to 20 copies (A3 or A4 pages) of environmental information - no charge</p> <p>Requests for 21 copies or over to be charged at a rate of 10p per A4 sheet, with a charge of 20p per A3 sheet</p> <p>Multiple requests for documents will be charged at a rate of 10p per A4 sheet, with a charge of 20p per A3 sheet where the total number of sheets exceeds 20 copies</p> <p>(the exception to this are the LDD - see below)</p>	Minimal		

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	SUPPLEMENTARY PLANNING FEES					
	Pre-application advice fees					
	Residential - written enquiry					
	various 20+ dwellings		----- advice provided by meeting only -----			-
2,500.00	10-19 dwellings	2	2,083.33	416.67	2,500.00	4,167
1,500.00	6-9 dwellings	10	1,250.00	250.00	1,500.00	12,500
1,000.00	2-5 dwellings (new charge - previously 1-5 dwellings)	20	833.33	166.67	1,000.00	16,667
300.00	Replacement dwelling or 1 new dwelling	20	333.33	66.67	400.00	6,667
140.00	Householder	60	125.00	25.00	150.00	7,500
	Residential - meeting					
5,000.00	20+ dwellings (bespoke fee, assume £5,000 average)	2	4,166.67	833.33	5,000.00	8,333
3,000.00	10-19 dwellings	2	2,500.00	500.00	3,000.00	5,000
2,000.00	6-9 dwellings (new charge previously 3-9 dwellings)	6	1,666.67	333.33	2,000.00	10,000
Advice provided	Replacement dwelling and 1-5 dwellings- new charge previously 1-2 dwellings)		Advice provided in writing only - see above			-
	Non-residential - written enquiry					
	various 2,000+ sq m		----- advice provided by meeting only -----			-
2,500.00	1,000 - 2,000 sq m	2	2,083.33	416.67	2,500.00	4,167
1,500.00	600 - 999sq.m (new charge previously 200-999 sq m)	1	1,250.00	250.00	1,500.00	1,250
1,000.00	50 - 599 sq.m (new charge previously 50-200 sq m)	1	833.33	166.67	1,000.00	833
140.00	up to 50 sq m	6	125.00	25.00	150.00	750
	Non-residential - meeting					
5,000.00	2,000+ sq m (bespoke fee, assume £5,000 average)	0	4,166.67	833.33	5,000.00	0
3,000.00	1,000 - 2,000 sq m	2	2,500.00	500.00	3,000.00	5,000
2,000.00	600 - 999 sq.m (new charge previously 200-999 sq m)	1	1,666.67	333.33	2,000.00	1,667
Advice provided	0 - 599 sq.m (new charge previously 50-200 sq m)		Advice provided in writing only - see above			-
	Tree Strategy and Tree Management Policies					
20.00	Tree strategy document		0.00	0.00		
25.00	Tree management policies document		0.00	0.00		

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	SUPPLEMENTARY PLANNING FEES					
500.00	High hedges complaint fee	} Minimal				} Minimal
	Non concessionary charge		0.00	0.00		
250.00	Concessionary charge		0.00	0.00		
	Local Development Documents					
35.00	Development Management DPD		0.00	0.00		
35.00	Core Strategy		0.00	0.00		
25.00	Core Strategy Proposals Map		0.00	0.00		
7.50	Social and Communities Facilities Audit		0.00	0.00		
7.50	5 Year Housing Land Supply Position Statement		0.00	0.00		
40.00	Standard charge for all other evidence based documents <i>(Where documents are cheaper to print, or only a part of a document is requested, a lower charge may be applied)</i>		0.00	0.00		
20.00	Green Belt Boundary Review report		0.00	0.00		
95.00	Site Allocation DPD		0.00	0.00		
95.00	Draft Town Centre Masterplan SPD *NEW*	0.00	0.00			

Supplementary Planning Fees total income 2024/25
Supplementary Planning Fees total income 2023/24
Supplementary Planning Fees increase in total income

84,500
82,284
2.7%

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	GREEN INFRASTRUCTURE					
25.00	Climate Change Strategy Climate change strategy document	} Minimal	25.00	0.00	25.00	} Minimal
10.00	Climate change summary document		10.00	0.00	10.00	
5.00	Single Use Plastics policy		5.00	0.00	5.00	
20.00	Biodiversity and Green Infrastructure Strategy and Supporting Information - Natural Woking Natural Woking strategy document		20.00	0.00	20.00	
30.00	Natural Woking supporting information		30.00	0.00	30.00	
20.00	Street Naming and Numbering Policy Street Naming and Numbering Policy		20.00	0.00	20.00	
	Street Naming and Numbering Fees <u>New buildings (including conversions):</u>	18,000				18,000
200.00	Flat rate + first plot		350.00	0.00	350.00	
30.00	Plots 2-9 (e.g. £350 + £54 per further plot)		54.00	0.00	54.00	
25.00	Plots 10-24 (e.g. £350 + £432 (plots 2-9) + £48 per further plot)		48.00	0.00	48.00	
25.00	Plots 25-49 (e.g. £350 + £432 (plots 2-9) + £720 (plots 10-24) + £42 per further plot)		42.00	0.00	42.00	
20.00	Plots 50+ (e.g. £350 + £432 (plots 2-9) + £720 (plots 10-24) + £1050 (plots 25-49) + £30 per further plot)		30.00	0.00	30.00	

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	GREEN INFRASTRUCTURE					
300.00	New street (fee per new street)		500.00	0.00	500.00	
70.00	Building name change/addition/removal for a new or existing property/building (applies to all such requests)		84.00	0.00	84.00	
450.00	Street name change (applies to all such requests)		648.00	0.00	648.00	
	plus cost per property/plot in the street		78.00	0.00	78.00	
20.00	Amendments/changes to builds after SNN confirmation (fee per plot, applies to all such requests)		48.00	0.00	48.00	
35.00	Confirmation of addressing letter (fee charged per letter per application, except where already included in the above-mentioned fees)		50.00	0.00	50.00	
35.00	Copies of plot to postal schedule (per schedule)		42.00	0.00	42.00	
	Research – for example, historical or address data matching:					
60.00	Flat rate + first hour		80.00	0.00	80.00	
20.00	Additional half hour (e.g. £80 + £30)		30.00	0.00	30.00	
	Site visits:					
60.00	Flat rate + first hour		72.00	0.00	72.00	
20.00	Additional half hour (e.g. £72 + 24)		24.00	0.00	24.00	

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	GREEN INFRASTRUCTURE					
0.00	Penalty for retrospective engagement where part or all of a development has been signed off as complete by building control. This is in addition to any other charges.		180.00	0.00	180.00	
	Other documents					
	Size A4 1 to 20 pages		0.10	0.00	0.10	
0.10	Size A4 21+ pages (per page)		0.10	0.00	0.10	
	Size A3 1 to 20 pages		0.20	0.00	0.20	
0.20	Size A3 21+ pages (per page)		0.20	0.00	0.20	

Green Infrastructure total income 2024/25

18,000

Green Infrastructure total income 2023/24

20,000

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
Combined plan and inspection charge (average)	BUILDING CONTROL FEES					
364.14	All other non Domestic Building Notice	1	333.80	66.76	400.56	333.80
679.18	All other non Domestic Full Plans	6	622.58	124.52	747.10	3,735.48
535.52	Building Notices	46	490.89	98.18	589.07	22,580.94
1,700.75	Domestic & New Dwellings Full Plans	7	1,559.02	311.80	1,870.82	10,913.14
509.79	Domestic Alteration Full Plans	3	467.31	93.46	560.77	1,401.93
348.70	Domestic Alterations - BN - Telephone	37	319.64	63.93	383.57	11,826.68
346.16	Domestic Alterations Building Notice	38	317.31	63.46	380.77	12,057.78
332.30	Domestic Alterations Regularisation	3	304.60	60.92	365.52	913.80
636.83	Domestic Extensions - BN - Telephone	54	583.76	116.75	700.51	31,523.04
702.28	Domestic Extensions Building Notice	84	643.75	128.75	772.50	54,075.00
733.41	Domestic Extensions Full Plans	49	672.29	134.46	806.75	32,942.21
790.67	Full Plans	50	724.78	144.96	869.74	36,239.00
1,065.17	Multiple Domestic - BN - Telephone	9	976.40	195.28	1,171.68	8,787.60
1,083.21	Multiple Domestic Building Notice	15	992.94	198.59	1,191.53	14,894.10
1,144.36	Multiple Full Plans	20	1,049.00	209.80	1,258.80	20,980.00
1,450.86	New Dwellings - BN - Telephone	2	1,329.95	265.99	1,595.94	2,659.90
671.05	Other (Non-Domestic) Full Plans	5	615.13	123.03	738.16	3,075.65
2,349.16	Partnership Rec from external borough	9	2,153.39	430.68	2,584.07	19,380.51
343.42	Regularisation	3	314.80	62.96	377.76	944.40
110,000.00	Individually quoted major projects		100,833.33	20,166.67	121,000.00	100,833.33

Building Control Fees total income 2024/25

389,764

Building Control Fees total income 2023/24

456,085

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	ENVIRONMENTAL SERVICES					
n/a	TRADE WASTE		ANY INCOME IS RECEIVED DIRECTLY BY THE CONTRACTOR			
n/a	Eurobin (Emptied once a week for 52 weeks) per annum					
n/a	Trade Refuse Sacks - each					
n/a	Trade Refuse Sacks - 25 collected					
	PRESCRIBED HOUSEHOLD WASTE					
50.00	Garden Refuse Subscription - 1 bin/sack - charge per bin	17,000	70.00	0.00	70.00	1,190,000
30.00	Cancelled subscription renewed within 6 months (extra on top of subscription charge)	1	30.00	0.00	30.00	30
45.00	Replacement of wheeled bin container (damaged/lost/stolen/swap size)	5	60.00	0.00	60.00	300
0.00	Provide replacement reusable sacks (per sack)	5	0.00	0.00	0.00	0
35.00	Special Collection - 1st Item - non-concessionary charge	750	42.00	0.00	42.00	31,500
17.50	Special Collection - 1st Item - concessionary charge	250	21.00	0.00	21.00	5,250
15.00	Special Collection - additional Items - non-concessionary charge	650	25.00	0.00	25.00	16,250
7.50	Special Collection - additional Items - concessionary charge	250	12.50	0.00	12.50	3,125

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	ENVIRONMENTAL SERVICES					
	PRESCRIBED HOUSEHOLD WASTE (cont.)					
20.00	Set of indoor and outdoor caddies - non concessionary	20	25.00	0.00	25.00	500
NEW	Set of indoor and outdoor caddies - concessionary	10	12.50	0.00	12.50	125
17.00	Indoor silver food waste caddy	10	20.00	0.00	20.00	200
2.00	New Development - per additional silver food waste caddy	200	4.00	0.00	4.00	800
65.00	New Development - food 2 wheeled bin	150	60.00	0.00	60.00	9,000
215.00	New Development - WEEE cage	5	215.00	0.00	215.00	1,075
115.00	New Development - textile cage	5	115.00	0.00	115.00	575
NEW	2 wheeled bin (140 or 240 litre / refuse/recycling) - non concessionary	600	60.00	0.00	60.00	36,000
NEW	2 wheeled bin (140 or 240 litre / refuse/recycling) - concessionary	100	30.00	0.00	30.00	3,000
NEW	4 wheeled bin (660 or 1,100 litre, refuse/recycling)	40	420.00	0.00	420.00	16,800
10.00	Empty contaminated recycling/food 2 wheeled bin (collection only)	1	15.00	0.00	15.00	15
14.00	Empty contaminated recycling 4 wheeled bin (collection only)	1	20.00	0.00	20.00	20

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	ENVIRONMENTAL SERVICES					
	PRESCRIBED HOUSEHOLD WASTE (schedule 2)					
10.00	Empty residual 2 wheeled bin (schedule 2 collection only)	0	15.00	0.00	15.00	0
12.50	Empty residual 2 wheeled bin (schedule 2 property collection & disposal)	0	20.00	0.00	20.00	0
14.00	Empty residual 4 wheeled bin (schedule 2 collection only)	0	25.00	0.00	25.00	0
21.00	Empty residual 4 wheeled bin (schedule 2 property collection & disposal)	0	35.00	0.00	35.00	0
5.00	Empty recycling/food 2 wheeled bin (schedule 2 property)	0	10.00	0.00	10.00	0
8.00	Empty recycling 4 wheeled bin (schedule 2 property)	0	20.00	0.00	20.00	0
	CESSPOOL EMPTYING					
n/a	Cesspool Emptying - max 4,500 litres weak					
n/a	Cesspool Emptying - max 6,750 litres weak					
n/a	Cesspool Emptying - max 9,000 litres weak					
n/a	Cesspool Emptying - max 4,500 litres strong					
n/a	Cesspool Emptying - max 6,750 litres strong					
n/a	Cesspool Emptying - max 9,000 litres strong					
			ANY INCOME IS RECEIVED DIRECTLY BY THE CONTRACTOR			

Environmental Services total income 2024/25

1,314,565

Environmental Services total income 2023/24

976,783

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	PARKS AND OPEN SPACES					
Structural change	PARKS & OPEN SPACES (per Day)		Activity excluded from Leisure Contract - WBC to set charge			
350 (above 3 acre)	Level 1: Commercial	0	420.00	0.00	420.00	0
200 (under 3 acre)						
300 (above 3 acre)	Level 2: Commercial Sport & Leisure	1	360.00	0.00	360.00	360
175 (under 3 acre)						
225 (above 3 acre)	Level 3: Large Community (over 500 people)	5	150.00	0.00	150.00	750
125 (under 3 acre)						
125 (above 3 acre)	Level 4: Small Community (up to 500 people)	8	75.00	0.00	75.00	600
50 (under 3 acre)						
	Hourly charge based on appropriate rate / 8 hrs					
	PRIVATE HIRE OF RECREATION GROUND / SPACES FOR COMMERICAL GAIN		Activity excluded from Leisure Contract - WBC to set charge			
33.00	Per month - based on 1 session per week	12	30.25	6.05	36.30	363
66.00	Per month - based on 2 sessions per week	24	60.50	12.10	72.60	1,452
99.00	Per month - based on 3 or more sessions per week	60	90.75	18.15	108.90	5,445

Activity Income excluded from Leisure Contract:

Parks and Open Spaces total income 2024/25

8,970

Parks and Open Spaces total income 2023/24

7,160

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	<p align="center">OUTDOOR SPORTS</p> <p>Unless otherwise indicated, the charges detailed below are deemed to be 'Core Charges' which the Council has reserved to set itself annually, with all income generated being returned to the Council via the Management Fee arrangements.</p>					
	<u>Goldsworth Park Lake</u>					
52.00	Season Ticket - Adult	n/a	52.00	0.00	52.00	Income retained by the Angling Club
26.00	Season Ticket - Adult - OAP / Disabled	n/a	26.00	0.00	26.00	
26.00	Season Ticket - Junior (12-18yrs)	n/a	26.00	0.00	26.00	
13.00	Season Ticket - Junior (12-18yrs Disabled)	n/a	13.00	0.00	13.00	
0.00	Season Ticket - Junior (Under 12yrs)	n/a	0.00	0.00	0.00	
48.00	Night Permit	n/a	48.00	0.00	48.00	
	<i>Season Ticket - Half price from 1st Oct to 31 Mar (excludes Night Permits)</i>					

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	OUTDOOR SPORTS					
	Unless otherwise indicated, the charges detailed below are deemed to be 'Core Charges' which the Council has reserved to set itself annually, with all income generated being returned to the Council via the Management Fee arrangements.					
	<u>Goldsworth Park Lake (cont.)</u>					Income retained by the Angling Club
8.00	Day Ticket - Adult	n/a	8.00	0.00	8.00	
4.00	Day Ticket - Adult Concession (OAP/Disabled)	n/a	4.00	0.00	4.00	
4.00	Day Ticket - Junior (12 to 18yrs)	n/a	4.00	0.00	4.00	
2.00	Day Ticket - Junior (12 to 18yrs Disabled)	n/a	2.00	0.00	2.00	
0.00	Day Ticket - Junior (Under 12yrs)	n/a	0.00	0.00	0.00	
	<i>Half price tickets for evening visitors will be available from 1st April to 30th September, from 6pm till dusk.</i>					
	<u>Brookwood Ponds</u>					
4.00	Day Ticket - Adult	n/a	4.00	0.00	4.00	
2.00	Day Ticket - Adult / (OAP/Disabled)	n/a	2.00	0.00	2.00	
2.00	Day Ticket - Junior (12 to 18 years)	n/a	2.00	0.00	2.00	
2.00	Day Ticket - Junior (12 to 18 years Disabled)	n/a	2.00	0.00	2.00	
0.00	Day Ticket - Junior under 12	n/a	0.00	0.00	0.00	

Activity Income excluded from Leisure Contract:

Outdoor Sports total income 2024/25

0

Outdoor Sports total income 2023/24

0

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	MULTI-USE GAMES AREAS (MUGA's) Charges per hour					
			Activity excluded from Leisure Contract - WBC to set charge			
15.00	Adults, juniors : with lights	minimal	18.00	0.00	18.00	minimal
10.00	Adults, juniors : without lights	minimal	12.00	0.00	12.00	minimal

Charges are set for organised group use, but no income forecast as facilities are usually "casually" hired.

MUGA total income 2024/25	0
MUGA total income 2023/24	0

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	LICENSING					
	PERSONAL SERVICES					
160.00	Skin Piercing Registration - operator	4	193.00	0.00	193.00	772
40.00	Tattoo Artist - Guest	4	50.00	0.00	50.00	200
325.00	Skin Piercing Registration - premises	2	350.00	0.00	350.00	700
20.00	Replacement Certificate	4	25.00	0.00	25.00	100
	MOTOR SALVAGE OPERATORS - remove now scrap metal					
135.00	Initial Registration Fee (valid for 3 years)		0.00	0.00		n/a
135.00	Renewal Fee (valid for 3 years)		0.00	0.00		n/a
	ANIMAL LICENSING					
351.00	Dangerous Wild Animals *	0	420.00	0.00	420.00	0
319.00	Dog Breeder (new application) *	0	385.00	0.00	385.00	0
297.00	Dog breeder (renewal)	0	358.00	0.00	358.00	0
175.00	Dog Breeder (enforcement) *	0	210.00	0.00	210.00	0
319.00	Selling Animals as Pets Licence (new application) *	0	385.00	0.00	385.00	0
297.00	Selling Animals as Pets Licence (renewal)	5	358.00	0.00	358.00	1,790
175.00	Selling Animals as Pets Licence (enforcement) *	5	210.00	0.00	210.00	1,050
319.00	Animal Boarding Establishment (new application)	0	385.00	0.00	385.00	0
297.00	Animal Boarding Establishment (renewal)	2	358.00	0.00	358.00	716
175.00	Animal Boarding Establishment (enforcement)	2	210.00	0.00	210.00	420
254.00	Home Boarding for Dogs (new application)	0	306.00	0.00	306.00	0
232.00	Home Boarding for Dogs (renewal)	13	280.00	0.00	280.00	3,640
132.00	Home Boarding for Dogs (enforcement)	13	160.00	0.00	160.00	2,080
	* additional vet fees to be recovered where applicable					

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	LICENSING					
	ANIMAL LICENSING (cont.)					
362.00	Hiring Out Horses (new application - up to 10 horses) *	0	438.00	0.00	438.00	0
341.00	Hiring Out Horses (renewal - up to 10 horses) *	0	412.00	0.00	412.00	0
20.00	Each additional horse over a maximum of 10 = £18 per horse	0	22.00	0.00	22.00	0
197.00	Hiring Out Horses (enforcement) *	0	238.00	0.00	238.00	0
103.00	Hiring of Horses Annual Inspection	1	124.00	0.00	124.00	124
254.00	Day Care for Dogs (new application)	0	385.00	0.00	385.00	0
232.00	Day Care for Dogs (renewal)	0	358.00	0.00	358.00	0
132.00	Day Care for Dogs (enforcement)	0	210.00	0.00	210.00	0
319.00	Keeping / Training Animals for Exhibition (new application) *	0	385.00	0.00	385.00	0
297.00	Keeping / Training Animals for Exhibition (renewal)	1	358.00	0.00	358.00	358
175.00	Keeping / Training Animals for Exhibition (enforcement) *	1	210.00	0.00	210.00	210
135.25	Each additional licensable activity after greatest applicable tier is	1	162.00	0.00	162.00	162
159.00	Animal Licence Re-Rating Request *	0	191.00	0.00	191.00	0
223.00	Hiring of Horses Re-Rating Request *	0	270.00	0.00	270.00	0
159.00	Animal Advisory Visit	0	191.00	0.00	191.00	0
55.00	Licence Transfer / Variation	0	65.00	0.00	65.00	0
20.00	Copy of Licence or Licence Conditions	0	22.00	0.00	22.00	0
	* additional vet fees to be recovered where applicable					

Licensing total income 2024/25

12,322

Licensing total income 2023/24

17,156

CHARGE 2023/24 (inc.VAT) (£ - P)		ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)	WHEN WAS THE CHARGE LAST INCREASED?
				NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)		
		HOUSING STANDARDS						
531.30	531.30	ENFORCEMENT Service of Housing Act Enforcement Notice (landlords / owners / occupiers)	10.00	642.00	0.00	642.00	6,420	01.04.24
-	-	Administration charge where the Council completes works in default of legal notices or takes emergency remedial action		20% of cost of works			0	2021
-	-	Interest payable on debts resulting from the completion of works in default of legal notices		Bank of England base rate plus 2%			0	2021
-	-	Late Payment Costs (where works are carried out in default of legal notices)		20% of charge			0	2021
		HOUSES IN MULTIPLE OCCUPATION LICENSING						
727.65	727.65	Licence application (valid for 3 years)	2.00	880.00	0.00	880.00	1,760	01.04.24
231.00	231.00	Licence application (Accredited landlord)	2.00	800.00	0.00	800.00	1,600	01.04.24
531.00	531.00	Licence renewal	17.00	642.00	0.00	642.00	10,914	01.04.24
231.00	231.00	Licence renewal (Accredited landlord)	17.00	578.00	0.00	578.00	9,826	01.04.24
231.00	231.00	Application from a non for profit organisation or charity	0.00	578.00	0.00	578.00	0	01.04.24
		SELECTIVE LICENSING - To be removed - no longer do						
200.00	200.00	Application for Licence - Stage One	0.00	-	-	-	-	n/a
100.00	100.00	Application for Licence - Stage One (Accredited Landlord)	0.00	-	-	-	-	n/a
100.00	100.00	Application for Licence - Stage One (Non profit/Charity)	0.00	-	-	-	-	n/a
360.00	360.00	Final Licence - Stage Two	0.00	-	-	-	-	
100.00	100.00	Final Licence - Stage Two (Accredited Landlord)	0.00	-	-	-	-	
100.00	100.00	Final Licence - Stage Two (Non profit/Charity)	0.00	-	-	-	-	n/a
420.00	420.00	Licence renewal	0.00	-	-	-	-	n/a
200.00	200.00	Licence renewal (Accredited landlord)	0.00	-	-	-	-	n/a
		MEES ENFORCEMENT - To be removed - not used						
2000.00	2000.00	NEW Penalty Notice for failure to comply with Compliance Notice under the Energy Efficiency (Private Rented Property) Regulations		-	-	-	-	n/a

CHARGE 2023/24 (inc.VAT) (£ - P)		ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)	WHEN WAS THE CHARGE LAST INCREASED?
				NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)		
		HOUSING STANDARDS						
		OTHER FEES						
34.65	34.65	Request for replacement copies of documents including letters, notices and licences	2.00	42.00	0.00	42.00	84	01.04.24
138.60	138.60	Request for a pre-application inspection under the HHSRS and/or inspection for a new HMO	3.00	167.00	0.00	167.00	501	01.04.24
55.00	55.00	Change of property owner, freeholder, mortgage or leaseholder details	2.00	67.00	0.00	67.00	134	01.04.24
55.00	55.00	Change in number of households/occupiers/room information	2.00	67.00	0.00	67.00	134	01.04.24
55.00	55.00	To be removed - HMO or Selective Licence investigation. Not reported to the Council but found through officers investigations	0.00	0.00	0.00	0.00	0	
55.00	55.00	NEW No access for arranged visit (provided at least 24 hours notice was given to the landlord / agent by the council)	1.00	97.00	0.00	97.00	97	01.04.24

Housing Standards total income 2024/25

31,470

Housing Standards total income 2023/24

23,504

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	TAXIS AND PRIVATE HIRE VEHICLES					
	TAXIS/HACKNEY CARRIAGES					
225.00	Vehicle Licences	169	250.00	0.00	250.00	42,250
305.00	Drivers Licence - Valid for 3 years	103	340.00	0.00	340.00	35,020
	PRIVATE HIRE					
330.00	Operator's Licence	62	370.00	0.00	370.00	22,940
225.00	Vehicle Licences	503	250.00	0.00	250.00	125,750
305.00	Drivers Licence - Valid for 3 years	144	340.00	0.00	340.00	48,960
	TRANSFER TO VEHICLE ALEADY LICENSED BY WBC					
80.00	Change/transfer to vehicle already licensed with WBC	1	90.00	0.00	90.00	90
	GENERAL					
65.00	New Licence Application Charge (not renewals) (This is in addition to the cost of CRB, medical and driving licence checks)	30	72.00	0.00	72.00	2,160
50.00	Replacement Plate	3	50.00	0.00	50.00	150
35.00	Replacement Badge / Upgrade from Private Hire	2	35.00	0.00	35.00	70
35.00	Additional Knowledge Test Fees	2	35.00	0.00	35.00	70

Taxis and Private Hire Licences total income 2024/25 (excluding Vehicles)	109,460
Estimated income from Vehicles 2024/25	168,000
	<u>277,460</u>

Taxis and Private Hire Licences total income 2023/24	81,030
Estimated income from Vehicles 2023/24	103,275
	<u>184,305</u>

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	LICENSING					
	SEX ESTABLISHMENTS					
13,430.00	Licence application	0	13,430.00	0.00	13,430.00	0
13,430.00	Annual renewal of licence	0	13,430.00	0.00	13,430.00	0
-	GAMBLING ESTABLISHMENTS (inc machine permits)		FEES SHOWN ON SEPARATE SCHEDULE			870
	LOADING CONTROL AREA CONSENT					
210.00	Consent				0.00	0

Licensing total income 2024/25
Licensing total income 2023/24

870
0

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	PEST CONTROL					
99.00	Disinfestation (domestic)*	25	126.00	17.00	143.00	3,150
70.00	Wasps nest destruction (domestic)*	} 90	66.67	13.33	80.00	6,000
35.00	Wasps - additional nest as same address (at same time)*		33.33	6.67	40.00	0
65.00	Mice*	75	70.83	14.17	85.00	5,312
65.00	Rats*	250	70.83	14.17	85.00	17,708
100.00	Squirrels (inside premises - domestic)	10	100.00	20.00	120.00	1,000
100.00	Squirrels (proofing advice visit only - domestic)	0	100.00	20.00	120.00	0
	* Half price treatments are provided for those on means tested benefits. All fees for rats and mice include 2 visits - additional visits charged at £35					

Pest Control total income 2024/25

33,170

Pest Control total income 2023/24

25,752

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	DOG CONTROL/ANIMAL WELFARE					
	STRAY DOGS - KENNELING					
75.00	Collection Fee - dog returned to owner before kennel	24	90.00	0.00	90.00	2,160
140.00	Delivery to kennel and £25 statutory fine (including first night)	15	168.00	0.00	168.00	2,520
25.00	Each additional night	15	35.00	0.00	35.00	525

Dog Control and Animal Welfare total income 2024/25

5,205

Dog Control and Animal Welfare total income 2023/24

4,275

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	FOOD SAFETY & COMMUNICABLE DISEASES					
65.00	Food Export Licence	0	70.00	0.00	70.00	0
225.00	Food Hygiene Re-visit Inspection Fee	12	250.00	0.00	250.00	3,000

Food Safety & Communicable Diseases total income 2024/25

3,000

Food Safety & Communicable Diseases total income 2023/24

2,700

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	ENVIRONMENTAL HEALTH ADMINISTRATION					
15.00	Copy of Food Register Entry	0	25.00	0.00	25.00	0
30.00	Copy of Authorisation of Specified Industrial Processes	0	35.00	0.00	35.00	0
15.00	Certified copy of entry in register of motor salvage operators - remove as no longer applicable	0	0.00	0.00	0.00	0
79.70	Environmental Health Search (per hour)	0	66.67	13.33	80.00	0
126.00	Contaminated Land Search (per hour)	5	119.17	23.83	143.00	596
350.00	Assisted Funeral Arrangement Fee (charge will only apply where funds are available within the estate)	6	350.00	0.00	350.00	2,100
175.00	Environmental Information Regulations (EIR) Search fee	5	175.00	0.00	175.00	875

Environmental Health total income 2024/25
Environmental Health total income 2023/24

3,571
3,150

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	PRIVATE WATER SUPPLIES					
850.00	Risk assessment (each assessment)	0	708.33	141.67	850.00	0
150.00	Sampling (each visit)	0	125.00	25.00	150.00	0
150.00	Investigation (each investigation)	0	125.00	25.00	150.00	0
150.00	Granting an authorisation (each authorisation)	0	125.00	25.00	150.00	0
	Analysing a sample –					
25.00	Taken under regulation 10	0	20.83	4.17	25.00	0
100.00	Taken during check monitoring	0	83.33	16.67	100.00	0
500.00	Taken during audit monitoring	0	416.67	83.33	500.00	0
	Private Water Supplies total income 2024/25					0
	Private Water Supplies total income 2023/24					0

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	SCRAP METAL					
556.00	Scrap Metal Licences Site Licence	0	556.00	0.00	556.00	0
358.00	Collector licence	0	358.00	0.00	358.00	0

Scrap metal total income 2024/25
Scrap metal total income 2023/24

0
914

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	MOBILE HOMES					
	Fit and Proper Person Application					
371.55	Fit and Prpoer Person application fee	0	428.00	0.00	428.00	
126.25	Fit and Proper Person annual fee (where applicable)	0	158.00	0.00	158.00	
353.20	Issue of first licence for Mobile Home Sites	0	455.00	0.00	455.00	
	Carry out full site inspection. Make note of any breaches of site licence conditions/ works required:					
31.00	1 - 5 pitches 45 (O)	0	31.00	0.00	31.00	
41.00	6 - 24 pitches 60 (O)	0	41.00	0.00	41.00	
61.00	25 - 100 pitches 90 (O)	0	90.00	0.00	90.00	
	Carry out revisit to check on completion of works:					
10.00	1 - 5 pitches 15(O)	0	10.00		10.00	
21.00	6 - 24 pitches 30(O)	0	21.00		21.00	
41.00	25 - 100 pitches 60(O)	0	56.00		56.00	
	Total Cost:					
394.20	1 - 5 pitches 45 (O)	Minimal	500.00	0.00	500.00	Minimal
415.20	6 - 24 pitches 60 (O)	Minimal	522.00	0.00	522.00	Minimal
455.20	25 - 100 pitches 90 (O)	Minimal	600.00	0.00	600.00	Minimal
237.90	Application to vary a site licence	0	295.00	0.00	295.00	

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	MOBILE HOMES					
31.00	Carry out full site inspection and make note of any works required: 1 - 5 pitches 45 (O)	0	38.00	0.00	38.00	
41.00	6 - 24 pitches 60 (O)	0	56.00	0.00	56.00	
61.00	25 - 100 pitches 90 (O)	0	79.00	0.00	79.00	
	Total Cost:					
268.70	1 - 5 pitches 45 (O)	Minimal	332.00	0.00	332.00	Minimal
278.70	6 - 24 pitches 60 (O)	Minimal	350.00	0.00	350.00	Minimal
298.70	25 - 100 pitches 90 (O)	Minimal	374.00	0.00	374.00	Minimal
133.60	Application to Transfer Licence	0	167.00	0.00	167.00	
	Annual Fee					
	Number of Pitches					
108.00	1 - 5 pitches	0	108.00	0.00	108.00	
172.00	6 - 24 pitches	0	172.00	0.00	172.00	
344.00	25 - 100 pitches	1	344.00	0.00	344.00	344

Mobile homes total income 2024/25

344

Mobile homes total income 2023/24

716

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	CAR PARK SEASON TICKETS Discounts are available for vehicles with low CO2 emissions, and surcharges will be applied to vehicles with high CO2 emissions					
	Vic Way/ Vic Place / Heathside					
1,320	Band A Co2 Annual	75	1,375	275	1,650	103,125
1,584	Band A Co2 Quarterly	10	1,650	330	1,980	16,500
1,728	Band A Co2 Monthly	10	1,856	371	2,228	18,563
1,760	Band B Co2 Annual	55	1,650	330	1,980	90,750
2,112	Band B Co2 Quarterly	10	1,980	396	2,376	19,800
2,304	Band B Co2 Monthly	25	2,228	446	2,673	55,688
2,200	Band C Co2 Annual	65	1,833	367	2,200	119,166
2,640	Band C Co2 Quarterly	5	2,200	440	2,640	11,000
2,880	Band C Co2 Monthly	20	2,475	495	2,970	49,500
2,420	Band D Co2 Annual	14	2,108	422	2,530	29,517
2,904	Band D Co2 Quarterly	2	2,530	506	3,036	5,060
3,168	Band D Co2 Monthly	2	2,846	569	3,416	5,693
2,530	Band E Co2 Annual	5	2,200	440	2,640	11,000
3,036	Band E Co2 Quarterly	2	2,640	528	3,168	5,280
3,312	Band E Co2 Monthly	2	2,970	594	3,564	5,940
2,640	Band F Co2 Annual	10	2,292	458	2,750	22,917
3,168	Band F Co2 Quarterly	1	2,750	550	3,300	2,750
3,456	Band F Co2 Monthly	1	3,094	619	3,713	3,094
2,750	Band G Co2 Annual	5	2,383	477	2,860	11,917
3,300	Band G Co2 Quarterly	1	2,860	572	3,432	2,860
3,600	Band G Co2 Monthly	1	3,218	644	3,861	3,218
	Off Peak Area 1 Residents Permit	50				-
	24 Hour Area 1 Residents Permit Annual	338				-
1,200	24 Hour Area 1 Residents Permit Pay Monthly	112				-
260	Concessionary resident car park permit (phasing out)	30				-
	WOKING PARK					
	Band A Co2 Annual	4	-	-		-
	Band A Co2 Quarterly	2	-	-		-
	Band A Co2 Monthly	1	-	-		-

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	CAR PARK SEASON TICKETS Discounts are available for vehicles with low CO2 emissions, and surcharges will be applied to vehicles with high CO2 emissions					
	Band B Co2 Annual	3	-	-	-	-
	Band B Co2 Quarterly	5	-	-	-	-
	Band B Co2 Monthly	6	-	-	-	-
	Band C Co2 Annual	2	-	-	-	-
	Band C Co2 Quarterly	2	-	-	-	-
	Band C Co2 Monthly	3	-	-	-	-
	Band D Co2 Annual	1	-	-	-	-
	Band D Co2 Quarterly	1	-	-	-	-
	Band D Co2 Monthly	1	-	-	-	-
	Band E Co2 Annual		-	-	-	-
	Band E Co2 Quarterly	1	-	-	-	-
	Band E Co2 Monthly		-	-	-	-
	Band F Co2 Annual		-	-	-	-
	Band F Co2 Quarterly		-	-	-	-
	Band F Co2 Monthly		-	-	-	-
	Band G Co2 Annual		-	-	-	-
	Band G Co2 Quarterly		-	-	-	-
	Band G Co2 Monthly		-	-	-	-

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	CAR PARK SEASON TICKETS Discounts are available for vehicles with low CO2 emissions, and surcharges will be applied to vehicles with high CO2 emissions					
	WOODLANDS AVENUE					
	Band A Co2 Annual					-
	Band A Co2 Quarterly					-
	Band B Co2 Annual	4				-
	Band B Co2 Quarterly	3				-
	Band C Co2 Annual					-
	Band C Co2 Quarterly					-
	Band D Co2 Annual	1				-
	Band D Co2 Quarterly					-
	Band E Co2 Annual	1				-
	Band E Co2 Quarterly					-
	Band F Co2 Annual					-
	Band F Co2 Quarterly					-
	Band G Co2 Annual	1				-
	Band G Co2 Quarterly					-
	PUBLIC SERVICE CAR PARK					
780	Public Service Car Park	174			tbc	-
	WBC Staff Permit					
780	Staff permit	185	650	130	780	120,250
	BLUE BADGES					
15	Renewal Fee	388			tbc	-
	BUSINESS PERMITS	234				297,616.67

Season Ticket total income 2024/25

1,011,202

Season Ticket total income 2023/24

1,372,949

CORPORATE RESOURCES DIRECTORATE FEES AND CHARGES
SUMMARY OF ESTIMATED INCOME 2024/25

	BUDGET 2023/24 £	PRICE CHANGE 2024/25 £	OTHER CHANGES 2024/25 £	BUDGET 2024/25 £
<u>Customer Support Services</u>				
Local Land Charges	263,689	38,167	0	301,856
Property Services	900	285	525	1,710
C.C.T.V.	1,690	29	(1,053)	665
Town Centre Management Agreement	9,462	1,798	(9,184)	2,076
Water Course Consent	500	0	0	500
CORPORATE RESOURCES - TOTAL FEES AND CHARGES	<u>276,241</u>	<u>40,278</u>	<u>(9,712)</u>	<u>306,807</u>

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2023/24	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	LOCAL LAND CHARGES					
21.63	LLC1 */***	1,225	21.63	0.00	21.63	26,497
198.00	Con 29 Part 1 */**	1,225	195.00	39.00	234.00	238,875
54.60	SCC Fee *	1,000	45.50	9.10	54.60	45,500
0.00	Con 29 Part 1 - Question 3.7 (5 sub questions)	0	0.00	0.00	0.00	0
0.00	Con 29 Part 1 - Question 3.9 (14 sub questions)	0	0.00	0.00	0.00	0
4.00	Con 29 Part 1 - Any single sub question	1,270	4.17	0.83	5.00	5,296
1.15	LLC1 Additional parcel fee ***	110	1.15	0.00	1.15	127
84.00	Con 29 Additional parcel fee	25	80.00	16.00	96.00	2,000
23.00	Con 29 Part 2 (printed question)	500	19.17	3.83	23.00	9,585
30.00	Con 29 Part 3 (own question)	20	30.00	6.00	36.00	600

*The cost for a standard search fee is calculated as follows:

LLC1	n/a
Con 29 Part 1	£234.00
Fee Payable to Surrey County Council	£54.60
	<u>£288.60</u>

** Some Con 29 Part 1 searches are submitted as requests under the Environmental Information Regulations 2004 i.e. under the "Freedom of Information" regime. The fee for dealing with these requests (calculated in accordance with the statutory provisions) is £175.00

***It is hoped that LLC questions will migrate to the national digital Land Register by April 2024 and will no longer be a WBC charge. However the migration of the the data is not complete as at the date of this report and therefore these have not been removed for 2024/25

Local Land Charges total income 2024/25
Local Land Charges total income 2023/24

301,856
263,689

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	PROPERTY SERVICES					
100.00	GARDEN LICENCE - New or Renewals* 50-100m ²	3	120.00	0.00	120.00	360
125.00	101-200m ²	1	150.00	0.00	150.00	150
150.00	201-300m ²	3	180.00	0.00	180.00	540
POA	>300m ² (Price on application)			POA		
250.00	<i>*a one-off legal fee applies upon completion</i>	minimal	300.00	0.00	300.00	minimal
-	GRAZING LICENCE - New or Renewals		<i>to be determined an individual basis</i>			
50.00	VEHICULAR ACCESS* £50/year	11	60.00	0.00	60.00	660
250.00	<i>*a one-off legal fee applies upon completion</i>	minimal	300.00	0.00	300.00	minimal

Property Services total income 2024/25

1,710

Property Services total income 2023/24

900

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	CCTV					
105.60	INVESTIGATION AND SUPPLY OF CCTV DATA first hour includes disc costs and delivery	5	110.88	22.18	133.06	665
105.60	per additional hour or part thereof	minimal	110.88	22.18	133.06	minimal

CCTV data total income 2024/25
CCTV data total income 2023/24

665
1,690

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	TOWN CENTRE MANAGEMENT-LICENSING (Transfers back to SCC to administer from August 2024)					
	PERMITS AND LICENCES		<i>Charges set by Surrey County Council</i>			
73.00	Place building materials on the highway (Valid for 28 days)	1	124.00	0.00	124.00	124
73.00	Place building materials on the highway (Extension)	1	124.00	0.00	124.00	124
104.00	Place scaffolding/hoarding on the highway (Valid for 28 days)	3	184.00	0.00	184.00	552
104.00	Place scaffolding/hoarding on the highway (Extension)	5	184.00	0.00	184.00	920
145.00	Place a crane on the highway (No limit)	2	259.00	0.00	259.00	518
70.00	Skips placed on the highway (Valid for 28 days)	2	124.00	0.00	124.00	248
95.00	Skips placed on the highway (Extension)	1	124.00	0.00	124.00	124
181.00	Application to create a vehicle crossover / dropped kerb for a crossover (includes site suitability assessment)	0	340.00	0.00	340.00	0
342.00	Planting on the highway	1	83.00	0.00	83.00	83
	TEMPORARY TRAFFIC REGULATION ORDERS (TTRO)					
725.00 to 734.00	Traffic Regulations (Temporary notice (Emergency) section 14 (3) and 5, Day notice section 14(2))	1	966.79	0.00	966.79	967
734.00	Traffic Regulations (Temporary traffic order, section 14(1))	1	1,084.00	0.00	1,084.00	1,084
	LOCAL HIGHWAY SERVICE					
719.00	Traffic Regulations (Recovery of administrative costs)		<i>On request</i>			
347.00	Damage to Council Property (administrative costs)		<i>On request</i>			
75.00	Initial assessment of suitability for a crossover (included within above)					
120.00	Bus stop suspensions (Per day, max charge £240)		<i>Function undertaken by SCC</i>			
	Pavement Café annual fee - Setting out private furniture on the highway:		<i>Function transferred to WBC - Statutory charge</i>			
0.00	Temporary pavement licence (for 3 months)	6	100.00	0.00	100.00	600
0.00	- Under 3sqm (application must be submitted.)	5	0.00	0.00	0.00	0

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	TOWN CENTRE MANAGEMENT-LICENSING (Transfers back to SCC to administer from August 2024)					
104.00	- 3sqm - 10sqm	6	104.00	0.00	104.00	624
52.00	- Additional sqm	5	52.00	0.00	52.00	260

Licensing total income 2024/25 (April to July)

2,076

Licensing total income 2023/24

9,462

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2024/25	CHARGE 2024/25			ESTIMATED INCOME 2024/25 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	LICENSING (WATER COURSE CONSENT)					
50.00	WATER COURSE CONSENT Application	10	50.00	0.00	50.00	500

Licensing total income 2024/25
Licensing total income 2023/24

500
500

Rhoda McGaw Theatre - Hire Charges

1 September 2022 - 31 August 2023 (Proposed 2% increase)		Accredited User		Negotiated Rate		Commercial Rate
		ex vat	inc vat	ex vat	inc vat	ex vat
Week Hire (Sun-Sat)	9am - 11pm	1,028.50	1,234.20	1,538.50	1,846.20	2,458.20
Day Hire	9am - 11pm	408.00	489.60	612.00	734.40	979.20
Hourly Hire	Between 9am - 11pm	40.80	48.96	61.20	73.44	244.80
Outside normal hours (per hr subject to agreement)	Between 11pm - 9am	81.60	97.92	122.40	146.88	489.60

1 September 2023 - 31 August 2024 (Proposed 20% increase for Accredited and Negotiated and 25% increase for commercial)		Accredited User		Negotiated Rate		Commercial Rate
		ex vat	inc vat	ex vat	inc vat	ex vat
Week Hire (Sun-Sat)	9am - 11pm	1,234.20	1,481.04	1,846.20	2,215.44	3,072.75
Day Hire	9am - 11pm	489.60	587.52	734.40	881.28	1,224.00
Hourly Hire	Between 9am - 11pm	48.96	58.75	73.44	88.13	306.00
Outside normal hours (per hr subject to agreement)	Between 11pm - 9am	97.92	117.50	146.88	176.26	612.00

1 September 2024 - 31 August 2025 (Proposed 20% increase for Accredited and 20% Negotiated and 25% increase for commercial)		Accredited User		Negotiated Rate		Commercial Rate
		ex vat	inc vat	ex vat	inc vat	ex vat
Week Hire (Sun-Sat)	9am - 11pm	1,481.04	1,777.25	2,215.44	2,658.53	3,687.30
Day Hire	9am - 11pm	587.52	705.02	881.28	1,057.54	1,468.80
Hourly Hire	Between 9am - 11pm	58.75	70.50	88.13	105.75	367.20
Outside normal hours (per hr subject to agreement)	Between 11pm - 9am	117.50	141.00	176.26	211.51	734.40

Arts Development - WBC Steve May, Rose Blackley, ATG JJ Almond

1.1 - The Substantive increases for 2024 to 2025 are still significantly below what ATG need to charge for the largest pool of users (Accredited Rate users are those affiliated to the Woking Drama Association) to even consider getting close to break even. These increases will be very challenging for the community groups, but with the reduction in funding from WBC to Rhoda operations, such an increase is needed to keep the venue operational. Work with ATG will continue to look for flexible ways of covering the deficit.

1.2 - Under the existing partnership agreement with the Ambassadors Theatre Group (ATG) it currently manages and operates the Rhoda McGaw Theatre on the Council's behalf, with all the operating costs met by it and respective income generated from the hires of the Theatre remaining with ATG. The current agreement does, however, provide for the Council to retain the control over setting the hire rates for the Rhoda McGaw Theatre in consultation with ATG and Woking Drama Association.

1.3 - Due to bookings for the theatre being taken up to two years in advance, the hire rates up to and including 31 August 2025 are attached.

COMMUNITIES DIRECTORATE FEES AND CHARGES
SUMMARY OF ESTIMATED INCOME 2023/24 - REVISED

	BUDGET 2023/24 £	INCREASES JANUARY 2024 £	OTHER CHANGES 2023/24 £	REVISED BUDGET 2023/24 £
<u>Health & Wellbeing and Cultural Development</u>				
Leisure Centres (Woking / Sportsbox / Eastwood)				
Hoe Valley Leisure Centre - Outdoor				
Pool In The Park				
Leisure Centre & Pool In The Park Memberships				
Holiday Activity Camps				
		Part of Leisure Management Contract		
<u>Community Support</u>				
The Vyne	* 27,106	1,860	2,279	31,245
St Marys	* 31,583	2,313	(2,328)	31,568
Moorcroft	* 33,720	3,375	(356)	36,739
Parkview	* 16,666	582	(1,735)	15,513
Tubs	* 1,760	363	4,640	6,763
WITS	62,168	0	9,325	71,493
Outdoor Sports	* 11,637	0	(2,224)	9,413
<u>Independent Living</u>				
Home Support Sevices	4,507	0	(4,507)	0
Homelink	148,000	0	(6,000)	142,000
Careline	* 330,958	14,915	20,440	366,313
Community Meals	* 441,037	15,969	(106,397)	350,609
Brockhill & Hale End Court	* 4,732	156	(1,148)	3,740
<u>Housing</u>				
Garage Rents	360,192	6,530	(38,600)	328,122
<u>Council Housing Services</u>				
Lakeview Social Centre (HRA)	13,540	0	(13,540)	0
References For Lenders (HRA)	135	0	(135)	0
COMMUNITIES DIRECTORATE - TOTAL FEES AND CHARGES	1,487,741	46,062	(140,286)	1,393,517

* Only the schedules where 1st April 2024 increases are proposed are attached.
The proposed changes are highlighted on the attached schedules for ease of reference.

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2023/24	REVISED CHARGE 2023/24			ESTIMATED INCOME 2023/24 (£) *
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	THE VYNE					*include pre- Jan & post- Jan income
	<u>Salon</u>					
38.00	Daily Rate (per practitioner)	0	60.00	0.00	60.00	0
21.00	Half Day (per practitioner)	135	40.00	0.00	40.00	3,476
	<u>Rose Room</u>					
23.00	Standard hourly charge	550	27.50	0.00	27.50	13,269
	<u>Orchard Room</u>					
21.00	Standard hourly charge	400	22.00	0.00	22.00	8,500
	<u>Well Being Centre</u>					
0.00	Leased at annual rate	0	0.00	0.00	0.00	0
	<u>Lloyd Room & Jasmine Room</u>					
11.00	Standard hourly charge	500	15.00	0.00	15.00	6,000

The Vyne total income 2023/24 (Revised)

31,245

The Vyne total income 2023/24

27,106

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2023/24	REVISED CHARGE 2023/24			ESTIMATED INCOME 2023/24 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	ST. MARY'S					
	<u>Salon (new small room)</u>					
38.00	Daily Rate (per practitioner)	0	60.00	0.00	60.00	0
22.00	Half Day (per practitioner)	90	40.00	0.00	40.00	2,385
	<u>Health Rooms (Chiropody & Eye clinic)</u>					
38.00	Daily Rate (per practitioner)	94	60.00	0.00	60.00	4,089
22.00	Half Day (per practitioner)		0.00	0.00	0.00	0
	<u>Inkwell Room</u>					
19.00	Standard hourly charge	405	25.00	0.00	25.00	8,303
	<u>Main Hall Only</u>					
23.00	Standard hourly charge	0	27.50	0.00	27.50	0
	<u>Graduate Lounge</u>					
23.00	Standard hourly charge	696	27.50	0.00	27.50	16,791

St Mary's total income 2023/24 (Revised)

31,568

St Mary's total income 2023/24

31,583

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2023/24	REVISED CHARGE 2023/24			ESTIMATED INCOME 2023/24 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	MOORCROFT					
	<u>Health Rooms (Chiropody & Maternity)</u>					
38.00	Daily Rate (per practitioner)	436	60.00	0.00	60.00	18,966
22.00	Half Day (per practitioner)	0	40.00	0.00	40.00	0
	<u>Main Hall</u>					
23.00	Standard hourly charge	580	27.50	0.00	27.50	13,993
	<u>Lounges (1&2)</u>					
16.00	Standard hourly charge	216	22.00	0.00	22.00	3,780
	<u>Moorcroft Suite</u>					
	Remove- included with Relate lease		0.00			0

Moorcroft total income 2023/24 (Revised)

36,739

Moorcroft total income 2023/24

33,720

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2023/24	REVISED CHARGE 2023/24			ESTIMATED INCOME 2023/24 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	PARKVIEW					
16.00	<u>Function Room</u> Standard hourly charge	96	24.00	0.00	24.00	1,728
14.00	<u>The Studio</u> Standard hourly charge	105	17.50	0.00	17.50	1,562
0.00	<u>Family Centre</u> Annual charge		0.00	0.00	0.00	0
25.00	<u>Hall</u> Standard hourly charge	477	27.50	0.00	27.50	12,223
0.00	<u>Salon</u> Annual charge		0.00	0.00	0.00	0
0.00	<u>Well Being 1 (Maternity)</u> Annual charge		0.00	0.00	0.00	0
0.00	<u>Well Being 2</u> Annual charge		0.00	0.00	0.00	0

Parkview total income 2023/24 (Revised)
Parkview total income 2023/24

15,513
16,666

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2023/24	REVISED CHARGE 2023/24			ESTIMATED INCOME 2023/24 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	TUBS					
16.00	Assisted Bathing service at St Mary's	250	19.00	0.00	19.00	4,188
12.00	Non Assisted Bathing service at St Mary's	200	15.50	0.00	15.50	2,575

TUBS total income 2023/24 (Revised)

6,763

TUBS total income 2023/24

1,760

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2023/24	REVISED CHARGE 2023/24			ESTIMATED INCOME 2023/24 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	CARELINE Tenure neutral service applicable for New Vision Homes tenants and private residents					
5.95	Weekly charge for full paying service users	802	6.84	0.00	5.95	285,255
5.04	Weekly charge for service users on income support or benefits	0	0.00	0.00	5.04	0
1.65	Additional roaming SIM card for residents with no landline (per	0	0.00	0.00	1.65	0
5.94	OwnFone Mobile Alarm	20	6.24	0.00	5.94	6,490
new	Digital Hub	200	7.17	0.00	6.54	74,568

Careline total income 2023/24 (Revised)

366,313

Careline total income 2023/24

330,958

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2023/24	REVISED CHARGE 2023/24			ESTIMATED INCOME 2023/24 (£)
			NET CHARGE (£-p)	V.A.T (£-p)	TOTAL CHARGE (£-p)	
	COMMUNITY MEALS					
	Meals on Wheels					
5.91	Lunch hot or frozen Sat/Sunday	11,540	7.09	0.00	7.09	71,606
5.81	Lunch hot or frozen Monday to Friday	30,208	6.98	0.00	6.98	184,344
2.90	Tea	13,320	3.32	0.00	3.32	40,027
1.45	Breakfast	2,792	1.58	0.00	1.58	4,139
	Centre Meals					
7.92	Day Visitor meal	1,376	9.00	0.00	9.00	11,269
6.60	Extra Care tenant or Day centre via WCT provided as part of package of care - Non VAT)	5,640	7.92	0.00	7.92	39,085
6.60	Transported Centre Meals to external organisations eg lunch	20	7.99	0.00	7.99	139

Community Meals total income 2023/24 (Revised)

350,609

Community Meals total income 2023/24

441,037

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2023/24	REVISED CHARGE 2023/24			ESTIMATED INCOME 2023/24 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	BROCKHILL AND HALE END COURT					
	Salon/Health Room					
50.00	Daily Rate	0	55.00	0.00	55.00	0
30.00	Half Day	100	36.00	0.00	36.00	3,150
15.00	Additional Hour	2	15.00	0.00	15.00	30
	Hourly rates - Conservatory/Dining room					
0.00	Full day		0.00	0.00	0.00	0
0.00	Half Day		0.00	0.00	0.00	0
15.00	One off hour per hour	5	20.00	0.00	15.00	81
	Daily rates					
50.00	Guest room in Brockhill	10	41.67	8.33	50.00	479

Brockhill total income 2023/24 (Revised)

3,740

Brockhill total income 2023/24

4,732

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2023/24	REVISED CHARGE 2023/24			ESTIMATED INCOME 2023/24 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	Garage Rents	NO. OF GARAGES				
	Garage Rents					
13.63	Let to WBC tenants	197	14.46	0.00	14.46	150,977
13.63		23	13.63	0.00	13.63	16,615
17.75	Let Privately	142	18.83	3.77	22.60	141,715
17.75		20	17.75	3.55	21.30	18,815
13.63	Void	212	14.46	0.00	14.46	162,473
13.63		65	13.63	0.00	13.63	46,955
0.00	Internally Let WBC garages	30	0.00	0.00	0.00	0
		689				

Garages rent total income 2023/24 (Revised)

328,122

Garages rent total income 2023/24

360,192

PLACE DIRECTORATE FEES AND CHARGES
SUMMARY OF ESTIMATED INCOME 2023/24 - REVISED

	BUDGET 2023/24 £	INCREASES JANUARY 2024 £	OTHER CHANGES 2023/24 £	REVISED BUDGET 2023/24 £
<u>Place Making</u>				
Supplementary Planning Fees	82,284	0	133	82,417
Green Infrastructure (includes Street Naming & Numbering)	20,000	0	(2,000)	18,000
Building Control Fees (previously considered separately)	456,085	0	(101,450)	354,635
<u>Environment Quality</u>				
Environmental Services	0	0	0	0
Trade Waste	0	0	0	0
Household Waste	889,050	70,407	(18,612)	940,845
Special Refuse	33,063	0	11,250	44,313
Food Waste	2,270	0	8,958	11,228
WEEE	3,225	0	(1,075)	2,150
Textiles	1,725	0	(575)	1,150
Wheeled Bins	47,450	0	(8,260)	39,190
Prescribed Household Waste Schedule 2	0	0	0	0
Cesspool Emptying	0	0	0	0
Parks and Open Spaces	7,160	0	(560)	6,600
Outdoor Sports	0	0	0	0
Multi-Use Games Areas (MUGAs)	0	0	0	0
	<u>983,943</u>	<u>70,407</u>	<u>(8,875)</u>	<u>1,045,475</u>
Licensing	0	0	0	0
Personal Services	1,530	39	0	1,569
Motor Salvage	0	0	0	0
Animals	15,626	322	(2,410)	13,538
Housing Standards	23,504	1,167	(6,344)	18,326
Taxis And Private Hire	184,305	6,485	44,915	235,705
Sex Establishment	0	0	0	0
Gambling Act	0	0	870	870
	<u>224,965</u>	<u>8,012</u>	<u>37,031</u>	<u>270,008</u>
Pest Control	25,752	680	2,975	29,406
Dog Control/Animal Welfare	4,275	109	(165)	4,219
Food Safety & Communicable Diseases	2,700	75	0	2,775
Environmental Health Administration	3,150	10	133	3,293
Private Water Supplies	0	0	0	0
Scrap Metal	914	0	(556)	358
Mobile Homes	716	0	(372)	344
<u>Sustaining the Local Economy</u>				
Car Parks	0	0	0	0
Parking Fees	5,745,893	0	(993,659)	4,752,234
Season Tickets	1,372,949	0	(267,577)	1,105,372
	<u>7,118,842</u>	<u>0</u>	<u>(1,261,236)</u>	<u>5,857,606</u>
PLACE DIRECTORATE - TOTAL FEES AND CHARGES	<u>8,923,625</u>	<u>79,292</u>	<u>(1,334,382)</u>	<u>7,668,535</u>

* Only the schedules where 1st April 2024 increases are proposed are attached.
The proposed changes are highlighted on the attached schedules for ease of reference.

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2023/24	REVISED CHARGE 2023/24			ESTIMATED INCOME 2023/24 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	GREEN INFRASTRUCTURE					
	Climate Change Strategy	} Minimal				} Minimal
25.00	Climate change strategy document		25.00	0.00	25.00	
10.00	Climate change summary document		10.00	0.00	10.00	
5.00	Single Use Plastics policy		5.00	0.00	5.00	
	Biodiversity and Green Infrastructure Strategy and Supporting Information - Natural Woking	}				}
20.00	Natural Woking strategy document		20.00	0.00	20.00	
30.00	Natural Woking supporting information		30.00	0.00	30.00	
	Street Naming and Numbering Policy					
20.00	Street Naming and Numbering Policy		20.00	0.00	20.00	
	Street Naming and Numbering Fees					
	<u>New buildings</u> (including conversions):	18,000				
200.00	Flat rate + first plot		300.00	0.00	300.00	
30.00	Plots 2-9 (e.g. £300 + £45 per further plot)		45.00	0.00	45.00	
25.00	Plots 10-24 (e.g. £300 + £360 (plots 2-9) + £40 per further plot)		40.00	0.00	40.00	
25.00	Plots 25-49 (e.g. £300 + £360 (plots 2-9) + £600 (plots 10-24) + £35 per further plot)		35.00	0.00	35.00	
20.00	Plots 50+ (e.g. £300 + £360 (plots 2-9) + £600 (plots 10-24) + £875 (plots 25-49) + £25 per further plot)		25.00	0.00	25.00	
300.00	New street (fee per new street)		400.00	0.00	400.00	

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2023/24	REVISED CHARGE 2023/24			ESTIMATED INCOME 2023/24 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	GREEN INFRASTRUCTURE					
70.00	Building name change/addition/removal for a new or existing property/building (applies to all such requests)		84.00	0.00	84.00	
450.00	Street name change (applies to all such requests)		540.00	0.00	540.00	
	plus cost per property/plot in the street		65.00	0.00	65.00	
20.00	Amendments/changes to builds after SNN confirmation (fee per plot, applies to all such requests)		40.00	0.00	40.00	
35.00	Confirmation of addressing letter (fee charged per letter per application, except where already included in the above-mentioned fees)		42.00	0.00	42.00	
35.00	Copies of plot to postal schedule (per schedule)		42.00	0.00	42.00	
	Research – for example, historical or address data matching:					
60.00	Flat rate + first hour		80.00	0.00	80.00	
20.00	Additional half hour (e.g. £80 + £30)		30.00	0.00	30.00	
	Site visits					
60.00	Flat rate + first hour		72.00	0.00	72.00	
20.00	Additional half hour (e.g. £72 + 24)		24.00	0.00	24.00	
0.00	Penalty for retrospective engagement where part or all of a development has been signed off as complete by building control. This is in addition to any other charges.		150.00	0.00	150.00	

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2023/24	REVISED CHARGE 2023/24			ESTIMATED INCOME 2023/24 (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	GREEN INFRASTRUCTURE					
	Other documents					
0.10	Size A4 1 to 20 pages		0.10	0.00	0.10	
	Size A4 21+ pages (per page)		0.10	0.00	0.10	
	Size A3 1 to 20 pages		0.20	0.00	0.20	
0.20	Size A3 21+ pages (per page)		0.20	0.00	0.20	

Green Infrastructure total income 2023/24 (Revised)

18,000

Green Infrastructure total income 2023/24

20,000

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2023/24	REVISED CHARGE 2023/24			ESTIMATED INCOME 2023/24* (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	ENVIRONMENTAL SERVICES					*include pre-Jan & post-Jan income
n/a	TRADE WASTE		ANY INCOME IS RECEIVED DIRECTLY BY THE CONTRACTOR			
n/a	Eurobin (Emptied once a week for 52 weeks) per annum					
n/a	Trade Refuse Sacks - each					
n/a	Trade Refuse Sacks - 25 collected					
	PRESCRIBED HOUSEHOLD WASTE					
50.00	Garden Refuse Subscription - 1 bin/sack - charge per bin	17,500	65.00	0.00	65.00	940,625
30.00	Cancelled subscription renewed within 6 months (extra on top of subscription charge)	1	30.00	0.00	30.00	30
45.00	Replacement of wheeled bin container (damaged/lost/stolen/swap size)	4	55.00	0.00	55.00	190
0.00	Provide replacement reusable sacks (per sack)	10	0.00	0.00	0.00	0
35.00	Special Collection - 1st Item - non-concessionary charge	750	40.00	0.00	40.00	27,188
17.50	Special Collection - 1st Item - concessionary charge	250	20.00	0.00	20.00	4,531
15.00	Special Collection - additional Items - non-concessionary charge	650	20.00	0.00	20.00	10,563
7.50	Special Collection - additional Items - concessionary charge	250	10.00	0.00	10.00	2,031

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2023/24	REVISED CHARGE 2023/24			ESTIMATED INCOME 2023/24* (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	ENVIRONMENTAL SERVICES					*include pre-Jan & post-Jan income
	PRESCRIBED HOUSEHOLD WASTE (cont.)					
20.00	New Development - Provision set of indoor and outdoor caddies	20	25.00	0.00	25.00	425
17.00	New Development - indoor silver food waste caddy (inc. delivery)	10	20.00	0.00	20.00	178
2.00	New Development - additional silver food waste caddies	200	4.00	0.00	4.00	500
65.00	New Development - food 2 wheeled bin (inc. delivery)	150	75.00	0.00	75.00	10,125
215.00	New Development - WEEE cage (inc. delivery)	10	215.00	0.00	215.00	2,150
115.00	New Development - textile cage (Inc. delivery)	10	115.00	0.00	115.00	1,150
45.00	Replacement recycling 2 wheeled bin (resident misuse)	4	55.00	0.00	55.00	190
45.00	Replacement/swap/additional residual 2 Wheeled Bin - New - non-concessionary charge	600	55.00	0.00	55.00	28,500
22.50	Replacement/swap/additional residual 2 Wheeled Bin - New - concessionary charge	100	27.50	0.00	27.50	2,375
300.00	Replacement/swap residual 660 litre Wheeled Bin - New / Used	10	400.00	0.00	400.00	3,250
300.00	Recycling 660 litre Wheeled Bin for new development - New / Used	5	400.00	0.00	400.00	1,625
300.00	Replacement residual 1,100 litre Wheeled Bin - New / Used	5	400.00	0.00	400.00	1,625
300.00	Recycling 1,100 litre wheeled bin for new development - New / Used	5	400.00	0.00	400.00	1,625
						0
10.00	Empty contaminated recycling/food 2 wheeled bin (collection only)	1	15.00	0.00	15.00	11
14.00	Empty contaminated recycling 4 wheeled bin (collection only)	1	25.00	0.00	25.00	17

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2023/24	REVISED CHARGE 2023/24			ESTIMATED INCOME 2023/24* (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	ENVIRONMENTAL SERVICES					*include pre-Jan & post-Jan income
	PRESCRIBED HOUSEHOLD WASTE (schedule 2)					
10.00	Empty residual 2 wheeled bin (schedule 2 collection only)	0	15.00	0.00	15.00	0
12.50	Empty residual 2 wheeled bin (schedule 2 property collection & disposal)	0	20.00	0.00	20.00	0
14.00	Empty residual 4 wheeled bin (schedule 2 collection only)	0	25.00	0.00	25.00	0
21.00	Empty residual 4 wheeled bin (schedule 2 property collection & disposal)	0	35.00	0.00	35.00	0
5.00	Empty recycling/food 2 wheeled bin (schedule 2 property)	0	10.00	0.00	10.00	0
8.00	Empty recycling 4 wheeled bin (schedule 2 property)	0	20.00	0.00	20.00	0
	CESSPOOL EMPTYING					
n/a	Cesspool Emptying - max 4,500 litres weak					
n/a	Cesspool Emptying - max 6,750 litres weak					
n/a	Cesspool Emptying - max 9,000 litres weak					
n/a	Cesspool Emptying - max 4,500 litres strong					
n/a	Cesspool Emptying - max 6,750 litres strong					
n/a	Cesspool Emptying - max 9,000 litres strong					
			ANY INCOME IS RECEIVED DIRECTLY BY THE CONTRACTOR			

Environmental Services total yield 2023/24 (Revised)

1,038,903

Environmental Services total yield 2023/24

976,783

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2023/24	REVISED CHARGE 2023/24			ESTIMATED INCOME 2023/24* (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	LICENSING					*include pre- Jan & post- Jan income
	PERSONAL SERVICES					
160.00	Skin Piercing Registration - operator	4	176.00	0.00	176.00	656
40.00	Tattoo Artist - Guest	4	45.00	0.00	45.00	165
325.00	Skin Piercing Registration - premises	2	350.00	0.00	350.00	663
20.00	Replacement Certificate	4	25.00	0.00	25.00	85
	MOTOR SALVAGE OPERATORS - remove now scrap metal					
135.00	Initial Registration Fee (valid for 3 years)	0	0.00	0.00	0.00	n/a
135.00	Renewal Fee (valid for 3 years)	0	0.00	0.00	0.00	n/a
	ANIMAL LICENSING					
351.00	Dangerous Wild Animals *	0	386.00	0.00	386.00	0
319.00	Dog Breeder (new application) *	0	350.00	0.00	350.00	0
297.00	Dog breeder (renewal)	0	326.00	0.00	326.00	0
175.00	Dog Breeder (enforcement) *	0	192.00	0.00	192.00	0
319.00	Selling Animals as Pets Licence (new application) *	0	350.00	0.00	350.00	0
297.00	Selling Animals as Pets Licence (renewal)	10	326.00	0.00	326.00	3,043
175.00	Selling Animals as Pets Licence (enforcement) *	10	192.00	0.00	192.00	1,793
319.00	Animal Boarding Establishment (new application)	0	350.00	0.00	350.00	0
297.00	Animal Boarding Establishment (renewal)	18	326.00	0.00	326.00	5,477
175.00	Animal Boarding Establishment (enforcement)	18	192.00	0.00	192.00	3,227
254.00	Home Boarding for Dogs (new application)	0	279.00	0.00	279.00	0
232.00	Home Boarding for Dogs (renewal)	0	255.00	0.00	255.00	0
132.00	Home Boarding for Dogs (enforcement)	0	145.00	0.00	145.00	0
	* additional vet fees to be recovered where applicable					

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2023/24	REVISED CHARGE 2023/24			ESTIMATED INCOME 2023/24* (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	LICENSING					*include pre-Jan & post-Jan income
	ANIMAL LICENSING (cont.)					
362.00	Hiring Out Horses (new application - up to 10 horses) *	0	398.00	0.00	398.00	0
341.00	Hiring Out Horses (renewal - up to 10 horses) *	0	375.00	0.00	375.00	0
20.00	Each additional horse over a maximum of 10 = £18 per horse	0	22.00	0.00	22.00	0
197.00	Hiring Out Horses (enforcement) *	0	216.00	0.00	216.00	0
103.00	Hiring of Horses Annual Inspection	0	113.00	0.00	113.00	0
254.00	Day Care for Dogs (new application)	0	350.00	0.00	350.00	0
232.00	Day Care for Dogs (renewal)	0	326.00	0.00	326.00	0
132.00	Day Care for Dogs (enforcement)	0	192.00	0.00	192.00	0
319.00	Keeping / Training Animals for Exhibition (new application) *	0	350.00	0.00	350.00	0
297.00	Keeping / Training Animals for Exhibition (renewal)	0	326.00	0.00	326.00	0
175.00	Keeping / Training Animals for Exhibition (enforcement) *	0	192.00	0.00	192.00	0
135.25	Each additional licensable activity after greatest applicable tier is	0	148.00	0.00	148.00	0
159.00	Animal Licence Re-Rating Request *	0	174.00	0.00	174.00	0
223.00	Hiring of Horses Re-Rating Request *	0	245.00	0.00	245.00	0
159.00	Animal Advisory Visit	0	174.00	0.00	174.00	0
55.00	Licence Transfer / Variation	0	60.00	0.00	60.00	0
20.00	Copy of Licence or Licence Conditions	0	22.00	0.00	22.00	0
	* additional vet fees to be recovered where applicable					

Licensing total income 2023/24 (Revised)

15,107

Licensing total income 2023/24

17,156

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2023/24	REVISED CHARGE 2023/24			ESTIMATED INCOME 2023/24* (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	HOUSING STANDARDS					*include pre-Jan & post-Jan income
531.30	ENFORCEMENT Service of Housing Act Enforcement Notice (landlords / owners / occupiers) Administration charge where the Council completes works in default of legal notices or takes emergency remedial action Interest payable on debts resulting from the completion of works in default of legal notices Late Payment Costs (where works are carried out in default of legal notices)	10.00	584.00	0.00	584.00	5,445
-			20% of cost of works			0
-			Bank of England base rate plus 2%			0
-			20% of charge			0
727.65	HOUSES IN MULTIPLE OCCUPATION LICENSING Licence application (valid for 3 years)	2.00	800.00	0.00	800.00	1,491
231.00	Licence application (Accredited landlord)	2.00	600.00	0.00	600.00	647
531.00	Licence renewal	12.00	584.00	0.00	584.00	6,531
231.00	Licence renewal (Accredited landlord)	12.00	438.00	0.00	438.00	3,393
231.00	Application from a non for profit organisation or charity	0.00	438.00	0.00	438.00	0
2,000.00	MEES ENFORCEMENT - To be removed - not used NEW Penalty Notice for failure to comply with Compliance Notice under the Energy Efficiency (Private Rented Property) Regulations		0.00	0.00	0.00	0

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2023/24	REVISED CHARGE 2023/24			ESTIMATED INCOME 2023/24* (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	HOUSING STANDARDS					*include pre-Jan & post-Jan income
	OTHER FEES					
34.65	Request for replacement copies of documents including letters, notices and licences	2.00	38.00	0.00	38.00	71
138.60	Request for a pre-application inspection under the HHSRS and/or inspection for a new HMO	2.00	152.00	0.00	152.00	284
55.00	Change of property owner, freeholder, mortgage or leaseholder details	2.00	60.50	0.00	60.50	113
55.00	Change in number of households/occupiers/room information	4.00	60.50	0.00	60.50	226
55.00	To be removed - HMO or Selective Licence investigation. Not reported to the Council but found through officers investigations		0.00	0.00	0.00	0
55.00	NEW No access for arranged visit (provided at least 24 hours notice was given to the landlord / agent by the council)	2.00	88.00	0.00	88.00	127

Housing Standards total income 2023/24 (Revised)

18,326

Housing Standards total income 2023/24

23,504

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2023/24	REVISED CHARGE 2023/24			ESTIMATED INCOME 2023/24* (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	TAXIS AND PRIVATE HIRE VEHICLES					*include pre-Jan & post-Jan income
	TAXIS/HACKNEY CARRIAGES					
225.00	Vehicle Licences	146	250.00	0.00	250.00	33,763
305.00	Drivers Licence - Valid for 3 years	132	340.00	0.00	340.00	41,415
	PRIVATE HIRE					
330.00	Operator's Licence	68	370.00	0.00	370.00	23,120
225.00	Vehicle Licences	418	250.00	0.00	250.00	96,663
305.00	Drivers Licence - Valid for 3 years	124	340.00	0.00	340.00	38,905
	TRANSFER TO VEHICLE ALEADY LICENSED BY WBC					
80.00	Change/transfer to vehicle already licensed with WBC	2	90.00	0.00	90.00	165
	GENERAL					
65.00	New Licence Application Charge (not renewals) (This is in addition to the cost of CRB, medical and driving licence checks)	20	72.00	0.00	72.00	1,335
50.00	Replacement Plate	4	50.00	0.00	50.00	200
35.00	Replacement Badge / Upgrade from Private Hire	2	35.00	0.00	35.00	70
35.00	Additional Knowledge Test Fees	2	35.00	0.00	35.00	70

Taxis and Private Hire Licences total income 2023/24 (Revised) (excluding Vehicles)	105,280
Estimated income from Vehicles 2023/24 (Revised)	130,425
	<u>235,705</u>
Taxis and Private Hire Licences total income 2023/24	81,030
Estimated income from Vehicles 2023/24	103,275
	<u>184,305</u>

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2023/24	REVISED CHARGE 2023/24			ESTIMATED INCOME 2023/24* (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	PEST CONTROL					*include pre-Jan & post-Jan income
99.00	Disinfestation (domestic)*	24	104.00	26.00	130.00	2,406
70.00	Wasps nest destruction (domestic)*	80	56.00	14.00	70.00	5,320
35.00	Wasps - additional nest as same address (at same time)*		29.17	5.83	35.00	0
65.00	Mice*	74	60.00	15.00	75.00	4,718
65.00	Rats*	250	60.00	15.00	75.00	15,938
100.00	Squirrels (inside premises - domestic)	10	110.00	18.33	110.00	1,025
100.00	Squirrels (proofing advice visit only - domestic)	0	110.00	18.33	110.00	0
	* Half price treatments are provided for those on means tested benefits. All fees for rats and mice include 2 visits - additional visits charged at £35					

Pest Control total income 2023/24 (Revised)

29,406

Pest Control total income 2023/24

25,752

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2023/24	REVISED CHARGE 2023/24			ESTIMATED INCOME 2023/24* (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	DOG CONTROL/ANIMAL WELFARE					*include pre- Jan & post- Jan income
	STRAY DOGS - KENNELING					
75.00	Collection Fee - dog returned to owner before kennel	24	82.00	0.00	82.00	1,842
140.00	Delivery to kennel and £25 statutory fine (including first day)	14	154.00	0.00	154.00	2,009
25.00	Each additional day	14	30.00	0.00	30.00	368

Dog Control and Animal Welfare total income 2023/24 (Revised)

4,219

Dog Control and Animal Welfare total income 2023/24

4,275

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2023/24	REVISED CHARGE 2023/24			ESTIMATED INCOME 2023/24* (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	FOOD SAFETY & COMMUNICABLE DISEASES					*include pre- Jan & post- Jan income
65.00	Food Export Licence	0	70.00	0.00	70.00	0
225.00	Food Hygiene Re-visit Inspection Fee	12	250.00	0.00	250.00	2,775

Food Safety & Communicable Diseases total income 2023/24 (Revised)

2,775

Food Safety & Communicable Diseases total income 2023/24

2,700

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2023/24	REVISED CHARGE 2023/24			ESTIMATED INCOME 2023/24* (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	ENVIRONMENTAL HEALTH ADMINISTRATION					*include pre-Jan & post-Jan income
15.00	Copy of Food Register Entry	0	20.00	0.00	20.00	0
30.00	Copy of Authorisation of Specified Industrial Processes	0	35.00	0.00	35.00	0
15.00	Certified copy of entry in register of motor salvage operators - remove as no longer applicable	0	0.00	0.00	0.00	0
79.70	Environmental Health Search (per hour)	0	66.67	13.33	80.00	0
126.00	Contaminated Land Search (per hour)	4	115.00	23.00	138.00	493
350.00	Assisted Funeral Arrangement Fee (charge will only apply where funds are available within the estate)	6	350.00	0.00	350.00	2,100
175.00	Environmental Information Regulations (EIR) Search fee	4	175.00	0.00	175.00	700

Environmental Health total income 2023/24 (Revised)

3,293

Environmental Health total income 2023/24

3,150

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2023/24	REVISED CHARGE 2023/24			ESTIMATED INCOME 2023/24* (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	MOBILE HOMES					*include pre-Jan & post-Jan income
	Fit and Proper Person Application					
371.55	Fit and Proper Person application fee	0	389.00	0.00	389.00	0
126.25	Fit and Proper Person annual fee (where applicable)	0	144.00	0.00	144.00	0
353.20	Issue of first licence for Mobile Home Sites	0	414.00	0.00	414.00	0
	Carry out full site inspection. Make note of any breaches of site licence conditions/ works required:					
31.00	1 - 5 pitches 45 (O)	0	31.00	0.00	31.00	0
41.00	6 - 24 pitches 60 (O)	0	41.00	0.00	41.00	0
61.00	25 - 100 pitches 90 (O)	0	81.00	0.00	81.00	0
	Carry out revisit to check on completion of works:					
10.00	1 - 5 pitches 15(O)	0	10.00	0.00	10.00	0
21.00	6 - 24 pitches 30(O)	0	21.00	0.00	21.00	0
41.00	25 - 100 pitches 60(O)	0	51.00	0.00	51.00	0
	Total Cost:					
394.20	1 - 5 pitches 45 (O)	Minimal	455.00	0.00	455.00	Minimal
415.20	6 - 24 pitches 60 (O)	Minimal	475.00	0.00	475.00	Minimal
455.20	25 - 100 pitches 90 (O)	Minimal	546.00	0.00	546.00	Minimal
237.90	Application to vary a site licence	0	268.00	0.00	268.00	0

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2023/24	REVISED CHARGE 2023/24			ESTIMATED INCOME 2023/24* (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	MOBILE HOMES					*include pre-Jan & post-Jan income
31.00	Carry out full site inspection and make note of any works required: 1 - 5 pitches 45 (O)	0	34.00	0.00	34.00	0
41.00	6 - 24 pitches 60 (O)	0	51.00	0.00	51.00	0
61.00	25 - 100 pitches 90 (O)	0	72.00	0.00	72.00	0
	Total Cost:					
268.70	1 - 5 pitches 45 (O)	Minimal	302.00	0.00	302.00	Minimal
278.70	6 - 24 pitches 60 (O)	Minimal	319.00	0.00	319.00	Minimal
298.70	25 - 100 pitches 90 (O)	Minimal	340.00	0.00	340.00	Minimal
133.60	Application to Transfer Licence	0	152.00	0.00	152.00	0
	Annual Fee					
108.00	1 - 5 pitches	0	108.00	0.00	108.00	0
172.00	6 - 24 pitches	0	172.00	0.00	172.00	0
344.00	25 - 100 pitches	1	344.00	0.00	344.00	344

Mobile homes total income 2023/24 (Revised)
Mobile homes total income 2023/24

344
716

CORPORATE RESOURCES DIRECTORATE FEES AND CHARGES
SUMMARY OF ESTIMATED INCOME 2023/24 - REVISED

	BUDGET 2023/24 £	INCREASES JANUARY 2024 £	OTHER CHANGES 2023/24 £	REVISED BUDGET 2023/24 £
<u>Customer Support Services</u>				
Local Land Charges	263,689	0	0	263,689
Property Services	* 900	71	525	1,496
C.C.T.V.	* 1,690	23	(1,184)	528
Town Centre Management Agreement	* 9,462	450	(5,757)	4,154
Water Course Consent	500	0	0	500
CORPORATE RESOURCES - TOTAL FEES AND CHARGES	276,241	543	(6,416)	270,368

* Only the schedules where 1st April 2024 increases are proposed are attached.
The proposed changes are highlighted on the attached schedules for ease of reference.

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2023/24	REVISED CHARGE 2023/24			ESTIMATED INCOME 2023/24* (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	PROPERTY SERVICES					*include pre-Jan & post-Jan income
	GARDEN LICENCE - New or Renewals*					
100.00	50-100m ²	3	120.00	0.00	120.00	315
125.00	101-200m ²	1	150.00	0.00	150.00	131
150.00	201-300m ²	3	180.00	0.00	180.00	473
POA	>300m ² (Price on application)		POA			
250.00	*a one-off legal fee applies upon completion	minimal	300.00	0.00	300.00	minimal
	GRAZING LICENCE - New or Renewals		<i>to be determined an individual basis</i>			
	VEHICULAR ACCESS*					
50.00	£50/year	11	60.00	0.00	60.00	578
250.00	*a one-off legal fee applies upon completion	minimal	300.00	0.00	300.00	minimal

Property Services total income 2023/24 (Revised)

1,496

Property Services total income 2023/24

900

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 2023/24	REVISED CHARGE 2023/24			ESTIMATED INCOME 2023/24* (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	*include pre-Jan & post-Jan income
	CCTV					
105.60	INVESTIGATION AND SUPPLY OF CCTV DATA first hour includes disc costs and delivery	5	105.60	21.12	126.72	528
105.60	per additional hour or part thereof	minimal	105.60	21.12	126.72	minimal

CCTV data total income 2023/24 (Revised)
CCTV data total income 2023/24

528
1,690

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 20234	REVISED CHARGE 2023/24			ESTIMATED INCOME 2023/24* (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	TOWN CENTRE MANAGEMENT-LICENSING					*include pre-Jan & post-Jan income
	PERMITS AND LICENCES		<i>Charges set by Surrey County Council</i>			
73.00	Place building materials on the highway (Valid for 28 days)	1	124.00	0.00	124.00	86
73.00	Place building materials on the highway (Extension)	1	124.00	0.00	124.00	86
104.00	Place scaffolding/hoarding on the highway (Valid for 28 days)	3	184.00	0.00	184.00	372
104.00	Place scaffolding/hoarding on the highway (Extension)	5	184.00	0.00	184.00	620
145.00	Place a crane on the highway (No limit)	2	259.00	0.00	259.00	347
70.00	Skips placed on the highway (Valid for 28 days)	2	124.00	0.00	124.00	167
95.00	Skips placed on the highway (Extension)	1	124.00	0.00	124.00	102
181.00	Application to create a vehicle crossover / dropped kerb for a crossover (includes site suitability assessment)	0	340.00	0.00	340.00	0
342.00	Planting on the highway	1	83.00	0.00	83.00	277
	TEMPORARY TRAFFIC REGULATION ORDERS (TTRO)					
725.00 to 734.00	Traffic Regulations (Temporary notice (Emergency) section 14 (3) and 5, Day notice section 14(2))	1	966.79	0.00	966.79	242
734.00	Traffic Regulations (Temporary traffic order, section 14(1))	1	1,084.00	0.00	1,084.00	822
	LOCAL HIGHWAY SERVICE					
719.00	Traffic Regulations (Recovery of administrative costs)		<i>On request</i>			
347.00	Damage to Council Property (administrative costs)		<i>On request</i>			
75.00	Initial assessment of suitability for a crossover (included within above)					
120.00	Bus stop suspensions (Per day, max charge £240)		<i>Function undertaken by SCC</i>			
	Pavement Café annual fee - Setting out private furniture on the highway:		<i>Function transferred to WBC - Statutory charge</i>			
0.00	Temporary pavement licence (for 3 months)	6	100.00	0.00	100.00	150
0.00	- Under 3sqm (application must be submitted.)	5	0.00	0.00	0.00	0
104.00	- 3sqm - 10sqm	6	104.00	0.00	104.00	624

CHARGE 2023/24 (inc.VAT) (£ - P)	ITEM	FORECAST ACTIVITY LEVEL 20234	REVISED CHARGE 2023/24			ESTIMATED INCOME 2023/24* (£)
			NET CHARGE (£ - p)	V.A.T. (£ - p)	TOTAL CHARGE (£ - p)	
	TOWN CENTRE MANAGEMENT-LICENSING					*include pre-Jan & post-Jan income
52.00	- Additional sqm	5	52.00	0.00	52.00	260

Licensing total income 2023/24 (Revised)

4,154

Licensing total income 2023/24

9,462

EXECUTIVE – 16 NOVEMBER 2023

CLIMATE CHANGE SUPPLEMENTARY PLANNING DOCUMENT (SPD)

Executive Summary

The Climate Change Supplementary Planning Document (SPD) provides updated guidance on the application of policies within the Core Strategy relating to climate change (particularly policies CS22 'Sustainable Construction' and CS23 'Renewable and low carbon energy generation'). Since the first SPD was adopted in 2013, there have been significant changes to building practice and guidance relating to sustainability standards within development. The theme of 'sustainability' is embedded within the strategic vision of the Core Strategy and so it is important that supporting guidance is able to respond to changes which impact on this, particularly in light of the Council's climate and ecological emergency declaration in 2019.

The draft revised SPD was approved by the Executive for a six-week consultation at its meeting on 23rd March 2023. The consultation period was between 18th May and 30th June 2023. The report outlines the various responses to the consultation and requests the Executive to recommend to Council to adopt the SPD for the purposes of ensuring guidance remains up to date and enables development to meet the challenge of climate change through adaptation and mitigation.

A total of 17 representations were received from individuals and organisations. A summary of the representations and how they have been taken into account is attached in Appendix 1. Where Officers have proposed modifications, they are incorporated in the revised SPD, which is attached in Appendix 2. Overall, the proposed modifications are considered to add supplementary detail and guidance, which does not change the overall impact of the Draft SPD that was approved by the Executive for consultation.

The outcomes and responses from consultation will be considered by the Local Development Framework (LDF) Working Group and Greener Working Group.

Recommendations

The Executive is requested to:

RECOMMEND TO COUNCIL That

- (i) the various representations to the Climate Change Supplementary Planning Document (SPD) consultation together with Officer's responses and recommendations as set out in Appendix 1 to the report be noted;**
- (ii) the revised Climate Change SPD included in Appendix 2 to the report be adopted as Supplementary Planning Document for the purposes of managing development across the Borough and other planning decisions; and**
- (iii) the requirements of the SPD should apply from the date of adoption, in this case 30th November 2023.**

Climate Change Supplementary Planning Document (SPD)

Reasons for Decision

Reason: To ensure that there is up to date guidance on the implementation of policies within the Core Strategy relating to climate change and ensuring development can contribute towards the vision of a sustainable Woking.

The item(s) above will need to be dealt with by way of a recommendation to Council.

Background Papers: None.

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Date Published: 8 November 2023

1.0 Introduction

- 1.1 The report outlines the various responses to the consultation on the Climate Change Supplementary Planning Document (SPD) and requests the Executive to recommend to Council to adopt the SPD for the purposes of supplementing the application of policies within the Core Strategy relating to Climate Change, most notably CS22 'Sustainable Construction' and CS23 'Renewable and low carbon energy generation'. The draft SPD was considered by the Local Development Framework (LDF) Working Group on 1st February 2023 and by the Greener Woking Working Group on 8th February 2023. On 23rd March 2023, the draft SPD was approved by Executive for six-week consultation. Consultation commenced on 18th May and concluded 30th June 2023. A total of 17 individuals and organisations made representations. A summary of the representations and how they have been taken into account is in Appendix 1. Where Officers have proposed modifications, they are incorporated into the revised SPD, which is attached in Appendix 2. Overall, the modifications are considered minor and do not detract from the ambitions of the draft SPD originally presented before Executive for consultation.
- 1.2 The adoption of the Climate Change SPD will consolidate significant changes made to sustainable building practice, in addition to setting out how developers should best evidence meeting the requirements of policies within the Core Strategy relating to climate change, particularly CS22 and CS23. The current Climate Change SPD was adopted in 2013, following the adoption of the Core Strategy in 2012, and sets out a very different policy context. For instance, the 'Code for Sustainable Homes' and 'Allowable Solutions' have been scrapped. In their place the government announced the 'Future Homes Standards' which will commence from 2025 and will likely have transitional arrangements to enable developers to respond to the new requirements. Until then updates to Building Regulations will act as interim guidance and facilitate the progressive uplifts in sustainable building practice. The SPD recognises these changes and will enable development to respond positively and proactively to the challenge of climate change through mitigation and adaptation.
- 1.3 Given its significance as set out above, Members of the Executive are requested to recommend to Council to adopt the SPD. In adopting the SPD, the Council is also responding to concerns expressed by members of the general public and Members to ensure the Council remains committed to tackling climate change within the built environment.
- 1.4 The SPD will be used by:
 - Planning Officers as guidance against which to assess the minimum requirements of policies within the Core Strategy relating to climate change, in addition, to uplifts in national standards.
 - Council Members when assessing development proposals in advance of and at Planning Committee meetings.
 - Applicants and developers when preparing their development schemes, as guidance to indicate ways in which high quality and exceptional sustainable design can be achieved.
- 1.5 Officers are satisfied that the contents of the revised SPD including the proposed amendments are sufficiently robust and at the same time allow scope for flexibility to apply its key principles to the merits of individual applications and should therefore be supported for adoption. Overall, it will guide improvements in the provision of development in Woking that is adaptable and able to mitigate against the challenge of climate change.

2.0 Summary analysis of the representations

2.1 A total of 17 representations were received from individuals and organisations. Of these, 3 had no comment to make. A variety of issues were raised including, among others:

- The extent to which the Council is driving ambitions to become climate conscious.
- Concerns regarding the scope of the SPD i.e., longevity of the guidance, enforcement of the measures proposed, weight in advocating for higher standards.
- Wording of the SPD is considered too 'relaxed' and could be interpreted as optional.
- Additional guidance is suggested from other organisations which will enhance the breadth of guidance available.
- Noting the importance of infrastructure assets within Woking such as the decentralised energy network (DEN) and supporting the growth of this asset.
- Impact of the ageing population and enabling development to reasonably accommodate changes in people's lifestyles.
- Support for the measures outlined within the SPD and hope that the Council will seek to achieve more benefits for the Borough.

2.2 The range of issues summarised above are by no means exhaustive. A full summary of the representations received and Officer's response with recommendations is included in Appendix 1. Members are encouraged to read this document in full.

3.0 Summary of the draft Climate Change SPD

3.1 The structure of the revised SPD has not changed from the draft that was presented to Executive before it was released for consultation. The proposed modifications have been made in response to representations which have been considered by Officers. These modifications are highlighted within Appendix 1 of the report. For the avoidance of doubt, the key topics covered in the SPD are listed below. The SPD is structured as follows:

- Introduction: Purpose. How to use this document. Sustainability Appraisals.
- Legislative and Policy Context: Overview. Borough Context.
- Sustainability through Standards: Building Regulations. BREEAM. Complying with the Standards.
- Carbon and Sustainable Energy: Energy Efficiency. Renewable or Low Carbon Energy. Stand-alone Sustainable Energy Generation. Low Carbon Heat and Decentralised Energy Networks.
- Design, Materials and Waste: Design and Layout. Waste.
- Sustainable Transport: Prioritising Walking, Cycling and Public Transport. Electric Vehicle Charging Points.
- Climate Change Resilience and Adaptation: Introduction. Adaptation through Design.

3.2 Summary and checklist pages within the SPD remain unaltered and have been amended where necessary to ensure wording remains cohesive throughout the document.

Climate Change Supplementary Planning Document (SPD)

- 3.3 Please note that all references made to the draft climate change strategy 'Net Zero Woking' have been removed. This is in light of the Council's financial situation and commitments made within the strategy which requires further review. Please see Appendix 1 of the report for information.

4.0 Next stages of the process

- 4.1 Subject to the recommendations of the Executive it is expected that the report will be considered by Council for adoption at its meeting on 30th November 2023. Once adopted, the SPD will take immediate effect from the date of adoption.

5.0 Corporate Strategy

- 5.1 The SPD will support the delivery of aims set out within the climate emergency action plan (CEAP) following on from the Council's most recent climate change strategy 'Woking 2050' adopted in 2015. The SPD will work in parallel with Woking 2050 to achieve the wider vision of a sustainable Woking, as outlined within the Core Strategy.

6.0 Implications

Finance and Risk

- 6.1 The Core Strategy was adopted in October 2012 and reviewed. Planning applications will continue to be submitted to deliver their requirements. It is important that the revised Climate Change SPD is adopted to ensure development remains able to mitigate and adapt according to the challenges of climate change. This means advocating for the delivery of development which achieves above national standards and recognising that there will be further uplift in the near future. Failure to support the recommendations of the report may delay the adoption of the SPD.
- 6.2 The SPD was prepared by consultants until the point of public consultation whereby Officers continued the necessary delivery of the SPD. There are no additional financial implications for preparing the SPD.

Equalities and Human Resources

- 6.3 There are no human resources implications for preparing the SPD. The SPD will support the mitigation and adaptation of development to meet the challenge of climate change. This will have a positive impact on equalities, particularly relating to health and wellbeing.

Legal

- 6.4 Under reg 11-16 of the Town and Country Planning (Local Planning) (England) Regulations 2012 (as amended) supplementary planning documents are intended to build upon and provide more detailed advice and guidance upon how to implement policies within the adopted local plan. Officers will continue to ensure that the SPD continues to remain in conformity with the local plan to ensure that this requirement is met to avoid risk of legal challenge.

7.0 Engagement and Consultation

- 7.1 The revised SPD has been prepared with the active involvement of the relevant sections of the Council, particularly those who contribute toward climate change mitigation and/or adaption. The document was presented to the Development Management and Green Infrastructure Teams during its production. The Draft SPD was published for consultation between 18th May and 30th June 2023. The comments made by organisations and individuals during that period were collected and have been taken into account in finalising the SPD.

REPORT ENDS

Woking Borough Council Climate Change SPD

Consultation Statement

The Climate Change Supplementary Planning Document (SPD) provides detail on how development should implement policies within the Core Strategy, and wider Development Plan, relating to climate change and the need to mitigate and/or adapt to its effects. The SPD was first adopted in 2013, and since then there have been significant changes to building efficiency standards. Therefore, the revised SPD acknowledges these updates and subsequent changes in sustainability standards.

Before a Local Planning Authority can adopt an SPD, Regulation 12 of the Town and County Planning (Local Planning) (England) Regulations 2012 requires it to publish a statement setting out:

- I. The persons the local planning authority consulted when preparing the Supplementary Planning Document;
- II. A summary of the main issues raised by those persons; and
- III. How those issues have been addressed in the Supplementary Planning Document. This statement reflects these requirements.

The Council released the draft SPD for public consultation for a period of six weeks between 18th May and 30th June 2023. A list of persons consulted can be found in **Appendix (a)**. In addition, the consultation was publicised through notices in the local newspaper and on the Council's website (**see Appendix (c)**). Physical copies of the draft SPD were also made available in Woking, West Byfleet, Byfleet, and Knaphill libraries in addition to the reception of the Civic offices.

Representations have been considered and the main issues are summarised in **Appendix (b)**. This also includes reference to how the issues raised have been considered and addressed.

The following modifications have been made following the consultation and are incorporated in the SPD. Underlined text has been added and/or amended. These modifications enhance the quality of and/or provide updated information to the SPD:

Para 4.2.4 inserted as follows:

"In terms of best practice, the London Energy Transformation Initiative (LETI) provides guidance for developers on how to design and build zero carbon buildings. See [Climate Emergency Design Guide | LETI for more information.](#)"

Para 4.2.5 wording 'if possible and practical' has been removed.

Page 29 'Sewage gas' section, additional wording "*grass cuttings, food waste*" added.

Within Box 5.1 the aim: '*Maximising the potential for passive solar gain when designing site layouts*' has been amended to '*Optimising the potential for passive solar gain when designing site layouts*'.

Para 7.2.18, 7.2.19 and 7.2.20 inserted as follows:

"It is the responsibility of a developer to make proper provision for surface water drainage to ground, water courses or surface water sewer. Development must not be allowed to drain to the foul sewer, as this is the major contributor to sewer flooding. In May 2022 the Environment Agency updated the guidance on flood risk assessment in relation to climate change allowances .

On sites with historical or archaeological constraints, a historic water management appraisal of an area should be included as part of flood risk assessment and planning submissions.

It is advised that developers reach out to the lead local flood authority (LLFA) for confirmation regarding the suitability of SuDS within their proposed development. Surrey County Council act as LLFA and provide [guidance on SuDS](#). It is advised that developers review this guidance when considering how best to address water management.”

Pages 56 and 57 under ‘Rain Gardens’ additional paragraph inserted as follows:

“In urban environments the planting of street trees also provides a natural solution to mitigate against flood risk. It is advised that the principles of ‘Right tree, right place’ are applied to ensure trees remain suitable and best placed to mitigate against all the effects of climate change.”

Additional sentence inserted onto grey box above para 7.2.25 as follows:

“This should be set out within a statement clarifying how the measures have been achieved.”

Para 7.2.25, 7.2.26 and 7.2.27 inserted as follows:

“The Council will ensure compliance by means of planning conditions specifying that the optional requirement as set out above will apply to the development. Applicants are encouraged to submit the required evidence at the earliest opportunity – preferably at planning application validation stage. If sufficient evidence is not submitted at planning application validation stage, or during the life of a planning application, a pre-commencement planning condition will be used to confirm that the development will be able to achieve the required standard prior to construction starting; and evidence should be in the form of a design stage water efficiency calculator (as per the methodology set out in Appendix A of Approved Document G).

In all cases, a pre-occupation planning condition will be used to conclusively show that the standard has been achieved prior to the occupation of dwellings; and evidence will be in the form of the notice submitted to the local authority under Regulation 37 of the Building Regulations 2010, as amended (see paragraphs 2.13- 2.16 of Approved Document G for guidance).

People who are responsible for building work (e.g., agent, designer, builder or installer) must ensure that the work complies with all applicable requirements of the Building Regulations. Where an optional requirement is made a condition of the planning permission the developer has a statutory obligation to inform the Building Control Body that an optional requirement has been imposed. A local authority may not issue a completion certificate under regulation 17 of the Building Regulations or an approved inspector a final certificate under section 51 of the Building Act unless satisfied that any imposed optional requirement has been complied with.”

Para 7.2.29 has been inserted as follows:

“All the water companies which serve Woking have been identified by the Environment Agency as companies within areas of serious water stress. In addition to following the optional requirement outlined above, the council advises that the ‘Fittings Approach’ is used to determine the water consumption of a development.”

Para 7.2.38, 7.2.39 and 7.2.40 have been amended to reflect recent changes made by government on the mandatory implementation of biodiversity net gain. As per the announcement made by DEFRA on 27th September 2023 10% BNG will apply to development from January 2024 and not November 2023. The paragraphs have been amended as follows:

“The Environment Act gained ascension in November 2021 and has a two-year transition period for its requirements to come into effect. The Department for Environment, Food and Rural Affairs (DEFRA) has confirmed that from January 2024 the Act will require mandatory BNG of 10% on all development sites for which planning permission is granted under the Town and Country Planning Act 1990 (there are a few exemptions). The Council does not have a Local Plan Policy which requires 10% BNG on site. However, it is important to note that the current up to date policies of the development plan highlights the need for biodiversity enhancement as a result of development, which needs to be applied when determining day to day planning applications until the mandatory requirements are introduced (i.e., policy CS7 ‘Biodiversity and nature conservation’).”

As outlined within policy CS7 and CS8, the Council will pay consideration to important sites and habitats in the Borough. Proposals should acknowledge and mitigate against the direct and indirect impacts of development on these sites.

The emerging BNG legislation will enable a greater focus on the integration and extension of GBI to promote biodiversity and implement Natural Based Solutions (NBS). Thus, providing secondary benefits regarding climate mitigation actions in respect of both reducing urban heat island effects and offering additional shading benefits for buildings. All development should consider the long-term management and maintenance of green and blue infrastructure, to ensure continued climate change resilience and benefits across the Borough and wider landscape. This is supported under policy CS7.”

Additional sentence inserted with link onto para 7.2.42, to provide more detail regarding SCC’s development of the LNRS, as follows:

“Surrey County Council will lead the development of the LNRS in Surrey. Development in Woking will be asked to align with and help deliver the nature recovery priorities identified in the forthcoming LNRS, which will be produced over the coming 18 months.”

Para 7.2.43 with footnote link inserted as follows:

“Biodiversity opportunity areas (BOAs) and urban BOAs also identify priority areas for habitat restoration and enable the increased implementation of NBS , helping to connect green infrastructure across the Borough and create green corridors.”

Para 7.2.45 with footnote link inserted as follows:

“Surrey County Council provide additional guidance on best practice and case studies for implementing green and blue infrastructure within development.”

Page numbers have also been amended/removed as appropriate following consultation.

*Note that all references made to the draft climate change strategy ‘Net Zero Woking’ have been removed. This is light of the council’s financial situation and commitments made within the strategy which require further review. References have been removed from the following pages: 3, 15, 16, 31, 66.

Appendix (a): Persons and organisations consulted during consultation

Community

Carers Support Woking
Community Learning Partnership
Horsell Park Neighbourhood Watch/WAN
Just Advocacy
Liaise Women's Centre
Phoenix Cultural Centre
Probation Service
PROWD
Sheerwater Neighbourhood Watch
Surrey Access Forum
Surrey Community Action
Surrey Lifelong Learning Partnership (SLLP)
The Barnsbury Project
The Grove Area LTD
The Lighthouse
The Sheerwater And Maybury Partnership
Westfield Primary School
Woking Association Of Voluntary Service (WAVS)
Woking Cycle Users Group
Woking Youth Arts Centre
Woking Youth Centre
Woodlands Community Group
York Road Project

Business, developers, agents and landowners

AAP Architecture Ltd
Ace Marcelle Hope Limited
ADM Architecture
AMG Planning And Development
AND Consulting
Banner Homes (Wessex) Ltd
Baratt Homes
Barratt Homes (Southern Counties)
Barton Willmore
Basingstoke Canal Authority
Batcheller Thacker
BDB Pitmans LLP
Beaumonde Homes
Bell Cornwell
Bewley Homes
Birchwood Homes
BNP Parabis Real Estate
Boyer Planning Limited
Brimble, Lea And Partners
British Land Properties
Carter Planning Ltd
Castle Wildish Chartered Surveyors
Charles Austen Pumps Ltd
Charles Church Developments Ltd

Charles Richards
Clarence Country Homes Limited
Clerical Medical Managed Funds Ltd
Clifford Chance Secretaries Limited
Convery Developments Ltd
Cooper Environmental Planning
Courtley Consultants Ltd
Crest Strategic Projects
Croudace
Danks Badnell
Development Planning Partnership
Devine Homes PLC
DHA Architecture
DHS Engineering
DPDS Consulting Group
Drivers Jones
Drivers Jones Deloitte
Fairview New Homes Plc
Form Architecture And Planning
Fromson Construction Co Ltd
Fullerthorne
George Wimpey West London Ltd
Goldcrest Homes
Grant Consultancy
Gravitas 1061 Limited
Greenoak Housing Association
Hammerson UK
Henry Smith
Heritage Architecture
Horsell Businesses' And Traders' Association
Iconic Design
John Ebdon Homes
JSA Architects
Keith Hiley Associates Ltd
Kier Homes Ltd
King Sturge
Knaphill Traders Association
Lacey Simmons
Landmark Information Group Ltd
Lewandowski Architects
Linden Homes South-East Limited
Mantle Panel Ltd
Martin Gardner
Martin Grant Homes
MBH Partnership
McCarthy And Stone
McClosky And Bingham
McLaren Group Limited
Mercury Planning
Millgate Homes

Montague Alan Ltd
Mount Green Housing Association
N K Accountancy
Nathaniel Lichfield And Partners
National Housing Federation
NULAP (Aviva Investors)
Octagon Developments Ltd
Peacocks Centre
Peter Allan
Pinecrofe Housing Association
Planning Issues And Churchill Retirement
Planware Ltd
PRP Architects
Pyrford Homes Ltd
Quinton Scott Chartered Surveyors And Estate
Agents
Rolfe Judd
Rosemary Simmons Memorial Housing
Association
Rosetower Ltd
Runnymede Homes Ltd
Rutland Group
Savills
Shanly Homes
Sterling Potfolio Management On Behalf Of
Leylani Ltd
Stonham Housing Association
Surrey Chamber Of Commerce
Terence O'Rourke
Tetlow King Planning
Thames Valley Housing Association
The Landmark Trust
The Lightbox
Thomas Eggar LLP
Welmede Housing Association
Woking And District Trades Council
Woking Chamber
Woking Shopmobility
Wolsey Place Shopping Centre
Woolf Bond Planning
WYG Management Services
Health
Adult Social Care NW Surrey
Health And Safety Executive
NHS
NHS England
NHS England (South)
NHS Guildford And Waverley Clinical
Commissioning Group
NHS North West Surrey Commissioning Group

NHS Surrey Heath Clinical Commissioning
Group
North West Surrey CCG
South East Coast Strategic Health Authority
Surrey Health And Wellbeing Board
Virgin Care Limited
Infrastructure, Telecoms & Transport
Abellio Surrey
Affinity Water
AMEC Foster Wheeler
Arriva
Arriva Southern Counties
Avison Young
Carlone Buses
Civil Aviation Authority
Civil Aviation Authority (Safety Regulation
Group)
CNS Systems - Navigation, Spectrum And
Surveillance
Department For Transport
EE
Entec UK Ltd
Fairoaks Airport Ltd
Freight Transport Association
Guildford Police Station
Highways England
HM Prison Service
Mobile Operators Association
Mobile Operators Association
National Grid
National Grid
National Grid Control Centre
Network Rail
NOMS/ HM Prison Service
Office Of Rail Regulations
Reptons Coaches
Scotia Gas Networks
Scottish And Southern Energy
SGN
Southern Gas Networks
Southwest Trains
St John The Baptist School
Stagecoach South
Surrey And Hampshire Canal Society
Surrey Police
Surrey Police- Estates Department
Thames Water Planning/Property
Thamesway Sustainable Communities Ltd
The Coal Authority
Three
Veolia Water Central

Walden Telecom Ltd
Woking Community Transport Ltd
Wood E&I Solutions UK Ltd
Wood Plc
Interest groups
Age Concern
Age Concern Woking
Ancient Monuments Society
Campaign To Protect Rural England
Council For British Archaeology
CPRE Surrey
Deafplus
DEFRA
Environment Agency
Forestry Commission
Friends Of The Earth
Friends Of The Elderly
Gay Surrey
Georgian Group
Horsell Common Preservation Society
Irish Community Association
Irish Travellers Movement In Britain
Maybury Sheerwater Partnership Garden
Project
National Trust
NFU Office
Surrey And Farming Wildlife Advisory Group
Surrey Archaeological Society
Surrey Campaign to Protect Rural England
Surrey Coalition Of Disabled People
Surrey County Council
Surrey Disabled People's Partnership
Surrey Heathland Project
Surrey Minority Ethnic Forum
Surrey Nature Partnership
Surrey Travellers Community Relations Forum
Surrey Wildlife Trust
Sussex Wildlife Trust
The Bangladesh Cultural Association
The Garden History Society
The Gypsy Council
The Indian Association Of Surrey
The Maybury Centre
The National Trust
The RSPB
The Society For The Protection Of Ancient
Buildings
The Twentieth Century Society
The Woodland Trust
Victorian Society
Westfield Common Preservation Society

Woking Mind
Woking Pakistan Muslim Welfare Association
Woodland Trust
Leisure
Ambassadors Theatre Group
Arts Council For Woking
Link Leisure
Open Spaces Society
Sport England
Sport England South
Surrey County Playing Field Association
The Lawn Tennis Association
The Ramblers
The Rotary Club Of Woking
The Theatres Trust
Tourism South East
Tourism South East
West Byfleet Golf Club
Woking Community Play Association
Woking Ramblers
Woking Sports Council
Local Planning Authorities
Bracknell Forest Council
Elmbridge Borough Council
Epsom And Ewell Borough Council
Guildford Borough Council
Hart District Council
Mole Valley District Council
Reigate And Barnstead Borough Council
Royal Borough Of Windsor And Maidenhead
Runnymede Borough Council
Rushmoor Borough Council
Spelthorne Borough Council
Surrey County Council
Surrey Heath Borough Council
Tandridge District Council
Waverley Borough Council
Wokingham Borough Council
Other
Campaign For Real Ale
Coal Pension Properties
Department For Education
Education Funding Agency
Homes And Communities Agency
National Farmers Union SE Region
National Landlords Association
NATS Ltd
Network Rail
Outline
Scottish Gas Networks
Surrey Playing Fields

Surrey Police
The Planning Inspectorate
Woking Borough Council
Woking Chamber Of Commerce
Woking FC

Parish Councils

Bisley Parish Council
Chobham Parish Council
Ockham Parish Council
Pirbright Parish Council
Ripley Parish Council
Send Parish Council
West End Parish Council
Wisley Parish Council
Worplesdon Parish Council

Political / Religious groups

All Saint's Church
Church Comissioners
Congregation Of St Mary's Church Byfleet
First Church Of Christ Scientist
Jehovah's Witnesses
Masjid Albirr
New Life Church
Religious Society Of Friends
Shah Jahan Mosque
St Edward Brotherhood
St Mary's Church Office
The Rt Hon Jonathan Lord MP
The Church Of England Guildford Diocesan
Board Of Finance
Woking Conservatives
Woking Constituency Labour Party
Woking Liberal Democrats

Residents Associations

Anthony's Residents Association
Brambledown Residents Association
Brookwood Village Association
Byfleet Village Association
Friars Rise Residents Association
Horsell Residents Association
Horsell Residents Association
Maybury Community Association
Pyrford Green Belt Action Group
Sheets Heath Residents Association
St Johns Village Society
Sutton Green Village Hall And Association
Wych Hill Way Residents Association

Young people and Education

Barnsbury Infant School
Beaufort Community Primary School
Broadmere Community Primary School

Brookwood Primary School
Byfleet Primary School
Goldsworth Primary School
Kingfield School
Knaphill Lower School
Maybury Infant School
New Monument School
Pyrford C Of E (Aided) School
St Dunstan's Roman Catholic Primary School
St Hugh Of Lincoln Catholic Primary School
St John The Baptist R.C Secondary School
St John's Primary School
St Mary's C Of E Priamary School
The Bishop David Brown School
The Hermitage School
The Horsell Village School
The Marist Catholic Primary School
The Oaktree School
The Park School
The Winston Churchill School
West Byfleet Infant School
Westfield Primary School
Wishmore Cross School
Woking College
Woking High School
Woking Scouts
Woking Youth Council

Consultation Statement Appendix (b). Summary of the main issues raised in consultation, and how they have been considered and addressed.

Name of respondent	Summary of comments	Officer response
WEAct	Recognise that the revision is necessary.	It is important that supplementary documents, which aid decision-making, are revised and reflect updates in planning policy/legislation.
WEAct	Every attempt should be made to ensure publication of the new SPD.	It is anticipated that the SPD will be adopted late 2023.
WEAct	Consider that ‘commercial developers’ may view the Council’s financial situation ‘may make the organisation appear less able to challenge and decline development that would not be accepted elsewhere and that would not feature the climate sustainability and resilience that we would wish for’.	The council will remain committed to ensuring that development remains consistent with planning policies set out within the local plan and national planning guidance.
WEAct Page 174	Notes that the SPD reads as ‘detail dense’ and could be improved. Would also like to see improvements made to the draft SPD between January 2023 and the formally released consultation draft in June 2023.	Changes made to the SPD between January 2023 and June 2023 were made in response to initial feedback from WBC officers and working groups and was considered internally before consultation. This feedback was implemented on an ongoing basis. Please refer to the most recent draft published for consultation, available here: Draft Climate Change SPD (2023) - Woking 2027
WEAct	Raises concern regarding the longevity of the SPD given the breadth of change anticipated in the next few years i.e., ‘national development legislation and carbon reduction.	Local planning policy must respond to changes in national legislation and guidance. When appropriate, officers will review whether the SPD is still in conformity with national planning guidance.
WEAct	Notes due to emerging requirements for developers stemming from Environment Act 2021 and Future Homes Standard, the impact of the SPD may be short lived. Given the severity of the climate emergency it is suggested the SPD is updated every three to five years.	The local plan is set to expire in 2027. This will serve as an opportunity to consider current the weight of current planning policy relating to climate change.
WEAct	Notes that the SPD ‘is trying to facilitate and achieve significant environmental transformation’, which is what WBC as a high ambition council in climate response should be attempting to do.	The council remains committed to ensuring development within the Borough can meet the challenge of climate change.
WEAct	Some dates and wording is dated several years ago may imply to readers that the Borough is not in line with current legislation. For example in reference to CS22 having wording that includes ‘ ... from now until 31st March 2013... ’. Section 1.3 comments regarding ‘sustainability appraisals’ refers to judgements made in 2012	Policy CS22 was implemented within the Woking Core Strategy, adopted in 2012. SPDs act as supplementary guidance to aid the delivery of policies within the Core Strategy. A review of the Core Strategy was presented to

	and is considered out of date. Wording about Climate change strategy in section 2.4 is also considered out of date.	Executive on 5 th October and recommendations approved. Please see link for full report: Issue details - 2023 Review of the Woking Core Strategy
WEAct	<p>Reviewing weekly planning notices demonstrates that a significant proportion of planning applications are for private home extensions, and there is a risk applicants may believe the SPD is mostly targeted at new builds and large scale developers.</p> <p>‘We could not see guidance that if a homeowner is extending then the existing property should have modern levels of insulation, renewable energy use and climate emergency features.’</p>	<p>Please note that the SPD can only influence proposals within the remit of the planning system, and of which constitutes ‘development’. The definition of what is classed as development is set out within Section 55 of the Town and County Planning Act 1990 (as amended). See here: https://www.legislation.gov.uk/ukpga/1990/8/section/55</p> <p>The SPD sets out guidance that all development is expected to follow and outlines that a key objective of the SPD is to ensure development is ‘Designed to be future-proofed in response to socio-environmental shifts associated with climate change.’</p>
WEAct	<i>Section 2.3 Borough Context – page 9 Design SPD. The wording suggests that a Design SPD is under development, however the Council adopted a Design SPD in February 2015.</i>	Comments are noted – please refer to the draft SPD published for consultation.
WEAct	<i>Page 11 Section 3.1. Standards for New Residential Development. Possibly this first paragraph should have a reference, or alternatively an ‘on line’ link ?</i>	This is in reference to an earlier draft of the SPD – please refer to the draft SPD published for consultation.
WEAct	<i>Page 15 Table at top of page – minimum targets for new residential development in woking. Could the historic detail, top level of the box referring to 1st April 2013 to 31st March 2015 be removed?</i>	Please refer to the draft SPD published for consultation.
WEAct	Page 15- suggests changing wording ‘where justified and viable, the Council will negotiate with developers to achieve...’ as suggests there is an option to negotiate. Current wording ‘will increase WBC Planning Department workload’.	Policy CS22 of the core strategy provides flexibility in meeting requirements so as not to impede on the viability of development in Woking “Where it can be demonstrated that the standards set out in this policy cannot be met on site, permission will only be granted if the applicant makes provision for compensatory energy and CO ² and water savings elsewhere in the Borough equivalent to the carbon savings which would have been made by applying this policy”. There is opportunity to reconsider the weight of this policy as the council works towards producing a new local plan.

WEAct	Page 24- <i>'would be interested to know if the words 'if possible and practical' can be removed and whether the process in how a planning committee and delegated Council officers would like to see this planned sustainability being illustrated, evidenced to be part of the submitted development plan'.</i>	Wording 'if possible and practical' has been removed from page 24.
WEAct	Page 26- <i>Referring to the Climate neutral development checklist, is it necessary to have the checklist available through a website www.sustainabilityplanner.co.uk that is not Council controlled. This is also shown in relation to Energy solutions Item 2 on page 54.</i>	All planning policy and guidance relating to Woking Borough is made available at: https://www.woking2027.info/
WEAct	Page 27- <i>'If applicable (likely to be from 2016)...' Surely this can be more defined now?</i>	Please refer to the draft SPD published for consultation.
WEAct	Page 32- <i>Section 4.1 Second paragraph under text box – referring to 'Feed in tariffs (FITs) are currently available...' Our understanding is that all Fits and Renewable heat incentives for new developments have been withdrawn by central government.</i>	Please refer to the draft SPD published for consultation.
WEAct	Page 41- states <i>'Large scale ground mounted solar PV farms can have a negative impact on rural environment'</i> This is a judgemental statement that possibly is incorrect to make. A better sentence may be <i>'If planned sensitively, the visual impact of a ground mounted solar array can be acceptable in the landscape'.</i>	Please refer to the draft SPD published for consultation.
WEAct	Page 43- <i>Section 4.2 reference to Surrey Waste Plan 2008 should be updated. Is it appropriate in a SPD to refer to a particular site, the waste treatment centre in Martyrs Lane. The negative comment on Sewage gas – suitability for Woking is possibly unnecessary? Would it be possible to refer to biomethane production from Grass cuttings, there are now examples of Gas production from grass (Ecotricity 2021) and this is described as carbon neutral over a very short timeframe, just six months from absorption to release.</i>	Reference to biogas is referred to on page 29. Additional reference to 'grass cutting and food waste' has been added.
WEAct	In ref to Section 4.2, evidence is clear now that even modern wood burners contribute to local air pollution, and that they still make avoidable carbon emissions, which is particularly inappropriate for urban areas. Greater London managed to exclude woodburners from all new developments. Additionally, through the 'Feb 2023 Air Quality Neutral Guidance' all new development must not contribute to net air pollution. Woking should consider following this example.	There is opportunity to consider restricting the usage of wood burners through planning policy as the council works towards producing a new local plan. Please note SPDs can only provide guidance to support the implementation of policy adopted within the core strategy.

WEAct	Page 54- <i>Section 4.4 item 3 Energy experts and delivery partners. Possibly this paragraph needs to stop after the first sentence ‘developers may choose to partner with an energy service company...’ Promotion of an individual company Thameswey, currently a Woking Borough Council subsidiary appears inappropriate.</i>	Thameswey was founded by Woking Borough Council to deliver on the council’s strategic objectives as set out within the Woking 2050 strategy, reflecting efforts to meet the UK net-zero target by 2050. The energy centre on Poole Road currently operates the district heat network across the Town Centre and supports the Borough’s transition to low carbon energy generation.
WEAct	Page 55 – <i>Section 4.5 Zero Carbon Homes. This details an out of date target 2016 in the first paragraph, removal of the date and a more general statement that Zero carbon homes will help developers, occupiers and prospective tenants in the long term could be workable? Second paragraph again seems out of date and stating an obvious comment ‘The SPD will be updated...’ that should be stated elsewhere in the SPD.</i>	Please refer to the draft SPD published for consultation.
WEAct	Page 61- Waste and Recycling case example from Sweden considered interesting but a ‘significant commercial undertaking’ ‘only relevant to a few major developments’	Please refer to the draft SPD published for consultation.
WEAct	Page 67- EV section. Considers paragraph beginning ‘Management and maintenance’ unnecessary and ‘possibly could be replaced with a comment that EV charging points connected by telemetry, remote monitoring and customer identification systems are expected in new developments. There have been significant reliability problems with EV charging points and remote monitoring could address this.’	Comments are noted and will be considered further when appropriate.
WEAct	Page 72- there is little reference to the Environment Act 2021 and new developer responsibilities namely 10% BNG requirement. These requirements have potential to address several issues i.e., ‘urban heat islands, reduction in local air pollution affecting insect life and micro biodiversity, and habitat loss. Particularly better design will add to community and biodiversity resilience. Better waste water management could add to water flows into water courses that are running low, such as Basingstoke canal.’	Please refer to chapter 7 ‘Climate Change Resilience and Adaptation’ where information is provided within ‘Green and Blue Infrastructure’ page 64.
WEAct	[Notes on the Sustainable Construction Checklist] consider the checklist a key tool for ensuring best practice.	Comments are noted and will be considered further when appropriate.

<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 1 of 8</p>	<p>Has noted the following WBC advice documents could benefit from ‘some research, analysis of customer / developer responses on these forms to ascertain outcomes and potential ways that they could be improved’ and whether there is potential for these documents to be redesigned to better highlight sustainability options and assist the planning department and planning committee.</p> <p>In sec 4 Q2,3,5,6 and 7 the word ‘considered’ should be removed.</p> <p>Would like wording in Section 1 Q3 to change from “does the proposal provide appropriate levels and standards of Electric Vehicle Parking?’ to “Does the scheme provide better than statutorily required electrical vehicle parking, a mix of fast and slow charging options?’</p> <p>Notes that when this paperwork is submitted alongside a planning application, a comment on forms should state ‘all proposed development should comply with the Woking B.C. vision for a low carbon future and development with sustainability and biodiversity enhancements’</p>	<p>The term “considered” allows DM officers to query proposals with developers and review evidence which indicates that the developer has laid out all options appropriately.</p> <p>Comments are noted and will be considered further as the council moves towards producing a new local plan.</p>
<p>Pyrford Neighbourhood Forum</p>	<p>Concern the SPD only applies to new development, which mean it will exclude replacement dwellings (i.e., demolition & rebuild), extensions, permitted development rights (like an additional storey).</p>	<p>Please note that the SPD can only influence proposals within the remit of the planning system, and of which constitutes ‘development’. The definition of what is classed as development is set out within Section 55 of the Town and County Planning Act 1990 (as amended). See here: https://www.legislation.gov.uk/ukpga/1990/8/section/55</p>
<p>Pyrford Neighbourhood Forum</p>	<p>Notes that the current number of dwellings in Woking is around 43,000, and the Core Plan only requires 292 additional dwellings per annum- therefore this policy will effect less than 1% of dwellings a year. Would take 150 years to impact all dwellings in Woking if no additional sites were used.</p>	<p>The SPD can only influence the quality of building work within the planning system. Please note some forms of building improvement, such as refurbishment and retrofitting, may not require planning permission. The council should be consulted where applicants are unsure if planning permission is needed.</p>
<p>Pyrford Neighbourhood Forum</p>	<p>I think this SPD should apply to all planning applications.</p>	<p>As a supplementary planning document, the guidance detailed will aid decision-makers on all planning applications and ensure development remains in compliance with the core strategy.</p>

Thames Water	Most of the renewable electricity Thames Water self-generate comes from the treatment of sewage sludge via anaerobic digestion, but to help meet the carbon zero target the use of more solar power is proposed on Thames Water's operational sites and this should be supported in the SPD.	Comments are noted, the SPD makes reference to advocating for solar power.
Thames Water	In terms of EV, a key requirement should be flexibility over charging points.	Comments are noted.
Thames Water	Thames Water support the mains water consumption target of 110 litres per head per day (105 litres per head per day plus an allowance of 5 litres per head per day for gardens) as set out in the NPPG (Paragraph: 014 Reference ID: 56-014-20150327) and support the inclusion of this requirement in Policy.	Has been noted. In response this detail has been amended, please see page 60.
Thames Water	Water efficiency requirement of 110 litres per day is only applicable if enforced via a planning condition, as per Reg 36 of Approved Document G e.g. here page 15. As the Thames Water area is defined as water stressed it is considered that such a condition should be attached as standard to all planning approvals for new residential development in order to help ensure that the standard is effectively delivered through the building regulations.	Has been noted. In response this detail has been amended, please see page 60.
Thames Water	Within Part G of Building Regulations, the 110 litres/person/day level can be achieved through either the 'Calculation Method' or the 'Fittings Approach' (Table 2.2). The Fittings Approach provides clear flow-rate and volume performance metrics for each water using device / fitting in new dwellings. Thames Water considers the Fittings Approach, as outlined in Table 2.2 of Part G, increases the confidence that water efficient devices will be installed in the new dwelling. Insight from our smart water metering programme shows that household built to the 110 litres/person/day level using the Calculation Method, did not achieve the intended water performance levels.	Has been noted. In response this detail has been amended, please see page 60.
Thames Water	We have introduced environmental incentives for developers for implementing water efficiency measures in the form of discounts to connection charges. Further details available at: https://www.thameswater.co.uk/about-us/newsroom/latest-news/2022/feb/rewards-for-developers-who-achieve-water-neutrality	Comments are noted.
Thames Water	Consider that text in line with the following should be included in the SPD: <i>“Development must be designed to be water efficient and reduce water consumption. Refurbishments and other non-domestic development will be expected to meet BREEAM water-efficiency credits. Residential development must not exceed a maximum water use of 105 litres per head per day (excluding the</i>	Amendments have been made, please see page 60.

	<i>allowance of up to 5 litres for external water consumption) using the 'Fittings Approach' in Table 2.2 of Part G of Building Regulations. Planning conditions will be applied to new residential development to ensure that the water efficiency standards are met."</i>	
Thames Water	In relation to flood risk, the National Planning Practice Guidance (NPPG) states that a sequential approach should be used by local planning authorities in areas known to be at risk from forms of flooding other than from river and sea, which includes "Flooding from Sewers".	Comments are noted. Please see policy CS9 of the core strategy.
Thames Water	When reviewing development and flood risk it is important to recognise that water and/or sewerage infrastructure may be required to be developed in flood risk areas.... Flood risk sustainability objectives should therefore accept that water and sewerage infrastructure development may be necessary in flood risk areas.	Comments are noted. Please see policy CS9 of the core strategy.
Thames Water Page 80	Flood risk policies should also make reference to 'sewer flooding' and an acceptance that flooding can occur away from the flood plain as a result of development where off-site sewerage infrastructure and capacity is not in place ahead of development.	Comments are noted. Please see policy CS9 of the core strategy.
Thames Water Page 80	With regard to surface water drainage it is the responsibility of the developer to make proper provision for drainage to ground, watercourses or surface water sewer in accordance with the drainage hierarchy. It is important to reduce the quantity of surface water entering the sewerage system in order to maximise the capacity for foul sewage to reduce the risk of sewer flooding.	Amendments have been made, please see page 56.
Thames Water	With regard to surface water drainage, Thames Water request that the following paragraph should be included in Policy wording or supporting text: <i>"It is the responsibility of a developer to make proper provision for surface water drainage to ground, water courses or surface water sewer. It must not be allowed to drain to the foul sewer, as this is the major contributor to sewer flooding."</i>	Amendments have been made, please see page 56.
Thames Water	Additional information that should be included with planning applications: <ul style="list-style-type: none"> • Lead local flood authority (LLFA) confirmation about the suitability of SuDS • Statement setting out how the water usage of 110 l/p/d is achieved 	Amendments have been made, please see pages 56 and 60.
Waverley Borough Council	Waverley Borough Council has declared a Climate Emergency and supports measures taken to tackle climate change and achieve net zero objectives in consultation with local communities.	Comments are noted.

Ellen Pirie	Is a good document and takes us in the right direction for policies which address climate and environmental issues.	Comments are noted.
Ellen Pirie	Would like to see stronger mention and commitment to adopt Passivhaus standards for new development. Believes Woking should aim for this. Suggests <i>“a timetable saying that by 2030 you would expect all relevant developments to meet this standard.”</i>	BREEAM standards are outlined within Policy CS22. SPDs do not have remit to introduce new policy with new requirements. However, given the impending need to review the local plan there is scope to advocate for passivhaus standards if considered appropriate.
Ellen Pirie	In ref to sec 3.3.2, sees room to enable developers to ‘wriggle out’ of meeting standards if they submit a technical or financial argument. Suggests they should also be asked “to be explicit about the expected impact to future residents, occupants of their buildings or to the environment and impact on achieving net zero.” i.e., higher energy costs due to poorer insulation, higher thermal shock, higher carbon emissions. If these aspects are considered significant then planning permission should not be granted.	SPDs do not have remit to introduce new planning policy. As stipulated within policy CS22 the guidance is intended to provide flexibility to developers i.e., enable offsetting policy requirements to support development in Woking. The impact of development on future occupants will be a consideration for decision-makers at planning application stage. Policy CS21 ‘Design’ of the Core Strategy sets out that development ‘Ensure the building is adaptable to allow scope for changes to be made to meet the needs of the occupier (lifetime homes and modern business needs).’
Ellen Pirie	Suggests implementing planning policy to require new car parking areas, particularly for commercial developments, should be covered with roofing that allows solar panels.	SPDs do not have remit to introduce new policies.
Ellen Pirie	Notes there is no mention of need to provide play areas for children within new development.	This will be considered further and has potential to be addressed through potential design codes in Woking.
Ellen Pirie	Notes there may be future pandemics which will require social distancing/lockdowns and queries how this will affect planning policy. For example, maintenance of outdoor greenspaces to aid wellbeing. Was difficult for those in flats with limited access to outdoor space to get regular exercise during COVID.	Please note that the core strategy sets out policies which ensure green space is both provided and managed within proposals for development. Most notably policies CS7 ‘Biodiversity and nature conservation’, CS16 ‘Infrastructure delivery’ and CS17 ‘Open space, green infrastructure, sport and recreation’. The strategy is available here: https://www.woking2027.info/developmentplan/corestrategy

Ellen Pirie	Given aging population and longer lifespans, how will this be supported in new buildings so that expensive adaptations are not required at a later stage i.e., will all homes accommodate wheelchairs and will homes be able to be fitted with technology to support older people in their own homes?	Policy CS21 'Design' of the Core Strategy sets out that development 'Ensure the building is adaptable to allow scope for changes to be made to meet the needs of the occupier (lifetime homes and modern business needs).'
Ellen Pirie	Suggests SPD should mention banning wood-burning stoves in the document as they contribute towards global warming and bad air quality.	There is opportunity to consider restricting the usage of wood burners through planning policy as the council works towards producing a new local plan.
Ellen Pirie	Sec 1 Q3 of the checklist for resi development, should say does the number of EV charging points meet the new building regs requirements – "appropriate" is too subjective. Should also apply to non-residential developments.	Please note SPDs provide guidance to build upon policies within the core strategy, and, act as a material consideration for decision makers when considering the appropriateness of a scheme.
Ellen Pirie	Sec 3 Q6 of the checklist for resi development, suggested better wording to "Has local energy generation from renewables and/or local energy networks been considered as part of the scheme?" - should also apply to non-resi development.	Comments are noted.
Ellen Pirie	Sec 3 of the checklist for resi development should include "Has the building been designed to ensure that it will protect the inhabitants from overheating as temperatures rise due to climate change in the coming years?" - should also be included with non-resi checklist	This is addressed within section 2 'Layout & Design' of the checklist.
Ellen Pirie	Notes that many checklist questions use the word "considered" and does not give a strong enough indication to developers to implement them.	Please note SPDs provide guidance to build upon policies within the core strategy, and act as a material consideration for decision makers when considering the appropriateness of a proposal. The core strategy sets out the policy requirements that proposals must reflect to be considered appropriate for development.
Ellen Pirie	Developers should be required to confirm that they have met the requirements of biodiversity net gain under the Environment Act 2021. Should evidence details of this plan and show how BNG will be achieved ideally within Woking.	The Environment Act 2021 will make the submission of a biodiversity gain plan mandatory from January 2024. This will set out how the development will achieve 10% BNG. Currently the council is drafting guidance to aid developers and officers with facilitating BNG in Woking.
Historic England	Has no specific comments. SPD largely beyond remit.	Comments are noted.
The Coal Authority	Has no specific comments. Woking Borough Council lies outside the defined coalfield.	Comments are noted.

Thameswey (Strategy comments)	Pleased that the importance of this community asset (i.e., Woking's Decentralised Energy Network) is recognised in both 'Woking Net Zero' and the Draft Climate Change Supplementary Planning Document.	Comments are noted.
Thameswey	ThamesWey supports adoption of the proposed Climate Change Supplementary Planning Document.	Comments are noted.
Sue Clements	Notes document is Woking-centric (i.e., town centre focused). Would like to see more charging points in Byfleet to service the large number of dwellings that do not have their own driveways. Parking is scarce in the village and petrol cars park in the designated EV spaces.	The SPD will apply to development across the Borough of Woking, not just the Town Centre. Note that the need for additional electric vehicle infrastructure is considered during the planning process in alignment with the requirements of policy within the core strategy. Please refer to the Parking Standards SPD Parking Standards Supplementary Planning Document - Woking 2027 for more guidance on the implementation of policy CS18 'Transport and accessibility'.
Sue Clements Page 183	Notes that standards will only apply to new development, and majority of the population live in 'aging' existing buildings which are not designed to cope with changing climates. Would be good if financial help was available on a sliding scale depending on means, and also a list of registered approved installers.	Please note that the SPD can only influence proposals within the remit of the planning system, and of which constitutes 'development'. The definition of what is classed as development is set out within Section 55 of the Town and County Planning Act 1990 (as amended). See here: https://www.legislation.gov.uk/ukpga/1990/8/section/55 Action Surrey provide advice to residents across the county on funding and methods to make your house greener, alongside details of their installer network. Please see the Action Surrey website here: https://www.actionsurrey.org/
Byfleet, West Byfleet and Pyrford Residents Association	Regarding the checklist in Appendix C- suggests adding an 'Explanatory Comments' column for developers to note the actions they intend to take.	Comments are noted and will be considered further.
Byfleet, West Byfleet and Pyrford Residents Association	Suggests a scaled Sustainable Construction Checklist be included to highlight the opportunity for climate mitigating technologies as part of planning approval for domestic house extensions and/or refurbishments.	Comments are noted and will be considered further.
Byfleet, West Byfleet and Pyrford Residents Association	In regard to increased pressure on sewage systems, should there be a requirement to carry out an assessment on any possible impact of any new development on the likelihood of overloading the sewage system. Recognises advocating for SuDS, but	Please note policy CS9 'Flooding and water management' currently outlines the requirement for development to prevent surface water run off (e.g., through minimising paved

	stresses that new development causes strain on local sewage infrastructure, and this should be considered at planning stage to prevent future sewage overloading.	<p>areas, keeping drains clear, general maintenance). On-site solutions such as infiltration devices, filter strips should then be sought and only if these will not satisfactorily deal with the run-off should off-site solutions be considered (such as discharge into water courses).</p> <p>A Flood Risk Assessment will be required for development proposals within or adjacent to areas at risk of surface water flooding as identified in the strategic flood risk assessment (SFRA).</p> <p>Please note that following the review of the core strategy, the council will be looking to update the current SFRA.</p>
Mary Tobin	SPD should be more consumable.	Comments are noted and will be considered further.
Mary Tobin	Enforceability needs to be clarified.	All proposals for development must pass through the planning system. Supplementary planning documents (SPDs) aid decision making and support the implementation of policies within the Core Strategy.
Mary Tobin	How far have other councils gone?	The SPD sets out how development should implement policies within the core strategy relating to climate change. Like most other councils Woking remains committed to tackling climate change within the borough, as demonstrated by the climate emergency declaration How we're tackling climate change Woking Borough Council . All councils will differ in how they face the challenges of climate change and so the council can only comment in relation to progress within Woking.
Surrey County Council	Notes that a smaller document might make it more accessible to domestic builders and householders. Suggests a short summary SPD setting out policies and aims. Then the detailed information being contained within a technical appendix. Alternatively, a checklist could be included that sets out adopted SPD requirements for applicants.	Comments are noted. Please note the SPD provides a summary of requirements (page 4 – 7) and the Appendix C (page 84 – 92) sets out a residential and non-residential checklist for applicants to complete and/or use towards a sustainable statement setting out how the proposed is in conformity with the core strategy.
Surrey County Council	Suggests an additional objective is added on climate change adaptation e.g., Objective 3: a resilient and climate adapted Borough by 2050.	Comments are noted and will be reviewed in the future.

Surrey County Council	Exec Summary: Notes that climate change resilience and adaptation are standalone sections/chapters. Suggests that adaptation is weaved throughout the entire document and is integrated into each of the sector responses.	Comments are noted and will be considered further.
Surrey County Council	Chp 3: Suggests that table 3.1 also sets out the highest category for operational carbon emissions.	Comments are noted and will be considered further.
	Chp 4: Recommends referencing the Climate Emergency Design Guide LETI .	Amendments have been made, see page 23.
Surrey County Council	Chp 4: In terms of buildings that don't meet required standards, recommends that document references offsets as outlined within CS22.	Details on complying with standards are set out on page 19.
Surrey County Council	Chp 4: ref to hydroelectricity – has micro-hydropower been considered as an option, as is widely considered a feasible approach for smaller rivers or water pipelines.	Comments are noted and will be reviewed in the future.
Surrey County Council	Chp 5: Notes that environmental briefing targets were exceeded dramatically at Hale End Court (box 5.5.) can any data be included on how the building performed in relation to heatwaves such as the heat impacts experienced in Summer of 2022.	Comments are noted. Unfortunately, this information is not immediately available to the council.
Surrey County Council	Chp 6: Paragraph 6.1.6 should refer to SCC's Healthy Streets for Surrey (surreycc.gov.uk) Design Code. Rather than London study.	Amendments have been made, see page 47.
Surrey County Council	Chp 7: notes box 7.1 outlines residential development to design for a minimum water efficiency of 110 litres/person/day. 105 litres/person/day would align with higher standard evidenced within the London Plan.	Amendments have been made, see page 60.
Surrey County Council	Chp 7: In ref to 'Resilience to Flood Risk' (pg55) suggests a ref to SCC design guidance Sustainable Drainage System Design Guidance - Surrey County Council (surreycc.gov.uk)	Amendments have been made, see page 56.
Surrey County Council	Chp 7: para 7.2.18 should include link to the climate change guidance updated in May 2022 Climate change allowances for peak rainfall in England (data.gov.uk)	Amendments have been made, see page 56.
Surrey County Council	Chp 7: In para 7.2.18 a historic water management appraisal of an area should be included as part of flood risk assessments and planning submissions i.e., to examine historic water management on a site, paleochannels and environmental evidence, to ascertain if there is historic water management or landscape factors on or nearby the site that is likely to be affected by a proposal.	Amendments have been made, see page 56.
Surrey County Council	Chp 7: In addition to mention of green and blue infrastructure in para 7.2.30 and 7.2.26, additional ref to SCC's guidance Green and blue infrastructure: best practice and case studies - Surrey County Council (surreycc.gov.uk) .	Amendments have been made, see page 65.

Surrey County Council	Chp 7: ref to LNRS in para 7.2.33 should extend to reference LNRS in Surrey and that development in Woking should take account of and look to align with and help deliver the nature recovery priorities identified in the forthcoming LNRS, which will be produced over the coming 18 months.	Amendments have been made, see page 64.
Surrey County Council	Chp 7: notes in ref to box 7.8 further specific reference could be made to the role of trees in encouraging more biodiversity into our urban areas, offsetting carbon emissions and providing a natural drainage feature. Additional reference to the urban greening section of the SCC Green and Blue Infrastructure Guide for details of the types of trees which should be encouraged.	Box 7.8 sets out requirements relating to policy CS7 and CS17. Reference to the Green and Blue Infrastructure Guide from SCC is made on page 65.
Surrey County Council	Chp 7: additional ref should be made to the need for sustainable transport infrastructure i.e., footpaths, cycle route, public transport nodes, cycle parking, and EV charging infrastructure, and, for all other buildings and developments to be designed/implemented so that users are able to manage different climate impacts, like heatwaves. Infrastructure needs to be resilient to climate impacts and risks-risk assessments need to be prioritised and undertaken.	Please see pages 45 – 49 and policy CS18. However, it is noted that this is a key consideration and will be considered further as the council develops a new local plan.
Surrey County Council	Appendix B- information/evidence from SCC's climate change risk and opportunities assessment can be included. Copy will be available on website soon.	Comments are noted.
Barratt David Wilson Homes	Chp 4: Highlight that the Future Homes Standards referenced in 1.1.7 are likely to have transitional arrangements that will mean that these new requirements are not met immediately.	Comments are noted. The council will review guidance once further details on the FHS are made available.
Barratt David Wilson Homes	Chp 4: Notes that planning policy should not attempt to implement requirements outside of planning i.e., building regulations. Would be useful if council could clarify whether further works might be requested above and beyond building regulations.	The draft SPD is intended to support the implementation of policies within the Core Strategy, particularly CS22 and CS23. As the council looks towards producing a new local plan, further consideration will be given to the weight current policy has, particularly in terms of enabling development to adapt and mitigate against the effects of climate change.
Barratt David Wilson Homes	Chp 4: notes that table 4.2 is not a comprehensive list of innovative renewable/low carbon technologies. Would welcome the inclusion of industry wide methods currently used by developers such as waste-water heat recovery (WWHR) systems. Would like a more precise definition of 'exceptionally high total energy consumption' to provide further clarity on standards anticipated.	Comments are noted and will be reviewed further.


Barratt David Wilson Homes	Chp 4: would suggest that, regarding the aims to create and maintain low carbon heat and the decentralised energy network, the DEN should be suggested as a preference and subject to viability.	Please see policy CS22 and CS23 for requirements of development.
Barratt David Wilson Homes	<p>Chp 5: suggests some amendments to the aims set out in box 5.1...</p> <ul style="list-style-type: none"> • ‘maximising’ passive solar gain will lead to overheating, contradicting with the Council’s point about ‘Design in measures to prevent excess solar gain’ and being in potential contrast with Part O of Building Regulations. Therefore, BDW suggest that the point should instead read as ‘Optimising the potential for passive gain’ rather than ‘Maximising’. • would suggest to the Council that a Site Waste Management Plan should be implemented as a condition on developments rather than as part of Planning Policy. 	<p>Comments are noted. Amendment made on page 37 in reference to solar gain.</p> <p>The SPD does not have authority to introduce nor remove planning policy. However, this can be considered as the council works towards a new local plan.</p>
Barratt David Wilson Homes	Chp 6: notes that grey water recycling is extremely complex and cost-prohibitive, for developers, future purchases and users. Knowledge and understanding around grey water recycling is limited and recommends that the Council aim to achieve a water consumption of 110/l per person, per day in replacement.	Please note the SPD acts as a material consideration. Refer to page 60 for details on water efficiency.
Surrey Wildlife Trust	Notes references to the Environment Act 2021 and mandatory net gains coming into force from November 2023 (April 2024 for minor sites). Recognising that the council has no formal policy within its core strategy relating. SWT supports Surrey Nature Partnership’s recommendation for local planning authorities to adopt a minimum of 20% biodiversity net gain policy, which is considered necessary for Surrey.	<p>The council is currently drafting additional guidance to enable the effective delivery of BNG from November. This will be published on the policy website ‘Woking 2027’ in advance of mandatory BNG implementation. Currently the Core Strategy sets out CS7 which requires development to contribute to the enhancement of existing biodiversity and geodiversity features and explore opportunities to create and manage new ones where it is appropriate.</p> <p>We recognise Surrey Nature Partnership’s recommendation of 20% BNG and given the expiry date of our local plan the council is currently reviewing this policy. However, please note that implementing a 20% BNG policy would require further evidence/viability studies and given the council’s financial position this is not currently considered feasible.</p>

Surrey Wildlife Trust	Consideration should be given to direct/indirect impacts on other protected sites within the Borough, including Ancient Woodland, Habitats of Principal Importance and locally protected Sites of Nature Conservation Importance.	Amendments made on page 64.
Surrey Wildlife Trust	Consider that it would be helpful to acknowledge BOAs (and urban BOAs) within the SPD as their realisation can be a key outcome of Nature Based Solutions, helping connect important GI across the borough. Note in particular that Green Corridors can also incorporate the priority habitat/Habitat of Principal Importance Hedgerows, which provide a number of benefits in their own right, which assist in climate change resilience.	Amendments made on page 65.
Surrey Wildlife Trust	In ref to NBS, the planting of street trees can also be a useful natural solution, providing it follows the principles of 'right tree, right place'. These can also help reduce flood risk.	Amendments made on page 57.
Surrey Wildlife Trust Page 188	The draft document also states that, with regard to flooding, designing development should also take account of the use of impermeable materials. Recommends the 'for example' list is extended to include to the use of artificial lawns as these have been shown to increase the risk of flooding through water runoff, whereas living lawns absorb almost all rainfall.	Amendments made on page 55.
Surrey Wildlife Trust	With regard to the use materials used to reduce heat within buildings, films on glass are recommended within the document to reduce shading. Recommend bird-friendly glass film is referenced as this allows birds to see windows which they might ordinarily not see and therefore fly into.	Amendments made, please see page 53.
Surrey Wildlife Trust	Also important to ensure that all Green/Blue infrastructure features are managed and maintained for the long-term to ensure benefits for nature and ensure continued climate change resilience across the borough and wider landscape.	Amendments made, please see page 64.
Natural England	NE suggest 4 specific actions to include in the SPD: <ol style="list-style-type: none"> 1. Set an ambitious climate-specific targets within the Policy for reducing greenhouse gas emissions that can be monitored over the Plan period, in line with the national commitment to achieving the national statutory target of net zero emissions by 2050; 2. Identify opportunities to increase tree and woodland cover consistent with the UK target. Wherever possible, this should provide multi-functional 	These points will be considered further as the council works toward producing a new local plan.

	<p>benefits. Planting on peatlands and other open priority habitats must be avoided.</p> <p>3. Identify areas where nature-based solutions can provide benefits to people whilst reducing climate change vulnerability in the natural environment.</p> <p>4. Identify habitats and protected sites that are particularly vulnerable to the impacts of climate change and consider how the planning system can work to reduce these vulnerabilities.</p>	
Natural England	Advise that actions are integrated into a strategic approach alongside green infrastructure, health and wellbeing, biodiversity net gain, natural flood management, air and water quality in order to deliver multifunctional benefits to people and wildlife.	Comments are noted. The council utilises various strategic documents to deliver multifunctional benefits to Woking. Please refer to the review of the core strategy which addresses this and which was approved at Council on the 12 th October: Agenda for Council on Thursday, 12th October, 2023, 7.00 pm (woking.gov.uk)
Natural England	SPD should ensure sustainable development can be achieved across the plan period. Targets should be set that can be monitored over the period to demonstrate effectiveness of the policy in addressing climate change.	Comments are noted. The Annual Monitoring Report (AMR) sets out outcomes relating to policies within the Core Strategy.
Mike Kerslake	Language in the SPD speaks in terms of “be encouraged to” is inadequate. Mandatory requirements must be introduced to have any chance of hitting climate change targets.	Supplementary planning documents are intended to support the implementation of policies within the Core Strategy and cannot enforce requirements unless supported. In addition, SPDs help decision makers and developers assess the suitability of proposals for development in Woking.
Mike Kerslake	Housing- measures described don’t appear to have quantified estimates of carbon impact. A priority should be alignment to the recommendations of the Parliamentary Environmental Audit Committee.	Comments are noted.
Mike Kerslake	Is data available on occupancy of the existing housing stock? Increasing the occupancy of existing housing would reduce the energy consumption per person and minimise the need for new build, which has a high carbon footprint.	Please note there are several issues which factor into ensuring the existing housing stock can reduce energy consumption, but it is noted that promoting occupancy of existing buildings is a consideration i.e., this feeds into the reasoning for retrofitting/redevelopment, whereby existing buildings are

		made more sustainable, flexible and desirable places to live for future occupants.
Mike Kerlake	Environmental impact assessment of new builds should factor GHG emissions associated with the construction phase, and offset against these GHG emissions within the first 10 years of use.	Comments are noted.
Mike Kerlake	Disappointing that paragraph 5.2.12 of the SPD doesn't mandate the submission of a Whole Life Carbon Assessment.	Comments are noted. There is opportunity to explore this further before the current local plan expires in 2027.
Mike Kerlake	They are concerned that either the WBC is granting permission for garden conversions to parking without considering the negative consequences or that there is little to no enforcement to prevent this. They also state that there needs to be more enforcement against nuisance parking, suggesting it should be made illegal like in London.	Planning permission is usually required to install a dropped kerb i.e., convert front gardens into on-drive parking. It is up to the discretion of the assigned planning officer and Surrey County Council (as local highways authority) to assess the suitability of proposals. See here for more info: https://www.woking.gov.uk/planning-and-building-control/planning/do-i-need-planning-permission/dropped-kerbs-and-vehicle
Mike Kerlake	Emphasis on walking, cycling and public transport is of very high importance.	Comment are noted. The SPD provides supporting guidance and encourages development to implement modes of sustainable transport.
Mike Kerlake	Discouraging car use, particularly for short trips, will have numerous benefits i.e., less GHG emissions, improved air quality, less traffic congestion, improved road safety, more road space for micromobility modes, and will reduce space demands for parking in residential and destination sites.	Comment are noted. The SPD provides supporting guidance and encourages development to implement modes of sustainable transport.
Mike Kerlake	Electric scooters are an attractive local mobility choice but there are legal and safety concerns regarding their use. It is hoped the government will introduce legislation to facilitate wider use- could Woking look into initiating trials where some usage is permitted? Woking already has a reasonable network of pedestrian and cycle paths that are segregated from road traffic. Can these be promoted as suitable for electric scooters? Expansion of the network would encourage greater use.	The feasibility of promoting usage of electric scooters is currently out of the SPD's remit. However, note this topic area can be revisited once the legal and safety implications of electric scooters have been fully addressed by government.

Appendix (c). Released consultation details (e.g., press releases, website content, letters send to consultees).



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One planet, two consultations, six weeks to have your say

Date: Thursday, 18 May, 2023

Residents and stakeholders are being asked to read and comment on two important climate change documents that will help Woking on its journey to net zero.

Woking Borough Council has published two draft strategies, which together, propose a vision of a sustainable borough with net zero carbon emissions, that supports growth and clean development, whilst boosting resilience to the changing climate.

The council is seeking views on its draft Climate Change Supplementary Planning Document (SPD) and 'Woking Net Zero' Climate Change Strategy, which were first adopted in 2013 and 2015 respectively. These updated drafts reflect changes in government legislation, targets and best practice. They also reaffirm Woking's commitment to tackling climate change, which is a key priority for the council.

Residents and stakeholders have six weeks (from 18 May to 30 June 2023), to read the documents and feed back their views. They can also have their say in person at a number of upcoming roadshow events throughout May and June.

Cllr Peter Graves, Woking Borough Council's Portfolio Holder for Greener Woking, said: "Most of us have heard the phrase "think global, act local", well for people living, working and doing business in the borough, this is your chance.

"We all have a carbon footprint and no one is immune to the effects of climate change so it's vitally important we all make the journey to net zero together.

"The two documents we're seeking views on build on our legacy of local climate action, which began in 2002, more than twenty years ago. Much has been achieved since then and I'm enormously grateful for the continued support of partners such as Woking Environment Action (WEAct), Action Surrey, Surrey Wildlife Trust and Horsell Common Preservation Society.

"But to enable us to do more, and reach our net-zero targets, we need to rally the support of the community. That starts with a shared vision and an agreed set of actions that everyone can get on board with, so please read our draft strategies, have your say and let us know if there's anything else we should or could be doing collectively."


Residents and stakeholders can read the draft strategies and have their say online via the [council's online community forum](#).

To share their views in person, residents and stakeholders can attend any of the following drop-in sessions:

- Moorcroft Centre for the Community (GU22 9LY), 25 May, 9am to 12 noon.
- The Vyne Centre for the Community (GU21 2SP), 5 June, 9.30am to 11.30am.
- Wolsey Place (outside Sainsbury's), 7 June, 11am to 2pm.
- Parkview Centre for the Community (GU21 5NZ), 12 June, 12 noon to 2.30pm.
- St Mary's Centre for the Community (KT14 7LZ), 15 June, 9.30am to 11.30am.

Hard copies of the strategies are available in each of the borough's four libraries and written feedback can be emailed or posted to the addresses provided in the strategy documents.

On Tuesday 13 June, at 7pm, the council is hosting a virtual panel discussion with presentations from a number of guest speakers and an audience Q&A. [Register online](#) (Eventbrite).



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Consultations to set path towards net zero

Date: Monday, 20 March, 2023

Residents and key stakeholders will have the opportunity to contribute towards Woking's vision for a sustainable borough with net zero carbon emissions that supports growth and clean development, whilst boosting resilience to the changing climate.

Climate change strategy

The current climate change strategy, known as Woking 2050 and adopted in 2015, sets out a vision guiding our collective efforts to create a sustainable borough by reducing our environmental impact.

To ensure that the strategy remains relevant, council officers have carefully reviewed and updated the document to reflect the latest good practice, government policies and targets.

The draft strategy suggests nine key themes each giving guidance on how the local authority, residents, businesses and other organisations can play their part to achieve our shared environmental goals.

Climate Change Supplementary Planning Document (SPD)

The Climate Change SPD, adopted in 2013, sets out how future development should contribute toward reducing carbon emissions and making efficient use of local resources, such as water and energy. It provides detail on how policies within Woking's Core Strategy apply to day-to-day planning decisions.

Since 2013 there have been significant changes to the planning system, particularly around sustainable construction and renewable and low carbon energy generation.

The revised SPD will bring together these changes, as well as the most recent building practices and promote the use of sustainable technologies, whilst encouraging developers to go beyond minimum national standards.

Speaking ahead of Thursday's (23 March 2023) Executive meeting where these consultations will be recommended to progress, Cllr Peter Graves, Woking Borough Council's Portfolio Holder for Greener Woking, said: "Woking has long been committed to protecting the environment, with our first climate change strategy adopted in 2002.

"We have achieved a lot since then and much has been made possible through working together. To enable us to do more and reach our net-zero targets across the Council's estate and the wider borough, it is critical that both documents are reviewed and consulted upon in parallel.

"By seeking the views of residents and key stakeholders we can provide a clear path that we can all follow and identify the actions we can take to tackle climate change."

Consultation

Resident and stakeholder feedback will not only help shape and inform the final strategy but will also provide an opportunity for public engagement and further raise awareness of the need for us all to play our part in local climate action.

The two six-week consultations will run together and be hosted on the Woking Community Forum. The consultations will commence following May's local election.

→ [Read the Executive meeting papers](#)

→ [Watch the Executive meeting from 7pm, Thursday 23 March 2023](#)

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Climate Change

Climate Change Supplementary Planning Document

The Climate Change SPD was adopted by the Council on 5 December 2013, and is a material consideration in the determination of planning applications. It provides detailed guidance for the application of Policies CS22 'Sustainable construction' and CS23 'Renewable and low carbon energy generation' of the Core Strategy. It explains what developers need to do to meet the requirements of policies within the Development Plan for Woking. It is therefore an important document to help deliver the spatial vision and objectives of the Core Strategy, particularly in terms of leading the way in high quality sustainable development that minimises the adverse impacts of climate change.

To view the 2013 Climate Change SPD see [here](#)

Draft Climate Change SPD

Following significant changes to planning policy since 2013, Woking Borough Council have revised the Climate Change SPD. The revised SPD sets out the updates to national and local targets regarding net zero ambitions and uplifts in building efficiency standards, as enacted by the changes to Building Regulation in June 2022. It is expected that all development complies with national standards and considers achieving beyond them to implement net zero development wherever it is considered viable.

Public consultation on the SPD will occur **between 18th May - 30th June 2023**. You can view the draft Climate Change SPD by:

- Downloading an electronic copy of the document [here](#); or
- Requesting a paper copy of the document (subject to a charge) by emailing: planning.policy@woking.gov.uk

Written responses to the draft SPD will be accepted by email or post:

- Email your response to the Planning Policy team at: planning.policy@woking.gov.uk
- Post your response to 'The Planning Policy Team, Woking Borough Council, Civic Offices, Gloucester Square, Woking, Surrey, GU21 6YL'

Please note that the Climate Neutral Development Checklist has been updated in response to the draft SPD. To view the updated checklist please see [here](#). The checklist is designed to aid applicants in meeting policy requirements and should be submitted alongside a statement which sets out the sustainable design and construction measures to be implemented within the development, including the use of any low/zero carbon technologies. For new residential development, the statement should also set out how the water and energy efficiency standards set out in the revised SPD will be met.

If you have any questions on the draft Climate Change SPD please do not hesitate to contact a member of the Planning Policy Team on 01483 743871, or at planning.policy@woking.gov.uk.

This consultation is running in parallel with release of the new Climate Change Strategy. Please see <https://communityforum.woking.gov.uk/hub-page/netzero> for more information on the wider Climate Change consultation and Woking's net zero ambitions.

THIS SECTION

More in Climate Change

- [Draft Climate Change SPD \(2023\)](#)
- [Draft Climate Neutral Development Checklist](#)
- [Climate Change SPD](#)
- [Consultation Statement](#)
- [Climate Change SPD Adoption Statement](#)
- [Climate Change SPD Strategic Environmental Assessment Screening Statement](#)

Also in Supplementary Planning Documents and Guidance

- [Self-Build and Custom Housebuilding Guidance Note](#)
- [Parking Standards SPD](#)
- [Parking Standards Supplementary Planning Document](#)
- [Affordable Housing Delivery Supplementary Planning Document](#)
- [Design Supplementary Planning Document](#)
- [Hot Food Takeaway SPD](#)
- [Thames Basin Heaths Special Protection Areas Avoidance Strategy](#)
- [Housing Density](#)
- [Plot Subdivision](#)
- [Urban Areas of Special Residential Character](#)
- [Residential Boundary Treatment](#)
- [House Extensions](#)
- [High Density Housing Development](#)
- [Light Pollution](#)
- [Heritage of Woking](#)
- [Mount Hermon Conservation Area](#)
- [Old Woking Conservation Area](#)
- [Ashwood Road Conservation Area](#)
- [Horsell Conservation Area](#)
- [Byfleet Corner Conservation Area](#)
- [Pond Road Conservation](#)

HAVE YOUR SAY: CLIMATE CHANGE SUPPLEMENTARY PLANNING DOCUMENT (SPD) CONSULTATION

May 18, 2023

At Home | Sustainable Transport | The Great Outdoors | Urban



Planning policy has a key role to play in the development of new homes, buildings and how residents of the future will live. First adopted in December 2013, the Climate Change SPD is under review. Incorporating the latest national guidance, the SPD will continue to support and strengthen the Council's climate change agenda covering themes such as low carbon energy and resilience and adaptation issues such as overheating and flood risk.

We'd love to hear your views to help shape and inform the final SPD.

[View the online consultation.](#)



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Website www.woking.gov.uk

18 May 2023

Dear Sir or Madam,

Woking Borough Council is publishing a **draft Climate Change Strategy and a draft Climate Change Supplementary Planning Document (SPD)** for public consultation between **18 May and 30 June 2023**.

The Climate Change SPD sets out how future development should contribute toward reducing carbon emissions and making efficient use of local resources, such as water and energy. Detail is provided on how policies within Woking's Core Strategy, particularly CS22 and CS23, apply to day-to-day planning decisions.

Since the Climate Change SPD was first adopted in 2013, there have been significant changes to the planning system, particularly around sustainable construction and renewable/low carbon energy generation. The revised SPD brings together these changes, as well as updates to building practices and use of sustainable technologies, whilst encouraging developers to go beyond minimum national standards.

The new Climate Change Strategy – Woking Net Zero - will replace the Woking 2050 strategy adopted in 2015. To ensure the strategy remains relevant Council officers have carefully reviewed and updated the document to reflect policy changes, new environmental targets and best practice. The draft strategy sets out our climate ambitions across nine key themes including energy, waste, transport and the natural environment. Each theme gives guidance on how the local authority, residents, businesses and stakeholders can play their part to achieve our shared environmental goals.

We would like to hear your views on the draft Climate Change Strategy and Climate Change SPD.

**FOR ATTENTION:
LOCAL PLAN MAILING LIST REVIEW**

We are trying to reduce postage costs wherever possible and encourage digital options for communication.

Bearing this in mind, if there is a reason why you still wish to receive Local Plan information by **post**, please contact us by telephone on **01483 743871** or by letter to the address at the top of this letter, stating your name and contact details.

If you would be happy to receive Local Plan information by **email** instead, please let us know at the details above or by writing to **planning.policy@woking.gov.uk**.

If we do not hear from you by **Friday 30th June 2023** we will take this as confirmation that you are happy for your postal address to be **removed** from our mailing list.

Please remember that you can contact us by any of the methods above at any time, to have your details added, corrected or reinstated onto our mailing list.

Before telling us your views it's important that you read and understand all the information available so you can give us your informed response. There are various ways you can find detailed information about the Strategy and SPD and provide your feedback:

Visit www.communityforum.woking.gov.uk for 'Active consultations' where you'll find:

- Woking's ambitions to meet net zero
- a copy of the draft Climate Change Strategy
- a copy of the draft SPD
- details on where to submit your comments.

Alternatively, you can access the draft SPD directly via WBC's planning policy website 'Woking 2027' at www.woking2027.info/supplementary/climatechangespd

Over the course of the six-week consultation there are events happening which will provide members of the public with the opportunity to ask council officers questions about the emerging draft Climate Change Strategy and SPD. For more information please visit: www.communityforum.woking.gov.uk

Hard copies of the draft documents are available for inspection at the following venues:

- Woking, Byfleet, West Byfleet and Knaphill libraries. Please visit: www.surreycc.gov.uk/libraries for library addresses and opening times.
- Woking Borough Council, Civic Offices, Gloucester Square, Woking, GU21 6YL. Monday to Friday, 9am to 4.45pm.

To give us your response to the Strategy:

- Use the online survey at www.communityforum.woking.gov.uk

To give us your response to the SPD:

- Submit a written representation via email to Planning.Policy@woking.gov.uk
- Post your response to Planning Policy, Woking Borough Council, Civic Offices, Gloucester Square, Woking, Surrey, GU21 6YL.

The consultation will close after six-weeks, so all responses to the SPD will need to be received by **the end of Friday 30th June 2023**.

Please be aware that all comments relating to the SPD consultation will be made publicly available and identifiable by name and organisation. Any other personal information provided will be processed by Woking Borough Council in line with the Data Protection Act 1998.

If you have any questions on any of the documents or wish to be removed from or update your details on the Planning Policy contact list, please do not hesitate to contact the Planning Policy Team on **01483 743871** or email us at planning.policy@woking.gov.uk.

Yours sincerely,

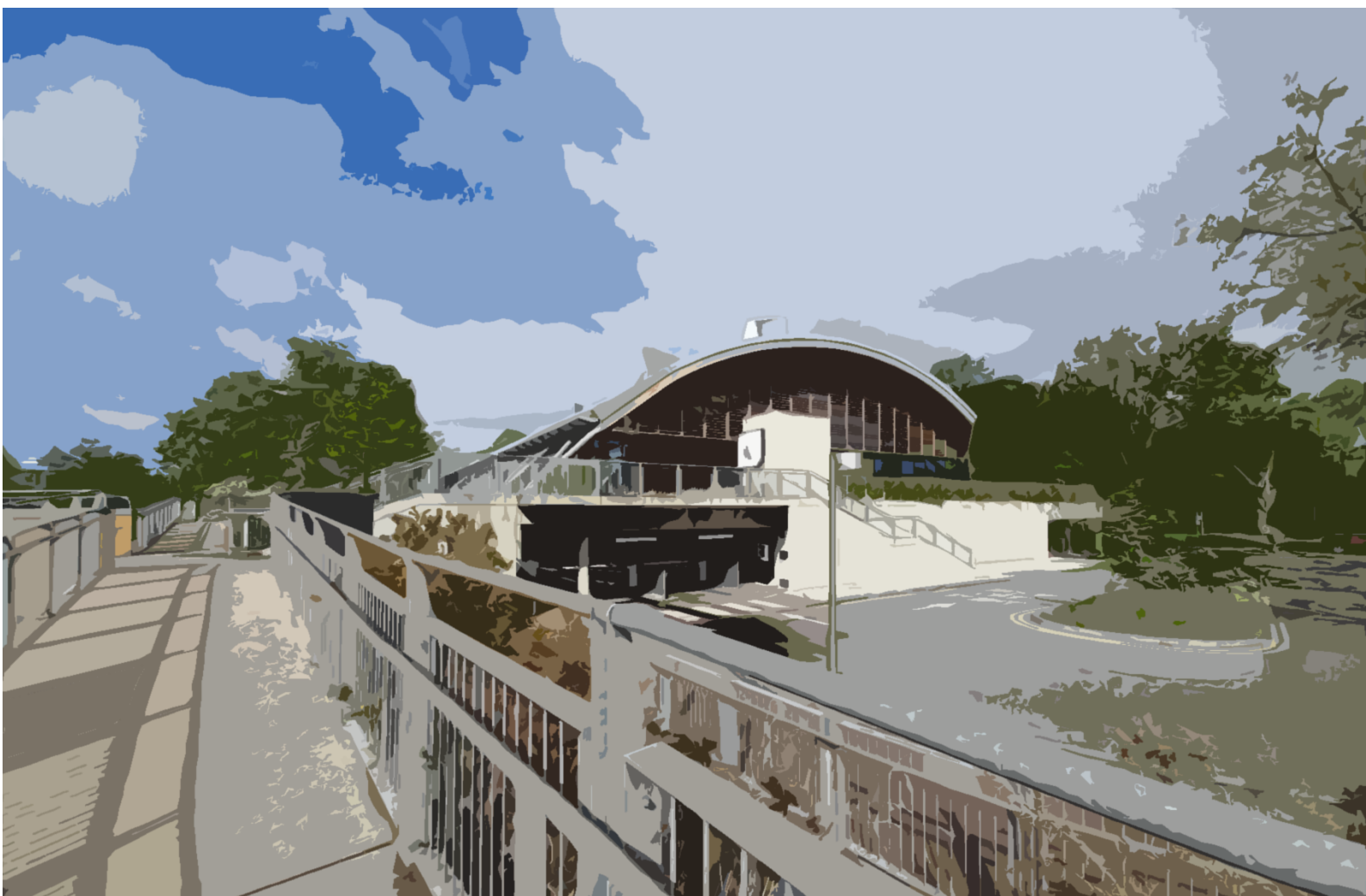
The Planning Policy and Green Infrastructure Teams



Woking Borough Council

Climate Change

Supplementary Planning Document (SPD)



Report for

Jade Bowes
Planning Policy Officer
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This document has been produced by WSP Environment & Infrastructure Solutions UK Limited in full compliance with our management systems, which have been certified to ISO 9001, ISO 14001 and ISO 45001 by Lloyd's Register.

Document revisions

No.	Details	Date
0	Draft for internal review	12/12/2022
1	Draft for client comment	04/01/2023
2	Revised draft	25/01/2023
3	Handover draft to WBC	21/02/2023
4	Public consultation	18/05/2023

Executive Summary

Climate change is regarded as one of the most significant threats of our times and increasing focus is being paid to mitigating and adapting for the future. Actions on climate change are being taken at all levels of the planning system, from international agreements and national targets to local planning commitments and strategies for individual developments.

This Climate Change Supplementary Planning Document (SPD), updates and builds upon the previous 2013 Climate Change SPD, reflecting changes in national or local policy and objectives, ensuring sustainable outcomes through the planning system.

Woking Borough Council declared a 'climate and ecological emergency' in 2019 and adopted a Climate Emergency Action Plan (CEAP) in 2020 which set out a range of priority actions, including the need to update local guidance to reflect how development can be adapted to encourage the adoption of low or zero carbon technologies.

It is important to recognise that while the Council is committed toward achieving net-zero, for the purposes of planning policy guidance and ensuring development remains viable, development should endeavour to achieve carbon neutrality as supported under Policy CS22 of the Core Strategy. This SPD details technologies that are considered 'best practice' and proposals which go beyond energy efficiency standards are encouraged. To clarify net-zero means no GHG (greenhouse gas) emissions are released, whereas carbon neutrality means GHG emissions that are released are then offset elsewhere to maintain a balance of both released and eliminated gases.

The way in which we shape new and existing communities in the Borough can make a significant contribution to tackling climate change, both by building resilience to its impacts and by reducing carbon emissions. Spatial planning plays a key role in mitigating and adapting to climate change through decision-making on the location, scale, mix and character of development. Therefore, it is imperative that new housing and developments brought forward meet and exceed performance requirements of the Core Strategy, utilising the guidance in this SPD, to ensure further buildings are not 'locked in' and require costly retrofitting in the future. This SPD sets out the specific detail and information required by the Council to determine whether development proposals align with local needs whilst addressing the challenges of a changing climate.

The following two pages summarise the recommendations for both residential and non-residential buildings, illustrating the key measures for addressing climate change. **Sections 4 to 7** provide the detailed guidance relevant to Woking Borough Council's climate change policies.

Residential Development

Carbon and Sustainable Energy



Apply the energy hierarchy to any new development, adopting a ‘fabric first’ approach (see **Table 4.1**).



Developments are encouraged to exceed minimum local planning policy and Building Regulations Part L requirements.



Sources of renewable / LZC power should be considered. Review design issues and planning requirements associated with these technologies.



Consider opportunities and constraints associated with stand-alone sustainable energy generation – see **Table 4.3**.



All new buildings should utilise low carbon heat for heating and hot water.



Connect to Woking Town Centre DEN if within proximity (see **Figure 4.2**)

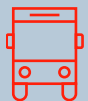
Sustainable Transport



Designs should prioritise walking, cycling and public transport. Provide strong links to existing footpaths, cycle routes and public transport nodes.



Secure and covered cycle parking should be located close to a property, with appropriate provision provided based on occupancy



Certain developments (major development or highly disruptive to transport) will be required to conduct Transport Assessments and provide Travel Plans to manage travel needs sustainably (see **Box 6.2**).



Provision of car parking should be consistent with cutting emissions, including through providing for EV charging infrastructure.



Meet the minimum requirements for the provision of EV charge points in accordance with the current Building Regulations Part S (see **Table 6.2**)

Residential Development

Design, Materials and Waste



To maximise passive solar gain, buildings should be oriented with the longest façade being south facing (+/- 30°) – see **Figure 5.1**. Good integrated design will also avoid summertime overheating.



Glazing-to-wall ratio on each façade is a key feature of energy efficient design.



Reduce the amount of resources used and the waste produced. Use recycled, re-used and / or local, sustainably sourced materials.



The selection of materials should be informed by the scale of embodied carbon associated with their production.



Provide high-quality waste facilities. Part H6 of the Building Regulations sets minimum requirements in relation to provision for solid waste storage.



Applications for large scale development should be accompanied by a Site Waste Management Plan (SWMP).

Climate Change Resilience and Adaptation



Overheating assessment to design for future climate, employing principles of the natural cooling measures (see **Table 7.1**) in order to future-proof the development



Designing development to be resilient to flood risk including allowances for climate change.



Use of SuDS in development to integrate GBI and design for allowances for climate change, utilising the principles within **Table 7.1**.



Design for a minimum water efficiency of 110 l/p/d, aiming to exceed this, utilising the principles of the water hierarchy (see **Figure 7.2**).



Integrate GBI into development, utilising nature-based solutions to achieve multiple benefits.

Non-residential Development

Carbon and Sustainable Energy



Apply the energy hierarchy to any new development, adopting a ‘fabric first’ approach (see **Table 4.1**).



Developments are encouraged to exceed minimum local planning policy and Building Regulations Part L requirements. For developments with high energy consumption – include three credits from BREEAM Ene04.



Sources of renewable / LZC power should be considered. Early-stage review design issues and planning requirements associated with these technologies.



Consider opportunities and constraints associated with stand-alone sustainable energy generation – see **Table 4.3**.



All new buildings should utilise low carbon heat for heating and hot water.



Connect to Woking Town Centre DEN if within proximity (see **Figure 4.2**).

Sustainable Transport



Designs should prioritise walking, cycling and public transport. Provide strong links to existing footpaths, cycle routes and public transport nodes.



Secure and covered cycle parking should be located close to a property, with appropriate provision provided based on occupancy



Certain developments (major development or highly disruptive to transport) will be required to conduct Transport Assessments and provide Travel Plans to manage travel needs sustainably (see **Box 6.2**).



Provision of car parking should be consistent with cutting emissions, including through providing for EV charging infrastructure.



Meet the minimum requirements for the provision of EV charge points in accordance with the current Building Regulations Part S (see **Table 6.2**)

Non-residential Development

Design, Materials and Waste



To maximise passive solar gain, buildings should be oriented with the longest façade being south facing (+/- 30°) – see **Figure 5.1**. Good integrated design will also avoid summertime overheating.



Glazing-to-wall ratio on each façade is a key feature of energy efficient design.



Reduce the amount of resources used and the waste produced. Use recycled, re-used and / or local, sustainably sourced materials. Achieve credits from the waste and materials elements of BREEAM.



The selection of materials should be informed by the scale of embodied carbon associated with their production.



Provide high-quality waste facilities. Part H6 of the Building Regulations sets minimum requirements in relation to provision for solid waste storage.



Applications for large scale development should be accompanied by a SWMP. Some projects will require SWMPs to comply with BREEAM standards.

Climate Change Resilience and Adaptation



Thermal modelling incorporating climate change projections, incorporating the principles of natural ventilation where possible (see **Table 7.1**).



Designing for durability to climate change impacts such as heat deterioration and driving rain, including designing for ease of maintenance.



Designing development to be resilient to flood risk including allowances for climate change.



Use of SuDS in development to integrate GBI and design for allowances for climate change, utilising the principles within **Table 7.2**.



Design for a minimum of 40% reduction in water consumption compared to a baseline building (see BREEAM methodology) whilst aiming to exceed this, utilising the principles of the water hierarchy (see **Figure 7.2**).



Integrate GBI into development, utilising nature-based solutions to achieve multiple benefits.

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Acronyms and Abbreviations

Acronym	Definition
BEIS	Department for Business, Energy and Industrial Strategy
BNG	Biodiversity Net Gain
BRE	Building Research Establishment
BREEAM	Building Research Establishment Environmental Assessment Method
CCRA	Climate Change Risk Assessment
CEAP	Climate Emergency Action Plan
CfSH	Code for Sustainable Homes
CHP	Combined heat and power
CIBSE	Chartered Institution of Building Services Engineers
CLT	Cross laminated timber
CO ₂	Carbon dioxide
DEN	Decentralised Energy Network
DER	Dwelling Emissions Rate
DPD	Development Plan Document
EIA	Environmental Impact Assessment
EPC	Energy Performance Certificate
EPD	Environmental Product Declaration
EV	Electric vehicle
FRA	Flood Risk Assessment
GBI	Green and Blue Infrastructure
GDPO	General Permitted Development Order
GHG	Greenhouse Gas
GWR	Greywater Recycling

Acronym	Definition
IPCC	Intergovernmental Panel on Climate Change
LDF	Local Development Framework
LNRS	Local Nature Recovery Strategies
LZC	Low and Zero Carbon
NBS	Nature Based Solutions
NDO	Neighbourhood Development Order
NDP	Neighbourhood Development Plan
NPPF	National Planning Policy Framework
PD	Permitted Development
PPG	Planning Practice Guidance
PV	Photovoltaic
RCP	Representative Concentration Pathway
RWH	Rainwater Harvesting
SFRA	Strategic Flood Risk Assessment
SPA	Special Protection Area
SPD	Supplementary Planning Document
SUDS	Sustainable Drainage Systems
SWMP	Site Waste Management Plan
TER	Target Emissions Rate
UNFCCC	United Nations Framework Convention on Climate Change

1. Introduction

1.1 Purpose

- 1.1.1 The Woking Local Development Framework (LDF) Core Strategy, adopted in October 2012, sets out the overall strategic vision for the spatial planning and management of development in the Borough up to 2027. It describes a strategic vision for the Council in which sustainability is embedded in aspects of design, sustainable construction as well as renewable and low carbon energy generation. Following a review in 2018, the Core Strategy was deemed up to date and continues to provide the necessary strategic policy framework for managing development across the Borough.
- 1.1.2 Climate change encompasses many disparate yet interconnected topics of the Core Strategy; associated policies (where relevant) therefore inform this SPD in driving reduced carbon emissions and resource impacts (climate change mitigation) and enhanced resilience to climate change impacts (climate change adaptation). (see **Appendix A**).
- 1.1.3 The purpose of this SPD is to provide more detailed guidance on the application of the planning policies related to climate change, thereby helping applicants make successful applications and aiding the delivery of highly sustainable forms of development in Woking Borough. This SPD is key to ensuring sustainable outcomes through the planning system and positively contributing to the Borough's climate change and biodiversity goals.
- 1.1.4 The key objectives of this SPD are to ensure all new developments are:
- Designed to the highest achievable sustainability standards;
 - Designed to reduce their carbon emissions and incorporate sustainable energy;
 - Designed to make efficient use of natural resources, particularly water and energy;
 - Designed to mitigate and adapt to the effects of climate change;
 - Integrating Nature-Based Solutions into development; and,
 - Designed to be future-proofed in response to socio-environmental shifts associated with climate change.

1.2 How to use this Document

- 1.2.1 This document provides guidance on implementing certain policies in the Core Strategy. It provides important advice on how to meet various criteria set out in the policies contained within **Table 1.1**.

Table 1.1 Core Strategy – Relevant Policies

Policy	Description	Relevance to Policy CS22 and Climate Change Objectives	Page Number
CS7	Biodiversity and nature conservation	Creation of green spaces and green infrastructure for adaptation purposes – managing risks such as flooding, high temperatures and urban heat island effect – as well as enhancing biodiversity.	Page 55

Policy	Description	Relevance to Policy CS22 and Climate Change Objectives	Page Number
CS9	Flooding and water management	Incorporation of sustainable drainage systems (SUDS) – range of benefits including flood risk management and carbon storage and sequestration.	Page 61
CS17	Open space, green infrastructure, sport and recreation	Provision of green and blue spaces and green infrastructure for adaptation purposes, as well as enhancing biodiversity.	Page 89
CS18	Transport and accessibility	Provision of sustainable transport system and modes, reducing carbon emissions and growth of green corridors for adaptation purposes.	Page 93
CS21	Design	Incorporating measures to minimise energy consumption, conserve water resources, use principles of sustainable construction and provide renewable energy and SUDS.	Page 102
CS22	Sustainable construction	Development designed to take account of layout, landform, orientation and landscaping, as well as reducing carbon emissions and incorporating adaptation measures.	Page 106
CS23	Renewable and low carbon energy generation	Generation of energy from renewable and low carbon sources.	Page 112

- 1.2.2 It is recommended that applicants refer to this document in the early stages of project planning and design, with cross-reference to other planning policies across the local development framework. Climate change and sustainability should be considered at the start of the design process and throughout the project lifecycle to achieve the best performance in the most economic manner.
- 1.2.3 It is highly recommended that the pre-application service is used to engage Woking Borough Council on the proposals with due consideration of the content within this SPD.
- 1.2.4 The **Executive Summary** provides overviews for both residential and non-residential buildings, illustrating the key measures for addressing climate change. **Sections 2 to 7** provide the detailed guidance to addressing Woking Borough Council's climate change policies.
- 1.2.5 If you are in any doubt about the guidance, or require any further clarity, please get in touch with the planning policy team at the contact details below:
- Planning Policy, Woking Borough Council, Civic Offices, Gloucester Square, Woking, Surrey, GU21 6YL
 - Tel: 01483 743871
 - Email: planning.policy@woking.gov.uk

1.3 Sustainability Appraisal

- 1.3.1 This SPD forms part of the Woking LDF. It has not been necessary to prepare a sustainability appraisal as there is no requirement to do so under current Regulations¹. The SPD does not introduce any additional requirements beyond those set out in the LDF and therefore will not cause any significant environmental effects arising from its implementation.

¹ Section 19(5) of the planning Act 2008 removed the requirement for a Sustainability Appraisal Report to be prepared for all Supplementary Planning Documents.

2. Legislative and Policy Context

2.1 Overview

- 2.1.1 Local policy is informed by national commitments, that in turn reflect the UK's international commitments as a signatory to the United Nations Framework Convention on Climate Change (UNFCCC).
- 2.1.2 The Climate Change Act 2008², provides the basis for climate action in the UK (both mitigation and adaptation). Related planning legislation sets out a duty on local planning authorities to mitigate and adapt to climate change. The National Planning Policy Framework (NPPF)³ sets out the Government's planning policies for England and how these are expected to be applied. The UK Net Zero Strategy⁴ sets out the steps the UK needs to take to achieve the target of net zero by 2050.

2.2 Borough Context

- 2.2.1 A number of documents have been produced by the Council which accompany this SPD which should be read in conjunction to this SPD during development planning.

Core Strategy

- 2.2.2 Woking Borough Council's Core Strategy⁵ is the main document within the Council's Local Development Framework (LDF) and underpins all other Development Plan Documents for the Borough. The document describes a strategic vision for the Council to 2027 in which sustainability is embedded in aspects of design, sustainable construction as well as renewable and low carbon energy generation. It puts robust metrics in place for measuring performance. It continues to provide the necessary strategic policy framework for managing development across the Borough.
- 2.2.3 The Council is committed to reducing risks and tackling the adverse impacts of climate change through appropriately designed spatial development. The inclusion of Green and Blue Infrastructure (GBI) in new development, for example, can help to alleviate surface water run-off and reduce temperatures. There are a number of planning policies within the Core Strategy which facilitate this aim – see **Table 1.1**.
- 2.2.4 A review of the Core Strategy will commence in 2023, and will provide an opportunity to assess the current expectations of development within the Borough, against national policy.

² Climate Change Act 2008 c. 27. Available at: <https://www.legislation.gov.uk/ukpga/2008/27>

³ Ministry of Housing, Communities & Local Government (2021). National Planning Policy Framework. Available at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1005759/NPPF_July_2021.pdf

⁴ Department for Business, Energy & Industrial Strategy (2021). Net Zero Strategy: Build Back Greener. Available at: <https://www.gov.uk/government/publications/net-zero-strategy>

⁵ Woking Borough Council (2012). Woking Local Development Framework Core Strategy. Available at: <https://www.woking2027.info/developmentplan/corestrategy/adoptedcorestrategy.pdf>

Development Management Policies Development Plan Document

- 2.2.5 The Woking Development Management Policies DPD⁶ was adopted by the Council in October 2016 and subject to review in October 2021⁷. The provisions of the DPD will be given full weight for the purposes of development management and other planning decisions. The main purpose of the DPD is to provide detailed policies to help determine day to day planning applications. This facilitates the delivery of the Woking Core Strategy. The policies of the DPD are areas of policy where further detail was needed beyond that contained in the Core Strategy. The DPD does not cover policy areas where principles are fully addressed by national or Core Strategy policies. It provides further information of relevance to this SPD, relating to climate adaptation, specifically Flood Risk Assessments (FRA) and green infrastructure requirements.

Natural Woking: Biodiversity and Green Infrastructure Strategy

- 2.2.6 The Biodiversity and Green Infrastructure Strategy⁸ was introduced by Woking Borough Council in 2016 to promote the Borough's biodiversity whilst enhancing existing habitats and green spaces and improve accessibility. This strategy works alongside the Borough's Climate Change Strategy and identifies the role of the developer and landowners as essential in achieving these objectives.

Woking Strategic Flood Risk Assessment

- 2.2.7 The Strategic Flood Risk Assessment (SFRA)⁸⁶, produced in 2015, has been prepared in accordance with the NPPF and PPG, where the SFRA sets out suitable, reasonable and practical local development policies to manage flood risk. The SFRA provides an assessment of the impacts of climate change and provides guidance to developers on designing for climate change.

Design SPD

- 2.2.8 The Design SPD²⁴ was adopted by the Council in February 2015 and is a material consideration in the determination of planning applications. It provides detailed guidance to ensure that future development in the Borough is of the highest design standards, which will have a direct bearing on minimising the impact of development on climate change. This document should therefore be viewed in conjunction with the Design SPD.

⁶ Woking Borough Council (2016). Woking Local Development Documents - Development Management Policies Development Plan Document. Available at: <https://www.woking2027.info/developmentplan/management/dmpadp.pdf>

⁷ Woking Borough Council (2021). Review of the Development Management Policies Development Plan Document. Available at: <https://www.woking2027.info/developmentplan/management/dmpdpdreview.pdf>

⁸ Woking Borough Council (2016). Natural Woking: Biodiversity and Green Infrastructure Strategy. Available at: <https://www.woking.gov.uk/sites/default/files/documents/Nature/nwstrategy.pdf>

3. Sustainability Through Standards

3.1 Building Regulations

3.1.1 In June 2022, significant changes in the Building Regulations⁹ came into effect for new homes, extensions, existing buildings and non-domestic buildings. New homes and buildings in England will have to produce significantly less carbon dioxide (CO₂) under new rules. Under the new Regulations, CO₂ emissions from new build homes must be 31% lower than current standards and emissions from other new buildings, including offices and shops, must be reduced by 27%. Amendments include:

- Part F (ventilation)¹⁰ and Part O (overheating)¹¹ – uplift to ventilation and solar gain reduction requirements to avoid the issue of overheating (see **Section 7.2**);
- Part L (conservation of fuel and power)¹² – setting standards for the energy performance of new and existing buildings (see **Section 4**); and
- Part S (infrastructure for charging electric vehicles)¹³ – specification for the installation of electric vehicle (EV) charging points or cable routes (see **Section 6.2**).

3.1.2 These updates mark a steppingstone towards the introduction of the Future Homes Standard¹⁴ and Future Buildings Standard¹⁵ in 2025, which will introduce more stringent changes to Parts L and F.

3.2 BREEAM

3.2.1 Among voluntary measurement ratings for green buildings, the Building Research Establishment (BRE) Environmental Assessment Method (BREEAM) has become one of the most comprehensive and widely recognised measures of a building's environmental performance. BREEAM UK New Construction Version 6¹⁶ describes an environmental performance standard against which new, non-domestic buildings can be assessed.

⁹ The Building Regulations 2010 No. 2214. Available at: <https://www.legislation.gov.uk/ukxi/2010/2214>

¹⁰ Ministry of Housing, Communities & Local Government (2022). Ventilation: Approved Document F. Available at: <https://www.gov.uk/government/publications/ventilation-approved-document-f>

¹¹ Ministry of Housing, Communities & Local Government (2022). Overheating: Approved Document O. Available at: <https://www.gov.uk/government/publications/overheating-approved-document-o>

¹² Ministry of Housing, Communities & Local Government (2022). Conservation of fuel and power: Approved Document L. Available at: <https://www.gov.uk/government/publications/conservation-of-fuel-and-power-approved-document-l>

¹³ Ministry of Housing, Communities & Local Government (2022). Infrastructure for charging electric vehicles: Approved Document S. Available at: <https://www.gov.uk/government/publications/infrastructure-for-charging-electric-vehicles-approved-document-s>

¹⁴ Ministry of Housing, Communities & Local Government (2021). Consultation outcome: The Future Homes Standard: changes to Part L and Part F of the Building Regulations for new dwellings. Available at: <https://www.gov.uk/government/consultations/the-future-homes-standard-changes-to-part-l-and-part-f-of-the-building-regulations-for-new-dwellings>

¹⁵ Ministry of Housing, Communities & Local Government (2021). Consultation outcome: The Future Buildings Standard. Available at: <https://www.gov.uk/government/consultations/the-future-buildings-standard>

¹⁶ BRE (2022). BREEAM UK New Construction Version 6. Available at: https://files.bregroup.com/breeam/technicalmanuals/sd/uk-new-construction-version-6/?utm_campaign=2361144_BREEAM%20NEW%20USA%20New%20construction%20manual%20downloads&utm_medium=email&utm_source=BRE&dm_t=0,0,0,0,0&dm_i=47CQ,1C1KY,7TVZLP,667EQ,1#_frontmatter/schemedoc.htm?TocPath=7

- 3.2.2 The Council has adopted BREEAM standards in Policy CS22 to deliver more sustainable non-residential development across the Borough. New non-residential development of 1,000 m² or more (gross) floorspace is required to comply with BREEAM ‘Very Good’ standards (or any future national equivalent). For a full description of the building types that this policy refers to see the latest BREEAM guidance.
- 3.2.3 In order to achieve a BREEAM ‘Very Good’ rating, a building must achieve the minimum standards of performance in the key areas described in **Table 3.1** (to guarantee performance against fundamental environmental issues), in addition to the minimum score of 55%. This is the minimum requirements of Policy CS22; developers are encouraged to exceed these standards where possible.

Table 3.1 Minimum Requirements for BREEAM ‘Very Good’

BREEAM Issue	Minimum Standard	Further Guidance	Manual Section ¹⁶
Man 04 Commissioning and handover	One credit (commissioning-test schedule and responsibilities)	A schedule of commissioning and testing must be produced, in accordance with appropriate standards such as current Building Regulations, Chartered Institution of Building Services Engineers (CIBSE) guidelines, amongst others.	59
	Criterion 11 (Building User Guide)	Prior to handover, develop two building user guides for non-technical users for occupiers and for the facilities managers.	61
Ene 02 Energy monitoring	One credit (First sub-metering credit)	Sub-metering to be installed so that at least 90% of the estimated annual energy consumption of each fuel is assigned to its end-use category. The energy consumption will be monitored by end-use category if the total useful floor area is > 1,000 m ² . Below this area, an energy monitoring and management system could be used, or separate accessible sub-meters. (see Section 4).	148
Wat 01 Water consumption	One credit	Utilising the BREEAM Wat 01 calculator or alternative method to compare the water consumption (litres/person/day) for the building against a baseline. At least a 12.5% improvement must be demonstrated. The yield of any greywater and rainwater systems can be offset from the demand (see Section 7.2).	208
Wat 02 Water monitoring	Criterion 1 only	A water meter must be installed on the mains water supply to the building, including via a borehole or private source (see Section 7.2).	219
Mat 03 Responsible sourcing of construction products	Criterion 1 only	100% of timber and timber-based products used on the project will be ‘legal’ and ‘sustainable’ in accordance with the UK Government’s Timber Procurement Policy ¹⁷ (see Section 5).	249

¹⁷ Defra (2013). UK Government Timber Procurement Policy (Fifth Edition) (Online). Available at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/320982/2013_05_08_-_CPET_Deft_Legal_Sustainable_5th_ed_-_Final.pdf

3.3 Complying with the Standards

3.3.1 To ensure compliance with the standards set out in this SPD, the Council advises that clear evidence (i.e. Energy Statement or Sustainability Statement) is provided with a planning application to demonstrate compliance with CS22 and CS23. The general principles for demonstrating compliance are set out here.

- **Early commitment:** The Council recommends the developers' early commitment to the standards set out in Policy CS22 and the additional guidance in this SPD. This avoids costly design amendments and delays in achieving planning permission.
- **Environmental rating evidence:** The Council recommends that applicants submit documentation from qualified assessors to confirm that the development will comply with the environmental rating requirements of Policy CS22. It is strongly recommended that a pre-assessment is carried out early in the design process and before a planning application is submitted. If this is not the case, then the evidence will be required via a planning condition prior to the commencement of the development, should the planning application be approved. If applicants are unsure, it is advised they speak to the Council.
- **Carbon reduction evidence:** A clear rationale setting out how fabric performance and overall CO₂ targets have been achieved is helpful, and, should demonstrate the feasibility of connecting to any local energy networks for heating, cooling and/or power. This can be evidenced within an Energy Statement or summary of performance metrics determined using approved national methodologies.
- **Climate Neutral Development Checklist (See Appendix C) :** It is advised that all applications for new development should include a completed copy of the Council's Climate Neutral Development Checklist (with the exception of very minor developments such as minor exterior alterations).
- **Cooperation:** The Council encourages co-operation between developers on larger sites where two or more separate development schemes are proposed. Opportunities for connection to a decentralised, renewable or low-carbon energy supply, where available, is encouraged as are opportunities for working together to benefit from the economies of scale related to the amount of development.

Technical and Financial Viability

3.3.2 The Council recognises that viability is increasingly becoming a critical issue in determining applications for new development and the incorporation of low carbon / renewable requirements. Policy CS22 allows scope for a case to be made if a developer considers the requirements unattainable on technical or financial viability grounds.

3.3.3 Where the applicant / developer states that they cannot achieve the requirements due to financial reasons, the Council will require evidence to back up this position. Financial viability arguments will only be accepted if:

- Achievement of the policy requirements would make the proposal unviable – where the applicant has identified a potential shortfall, they will need to submit a sound and fully justifiable case alongside an open-book viability analysis for why the policy requirement cannot be met;
- A variety of sustainable energy sources and generation methods have been assessed and costed; and

- The development proposal would contribute to achievement of the objectives, strategy and policies of the Core Strategy.
- 3.3.4 The Council will expect clear evidence and justification to be presented on why a development cannot achieve either part, or the whole of the standards set out in Policy CS22. This should include a detailed technical and financial appraisal; open to clear inspection, demonstrating why required standards would render the development unviable or that standards cannot be achieved for technical reasons. This should include the details of any rejected options and take full account of any subsidies and grants likely to be available at the time of construction and ongoing operation.
- 3.3.5 Any financial viability appraisal will need to take account of all other planning obligations for the development, such as affordable housing, and therefore should take place at outline or full application stage, or at reserved matters stage in some circumstances. The appraisal is not appropriate at discharge of condition stage in most cases.
- 3.3.6 If requested, the Council will treat any information provided by the applicant as commercially confidential and will enter into appropriate confidentiality agreements with developers. Should there be an issue with providing commercially sensitive information, an independent assessor may be appointed to undertake the analysis of the scheme viability and the ability of it to achieve the planning objectives and / or planning obligations deriving from the policy. However, this will be at the cost of the applicant.
- 3.3.7 The onus is on the developer to demonstrate why meeting the standards set down in the policy is not viable based on reasonable market assumptions.

4. Carbon and Sustainable Energy

- 4.1.1 The Council aims to address the causes and potential impacts of climate change at a local level by increasing energy efficiency and reducing carbon emissions within new development / refurbishment, as well as promoting the development and take-up of renewable energy within the Borough.
- 4.1.2 The Building Regulations Approved Document¹² provides the full technical guidance regarding standards for the energy performance of new and existing buildings in Part L, including special provisions for those connecting to existing or new heat networks. 'Primary energy' will be used in combination with CO₂ metrics to assess compliance with Part L. Primary energy calculations take into account factors such as the efficiency of the building's heating system; power station efficiency for electricity; and energy used to produce fuel and deliver it to the building.
- 4.1.3 New and redeveloped buildings should be built to high environmental standards and are encouraged to exceed minimum local planning policy and Building Regulations requirements. Whilst the 2016 Zero Carbon Homes target has been replaced with the Future Homes Standard¹⁵, new residential development is encouraged to pursue net zero standards where feasible. Larger scale non-residential or mixed-use proposals will be required to conduct a BREEAM¹⁶ assessment and achieve at least a Very Good rating in accordance with Policy CS22, but higher standards are achievable. A new-build exemplar is the Living Planet Centre¹⁸, which achieved BREEAM 'Outstanding', and the refurbishment of Victoria Gate¹⁹, which achieved BREEAM 'Excellent'.
- 4.1.4 Planning applications will need to show how the proposed development will meet the low carbon energy requirements set out in policies CS22 and CS23.

Standard for Residential Development

- 4.1.5 Policy CS22 sets out how from 1 April 2016 new residential development on both previously developed land and greenfield sites is required to meet the energy and carbon dioxide and water components of Code for Sustainable Homes (CSH) Level 5 "or any future national requirement". At the time the policy was adopted, CSH Level 5 energy efficiency standard was defined by government to be a 'zero carbon development', and addressed only 'regulated' energy – that from heating, fixed lighting, hot water and building services.
- 4.1.6 This was considered to be an achievable standard that was intended to be a national requirement via Building Regulations by 2016. However, in recognition of the latest policy context, the Council will interpret "any future national requirement" to refer to the emerging Future Homes and Building Standards, which have succeeded the Government's 2016 zero carbon homes policy intentions.
- 4.1.7 The Council therefore requires new residential development to comply with Part L of Schedule 1 to the Building Regulations and the energy efficiency requirements for dwellings as follows:

¹⁸ WWF (2022). The Living Planet Centre. Available at: <https://assets.wwf.org.uk/custom/stories/lpc/>

¹⁹ Scott Brownrigg (2022). Victoria Gate. Available at: <https://www.scottbrownrigg.com/work/projects/victoria-gate/>

All new residential development will be required to achieve as a minimum the interim requirements set out in the Building Regulations etc (Amendment) (England) Regulations 2021 (or any future national requirement). This currently requires around a 31% reduction on the Dwelling Emission Rate (DER) against the Target Emission Rate (TER) based on the 2013 Edition of the 2010 Building Regulations (Part L). A fabric first approach shall continue to be prioritised.

All new residential development will be required to meet the Future Homes Standard when it comes into effect in 2025.

Standards for Non-residential Development

- 4.1.8 The Council expects new non-residential development to comply with the new 2021 uplift in energy performance standards implemented through changes to the Building Regulations and publication of new statutory guidance, and subsequently with the new Future Buildings Standard once it is introduced. The interim standard is intended to deliver an average 27% improvement in CO₂ emissions per building, relative to 2013 Part L standards, across the build-mix of non-domestic buildings. This would typically be delivered by very high fabric standards, resulting in lower levels of heat loss from windows, walls, floors and roofs, improved services such as lighting, and low carbon technologies such as heat pumps or photovoltaic panels.
- 4.1.9 These minimum energy performance standards implemented through amended Building Regulations will naturally lead to improved performance under the Energy category of the BREEAM assessment. Developers are encouraged to go beyond both the Building Regulations and BREEAM minimum standards if they wish and continue pushing the boundaries of innovation.

4.2 Energy Efficiency

Box 4.1 Aims – Energy Efficiency

What to aim for:

- Apply the energy hierarchy to any new development, adopting a ‘fabric first’ approach;
- Comply with the Building Regulations Fabric Energy Efficiency Standard; and
- In the case of non-domestic developments with high energy consumption - include three credits from BREEAM Ene04 to achieve a 10% reduction in carbon emissions.

- 4.2.1 Proposals that follow best practice and consider the energy hierarchy are endorsed by the Council. The best and easiest way to reduce carbon emissions in any new development is to reduce the energy requirements once in use to a minimum. Once appropriate design features are integrated then low carbon energy generation options can be considered for adoption. The energy hierarchy in **Table 4.1** will help guide decisions about which energy measures are appropriate in particular circumstances.

Table 4.1 Energy Hierarchy

Stage	Description	Sustainability
Reduce the need for energy (LEAN)	The site layout and orientation of buildings can reduce the energy demand of buildings by capitalising on passive solar gain for heat and light (see Section 5).	<p>Best</p> <p>Worst</p>
Use energy efficiently (LEAN)	There are a range of measures that can be incorporated which help save and efficiently use energy, including thermal efficient glazed windows, draught proofing, insulation, and energy efficient appliances (e.g. light fittings) (see below).	
Supply energy efficiently (CLEAN)	Greenhouse gas (GHG) emissions can be significantly reduced by using existing energy supplies more efficiently e.g. by distributing waste heat energy via power networks or using decentralised energy networks (DEN) (see Section 4.5).	
Use renewable energy (GREEN)	Incorporate technologies that obtain energy from natural sources such as the wind, water and sun (renewable energy sources) (see Section 4.3).	

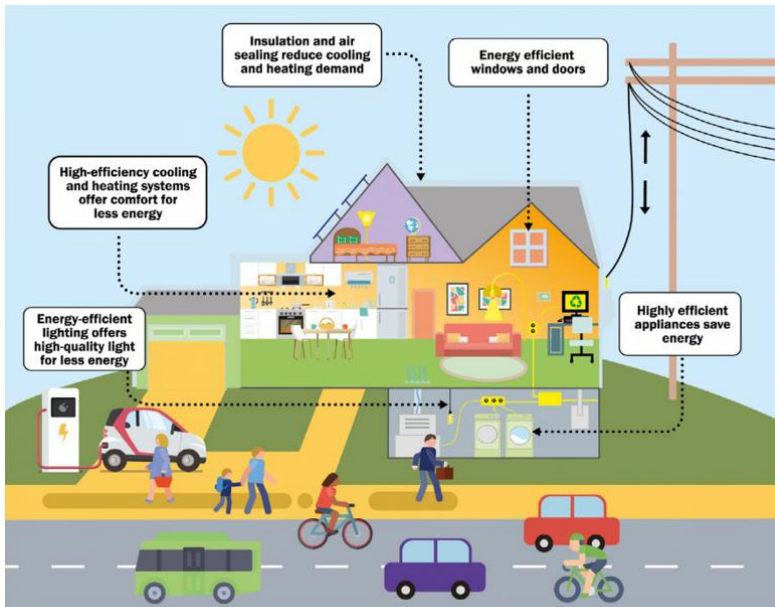
- 4.2.2 If our homes and businesses do not need as much power and heat to operate, this, in turn, will have a positive impact for the occupier through reduced energy bills. For example, utilising local energy networks reduces transmission losses, improves access to local low-carbon and sustainable energy supplies / storage and allows for better community utilisation of local assets.
- 4.2.3 The ‘fabric first’ approach prioritises improvement of thermal properties of the building fabric via high levels of thermal insulation and air tightness. This follows the hierarchy above, where increased performance of the fabric of the building can improve the efficient use of energy, then followed by increases of various energy systems (e.g. heating and hot water). If done in a retrofit context, then re-sizing of systems may be necessary, but this should come after the fabric stage (particularly prior to heat pump installation). Other examples of design could also include passive shading design, natural daylighting (see **Section 5.1**), natural ventilation and appropriate sizing of building systems. An example case study of retrofit to improve energy efficiency is shown in **Box 4.1**.
- 4.2.4 In terms of best practice, the London Energy Transformation Initiative (LETI) provides guidance for developers on how to design and build zero carbon buildings. See [Climate Emergency Design Guide | LETI](#) for more information.

Box 4.1 Case Study – Former Military Properties, Brookwood, Woking²⁰

ThamesWey’s energy efficiency “make-over” of 50 former military properties was completed towards the end of 2018. Solid wall insulation, insulated roof tiles and solar panels were installed to help make these properties more comfortable and lower the fuel bills for tenants. ThamesWey’s aspiration was to eliminate defective building fabric with the outcome of providing homes that are warm, damp free, economical to run for the residents and low maintenance. A result of the works is an enhanced environmental performance, demonstrated by an improved Energy Performance Certificate (EPC) rating of a C from a former E rating. The resulting potential fuel saving per year for each resident is over £500. The transformational impact is homes that are now modern looking, high-energy efficient, warm and more cost effective to run.



Figure 4.1 Residential Energy Efficiency



Source: Department for Economy

4.2.5 Where a residential extension requires planning permission, and for small new non-residential development which is not covered by BREEAM requirements¹⁶, the Council will require simple, cost effective energy efficiency and water efficiency measures to be carried out if possible and practical (see **Section 7.2** for water efficiency). Investing in these measures will assist in gaining planning permission and can increase the value of the building. Examples of energy efficiency measures are given in **Figure 4.1**.

²⁰ ThamesWey (2019). ThamesWey Housing completes energy efficiency programme. Available at: <https://www.thamesweygroup.co.uk/energy-efficiency-project-complete/>

4.3 Renewable or Low Carbon Energy

Box 4.3 Aims – Renewable or Low Carbon Energy

What to aim for:

- Apply the energy hierarchy to any new development, adopting a ‘fabric first’ approach;
- Consider design issues associated with installing LZC technologies and describe your preferred approach in the Design and Access Statement; and
- LZC technology additions should cause minimum intervention to any heritage assets.

- 4.3.1 The Council has not set a specific target for developers to secure a proportion of energy demand through the installation of renewable and low and zero carbon (LZC) technologies as this is incorporated in the Building Regulations⁹ (as amended) and the BREEAM methodology¹⁶.
- 4.3.2 This section aims to guide developers as to the range of renewable and LZC technologies available and guides applicants for developments with exceptionally high total energy consumption how to reduce the total carbon emissions through the use of sustainable energy measures on site.
- 4.3.3 Once a development has been designed to a high level of energy efficiency to achieve greater levels of carbon emission savings, then sources of decentralised energy and renewable power should be considered. These can be undertaken on-site or in the immediate locality of the development.
- 4.3.4 Renewables and LZCs can be broadly split into three categories as shown in **Table 4.2**.

Table 4.2 Renewable and LZC Technologies

Electricity Producing	Heat Producing	Combined Heat and Power
<ul style="list-style-type: none"> • Photovoltaic (PV) solar panels • Wind turbines • Hydro-electric turbines 	<ul style="list-style-type: none"> • Solar hot-water collectors • Ground source heat pumps • Water source heat pumps • Air source heat pumps • Biomass fuelled boilers • Biomass fuelled stoves • Anaerobic digesters 	<ul style="list-style-type: none"> • Combined heat and power (CHP) plants

- 4.3.5 Developers considering installing any renewable or LZC technologies are advised to take professional advice at the earliest possible stage. This can identify whether or not your site is suitable, and which technology would be most appropriate.

Planning Permission for Micro-Generation Technologies

- 4.3.6 The General Permitted Development Order (GPDO)²¹ grants the right to carry out certain limited forms of development without the need to apply for planning permission. Planning considerations for micro-generation technologies should be in accordance with the GDPO, but please be aware that there are some exceptions and clarity should be sought from the Council.
- 4.3.7 The Council encourages the integration of DENs in developments (as per **Section 4.5**). However, this will depend on the suitability, scale and location of the proposal and a range of technologies should be explored. In evaluating particular energy technologies, developers should be aware of causing any other planning problems such as adverse impacts on design or character, unnecessary loss of heritage significance, noise pollution, odour or air pollution, or impacts on protected trees or important buried archaeology.

Developments with High Energy Consumption

- 4.3.8 Policy CS22 in the Core Strategy sets out requirements for developments with high total energy consumption as summarised in **Box 4.4**.

Box 4.4 Core Strategy – Renewable and Low Carbon Energy Policies

CS22: Sustainable construction

Applications for developments with exceptionally high total energy consumption, such as large leisure facilities with a high heat demand or buildings with exceptionally high power / cooling loads (such as data centres), will be required to reduce the total carbon emissions from the development by 10% through the use of renewable energy measures on site.

- 4.3.9 It is anticipated that BREEAM UK New Construction¹⁶ standards will be used to assess the types of buildings to which this policy applies (including those of less than 1,000 m² gross floorspace if energy consumption is exceptionally high). Within the scheme, Ene04 'Low carbon design' aims to first reduce carbon emissions with a fabric first approach and then encouraging local energy generation from renewable sources to supply a significant proportion of the energy demand.
- 4.3.10 In order to comply with the policy criteria set out above, it will be required that, in addition to (or as a means to) achieving a 'Very Good' rating, the proposed development achieves all three credits available in Ene04 by:
- Passive design analysis that includes thermal modelling and associated assessment of free cooling options for the proposed development; and
 - Conducting a feasibility study at concept design (or equivalent procurement stage) carried out by an energy specialist to establish the most appropriate local (on-site or near-site) LZC energy source for the building / development.

²¹ The Town and Country Planning (General Permitted Development) (England) Order 2015. Available at: <https://www.legislation.gov.uk/ukSI/2015/596/contents/made>

- 4.3.11 Full details, including a methodology for calculating energy savings, are provided in the Technical Manual¹⁶ for the BREEAM scheme.
- 4.3.12 The Council expects all new development in proximity to the Borough's existing/proposed DEN to connect, therefore this connection should be included in calculating a 10% reduction in carbon emissions, utilising the specific approach for heat network connections as set out in the Part L Approved Documents. Due to the significant technical and cost implications of developments of this nature, applications should include a feasibility study and preassessment report confirming that these requirements will be achieved.

Design Considerations

- 4.3.13 There are a number of design issues that should be taken into consideration when installing LZC technologies. For individual buildings where small-scale LZC technologies are used, design issues include:
- The siting of the technology;
 - Efficiency (e.g. pitch of solar PV panel or viable wind speed);
 - Requirement for battery storage;
 - Safety;
 - Any noise associated with it;
 - Colour and appearance of the technology; and
 - Ecological and landscape impacts.
- 4.3.14 Opportunities should be taken for small-scale technologies (including nature-based solutions) to incorporate beneficial features for species such as bats and birds, to improve biodiversity (see **Section 7.2**).
- 4.3.15 For multiple buildings where DENs (see **Section 4.5**) are used, design issues can include:
- Access (for fuel provision e.g. biomass);
 - Visual intrusion;
 - Location of plant;
 - Noise from traffic and plant operations;
 - Health and local ecology;
 - The best 'technology mix' to balance the demand for energy;
 - Installation, connection and transmission costs;
 - Adjoining developments and heat networks; and
 - Potential ecological and landscape impacts.
- 4.3.16 Any design issues arising from the installation of LZC technologies for a development should be covered in the Design and Access Statement, where a statement is required to support a planning application.

4.4 Stand-alone Sustainable Energy Generation

Box 4.5 Aims – Stand-alone Sustainable Energy Generation


What to aim for:

- Optimise key opportunities for renewable energy development in the Borough;
- Pay particular attention to Thames Basin Heaths SPA; and
- Identify sustainable energy opportunities in NDPs.






4.4.1 The Council supports renewable and low carbon energy generation both as part of residential and commercial development, and as stand-alone development, provided they do not have an unacceptable effect on the local environment that would out-weigh their wider community and/or environmental benefits. This is reflected in Policy CS23 of the Core Strategy.

4.4.2 A ‘Climate Change and Decentralised, Renewable and Low Carbon Energy Evidence Base’²² study was commissioned in 2010 to determine the Borough’s key opportunities and constraints for sustainable technologies development. Development proposals may come forward for all types of schemes, but some technologies are considered to have more potential for development in the Borough than others. The study concluded that a number of physical and environmental constraints limit the opportunities for large-scale renewable energy generation in the Borough. Opportunities and constraints for each technology are summarised in **Table 4.3**. For any medium or large-scale developments, it is likely that an Environmental Impact Assessment (EIA) would be required.



Table 4.3 Renewable Energy Generation – Opportunities and Constraints

Technology	Overview	Suitability in Woking
<p>Medium and large-scale wind energy</p> 	<p>Wind turbines harness the power of the wind. When the wind blows the blades are forced round, driving a turbine which generates electricity. Wind speed is critical to the performance of wind turbines. Wind speed is influenced by geographical location, elevation of site, local terrain, proximity of buildings, trees or other structures and the height of the turbine above ground level.</p>	<p>Very few unconstrained sites in the Borough for large-scale generation of energy from wind. Any building scale deployment would require detailed studies to assess potential adverse impacts such as noise nuisance, wildlife and ecology, flood risk, shadow flicker and interference with telecommunications. It is not anticipated that roof-mounted turbine designs will be deployed.</p>

²² Woking Borough Council (2010). Climate Change and Decentralised, Renewable and Low Carbon Energy Evidence Base. Available at: <https://www.woking2027.info/ldfresearch/ccdrlceeb.pdf>

Technology	Overview	Suitability in Woking
Solar energy 	<p>Solar water heating systems ('solar thermal') use heat from the sun to warm domestic hot water that is stored in a tank. Solar electricity systems capture the sun's energy using photovoltaic (PV) cells which convert the sunlight into electricity.</p>	<p>Good potential for exploiting solar energy in Woking for both residential and commercial development. No physical constraints other than the availability of a roof / structure that provides a good solar orientation and angle. Visual and other environmental impacts of large-scale solar farms will need to be considered.</p>
Biomass energy 	<p>Biomass technology uses organic materials, either directly from plants or indirectly from industrial, commercial, domestic or agricultural products to generate heat. Second generation fuels (using biomass as a by-product of other processes) may be more sustainable than fossil fuel alternatives.</p>	<p>Any use of biomass will need to demonstrate compliance with local air quality standards. The scale of fuel storage required on-site (and suitable access for delivery vehicles) is another important consideration.</p>
Landfill gas and energy from waste 	<p>Landfill gas, produced when waste materials break down, can be collected and used to produce electricity, heating and / or cooling. The term 'energy from waste' can describe a number of treatment processes and technologies used to generate a usable form of energy and which also reduce the solid volume of residual waste.</p>	<p>The Surrey Waste Local Plan (SWLP) 2019-2033²³ provides a policy framework that is supportive of the development of waste facilities that can be used to generate biogas along with other reclaimed materials. It is recommended that prospective developers refer to the Surrey Waste Plan for details.</p>
Sewage gas 	<p>Sewage gas ('biogas') is generated as a by-product from the anaerobic digestion of sewage sludge or other organic wastes (e.g., grass cuttings, food waste) and is a mixture of methane, carbon dioxide, nitrogen, hydrogen and hydrogen sulphide gases. If compressed and purified, biomethane can be used to power a generator or CHP plants.</p>	<p>It is unlikely that locally produced biogas from sewage treatment plants will make a contribution to the sustainable energy mix in Woking.</p>
Hydroelectricity 	<p>Hydroelectricity systems generate electricity from running water - usually a small stream – to turn a small turbine which generates electricity. The faster the water flows and the more water there is the more electricity can be generated. Hydro systems can be connected to the grid.</p>	<p>Woking has a number of small rivers flowing through the Borough and along its boundaries. In the majority of cases the flow within the local streams and rivers is relatively small, and there is very limited potential for installation of low head hydro generation of power. Suitability very much depends on the nature of the development.</p>

²³ Surrey County Council (2020). Surrey Waste Local Plan. Available at: https://www.surreycc.gov.uk/data/assets/pdf_file/0003/246882/2020-11-20-SWLP-Part-1-for-Adoption-Final.pdf

Technology	Overview	Suitability in Woking
Waste heat recovery 	<p>Some industrial activities produce large amounts of waste heat that are dumped through the use of cooling towers or heat dumping into rivers, lagoons or the sea.</p>	<p>There are currently no power stations or industrial installations in Woking producing large volumes of waste heat that are available for re-use. However, there may be the potential to capture the heat discharged from some other types of buildings with very high cooling loads (such as data centres) and re-using it in buildings nearby.</p>
CHP and district heating 	<p>CHP is the use of a turbine or fuel cell to simultaneously generate both electricity and useful heat. The heat is recovered and distributed via insulated pipes to provide hot water and comfort heating in buildings. CHP can be fuelled by a number of fossil fuels including natural gas and oil, or low-carbon and renewable fuels such as biomass, biogas or 'green' hydrogen, with or without carbon capture and storage. Being locally produced and distributed, there are reduced losses associated with the electricity produced and it can help to reduce the need for less efficient and more carbon intensive generation on the national energy grid.</p>	<p>There is great potential for extending the existing network in Woking Borough. Developments in identified 'district heat zones' are expected to connect to heat networks or be designed to ensure compatibility with the network. Further details on this are provided in Section 4.5.</p>

Planning Constraints

- 4.4.3 There are numerous planning constraints that will affect the suitability of the various renewable / low carbon energy technologies. More than one constraint on a site is possible. The Renewable and Low Carbon Energy PPG⁷⁸ sets out a range of planning considerations that the Council will consider that relate to renewables and low carbon energy. This is a useful reference point for prospective developers and will be referred to when making planning decisions. It also emphasises that local planning authorities can use planning conditions or planning obligations to help mitigate the impacts described.
- 4.4.4 Particular attention should be given to potential adverse effects of energy developments on the Thames Basin Heaths Special Protection Areas (SPA). Within the parts of the Borough covered by Green Belt designation, extensive areas of heathland are present. These include Horsell Common, Sheets Heath and Brookwood Heath, which are considered to be of European significance and are designated as part of the Thames Basin Heaths SPA. Any proposals for energy development with potential significant impacts on the SPA will be subject to a Habitats Regulations Assessment.
- 4.4.5 A variety of studies exist which can be referenced by those conducting energy feasibility studies ahead of submitting development proposals:
- Climate Change and Decentralised, Renewable and Low Carbon Energy Evidence Base (2010);²¹

- Woking Design SPD (2015);²⁴
- Thames Basin Heaths Special Protection Area Avoidance Strategy (2022);²⁵ and

Community-led Initiatives

- 4.4.6 Policy CS23 encourages applications from community-based and community-owned renewable and low carbon energy generation projects. Working as a community to generate renewable energy has advantages to doing it individually. Many energy technologies work better at a larger scale; and they can provide valuable incomes for communities. Both planning and land ownership issues need to be considered in the earliest stages of a community energy project. It is advised that all communities hold pre-application discussions with the Council in advance of putting in any planning application and to fully engage with the wider community before approaching the Council.
- 4.4.7 A community's energy feasibility study should include consideration of planning issues and what impact they could have on the choice of technology. Some key issues to consider are:
- Neighbours: how close will the installation be to houses and what effect might it have on them? (see Policy CS21 of the Core Strategy);
 - Amenity, visual impact and landscape: how conspicuous is the installation and have regard to landscape character areas (see Policy CS24 of the Core Strategy);
 - Conservation areas and protected species: particular attention should be given to the impact on the Thames Basin Heath SPA, and whether an EIA will be required;
 - Rights of way: presence of public paths on potential sites;
 - Infrastructure: are transport networks adequate for the proposed installation – will any resources need to be transported? (see Policy CS18 of the Core Strategy)
- 4.4.8 The Localism Act 2011²⁶ reformed the planning system and handed new opportunities to communities to get involved in planning their local area. A voluntary neighbourhood planning process, including Neighbourhood Development Plans (NDPs), was introduced. The Act also provides for Neighbourhood Development Orders (NDOs). If a community energy scheme or development is in an agreed NDP, it is more likely that a planning application will be supported as the provisions of a NDP will be a significant material consideration in determining the application.
- 4.4.9 Community Energy guidance²⁷ is provided by the Department for Business, Energy and Industrial Strategy (BEIS) aimed at local groups interested in setting up a community energy project. The Council is very supportive of this and can play an active role in facilitating community projects.

²⁴ Woking Borough Council (2015). Woking Design SPD. Available at:

<https://www.woking2027.info/supplementary/designspd/httpwwwwoking2027infosupplementarydesignspdpdf.pdf>

²⁵ Woking Borough Council (2022). Local Development Documents – Updated Thames Basin Heath Avoidance Strategy. Available at: <https://www.woking2027.info/supplementary/tbhspaspd/strategy2022.pdf>

²⁶ Localism Act 2011 c. 20. Available at: <https://www.legislation.gov.uk/ukpga/2011/20/contents/enacted>

²⁷ BEIS (2015). Guidance – Community Energy. Available at: <https://www.gov.uk/guidance/community-energy>

4.5 Low Carbon Heat and Decentralised Energy Networks

Box 4.6 Aims – Low Carbon Heat and Decentralised Energy Networks

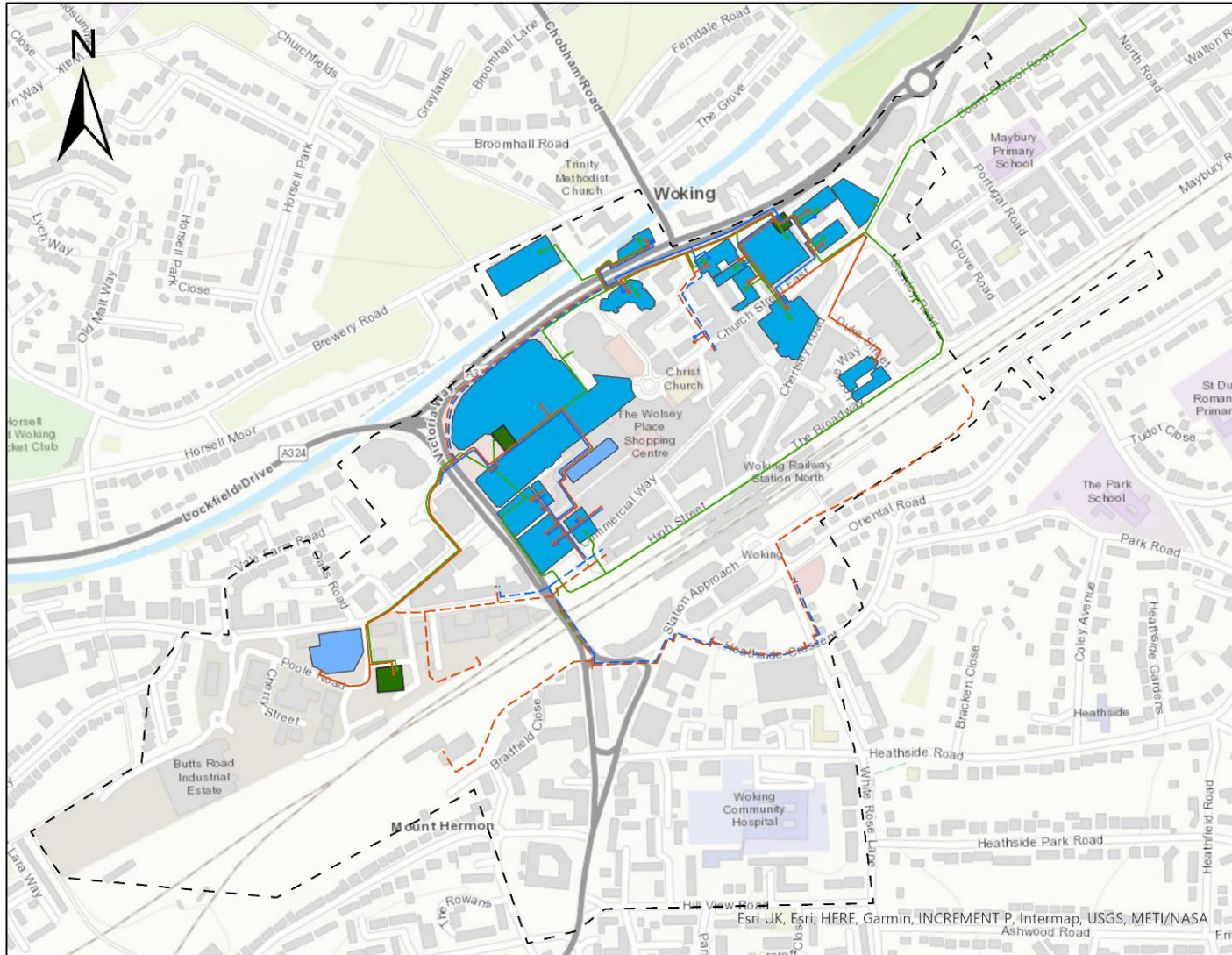
What to aim for:

- All new buildings should utilise low carbon heat for heating and hot water;
- Connect to Woking Town Centre DEN if within proximity (see **Figure 4.2**)

- 4.5.1 Heat networks, often referred to as district heating schemes, deliver heat via hot or chilled water from a decentralised energy centre to buildings in a larger local area. This means that individual homes and businesses do not need to generate their own heat or cooling on site. Heat networks can be supplied with heat from a diverse range of sources including biomass, energy from waste, CHP plants or renewables. Further growth of the existing DEN will increase the benefits felt by the Borough and accelerate the transition to local, lower carbon energy generation.
- 4.5.2 There is a well-established low carbon DEN in Woking Town Centre, with high feasibility for new and redeveloped buildings to connect (see **Figure 4.2**) ThamesWey Ltd (energy services company for Woking) provide an interactive map²⁸ of the Woking Energy Network. New developments should look to secure an efficient supply of heat, cooling, and power, including through connection to the existing Town Centre DEN.
- 4.5.3 The map shown within **Figure 4.2** illustrates the extent of the existing and planned heat network, and **the Connection Zone** in Woking Town Centre, portrayed on the legend as the black dashed line titled '**potential reach of Decentralised Energy Network**'.
- 4.5.4 All new development within proximity (typically 500m or less) including refurbishments and conversions where planning permission is required, will be required to connect to the existing Town Centre DEN.
- 4.5.5 Development in the connection zone where the Town Centre DEN has not yet expanded to serve, should be designed to be 'connection-ready' and connect to the DEN when the network expands to the proximity of the site.
- 4.5.6 Development outside the Town Centre connection zone should consider establishing a new network if appropriate. Please note that beyond the town centre, an existing DEN exists at Pool in the Park & Leisure Centre (see **Figure 4.3**) and a planned DEN within the Sheerwater Regeneration Area (see **Figure 4.4**). The regeneration scheme includes a new energy centre and phased expansion of network supplies to new domestic, leisure and commercial customers. For updated details of these schemes please contact the Council.

²⁸ Interactive map available at: <https://www.thamesweygroup.co.uk/interactive-map-woking/>

Figure 4.2 Woking Energy Network²⁸



- Legend**
- Heat Network Planned Extensions
 - Heat Network
 - Cooling Network Planned Extensions
 - Cooling Network
 - Electricity Network Planned Extensions
 - Electricity Network
 - Energy Centres
 - Connected Buildings
 - Planned Connections
 - - - Potential reach of Decentralised Energy Network

ThamesWey

Drawn: SP
Date: 2nd February 2022

Representative at time of drawing.
Contact ThamesWey or www.thamesweygroup.co.uk/interactive-map-woking for the latest information.

Source: ThamesWey Ltd. Ordnance Survey data © Crown copyright and database right 2022

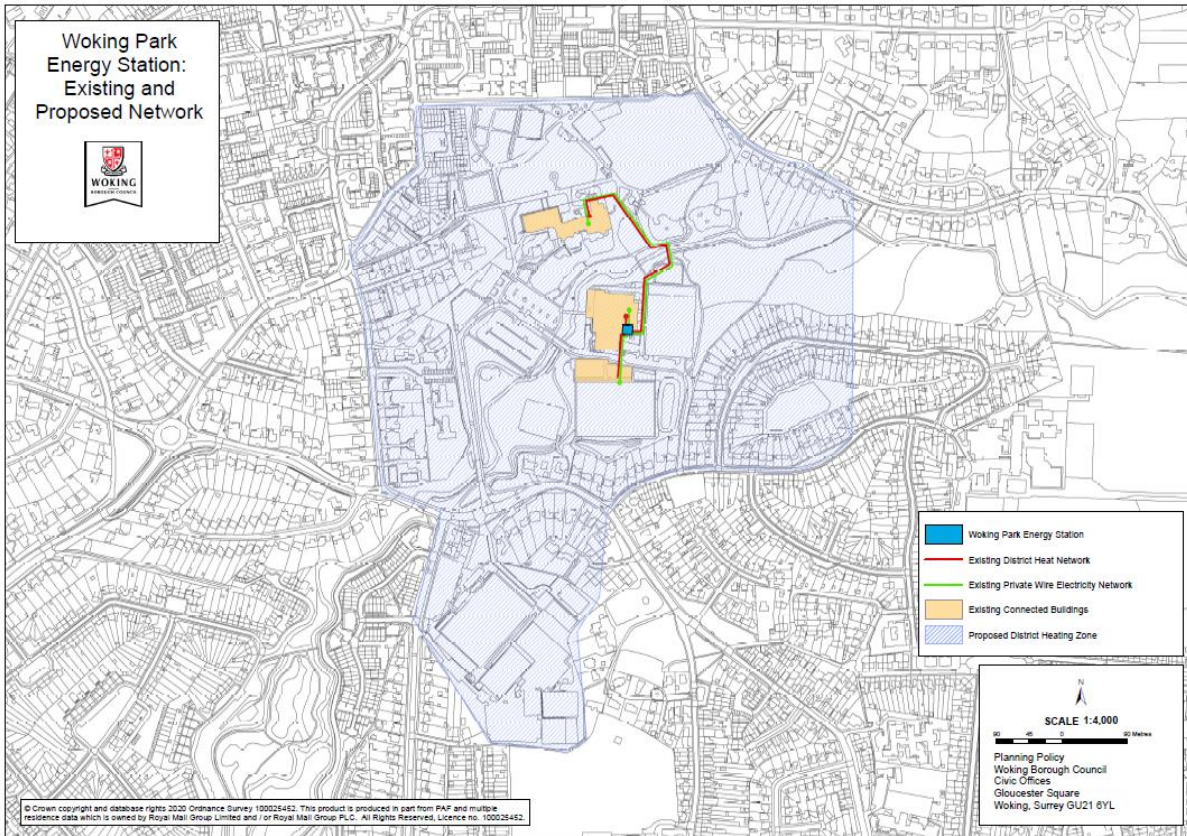


Figure 4.3 Woking Park Decentralised Energy Network and District Heat Zone as at Feb 2021

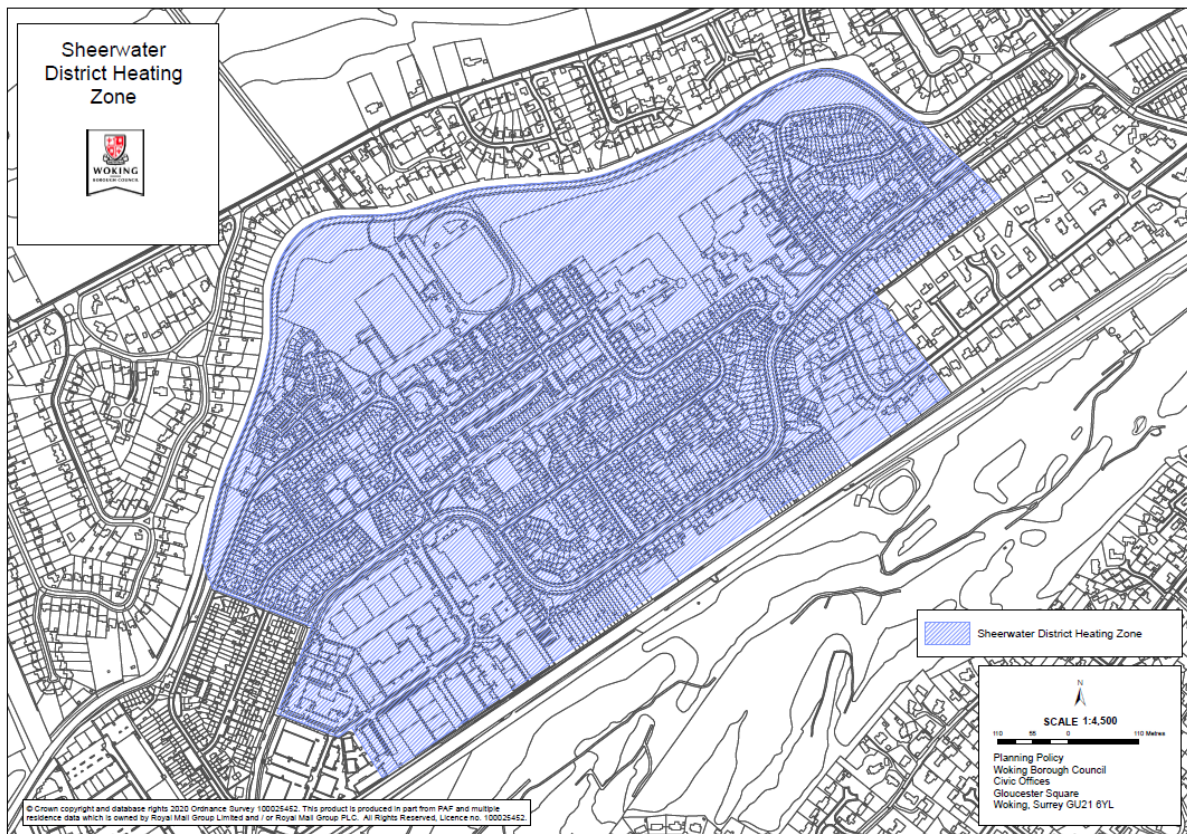


Figure 4.4 Sheerwater District Heat Zone as at Feb 2021

- 4.5.7 Woking's decentralised energy network 'Connection Zone' is a well established tool showing areas where energy demands should be met by the existing network. However, forthcoming 'Heat Network Zoning' legislation will give statutory powers to authorities to mandate that a new building connects to a heat network, whilst also requiring existing buildings to connect at key intervals such as renovation or heating system renewal. The authority will designate the zones this applies to, where heat networks are the lowest cost solution for decarbonising heat, similar to the existing 'Connection Zone', in future guidance. These powers will support delivery of CS22.
- 4.5.8 It is recommended that a feasibility study compliant to CIBSE CP1 standards is conducted at the earliest stage of the design process, investigating connection to the district heat and private wire networks. As part of this process, applicants should evidence correspondence with the local decentralised energy operator – ThamesWey Energy Ltd. Feasibility of new connections to these networks will be subject principally to proximity to existing network infrastructure, though major physical barriers between the existing network and potential connection point (e.g., the railway or the canal) may be relevant; so further case-by-case analysis will be pursued. In some cases, a contribution towards the connection costs will be sought from the building owner/occupier. This may be sought through negotiation of a legal agreement with the developer.
- 4.5.9 A case study on Skanska Hollywood House is included in **Box 4.7** that demonstrates the positive outcomes of applying these requirements to a dated building. Although considered a dated case study, it is important to recognise that all buildings irrespective of age should endeavour to meet these requirements as soon as possible (via retrofitting or refurbishment) in order to gain the benefits later as noted below.

Box 4.7 Case Study – Skanska Hollywood House, Woking Town Centre²⁹

Skanska extensively refurbished Hollywood House between 2010 and 2011. Originally constructed in the 1980s, the building was energy inefficient and had high operational costs. The £3.5 m extensive refurbishment took 32 weeks to complete and involved the installation of new heating, lighting, ventilation, and energy management systems. A 20 kW solar PV array, 9.8 kW solar domestic water heating system and heat pump were installed to generate renewable energy on site. The building was also fitted with sophisticated energy monitoring and control systems and was connected to ThamesWey's Town Centre CHP system which provides low carbon electricity and district heating. Waste management and water efficiency were also addressed, with a rainwater harvesting system and water efficient fixtures installed as part of the refurbishment. The building now uses around 3 m³ of water per person per year which is 55% less than what the Environment Agency considers to be good practice for an office building. The retrofit also considered healthy working environments with natural ventilation and a daylight dimming control system that regulates artificial lighting levels. Hollywood House now uses over 50% less energy than prior to the project and the total cost of the refurbishment is estimated to be repaid in approximately 13 years.



²⁹ ThamesWey (n.d.). Enabling Green Retrofit of Commercial Buildings. Available at: <https://www.theade.co.uk/assets/docs/case-studies/Skanska.pdf>

5. Design, Materials and Waste

5.1 Design and Layout

Box 5.1 Aims – Design and Layout

What to aim for:

- Optimising the potential for passive solar gain when designing site layouts;
- Design the layout to use landform and landscape to benefit from shelter;
- Use existing and proposed trees and shrubs to provide shade;
- Design buildings so that passive solar energy is captured and used;
- Design in measures to prevent excess solar gain in summer; and
- Maximising the potential for passive cooling and ventilation in summer.

5.1.1 The design and layout of new development can make a significant contribution in minimising GHG emissions and therefore its contribution to climate change. Reducing the energy demand of a building or group of buildings through passive design techniques (such as massing, daylighting or form) will generally offer a sound basis for implementing LZC technologies cost effectively. Policy CS22 of the Core Strategy requires this, which is supported by Policy CS21 on Design (and further details are available in the Design SPD) – see **Box 5.2**.

Box 5.2 Core Strategy – Design and Layout Policies

CS21: Design

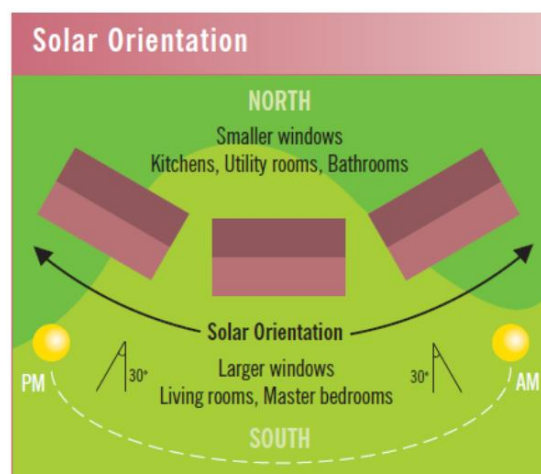
Proposals for new development should incorporate measures to minimise energy consumption, conserve water resources, use the principles of sustainable construction and provide for renewable energy.

CS22: Sustainable construction

The design of all new developments will be required to take into account of layout, landform, orientation and landscaping to maximise efficient use of energy and adapt to the impacts of climate change.

Figure 5.1 Optimum Solar Orientation

5.1.2 Solar energy can minimise the energy demand of buildings by reducing space heating demand; contributing to daylighting inside and outside, supply heat for solar heated hot water, and generate electricity with PV panels. To maximise passive solar gain, buildings should be oriented with the longest façade being south facing ($\pm 30^\circ$) (see **Figure 5.1**). Overshadowing of buildings should be avoided as it reduces the heat gain from the sun in winter. Getting the right glazing-to-wall ratio on each façade is a key feature of energy efficient design: minimise heat loss to the north (smaller windows), while providing sufficient solar heat gain from the south (larger windows). This means prioritising occupied spaces with larger windows on the south (such as living rooms and bedrooms in residential buildings, for example).



- 5.1.3 Good integrated design will also avoid summertime overheating and provide future adaptation for a rise in temperatures (see **Section 7.2**). This is recognised in the introduction of Part O to Building Regulations, specifically addressing the risk of overheating in buildings. It is important that developers avoid maladapted design, where energy efficiency measures (e.g. to increase solar gain and reduce winter heat loss) have the potential to exacerbate summer heat risks.
- 5.1.4 New developments should be designed to reduce cooling load as far as possible using passive solutions (e.g. through planting and shading) and then find the best mechanical solution to meet any remaining cooling requirement.

5.2 Waste

Box 5.3 Aims – Materials and Waste

What to aim for:

- Reduce the amount of resources used and the waste produced;
- Part H6 of the Building Regulations sets minimum requirements in relation to provision for solid waste storage;
- For non-residential development, achieve credits from the waste and materials elements of BREEAM to achieve 'Very Good' rating;
- Provide high-quality waste facilities; and
- Use recycled, re-used and / or local, sustainably sourced materials.

5.2.1 Tackling waste in the design of new buildings and places is crucial in reducing the effects of climate change because of the impact it has on the production of greenhouse gases (GHGs). Working residents produced around 39,000 tonnes of

household waste in 2021/22.³⁰ Add to this the waste derived from commerce and industry, and the prerogative for its reduction and minimisation becomes clear, particularly as the population of Woking continues to grow. Policy CS22 facilitates the reduction of waste, and the reuse and recycling of buildings materials as shown in **Box 5.5**.

- 5.2.2 In 2020, Surrey County Council adopted the Surrey Waste Local Plan (SWLP) 2019-2033 which provides guidance on how and where different types of waste will be managed in Surrey. The SWLP also details a planning policy framework for the development of waste management facilities which ensures that the planning process can contribute towards national and local ambitions.
- 5.2.3 Woking Borough Council work within targets set by the Surrey Environment Partnership (SEP)³¹ to reduce residual waste and increase recycling rates. SEP comprises of Surrey County Council (who act as the waste disposal authority) and the 11 Boroughs/District Councils within the County (who act as the waste collection authorities). SEP is responsible for domestic waste management and recycling across Surrey and aims to manage the County's waste in the most sustainable and economical manner possible. To enable SEP's targets to be met initiatives are developed and implemented via the Joint Waste Solutions (JWS) team. The Council advises that applicants refer to the 'Recycling and waste provision guidance for property developers' published by JWS³² in 2022.
- 5.2.4 The publication of the national 'Resources and Waste Strategy' from central government in 2018 anticipates further changes to the delivery of recycling and waste services, and sets out how materials/ resources will be preserved by minimising waste, promotes resource efficiency and recognising the need to adopt principles of the circular economy. The strategy is subject to amendments from consultation, so in anticipation of further clarity from central government, the SEP 2025 plan³³ has been developed to provide interim guidance since the release of the Joint Municipal Waste Management Strategy in 2015 which is out-of-date.

Box 5.4 Core Strategy – Waste Policies

CS22: Sustainable construction

The design of all new developments should facilitate the reduction of waste and the recycling and composting of the waste produced. All developments should consider the use of sustainable construction techniques that promote the reuse and recycling of building materials. All development is encouraged to use responsible resourcing of materials and is encouraged to source materials locally.

³⁰ Surrey Environment Partnership (2021). What happened to Surrey's waste 2020-21. Available at: https://www.surreyep.org.uk/wp-content/uploads/2022/03/surreywaste2021-22_report_web-2.pdf

³¹ Further information available at: <https://www.surreyep.org.uk/about-us/our-strategy/>

³² Joint Waste Solutions (2022). Recycling and waste provision guidance for property developers. Available at: <https://www.woking.gov.uk/planning-and-building-control/planning/planning-policies-and-guidance/waste-and-recycling>

³³ SEP 2025 (2023). A partnership approach to waste prevention and recycling. Available at: <https://www.surreyep.org.uk/about-us/sep-2025-strategy-document/>

- 5.2.5 The Council is committed to curbing the growth in household waste, reducing the overall tonnages of waste collected and increasing the quantity of material sent for recycling and composting. Waste minimisation can be effectively addressed in the design and layout of new development, thereby contributing to this objective.
- 5.2.6 Sustainable waste management is guided by the ‘waste hierarchy’ as set out in UK law within the Waste (England and Wales) Regulations 2011³⁴, see **Table 5.1** for details of the waste hierarchy.
- 5.2.7 Preventing waste is the preferred option and sending waste to landfill should be the last resort. The design of neighbourhoods and supporting services should encourage and enable communities to follow the waste hierarchy.

Table 5.1 Waste Hierarchy³⁵

Stage	Description	Sustainability
Prevention	Use less material in design and manufacture. Keeping products for longer; re-use. Using less hazardous material.	
Preparing for re-use	Checking, cleaning, repairing, refurbishing, whole items or spare parts.	
Recycling	Turning waste into a new substance or product. Includes composting if it meets quality protocols.	
Other recovery	Includes anaerobic digestions, incineration with energy recovery, gasification and pyrolysis which produce energy (fuels, heat and power) and materials from waste; some backfilling operations.	
Disposal	Landfill and incineration without energy recovery.	

Building Materials and Construction Waste

- 5.2.8 Development proposals should contribute towards reducing and recycling construction waste, and work towards ‘designing out waste’. The best opportunities for improving materials resource efficiency occurs at the design stage of a development project. Implementing these opportunities can provide significant reductions in cost, waste and carbon. Circular economy principles should be applied in selecting materials, products and systems for a development, considering how these are sourced, and how they can be successfully reused, repaired, refurbished and recycled through their serviceable life.
- 5.2.9 Use of materials should be minimised as far as possible. The selection of materials should be informed by the scale of embodied carbon associated with their production (see example case study in **Box 5.5**). Examples of high embodied carbon materials include concrete, aluminium, and steel, which can be replaced

³⁴ The Waste (England and Wales) Regulations 2011 No. 988. Available at: <https://www.legislation.gov.uk/ukxi/2011/988/contents/made>

³⁵ Department for the Environment, Food and Rural Affairs (2011). Guidance on applying the Waste Hierarchy. Available at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/69403/pb1353-0-waste-hierarchy-guidance.pdf

with lower carbon alternatives like timber, earth, straw, secondary aggregates and recycled products. BRE provide a free to use Green Guide³⁶ which examines the relative environmental impacts of construction materials.

- 5.2.10 Proposals should look to re-use materials from the development site and reclaimed and/or recycled materials for a range of uses. Re-use of building materials is more environmentally friendly than recycling. The demolition of buildings should be minimised as far as possible and materials derived from any demolition should be re-used, such as crushed concrete and hardcore aggregate in the new foundations. The retrofit of existing buildings is encouraged, this has multiple tangible environmental benefits alongside reducing carbon emissions – see **Box 4.7** for example case study.
- 5.2.11 The Council strongly recommends that materials should be specified from suppliers who participate in an applicable responsible sourcing scheme such as the BRE BES 6001:2008 Responsible Sourcing Standard. All timber should be sourced from schemes supported by the Central Point of Expertise for Timber Procurement, such as the Forest Stewardship Council accreditation, which ensures that the harvest of timber and non-timber products maintains the forest's ecology and its long-term viability.
- 5.2.12 Whilst not a policy requirement at this stage, the Council encourages the submission of a Whole Life Carbon Assessment, including embodied carbon, for all applications proposing substantial demolition. Whole Life-Cycle Carbon emissions are the carbon emissions resulting from the construction and the use of a building over its entire life, including its demolition and disposal. They capture a building's operational carbon emission from both regulated³⁷ and unregulated³⁸ energy use, as well as its embodied carbon i.e., those associated with raw material extraction, manufacture and transport of building materials, construction and the emissions associated with maintenance, repair and replacement as well as dismantling, demolition and eventual material disposal.
- 5.2.13 Consideration should also be given as to whether the materials are resilient to expected changes in climate (see **Section 7.2**). Resilient building materials will minimise the need to replace materials, reducing embodied carbon and waste.

³⁶ Available at: <https://tools.bregroup.com/greenguide/podpage.jsp?id=2126>

³⁷ The carbon emissions arising from energy used by fixed building services, as defined in Approved Document Part L of the Building Regulations. These include fixed systems for lighting, heating, hot water, air conditioning and mechanical ventilation

³⁸ The carbon emissions relating to cooking and all electrical appliances and other small power.

Box 5.5 Case Study – Hale End Court, Woking³⁹

The new specialist residential facility provides 48 independent living apartments along with combined communal, administrative and care facilities. Constructed from cross laminated timber (CLT), achieving a BREEAM 'Excellent' rating, the project is a highly sustainable response which contributes to the local housing need in and around Woking. All environmental briefing targets were exceeded dramatically, particularly minimising carbon where the selection of CLT sequestered some 845,510 kgCO₂e. The design delivered less than half the kgCO₂e/m² compared with a typical build and 35.9% improvement in energy performance compared with a typical build.



Recycling

- 5.2.14 The transport, treatment and disposal of waste are all energy demanding activities and contribute to harmful greenhouse gas (GHG) emissions. Developers are expected to ensure the design and layout of new developments supports sustainable waste management; and will be encouraged to take measures over and above the statutory requirements.
- 5.2.15 In the design phase the provision for the storage, collection and recycling of waste needs to be considered carefully. Developments can provide facilities for individual or groups of properties or premises for the source separation of and storage of different types of households and business waste for collection. To reduce the volume of refuse requiring collection, individual or community composting facilities should also be included in developments. It is encouraged that all proposals for development to include provision for individual compost bins within new dwellings. All waste facilities should be of high quality, should be visually attractive and should not detract from their immediate surroundings.
- 5.2.16 Larger scale developments provide an ideal opportunity to demonstrate how waste management facilities can be successfully integrated into the townscape. Innovative waste management systems are now available, such as piped underground refuse collection systems. These can have a significant effect on the design of a development and can encourage segregation and recycling. See **Box 5.6** for an example of the innovative waste management system at Wembley Park, which although not in Woking, sets an example of best practice which the Council would encourage applicants to consider taking inspiration from.

³⁹ SECBE (2022). SECBE Awards 2022 finalist - Hale End Court. Available at: <https://www.secbe.org.uk/blog-post/599/SECBE-Awards-2022-finalist---Hale-End-Court>

Box 5.6 Case Study – Wembley Park Waste Management⁴⁰

Over 10 years after the installation of the Envac waste management system, Wembley Park residents are recycling five times more than the national average for apartments. The Envac system vacuums waste that has been emptied into inlets through a series of underground tunnels at speeds of up to 70 kph into a single collection station, reducing the need for unsightly on-street bins and significantly reducing the need for refuse lorry collections. Since opening, the system has collected around 3,000 tonnes of recycling. It has helped increase the local authority's recycling rates by 30%. Refuse lorry trips have been dramatically reduced, meaning emissions have gone down by 90%, saving an estimated 700 tonnes of carbon emissions each year from the local environment from completion. Waste that is unable to be recycled is more sustainably disposed of than traditional refuse. Excess waste from Wembley Park is taken to a waste-to-energy plant to be incinerated and converted into electricity, so nothing from the Envac system ends up in landfill.



Assessing Waste Management

- 5.2.17 Planning applications will be assessed against two frameworks to ensure that waste management needs are adequately addressed: via the requirements from both the Building Regulations⁹ and BREEAM¹⁶. Part H6 of the Building Regulations sets minimum requirements in relation to provision for solid waste storage.
- 5.2.18 New non-residential development of 1,000 m² or more (gross) floorspace is required to comply with BREEAM 'Very Good' standards. Although there are no minimum standards to be complied with for waste and materials elements to achieve a 'Very Good' rating, developers are encouraged to gain BREEAM credits for these issues in order to achieve this rating. By achieving maximum points for waste and materials elements developers can achieve a high BREEAM level.

Site Waste Management Plan

- 5.2.19 Applications for large scale development⁴¹ should be accompanied by a Site Waste Management Plan (SWMP) that clearly sets out how waste produced during all stages of a development will be minimised and managed in a sustainable manner. A SWMP should both contain target rates for recycling and define processes to manage different waste streams. The impacts of the processes involved in the recycling or reuse of wastes on site will be considered when determining the

⁴⁰ Quintain (2020). Quintain celebrates results of over a decade of recycling with Envac at Wembley Park. Available at: <https://www.quintain.co.uk/news-and-media/press-releases/2020/envac-wembleypark>

⁴¹ Under the Site Waste Management Plans Regulations 2008, all construction projects in England worth over £300,000 were required to have a SWMP in place before a project could begin. These Regulations were repealed, but the Council continues to strongly encourage such sites to undertake SWMPs.

acceptability of the proposed development. Designing out waste is a key element of good practice in the preparation of a SWMP. Some projects will require SWMPs in order to comply with BREEAM standards.

- 5.2.20 A number of tools have been developed to assist constructors, such as BRE's web-based tool SmartWaste⁴² (which can be aligned to BREEAM). It can be used on all types of construction projects including new build and refurbishment, and suits both large and small construction projects, domestic or commercial.

⁴² Further information available at: <https://www.bresmartsite.com/products/smartwaste/>

6. Sustainable Transport

Box 6.1 Aims – Sustainable Transport

What to aim for:

- Promote active travel for shorter journeys via travel packs and plans;
- Ensure that streets widths are sufficient to allow easy walking and cycling, where possible consider formal cycle paths and traffic calming measures;
- Incorporate EV charging facilities in garages and parking spaces as per relevant standards; and
- Provide secure, covered storage / parking for bikes and pushchairs in public areas.

6.1 Prioritising Walking, Cycling and Public Transport

- 6.1.1 A large percentage of carbon emissions come from transport habits of the occupants of new developments. Spatial planning shapes the pattern of future development, influencing the location, scale, density, design and mix of land uses. It can help reduce the need to travel and the length of journeys and make it safer and easier for people to access jobs, shopping, leisure facilities and services by public transport, walking and cycling. Providing more appealing walking, cycling (with secure cycle parking and changing facilities where appropriate) and public transport options is the best way to reduce car use. Sustainable and active transport has multiple benefits beyond saving energy and carbon, such as improved local air quality, health and wellbeing benefits from being more active, greater potential for social interactions, the creation of green spaces, and reducing car-dependency.
- 6.1.2 The fourth Local Transport Plan (LTP4)⁴³ for Surrey sets out an ambitious roadmap for rethinking and transforming Surrey's transport to 2032 and beyond. The LTP4 aims to significantly reduce transport carbon emissions to meet the net zero challenge and to support delivery of Surrey's other priority objectives of enhancing Surrey's economy and communities, as well as the quality of life of residents. **Table 6.1** below summarises the core policy areas of LTP4.

Table 6.1 6.1 Surrey LTP4 Policy Areas

Policy Area	Description
Planning for Place	Design and improve local neighbourhoods and other parts of towns and villages to provide attractive environments for people and increase opportunities to live and work locally.

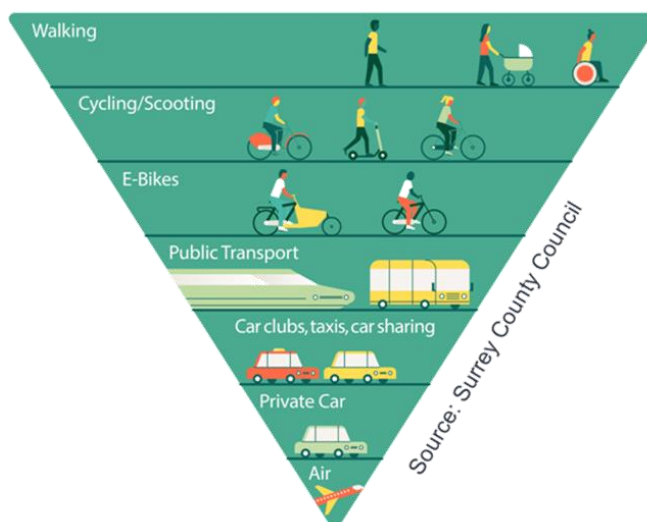
⁴³ Surrey County Council (2022). Local Transport Plan (LTP4) – Available at: <https://www.surreycc.gov.uk/roads-and-transport/policies-plans-consultations/transport-plan>

Policy Area	Description
Digital Connectivity	Promote and encourage: access to high quality digital connectivity for all; and provision of online public and community services.
Active Travel / Personal Mobility	Provide facilities to encourage many more journeys to be made actively (on foot, by bicycle, scooting etc).
Public / Shared Transport	High-quality, reliable, affordable and joined up public, shared and demand responsive transport, supported by accessible and easy to use travel information and booking systems.
Demand Management for Cars	Measures to decrease use of cars for some journeys.
Demand Management for Goods Vehicles	Measures to decrease use of certain goods vehicles, and / or at certain times, or in certain locations.
Efficient Network Management	Managing the operation and maintenance of the highway network so that it runs smoothly, and the effects of traffic on communities and the environment are minimised.
Promoting Zero Emission Vehicles	Promoting rapid uptake of EVs (and hydrogen vehicles where appropriate).
Supporting Behaviour Change	Awareness campaigns and other activities to encourage walking, cycling and use of public transport and EVs.

6.1.3

All development proposals should endeavour to support shifts in transport and travel behaviour as detailed within the sustainable transport hierarchy in **Figure 6.1**, which ranges from walking as the most sustainable transport mode, through to air travel as the least sustainable. Proposals should review the wider context of their site and provide strong links to existing footpaths (consider desire lines for walking), cycle routes (particularly in the Town Centre) and public transport nodes. Development proposals should also demonstrate flexibility to respond to future changing modal shifts. Developers should ensure the provision of car parking is consistent with cutting greenhouse gas (GHG) emissions, including through providing for electric vehicle (EV) charging infrastructure.

Figure 6.1 Sustainable Transport Hierarchy



- 6.1.4 Secure and covered cycle parking should be located close to a property, with appropriate provision provided based on occupancy and in compliance with other supplementary guidance. E-bikes and E-cargo bikes should be considered, with a larger parking space and charging facilities required. Cycle lanes should also be designed to accommodate E-bikes and mobility scooters which require wider cycle lanes.
- 6.1.5 The Woking Town Local Cycling and Walking Infrastructure Plan (LCWIP)⁴⁴ identifies where Woking (in partnership with Surrey County Council) want to prioritise investment for walking and cycling over the next ten years and sets out some initial recommendations for improving walking and cycling in the town. The Woking Town LCWIP aims to create a wider walking and cycling network for the Borough and focusses on the strategic planning required to enable the development of local transport infrastructure.
- 6.1.6 Proposals should review the wider context of their site and provide strong links to existing footpaths, cycle routes and public transport nodes. The principles of Healthy Streets for Surrey design code⁴⁵ should be applied and considered wherever possible.
- 6.1.7 In accordance with Policy CS18 of the Core Strategy (see **Box 6.2**), certain developments will be required to conduct Transport Assessments and provide Travel Plans to minimise impacts and manage travel needs sustainably. Design and Access Statements should also address issues around walking, cycling, parking and public transport.

Box 6.2 Core Strategy – Sustainable Transport Policies

CS18: Transport and accessibility

Ensuring development proposals provide appropriate infrastructure measures to mitigate the adverse effects of development traffic and other environmental and safety impacts. Transport Assessments will be required for development proposals, where relevant, to fully assess the impacts of development and identify appropriate mitigation measures.

Requiring development proposals that generate significant traffic to be accompanied by a Travel Plan, clearly setting out how the travel needs of occupiers and visitors will be managed in a sustainable manner.

6.2 Electric Vehicle Charging Points

- 6.2.1 In 2020, the UK Government announced a ban on the sale of all new petrol and diesel cars and vans by 2030, with all new cars and vans to be fully zero emissions at the tailpipe by 2035. As part of the Council's commitment to achieving an energy efficient transport system and to cut carbon emissions, spatial planning will be used as a lever to boost the number of electric vehicle (EV) users in Woking. EVs also

⁴⁴ Surrey County Council (n.d.) Woking Town Local Cycling and Walking Infrastructure Plan (LCWIP). Available at: <https://www.surreycc.gov.uk/roads-and-transport/cycling-and-walking/plans/woking-town-local-cycling-and-walking-infrastructure-plan-lcwip#section-1>

⁴⁵ Surrey County Council (2023). Healthy Streets for Surrey design code – Creating streets which are safe and green, beautiful, and resilient. Available at: <https://healthystreets.surreycc.gov.uk/>

bring further advantages in terms of reducing noise pollution and improving air quality.

- 6.2.2 In order to achieve increased EV usage in the Borough, widespread charging infrastructure improvements will be necessary. Although the provision of public charging points will be important, many EV drivers will choose to charge their vehicles overnight at home. Recharging where people are employed will also be essential.
- 6.2.3 New development provides the best opportunity to accelerate the scale of provision for EVs and should include charging provision for EV use as standard. Policy CS22 of the Core Strategy states that new development in Woking Borough will be expected to contribute to charging infrastructure. This SPD sets out the minimum requirements for the provision of EV charge points in accordance with the current Building Regulations Part S as summarised in **Table 6.2**.

Table 6.2 Building Regulations – Part S¹³ EV Charging Summary

Development	Threshold	Minimum Requirement	Section ¹³
Residential	All new dwellings with parking	A minimum of either at least one EV charge point for each associated parking space or the number of dwellings that the car park serves.	S1. (2)
	>10 parking spaces or more parking spaces than dwellings	Cable routes must be installed in any parking spaces which do not have EV charge points.	S1. (3)
Non-residential	>10 parking spaces	A minimum of one EV charge point, with cable routes for one in five of the total parking spaces.	S4.

- 6.2.4 The Approved Document¹³ provides the full technical guidance regarding the installation and charge point requirements in Part S to the Building Regulations. It applies to new residential and non-residential buildings; buildings undergoing a material change of use to dwellings; residential and non-residential buildings undergoing major renovation; and mixed-use buildings that are either new or undergoing major renovation.
- 6.2.5 The type of charging point will be decided on a case-by-case basis depending on the type and scale of development. All new EV charge points being installed will need to provide a minimum power supply of 7 kW or have the cable routes ready for this supply. It may be prudent to install cable routes that are capable of charging at a faster rate.
- 6.2.6 The design of parking facilities will affect the location and ease at which EV charging points can be installed. Charging points should be sited so that they are easy to access, in prominent locations that are well-signed for quick recognition by EV drivers. Consideration should be given regarding mobility and access for wheelchair users. It is recommended that charging infrastructure provided at development adopts 'smart metering' enabling users to be charged for the energy they use.
- 6.2.7 In order to reduce clutter in parking areas the installation of charge points with two outputs could be considered, i.e. one charge post with an outlet on either side to serve two active parking spaces. EV charging points can be provided at low cost

within dedicated off-street parking courts. Basement or under-croft parking provides particularly suitable environment for EV charging points. In these locations it is possible to provide secure charging points for vehicles where it would otherwise be impractical for private individuals to connect vehicles at home.

- 6.2.8 Management and maintenance of the charging infrastructure will be the responsibility of landowners and the chosen energy supplier. Those car parks privately managed should have appropriate enforcement procedures for the misuse of their parking stock.

7. Climate Change Resilience and Adaptation

7.1 Introduction

Box 7.1 Aims – Climate Change Resilience and Adaptation

What to aim for:

- Overheating assessment to design for future climate, employing principles of the natural cooling measures in order to future-proof the development;
- Designing development to be resilient to flood risk including allowances for climate change;
- Use of SuDS in development to integrate GBI and design for allowances for climate change;
- Integrate GBI into development, utilising nature-based solutions to achieve multiple benefits.
- For residential development, design for a minimum water efficiency of 110 l/p/d, aiming to exceed this, utilising the principles of the water hierarchy;
- For non-residential, design for a minimum of 40% reduction in water consumption compared to a baseline building (see BREEAM methodology) whilst aiming to exceed this; and

- 7.1.1 The Core Strategy requires new development to adapt to the impacts of climate change. Consideration of climate change adaptation within the built environment is an amalgamation of discrete but connected issues such as overheating within buildings and thermal comfort, flood risk and sustainable drainage, water efficiency and reuse, the integration of Green and Blue Infrastructure (GBI), whilst designing for changing ground conditions, winds and damp.⁴⁶ Integration of these competing issues into sustainable design within development needs to be carefully considered, whilst complementing the requirements for climate change mitigation through energy efficiency.
- 7.1.2 Existing housing stock in the UK faces challenges in adequately addressing a changing climate, partly due to the age profile of buildings, but also due to 'issues with knowledge, skills, supply chains, occupant behaviour and quality assurance'⁴⁶. It is therefore imperative that new housing and developments brought forward meet and exceed performance requirements of the Core Strategy, utilising the guidance in this SPD, to avoid costly retrofitting in the future. Future-proofing of new development encourages well-designed sustainable development, with the ease of

⁴⁶ Kovats and Brisley (2021). UK Climate Risk Independent Assessment (CCRA3) Technical Report Chapter 5: Health, Communities and the Built Environment (Online). Available at: <https://www.ukclimaterisk.org/wp-content/uploads/2021/06/CCRA3-Chapter-5-FINAL.pdf>

ability to adapt to changing environmental, social and economic conditions over the lifetime of the development.

- 7.1.3 The 2021 update to the NPPF sends the clear signal that climate change adaptation should be integral to new development:

“Plans should take a proactive approach to mitigating and adapting to climate change, taking into account the long-term implications for flood risk, coastal change, water supply, biodiversity and landscapes, and the risk of overheating from rising temperatures.”

- 7.1.4 Planning policy around adaptation is intrinsically linked to the Building Regulations as set out within the SPD, and should be used to form the minimal performance requirements.

7.2 Adaptation Through Design

Resilience to Rising Temperatures

- 7.2.1 The latest assessment of the risks and opportunities facing the UK from climate change (UK Climate Change Risk Assessment i.e. CCRA3) noted limited incorporation of adaptation issues into planning policy as one of the significant barriers to addressing climate change risks.⁴⁶

- 7.2.2 One of the major climate risks to the UK relates to high temperatures. The UK CCRA3 considers that the risks of combined exposure to high temperatures, air pollution, drought and wildfires could result in excess mortality. This is a higher risk for vulnerable community members such as those within residential care, older persons or persons with pre-existing conditions. Despite this, it notes that policies relating to the thermal comfort of occupied buildings were under-developed (see UK CCRA H1).

- 7.2.3 The introduction of Approved Document Part O in 2022 directly addresses design of residential development. It directly addresses how to minimise unwanted solar gains in summer periods and ensure adequate removal of heat from the indoor environment.

- 7.2.4 The rationale in Part O recognises that buildings with increasingly efficient insulation and airtightness are at risk of overheating if their design does not adequately address ventilation requirements.⁴⁷ It therefore supplements Part F requirements for ventilation standards, while also promoting natural removal of heat so as to avoid additional energy requirements associated with mechanical systems,

UK CCRA Risk H1: Risks to health and wellbeing from high temperatures.

While there is more evidence since CCRA2 about the risks of overheating in homes, hospitals and care homes, and the effectiveness and limitations of strategies for passive and space cooling, policies to protect people from overheating in new and existing homes and other buildings including care homes are still to be developed fully across the UK.

⁴⁷ Morten, W. (2015). Strategies for mitigating the risk of overheating in current and future climate scenarios: Applying lessons from PassivHaus to contemporary housing. (Online). Available at: <https://www.passivhaustrust.org.uk/UserFiles/File/Technical%20Insight%20-%20December%202015%20-%20Mitigating%20Overheating%20Risk%20in%20Future%20Climates.pdf>

which would conflict with targets for reducing the energy intensity of dwellings set out in Part L.

7.2.5 Within non-residential buildings, the BREEAM UK New Construction and BREEAM Refurbishment and fit-out guidance sets out what exemplary performance with respect to climate change adaptation looks like. This includes criterion Hea 04 Thermal comfort, which addresses risks of overheating, alongside ventilation design.

7.2.6 Exemplary performance also includes avoiding increased risks of deterioration and higher maintenance demands due to the impacts of climate change previously mentioned (driving rain, winds, heat related deterioration). By achieving Mat 05 Designing for durability and resilience the development should demonstrate exemplary performance where the exposed parts of the building are protected from material degradation from environmental factors including climate change, where water ingress and damage is prevented. This includes designing for maintenance (e.g. ease of access for replacement, cleaning and repair).

7.2.7 Increased internal temperatures pose serious health implications.⁴⁸ Thermal discomfort within buildings is directly correlated with increasing external temperatures; however, a range of conditions are at play which may be individual to the occupier and there is no single value for indoor temperature which is considered comfortable. Therefore, it is imperative that building design allows for flexibility in removing heat from the building.

7.2.8 In addition to whole-building consideration of overheating, there may be localised overheating associated with high glazing proportions, restriction of window opening, internal heat sources and a lack of shading objects.⁴⁹

7.2.9 Window opening will become an increasingly ineffective method for cooling as external temperatures continue to increase. Shading and ventilation (i.e. passive and/or mechanical) are key to naturally controlling overheating in the summer months; key design measures are within **Table 7.1**.

BREEAM Exemplary performance in climate change adaptation

✓ **Hea 04** Thermal modelling results in thermal comfort, limiting the risk of overheating, taking into account future climate change projections within the modelling inputs.

✓ **Mat 05** Buildings are designed for durability and resilience to future environmental conditions with climate change.

⁴⁸ Race, G. L. (2010). CIBSE Knowledge Series: KS16 How to manage overheating in buildings. London, England: Chartered Institution of Building Services Engineers.

⁴⁹ Palmer, J. (2021). Avoiding summer overheating. Guidelines for summer comfort in PassivHaus buildings and the PHT Summer overheating tool. (Online). Available at: <https://www.passivhaustrust.org.uk/UserFiles/File/Technical%20Papers/Avoiding%20summer%20overheating.pdf>

Table 7.1 Types of cooling measures that can be incorporated into design of residential and non-residential buildings⁴⁷

	Type of cooling	Examples
	Ventilation	Displacement ventilation, opening windows, night purging, breathing buildings
	Internal shading	Blinds, curtains, shutters, films on glass to reduce shading – bird friendly film in particular
	External shading, especially for south facing facades	Overhangs, shutters, Brise Soleil, recessed glazing, vegetation, fins
	Thermal mass	Exposed concrete floors and ceilings, thick stone/block walls on south/west facades, masonry partitions
	GBI	Green roof, green walls, planting around building
	Building form	Reduce glazing size, locate glazing away from sun, glazing to limit solar gain e.g. low g-value glass
	Reducing occupant input	Automatic controls
	Reflective	Reflective roof, solar control glass, white paint
	Active cooling	Air Conditioning units, reversible heat pumps, district cooling

Figure 7.1 Brise Soleil, Chobham Road, Woking Town Centre



Box 7.2 Case Study: Moor's Nook, Retirement Village, Woking⁵⁰



Moor's Nook is a high-specification retirement village near Horsell Common. The development contains an integrated south-facing courtyard, complementing aspects of the nearby green space. Natural light was used where possible whilst understanding any conflicts with unwanted solar gains with an overheating assessment. It was demonstrated that several living rooms were subject to overheating through solar gain, therefore a number of measures were employed: the use of low g-value windows; high specification glazing; and blinds or curtains. This reduced this risk to an acceptable level. Additionally, natural ventilation was provided through openings, windows and roof lights, maximising air changes.

- 7.2.10 The case study within **Box 7.2** shows how the overheating assessment highlighted additional design measures to be considered. However, the assessment did not include an analysis of the changing future climate, which is a requirement for new developments subject to this current guidance.
- 7.2.11 Nature based solutions (NBS) can be applied at the property-level to address the impacts of overheating through natural shading with vegetation. Beyond overheating within buildings, the health and wellbeing of the population may become impacted by increasing experience of the urban heat island effect associated with urban areas. This has strong links with the integration of urban cooling measures such as green infrastructure and NBS, explored further in this section.
- 7.2.12 Further guidance in terms of design considerations can be found in the references noted here:

▶ **Approved Document Part O: Overheating for further technical guidance.**

▶ **CIBSE, 2013. TM52 The limits of thermal comfort: avoiding overheating in European buildings.**

▶ **CIBSE, 2019. TM59 Design methodology for the assessment of overheating risk in homes.**

⁵⁰ Milieu Consult (2015). Energy Strategy.

Resilience to Flood risk

Box 7.3 Core Strategy – Flood Risk Policies

CS9: Flooding and water management

The Council will require all significant forms of development to incorporate appropriate sustainable drainage systems (SUDS) as part of any development proposals. If this is not feasible, the Council will require evidence illustrating this.

- 7.2.13 The UK Climate Change Risk Assessment (CCRA3) highlights the aspects of society which are, and could become more at risk, from flooding, this includes our services (Risk I2), people, communities and flooding (Risk H3) and businesses (Risk B1). An aim of our Climate Change Strategy is to work with partners to implement flood risk management activities across the Borough. Nevertheless, individual new developments need to ensure flood risk / resilience is a key consideration as part of local climate adaptation, accounting for projected future climate change in the design of any flood resilience measures. Designs also need to take into account the flood risk implications of impermeable materials associated with urban environments, such as concrete, asphalt, tarmac and artificial lawns which can increase the risk of flooding through water runoff.
- 7.2.14 The Surrey Local Flood Risk Management Strategy 2017 – 2032⁵¹ highlights that new development has increased the importance of holistic drainage systems design that is both sustainable and does not increase the risk of flooding elsewhere in the catchment. There are opportunities presented through the planning of new development to make communities more resilient to climate change. A key element of this is use of sustainable drainage systems (SuDS)⁵¹, as required by Policy CS9 (see **Box 7.3**).
- 7.2.15 SuDS are designed to maximise benefits from the management of surface water, by controlling the quantity and quality of runoff as well as providing larger areas of green and blue infrastructure (GBI) supporting enhanced biodiversity in neighbourhoods.⁵²
- 7.2.16 SuDS can be used within residential and non-residential development, even when spatially constrained (see examples of use in **Figure 7.4**). Early consultation is imperative for the most effective use of SuDS in development, engaging cross-topic specialists such as landscape architects, flood risk engineers, ecologists and spatial planners. The principles of SuDS design in development are within **Table 7.2**.

UK CCRA Risk I2: Risks to infrastructure services from river, surface water and groundwater flooding.

UK CCRA Risk H3: Risks to people, communities and buildings from flooding.

UK CCRA Risk B1: Risks to business from flooding.









Communities, infrastructure assets and business sites will face increased exposure to surface water risk in absence of adaptation action.

⁵¹ Surrey County Council (2016). Surrey Local Flood Risk Management Strategy 2017 – 2032 (Online). Available at: https://www.surreycc.gov.uk/_data/assets/pdf_file/0005/136724/Surrey-Local-Flood-Risk-Management-Strategy-FINAL_v2.pdf

⁵² CIRIA (2015). The SuDS Manual. London, England: CIRIA.

- 7.2.17 The Council supports proposals that integrate natural based solutions (NBS) within plans to mitigate flooding and provide further benefits such as increased biodiversity and the creation of green spaces.
- 7.2.18 It is the responsibility of a developer to make proper provision for surface water drainage to ground, water courses or surface water sewer. Development must not be allowed to drain to the foul sewer, as this is the major contributor to sewer flooding. In May 2022 the Environment Agency updated the guidance on flood risk assessment in relation to climate change allowances⁵³.
- 7.2.19 On sites with historical or archaeological constrains, a historic water management appraisal of an area should be included as part of flood risk assessment and planning submissions.
- 7.2.20 It is advised that developers reach out to the lead local flood authority (LLFA) for confirmation regarding the suitability of SuDS within their proposed development. Surrey County Council act as LLFA and provide guidance on SuDS⁵⁴. It is advised that developers review this guidance when considering how best to address water management.

Table 7.2 Principles of SuDS design⁵²

Principles of SuDS design			
	Using surface water runoff as a resource		Promoting evapotranspiration
	Managing rainwater close to where it falls		Slowing and storing runoff to mimic natural runoff characteristics
	Managing runoff on the surface		Reducing contamination of runoff through pollution prevention and controlling the runoff at source
	Allowing rainwater to soak into the ground		Treating runoff to reduce the risk of urban contaminants causing environmental pollution.

Rain Gardens

Rain gardens are areas of shallow greenspace, usually featuring plantings such as hedges, trees and flowers. They are intended to absorb surface run-off and can contribute towards a wider SuDS strategy. New developments are encouraged to seek opportunities to establish rainwater gardens as part of ambitions to integrate green infrastructure, and thereby contribute towards Woking’s initiative to reduce local flood risk, improve water quality, and

⁵³ Environment Agency (2022). Flood risk assessments: climate change allowances. Available here: <https://www.gov.uk/guidance/flood-risk-assessments-climate-change-allowances>

⁵⁴ Surrey County Council (2022). Sustainable Drainage System Design Guidance. Available here: <https://www.surreycc.gov.uk/community/emergency-planning-and-community-safety/flooding/more-about-flooding/suds-drainage/drainage-guidance>

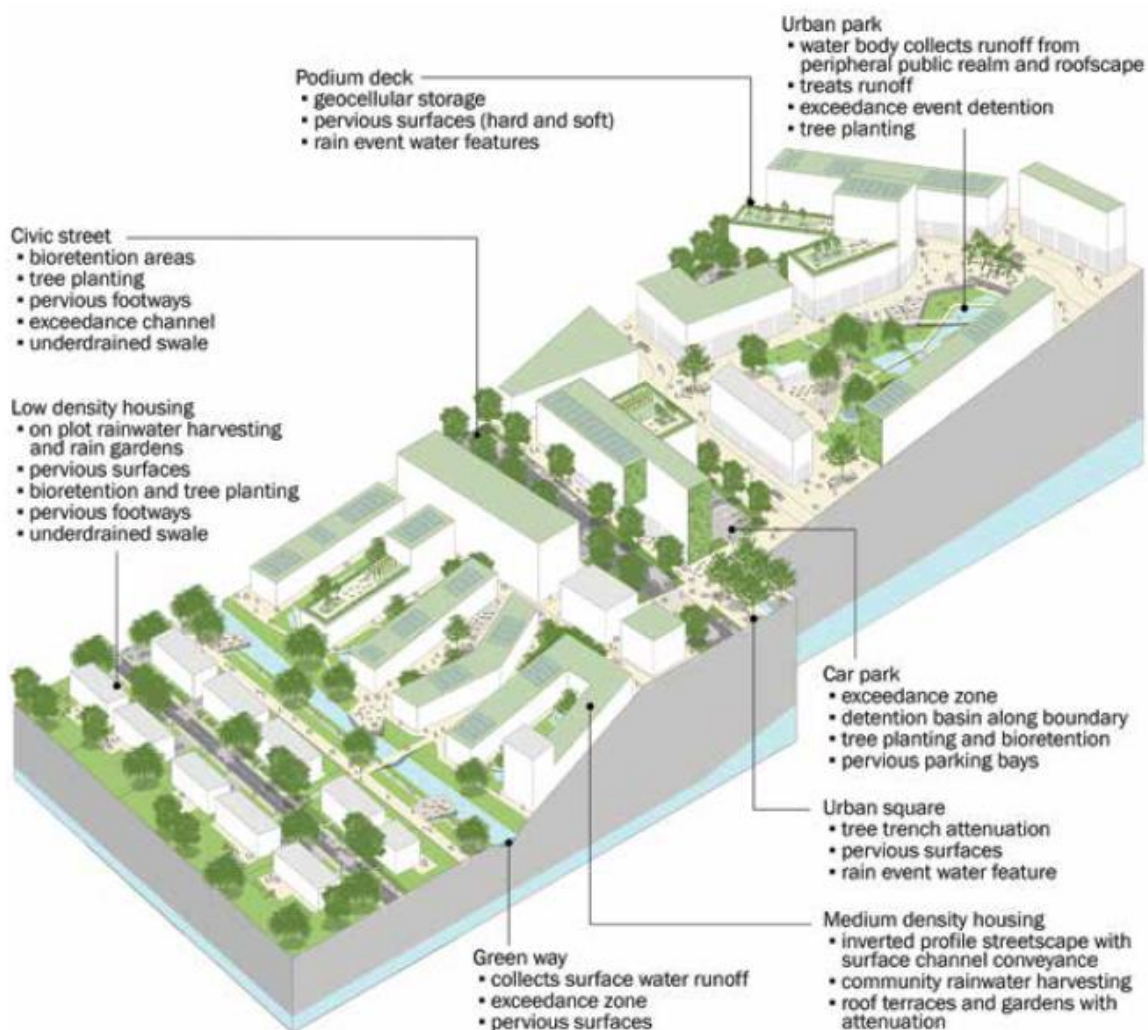
enhance biodiversity. There are several planning and design considerations associated with rainwater gardens, that must be taken into account to ensure successful delivery.

In urban environments the planting of street trees also provides a natural solution to mitigate against flood risk. It is advised that the principles of 'Right tree, right place' are applied to ensure trees remain suitable and best placed to mitigate against all the effects of climate change.

Figure 7.2 Rainwater Garden, Chertsey Road



Figure 7.4 Application of SuDS in different environments⁵²



7.2.21 Non-residential development can demonstrate exemplary performance related to climate change adaptation through BREEAM by targeting the Pol 03 Flood and surface water management credits to minimise the risks of increased flood risk and surface water run-off affecting the site or other receptors in the catchment. This entails:

- Flood resilience: A site-specific Flood Risk Assessment (FRA) confirms that the development either remains within a location of low flood risk, even after taking into account future sources of flooding with climate change or demonstrates that measures to increase the resilience to future flooding is incorporated into the final design of the building.

BREEAM Exemplary performance in climate change adaptation

✓ **Pol 03 Flood resilience**
Designing to be resilient to future sources of flooding with climate change.

✓ **Pol 03 Surface water run-off**
Drainage measures which improve peak rate and/or volume of run-off including climate change allowances.

- Surface water run-off: Sustainable design of surface water management measures where all calculations must include an allowance for climate change, made in accordance with current Planning Practice Guidance (PPG). Ease of maintenance must be integrated into SuDS design.

Water Availability and Efficiency

7.2.22 In the coming century, there will be increasing pressure on water demand largely due to population growth and climate change effects on resource availability.⁵⁵ This has been reported in the UK Climate Change Risk Assessment (CCRA3) as a risk to public water supplies due to reduced water availability (Risk I8) and the knock-on effect to the public of periods of water scarcity (Risk H10). To place this in a local context, the majority of the water supplied by Affinity Water comes from groundwater sources⁵⁶. Groundwater abstraction is highly dependent on rainfall.

Changing patterns of rainfall in summer (see **Box 8.3**) increase the risk of stress on the potable water supply to Woking.

7.2.23 The policies within the Core Strategy related to water efficiency are summarised in **Box 7.4**.

UK CCRA Risk H10: Risk to household water supply.

Reduced summer precipitation will increase the likelihood of periods of water scarcity.

UK CCRA Risk I8: Risk to public water supplies from reduced water availability.

Simulating future water balances show a UK-wide supply-demand deficit.

Box 7.4 Core Strategy Policies – Water Efficiency

CS22: Sustainable Construction

New residential development on previously developed land will be required to meet the... water components of the Code for Sustainable Homes... Code level 5 from 1 April 2016.

New residential development on greenfield sites will be required to meet the Code for Sustainable Homes level 5 (or any future national requirement).

New non-residential development of 1,000 sq.m or more (gross) floorspace is required to comply with BREEAM very good standards (or any future national equivalent).

The Council will encourage proposals for residential extensions and non-residential developments of 1,000 sq.m or less (gross) floorspace to incorporate energy and water efficiency measures.

7.2.24 Since the adoption of the Core Strategy, the Code for Sustainable Homes (CfSH) has been withdrawn and replaced by the requirements of the Building Regulations

⁵⁵ Lawson, R., et al. (2018). Ofwat: The long term potential for deep reductions in household water demand (Online). Available at: <https://www.ofwat.gov.uk/wp-content/uploads/2018/05/The-long-term-potential-for-deep-reductions-in-household-water-demand-report-by-Artesia-Consulting.pdf>

⁵⁶ Affinity Water (2022). Affinity Water Drought Plan: Strategic Environmental Assessment Environmental Report (Online). Available at: <https://www.affinitywater.co.uk/docs/corporate/SEAconsultation/Drought-Plan-2022-Strategic-Environmental-Assessment-Environmental-Report.pdf>

Part G: Sanitation, hot water safety and water efficiency.⁵⁷ the Council implements the optional requirements for water efficiency as set out within Building Regulations 2010 (as amended), as follows:

All new residential development will be required to achieve as a minimum the optional requirement set through Building Regulations for water efficiency that requires estimated water use of no more than 110 litres/person/day⁵⁸. This should be set out within a statement clarifying how the measures have been achieved.

- 7.2.25 The Council will ensure compliance by means of planning conditions specifying that the optional requirement as set out above will apply to the development. Applicants are encouraged to submit the required evidence at the earliest opportunity – preferably at planning application validation stage. If sufficient evidence is not submitted at planning application validation stage, or during the life of a planning application, a pre-commencement planning condition will be used to confirm that the development will be able to achieve the required standard prior to construction starting; and evidence should be in the form of a design stage water efficiency calculator (as per the methodology set out in Appendix A of Approved Document G).
- 7.2.26 In all cases, a pre-occupation planning condition will be used to conclusively show that the standard has been achieved prior to the occupation of dwellings; and evidence will be in the form of the notice submitted to the local authority under Regulation 37 of the Building Regulations 2010, as amended (see paragraphs 2.13-2.16 of Approved Document G for guidance).
- 7.2.27 People who are responsible for building work (e.g., agent, designer, builder or installer) must ensure that the work complies with all applicable requirements of the Building Regulations. Where an optional requirement is made a condition of the planning permission the developer has a statutory obligation to inform the Building Control Body that an optional requirement has been imposed. A local authority may not issue a completion certificate under regulation 17 of the Building Regulations or an approved inspector a final certificate under section 51 of the Building Act unless satisfied that any imposed optional requirement has been complied with.
- 7.2.28 This is a minimum expectation; the Council encourages developers to seek greater efficiency in seeking to future proof development against possible water scarcity.⁵³ The energy demand implications of water consumption are also an important consideration for the energy efficiency of developments.
- 7.2.29 All the water companies which serve Woking have been identified by the Environment Agency as companies within areas of serious water stress⁵⁹. In addition to following the optional requirement outlined above, the council advises

⁵⁷ Ministry of Housing, Communities & Local Government (2016). Sanitation, hot water safety and water efficiency: Approved Document G. Available at: <https://www.gov.uk/government/publications/sanitation-hot-water-safety-and-water-efficiency-approved-document-g>

⁵⁸ The optional requirement is set out under Part G of Schedule 1 and regulation 36(2b).

⁵⁹ Environmental Agency (2021). Water stressed areas – final classification. Available at: <https://www.gov.uk/government/publications/water-stressed-areas-2021-classification>

that the 'Fittings Approach' is used to determine the water consumption of a development⁶⁰.

- 7.2.30 Currently, it is estimated that average water consumption in homes in the UK is in the region of 142 l/p/d⁶¹. Even using technology and products that are available on the market today, water consumption can be reduced to 85 l/p/d by water efficient fittings, changing behaviours and the installation of rainwater harvesting.⁶² Ofwat projections suggest it is possible to achieve 50 – 70 l/p/d within 50 years; other research within the UK domestic homes sector suggests water demand can be reduced to 49 l/p/d.⁵⁷
- 7.2.31 Within non-residential buildings, BREEAM UK New Construction and BREEAM Refurbishment and fit-out guidance sets out exemplary performance targets with respect to water consumption (Wat 01). The minimum standard is to achieve 12.5% reduction in water consumption from the baseline; however, exemplary performance entails a minimum of 40% which equates to a minimum of three credits. This ensures water demand is minimised in periods of droughts.
- 7.2.32 The WaterWise Water Efficiency Strategy⁶³ for the UK sets out an important strategic objective for the future of water consumption within homes which is to ensure new development does not put additional pressure onto future water availability challenges and introduces the aspiration for homes to be 'water neutral', (see **Box 7.5**).

BREEAM Exemplary performance in climate change adaptation

✓ **Wat 01** A minimum of 40% reduction in water consumption compared to a baseline building to ensure water demand is minimised in periods of droughts.

Box 7.5 Key Term: Water Neutrality⁵⁷

Key term: Water Neutrality

Where proposals for development seek to achieve water neutrality, water demand should be minimised first, then any remaining water demand offset, so that the total demand on the public water supply in a defined region is the same after development as it was before.

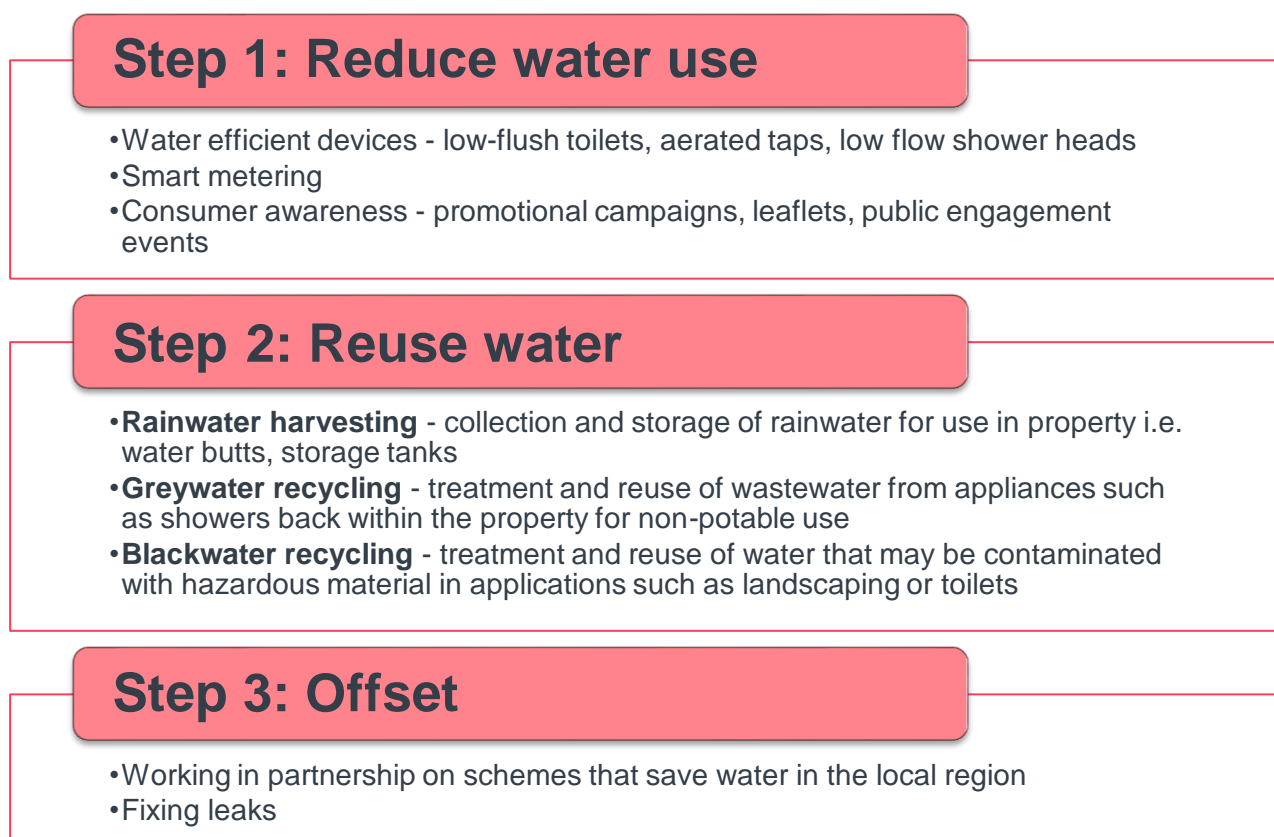
- 7.2.33 Water neutrality is implemented by following the water neutrality hierarchy (see **Figure 7.2**), where the key water reduction measures that are applicable and under the influence for new development are:

⁶⁰ [Requirement G2] Para 2.11 states: "Where the fittings approach is used, the water consumption of the fittings provided must not exceed the values in Table 2.2. If they do, the water efficiency calculator must be completed to demonstrate compliance. Similarly, where a shower is not to be provided or where a waste disposal unit, a water softener or water re-use is to be provided the water efficiency calculator must be completed." Refer Approved Document G for full details.

⁶¹ Energy Saving Trust (2013). At home with water. (Online). Available at: <https://www.energysavingtrust.org.uk/sites/default/files/reports/AtHomewithWater%287%29.pdf>

⁶² Makin, L. et al. (2021). WaterWise: A Review of Water Neutrality in the UK. (Online). Available at: <https://database.waterwise.org.uk/wp-content/uploads/2021/10/A-Review-of-Water-Neutrality-in-the-UK-03.02.2021-1-1.pdf>

⁶³ WaterWise (2022). UK Water Efficiency Strategy to 2030. (Online). Available at: https://database.waterwise.org.uk/wp-content/uploads/2022/09/J37880-Waterwise_Water_Efficiency_Strategy_Inners_Landscape_WEB.pdf

Figure 7.2 Water hierarchy


7.2.34 Rainwater harvesting (RWH) for potable and non-potable use can be applicable to single dwellings or to larger systems in commercial sites or community scale applications. RWH can be integrated with the design of surface water attenuation (as described in this section) such as SuDS and utilising green infrastructure such as reed beds to filter water, all linking to provide multiple benefits. The Council encourages applications for new development, particularly residential, to implement RWH measures. For example, water butts are a low impact means of collecting water for use in domestic gardens.

7.2.35 Greywater recycling (GWR) from appliances such as showers is considered to have low levels of contaminants, requiring low levels of treatment for non-potable purposes. Up to 75% of the water consumed in residential properties becomes greywater. Typically, the water is treated using membrane-based technology.⁶⁴ GWR produces a net benefit for medium to significant buildings systems; these increase in size for individual households/shops.

7.2.36 A case study for water efficiency, RWH and GWR is found within **Box 7.6**.

▶ BS 8525-1:2010 - Grey water systems – Part 1: Code of practice

⁶⁴ WaterWise (2020). Independent review of the costs and benefits of rainwater harvesting and grey water recycling options in the UK. Available at: https://www.susdrain.org/files/resources/evidence/Ricardo_Independent-review-of-costs-and-benefits-of-RWH-and-GWR-Final-Report.pdf

Box 7.6 Case Study: WWF Building, Woking Town Centre⁶⁵

The WWF Building in Woking is the Head Quarters for the WWF. The WWF building applied the water hierarchy and sought to reduce consumption intensity in the first instance. Taps within WCs were fitted with 'passive infrared' motion sensors and showers have timer switches.

To reduce the amount of fresh water from the mains supply in necessary activities such as landscape watering and typical WC usage, the reuse of water was considering by the integration of rainwater harvesting into the design and operation of the building. Rain is collected from the roof, pavements, and other areas and attenuated in gutters and gullies and into attenuation tanks within the entrance level structure and onto an underground tank with the ability to hold. 35,000 litres.

On top of this, a greywater harvesting system was put in place to collect water from hand basins and showers reused within the WCs.

These systems were integrated with the SuDS design, where in the event of surplus rain, the excess is collected in the wetland area, with any additional overflow entering the Basingstoke Canal.

To show the many interactions with good master planning, the tree protection plan and landscape proposals were designed around the below-ground drainage system to minimise impact on tree stability.



⁶⁵ WWF (2017). The Story of WWF-UK's Living Planet Centre. Available at: <http://assets.wwf.org.uk/custom/stories/lpc/>

Green and Blue Infrastructure (GBI)

- 7.2.37 A national ecological emergency and the risk of the widespread loss of species, is highlighted in the UK Climate Change Risk Assessment (CCRA3- Risk N1). This is being addressed within development management through the introduction of Biodiversity Net Gain (BNG) as a mitigation driver.
- 7.2.38 The Environment Act gained ascension in November 2021 and has a two-year transition period for its requirements to come into effect. The Department for Environment, Food and Rural Affairs (DEFRA) [has confirmed](#) that from January 2024 the Act will require mandatory BNG of 10% on all development sites for which planning permission is granted under the Town and Country Planning Act 1990 (there are a few exemptions). The Council does not have a Local Plan Policy which requires 10% BNG on site. However, it is important to note that the current up to date policies of the development plan highlights the need for biodiversity enhancement as a result of development, which needs to be applied when determining day to day planning applications until the mandatory requirements are introduced (see CS7 'Biodiversity and nature conservation'⁶⁶).
- 7.2.39 As outlined within policy CS7 and CS8, the Council will pay consideration to important sites and habitats in the Borough. Proposals should acknowledge and mitigate against the direct and indirect impacts of development on these sites.
- 7.2.40 The emerging BNG legislation will enable a greater focus on the integration and extension of GBI to promote biodiversity and implement Natural Based Solutions (NBS). Thus, providing secondary benefits regarding climate mitigation actions in respect of both reducing urban heat island effects and offering additional shading benefits for buildings. All development should consider the long-term management and maintenance of green and blue infrastructure, to ensure continued climate change resilience and benefits across the Borough and wider landscape. This is supported under policy CS7.
- 7.2.41 It is anticipated that the Council will release further guidance in late 2023 which will set out how developers will be expected to implement mandatory BNG within proposals for development within Woking.
- 7.2.42 Local Nature Recovery Strategies (LNRS) are another form of spatial strategy made mandatory under the Environment Act 2021. LNRS cover the breadth of the UK and are designed to plan, map and guide investment in areas with opportunities for natural recovery, to the benefit of the wider Nature Recovery Network (NRN). It is anticipated that the LNRS will support BNG and act as a lever to implement Nature-based Solutions (NBS). Surrey County Council will lead the [development of the LNRS in Surrey](#). Development in Woking will be asked to align with and help deliver the nature recovery priorities identified in the forthcoming LNRS, which will be produced over the coming 18 months.

**UK CCRA Risk N1:
Risk to terrestrial
species and habitats
from changing
conditions.**

Potential for local and more widespread extinctions and losses.

⁶⁶ Woking Borough Council (2012) Woking Local Development Document. Woking Core Strategy. Available at: <https://www.woking2027.info/developmentplan/corestrategy/adoptedcorestrategy.pdf>

- 7.2.43 Biodiversity opportunity areas (BOAs) and urban BOAs also identify priority areas for habitat restoration and enable the increased implementation of NBS⁶⁷, helping to connect green infrastructure across the Borough and create green corridors.
- 7.2.44 A further important aspect of adaptation measures is the use of NBS⁶⁸. These are defined as “actions to protect, sustainably manage and restore natural and modified ecosystems in ways that address societal challenges effectively and adaptively, to provide both human well-being and biodiversity benefits”. In a local context, this means diversifying land use to integrate larger areas of natural vegetation (‘green infrastructure’) and water (‘blue infrastructure’) within our urban environment. These are explored in more detail in **Section 7.2**.
- 7.2.45 Surrey County Council provide additional guidance on best practice and case studies for implementing green and blue infrastructure within development⁶⁹.

Box 7.7 Key term: Green and Blue Infrastructure (GBI)

Key term: Green and Blue Infrastructure (GBI)

A network of nature-based features based on vegetation (green), water (blue), or both, integrated into typically grey infrastructure development. Examples of these features are parks and gardens, natural and semi-natural green space, green corridors, green roofs, green walls, grassed areas, outdoor sports facilities, allotments and urban farms, river and canal corridors, SuDS, rain gardens, swales, trees, ponds, amongst others. GBI is important as a climate change mitigation and adaptation measure and has a host of wider benefits to people and wildlife.



- 7.2.46 The importance of nature conservation and provision of open space and green infrastructure is already recognised through Core Strategy policies CS7 and CS17 (see **Box 7.8**).

⁶⁷ Surrey Wildlife Trust (n.d.) Biodiversity Opportunity Areas. Available at:

<https://www.surreywildlifetrust.org/what-we-do/restoring-surreys-nature/biodiversity-opportunity-areas>

⁶⁸ International Union for Conservation of Nature and Natural Resources (2020). Global Standard for Nature-based Solutions (Online). Available at: <https://portals.iucn.org/library/sites/library/files/documents/2020-020-En.pdf>

⁶⁹ Surrey County Council (2023) Green and blue infrastructure: best practice and case studies. Available at: <https://www.surreycc.gov.uk/community/climate-change/what-are-we-doing/green-and-blue-infrastructure>

Box 7.8 Core Strategy - Green and Blue Infrastructure Policies

CS7: Biodiversity and nature conservation

The Council will encourage new development to make positive contribution to biodiversity through the creation of green spaces, where appropriate, and the creation of linkages between sites to create a local and regional biodiversity network of wildlife corridors and green infrastructure. It will seek to retain and encourage the enhancement of significant features of nature conservation value on development sites.

CS17: Open space, green infrastructure, sport and recreation

All new residential development (other than replacement dwellings) will be required to contribute towards the provision of open space and green infrastructure.

Developers will be expected to contribute to provision through the Community Infrastructure Levy (CIL) or on larger sites through on-site provision and/or a S106 contribution as appropriate.

Development which would create additional pressures on the Green Infrastructure network should, as part of the planning process, incorporate details of how it is intended to mitigate against these pressures.

The Council encourages the improvement of the quality and quantity of the Green Infrastructure.

- 7.2.47 The Borough's Climate Emergency Action Plan recognises that the ecological emergency should be addressed in tandem with the climate emergency. Woking Borough Council are capturing strategies to address the ecological emergency through the Natural Woking Strategy.⁷⁰ This includes a built environment that is developed sustainably by weaving the ambition for biodiversity and GBI into the Borough, enhancing accessibility to green space.

Natural Woking: Strategy.

- 7.2.48 Adopted in 2016, Natural Woking provides the Council's strategy for biodiversity and green infrastructure. It promotes the far-reaching benefits of biodiversity and accessible natural spaces within the Borough, such as improved health and wellbeing of visitors and residents, and resilient wildlife.
- 7.2.49 The benefits of outdoor activities to the health and wellbeing of residents and visitors to the Borough are well known, including the opportunity to grow access to bridleways / footpaths, and integrate with existing green infrastructure. The benefits of green infrastructure have secondary impacts such as natural shading and reducing the urban heat island effect (improving wellbeing of residents during higher temperature events). These benefits are defined as 'ecosystem services'. Examples of these ecosystem services in a residential context, and what benefits these bring is shown in **Figure 7.3**.

⁷⁰ Woking Borough Council (2016). Natural Woking: Biodiversity and Green Infrastructure Strategy. Available at: <https://www.woking.gov.uk/sites/default/files/documents/Nature/nwstrategy.pdf>

Box 7.9 Key Term: Natural capital and ecosystems services⁷¹

Natural capital is the term for stocks of the elements of nature that have value to society, for example, forests, rivers, and biodiversity.

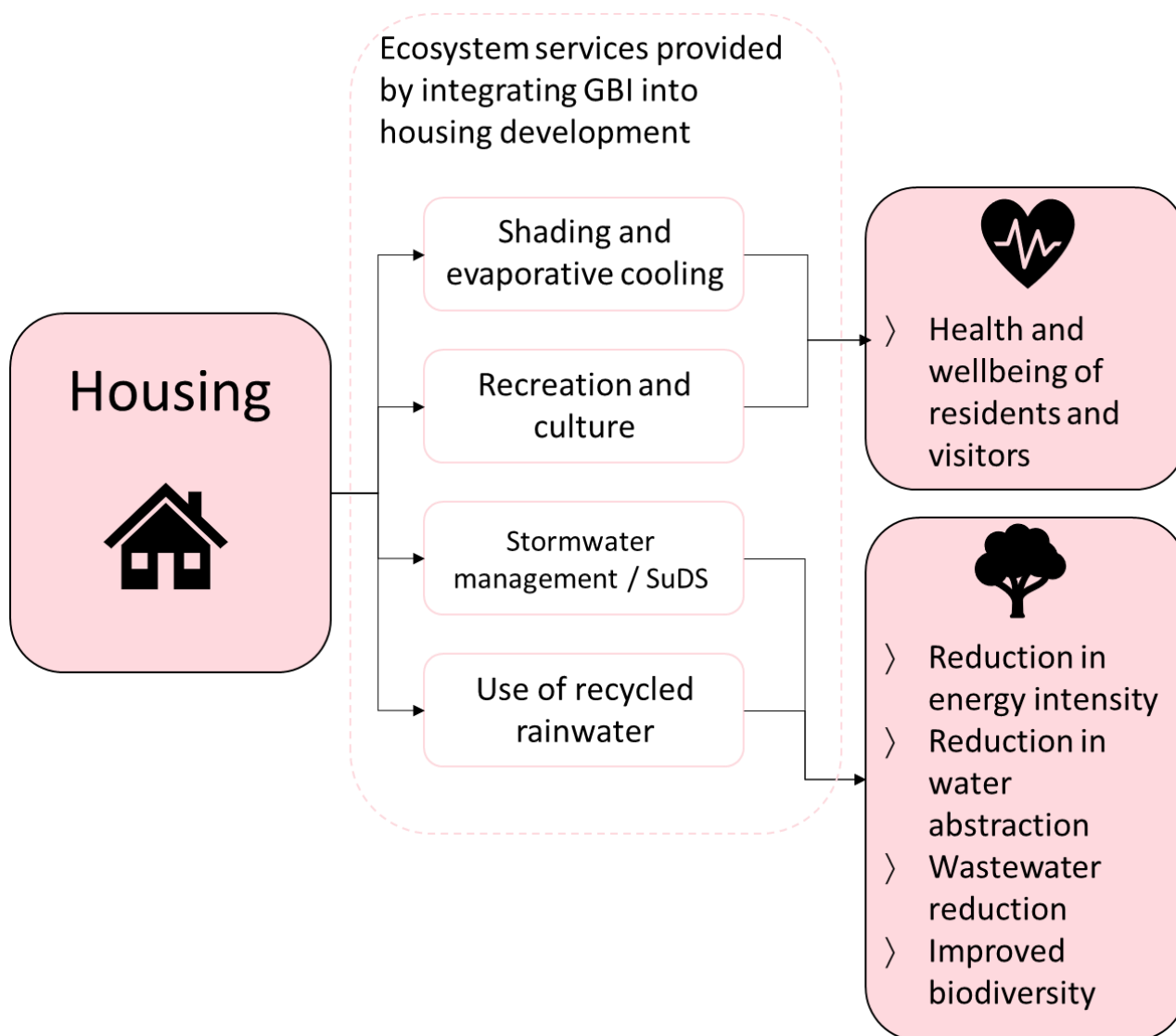
Stocks of natural capital provide flows of environmental or ecosystem services over time, these include:

- ▶ Provisioning services – outputs that can be obtained from ecosystems for human needs such as food, timber, water supply, crops
- ▶ Regulating services – ecological processes that regulate and reduce pollution such as carbon sequestration, water regulation.
- ▶ Cultural services – environmental settings that enable cultural interaction and activity such as recreation, education and tourism.
- ▶ Flows of natural capital – flows which aren't dependent on ecosystems such as minerals, solar, wind and tidal power.

A natural capital approach reframes nature positively as an asset that can support a range of social and economic outcomes, rather than simply as a constraint on or a victim of policy or development.

⁷¹ Department for Environment, Food & Rural Affairs (2021). Enabling a Natural Capital Approach guidance. Available at: <https://www.gov.uk/government/publications/enabling-a-natural-capital-approach-enca-guidance/enabling-a-natural-capital-approach-guidance#introduction-to-natural-capital>

Figure 7.3 Systems mapping of the GBI role in the urban system resulting in socio-economic benefits, adapted⁷²



7.2.50 Nature based solutions and green infrastructure should underpin climate change adaptation measures, while also being used within development design work addressing impacts such as overheating and flooding. Over time this will improve on the current situation, since an increase in habitat extent, condition and connectivity will improve the resilience of natural assets to climate change. This has a parallel benefit in enhancing the climate resilience of homes and businesses.

⁷² Brown, K., and Mijic, Dr. A., (2019). Grantham Institute Briefing Paper No. 30: Integrating green and blue spaces into our cities: Making it happen. (Online). Available at: <https://www.imperial.ac.uk/media/imperial-college/grantham-institute/public/publications/briefing-papers/Integrating-green-and-blue-spaces-into-our-cities---Making-it-happen-.pdf>

Box 7.10 Case Study – Dukes Court, Woking Town Centre⁷³

Dukes Court was extensively refurbished between 2019 and 2021 as part of a £77 million regeneration scheme in Woking. Originally built in 1986, Dukes Court was viewed as a symbol of Woking’s economic growth offering 220,000 sq. ft. of office accommodation. The refurbishment of the iconic office building at the centre of Dukes Court included a 460 m² “ANS Living Wall System” believed to be the tallest green wall in the UK outside of London. The green wall is estimated to extract 598 kg of carbon per year whilst producing 782 kg per year of O₂. The wall also aims to support local biodiversity and improve the air quality, through the use of soil, bird boxes and providing a variety of pollinators throughout the seasons. As well as the implementation of the green wall the development also included new drainage works along with, construction of a restaurant, resurfacing of pedestrian footways and parts of Duke Street, Locke Way and Chertsey Road, creation of new drop off and pick up area and creation of five new disabled parking bays on Duke Street.



- 7.2.51 Other examples used throughout the Borough include the WWF Living Planet Centre building use of a green roof for bike and storage sheds. The green roof used sedum and saxifrage and low-growing perennial plants which improve biodiversity and can soak up excess rainwater. Taking into account future climate change, the species chosen were drought-tolerant and required little maintenance, to ensure the continued effectiveness.

⁷³ Dukes Court. Available at: <http://dukescourt-woking.co.uk/>

Box 7.11 Case Study: Hoe Valley Regeneration⁷⁴

As part of the Hoe Valley Regeneration Scheme to reduce flood risk in Woking (introduced in the Flood Risk section above), extensive public open space including a new community centre, two new play parks, footpaths and cycleways, habitat reinstatement and new habitat creation integrated into the development including planting 1,000 saplings, creating ponds, installing bat boxes and creating habitats for water voles and great crested newt, a low maintenance living roof.



▶ Refer to any upcoming guidance from Woking Borough Council for the implementation of Biodiversity Net Gain in development.

⁷⁴ ThamesWey (2012). Hoe Valley Scheme. Available at: <https://www.thamesweygroup.co.uk/case-study/hoe-valley-scheme/>

8. Glossary

Term	Definition
Adaptation	The process of adjustment in a design or operational procedure to respond to the projected impacts of climate change, in order to moderate harm or exploit beneficial opportunities.
Biodiversity	The variety of life on Earth, including plants, animals and micro-organisms which, together, interact in complex ways with the inanimate environment to create living ecosystems.
Biomass	A fuel derived from plant material or natural residues. A wide range of biomass can be used to generate electricity and / or heat and to produce transport fuel.
Carbon	'Carbon' is used as shorthand to refer to the basket of seven GHGs recognised by the Kyoto Protocol.
Carbon dioxide equivalent (CO₂e)	Carbon dioxide equivalent (CO ₂ e) is a term for describing different GHGs in a common unit. For any quantity and type of GHG, CO ₂ e represents the amount of CO ₂ which would have the equivalent global warming impact.
Carbon neutral	A development that achieves no net carbon emissions of energy use on an annual basis. It is usual for a development to have emitted some GHG emissions, so it is necessary to use carbon offsets to achieve neutrality.
Combined Heat and Power (CHP)	Technology for generating usable heat and power efficiently, and supplied to buildings or a network. In practice it is often combined with a Decentralised Energy Network (DEN) as it works best with a constant, large demand for heat.
Climate change	<p>The UNFCCC, in its Article 1, defines climate change as: "<i>a change of climate which is attributed directly or indirectly to human activity that alters the composition of the global atmosphere and which is in addition to natural climate variability observed over comparable time periods</i>".</p> <p>While climate change can be attributable to natural causes, the UNFCCC distinguish climate change as related to human activities altering the atmospheric composition and climate variability.</p>

Term	Definition
Climate change impact	An impact from a climate trend which affects the ability of the receptor or asset to maintain its function or purpose.
Combined heat and power (CHP)	The simultaneous generation of usable heat and power in a single process, therefore producing less waste. CHP's overall fuel efficiency is around 70-90% of fuel input compared to 40-50% efficiency in conventional generation.
Decentralised Energy Network (DEN)	A system of pipes and cables that move energy in the form of electricity, hot or chilled water from where it is created, directly to where it is needed. These systems replace the conventional arrangement of each building using individual on-site generation equipment, such as boilers or chillers, serving one site only. A DEN is generator-technology-neutral, meaning the heat, cooling or power may come from boilers, heat pumps, CHP, waste heat sources or other sources.
Decentralised energy supply	Energy supply from low carbon sources on a small or community scale and including electricity generation that is connected to a local distribution network rather than directly to the national grid.
Dwelling Emissions Rate	DER is the actual emission rate of the proposed building i.e., self-contained dwellings and individual flats (excluding communal areas). To remain in compliance with Part L (Buildings Regs 2021) the DER figure should not exceed the TER.
Design and Access Statement	A document which must accompany most types of planning applications explaining the design process for a development and providing details on how it can be accessed by everyone.
District Heat Network	Also known as Heat Networks – comprises the physical infrastructure for the generation, distribution and consumption of heat. This can be at a large scale - such as an area-wide scale – or small scale such as a central boiler house supplying a single block of flats.
Embodied carbon	The embodied carbon describes the carbon footprint of a material, allowing for the sum of the energy required in resource extraction, and any processing required, as well as the transport and supply logistics to the factory gate.
Energy Statement	A document which provides the specification for meeting the required energy targets including a calculation of the carbon emissions for a development and is a useful in demonstrating compliance with CS22.

Term	Definition
Forest Stewardship Council accreditation	FSC ensures that products are sourced from responsibly managed forests i.e., the harvest of timber and non-timber products with accreditation won't have a detrimental effect on forest ecology and promotes long-term viability.
Future-proofing	Future-proofing of new development encourages well-designed sustainable development, with the ease of ability to adapt to changing environmental, social and economic conditions over the lifetime of the development
Green and Blue infrastructure	A network of nature-based features based on vegetation (green), water (blue), or both, integrated into typically grey infrastructure development.
Greenhouse gas (GHG) emissions	GHG emissions are determined by the Kyoto Protocol (1997) to include seven gases: carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons, sulphur hexafluoride and nitrogen trifluoride.
Ground source heat pumps	Transfer the heat from the earth to a building by means of a heat exchanger. The heat can then be used for space heating and hot water. They can also be used to remove heat from a building and deposit it into the ground to cool the building in hot weather.
Local Development Framework (LDF)	A term used to describe a folder of documents, which includes all the Local Planning Authority's Local Development Documents, including the Core Strategy and other Development Plan Documents, Supplementary Planning Documents, and the Statement of Community Involvement amongst others.
Low or Zero Carbon (LZC) Technologies	Technologies that produce energy with low or zero carbon emissions.
Nature based solutions	Actions to protect, sustainably manage and restore natural and modified ecosystems in ways that address societal challenges effectively and adaptively, to provide both human well-being and biodiversity benefits
Net zero GHG emissions	Reduction in net GHG emissions by at least 100% below 1990 levels by 2050 (the 'UK carbon target', often referred to as 'net zero').
Passive solar gain	Refers to the siting, form, fabric and internal layout of buildings so that natural light and solar heat gains are harnessed and controlled reducing the need for artificial lighting, space heating, mechanical ventilation / cooling.

Term	Definition
Photovoltaics (PV)	Thin silicone wafers that convert any light, not only sunlight, directly into electricity. They can be fitted to buildings including panels and roof tiles.
Planning conditions	Sets of further actions / commitments placed on consent to enable development proposals to proceed where it would otherwise have been necessary to refuse planning permission.
RCP8.5	RCP8.5 is considered a high emissions pathway and represents a potential future which is slow to transfer to low-carbon energy provision. With progress towards achieving National Determined Contributions, RCP8.5 is considered a possible, but conservative, emission scenario. RCP8.5 specifies the concentration of GHGs that would result in 8.5 W/m ² radiative forcing at the top of the atmosphere by 2100, relative to pre-industrial levels. The increase of global mean surface temperature by the end of the 21st century (2081–2100) relative to 1986–2005 is likely to be 2.6°C to 4.8°C under RCP8.5.
Renewable energy	Those energy flows that occur naturally and repeatedly in the environment - from the wind, the fall of water, the movement of the oceans, from the sun and also from biomass.
Representative Concentration Pathway (RCP)	UKCP18 produces data for a range of scenarios projecting future emissions and concentrations of GHGs in the atmosphere, known as representative concentration pathways (RCPs). Each pathway is derived from international projections published in the Intergovernmental Panel on Climate Change's 5th Assessment Report
Standard Assessment Procedure (SAP)	This is a Government standard for energy rating of all new dwellings, and is now a compulsory component in Part L of the Building Regulations. It calculates the typical annual energy costs for space, water, heating and lighting, as well as CO ₂ emissions.
Supplementary Planning Document (SPD)	A Local Development Document that adds further detail to policies and proposals in a 'parent' Development Plan Document. Unlike Development Plan Documents, SPDs do not form part of the statutory development plan.
Sustainability Appraisal	An appraisal of the economic, environmental and social effects of a plan from the outset of the preparation process to allow decisions to be made that accord with sustainable development.
Sustainable Drainage Systems (SUDS)	Drainage solutions that provide an alternative to the direct channelling of surface water through networks of pipes and sewers to nearby

Term	Definition
	watercourses. SUDS aim to reduce surface water flooding, improve water quality and enhance the amenity and biodiversity value of the environment.
Target Emissions Rate	This is the pre-defined building specification and sets the minimum standard permitted for the energy performance of a proposed building.
UKCP18	UK Climate Change Projections 2018 (UKCP18) is the most up-to-date assessment of how the climate of the UK may change over the 21st century. UKCP18 uses climate science to provide observations and climate change projections for the UK and globally until 2100.
Urban heat island effect	Means that the urban area is significantly warmer than the surrounding rural area. The heat difference is mainly caused through urban development, lack of green and blue infrastructure and the generation of waste heat.
Vulnerability	The propensity or predisposition of a system or receptor to be adversely affected. This encompasses the sensitivity of the system or receptor and its capacity to cope and adapt.
Water neutrality	For every new development, water demand should first be minimised then any remaining water demand offset, so that the total demand on the public water supply in a defined region is the same after development as it was before.

Appendix A Further Legislative and Policy Context

International

The approach taken by the UK to addressing climate change has been shaped by a range of international agreements and climate change obligations including the Kyoto Protocol⁷⁵, the Paris Agreement⁷⁶ and the 2021 Glasgow Climate Compact⁷⁷ reflecting the UK's role as a signatory to the UNFCCC. The UK has set national mitigation targets in line with the globally recognised requirement to urgently limit GHG emissions to maintain global average temperature increase below 1.5°C to 2°C.⁶⁸ This key international policy has strengthened the scaling up of action to improve the ability to adapt to adverse impacts of climate change.

National

Legislation

The Climate Change Act 2008 amended in 2019⁷⁸, provides the basis for climate action in the UK. It commits the UK to a 100% reduction in GHG emissions by 2050, known as the net zero commitment. In line with the international treaty on climate change, the Paris Agreement, the UK committed to an interim target of a 68% reduction in economy wide GHG emissions by 2030, from 1990 levels.

The Climate Change Act 2008 also commits the UK to adapting to potential impacts of climate change, such as flooding, high temperatures and drought. The Act requires production of five-yearly climate change risk assessments (CCRA) detailing current and predicted impacts of climate change in the UK. The Third CCRA⁷⁹ was published in January 2022.

Planning legislation^{80,81} establishes a duty on local planning authorities to mitigate and adapt to climate change. The Localism Act 2011⁸² brought about radical reform of the planning system, which the Government considers key to securing progress on meeting the UK's climate change targets. At the local level, the Act introduced the NPPF⁸³ and a new

⁷⁵ UNFCCC (1998). Kyoto Protocol. Available at: <https://unfccc.int/resource/docs/convkp/kpeng.pdf>

⁷⁶ UNFCCC (2015). Paris Agreement. Available at: https://unfccc.int/sites/default/files/english_paris_agreement.pdf

⁷⁷ UNFCCC (2021). Glasgow Climate Pact. Available at: https://unfccc.int/sites/default/files/resource/cop26_auv_2f_cover_decision.pdf

⁷⁸ The Climate Change Act 2008 (2050 Target Amendment) Order 2019 No. 1056. Available at: <https://www.legislation.gov.uk/ukSI/2019/1056/made>

⁷⁹ Department for Environment, Food & Rural Affairs (2022). UK Climate Change Risk Assessment 2022. Available at:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1047003/climate-change-risk-assessment-2022.pdf

⁸⁰ Planning and Compulsory Purchase Act 2004 c. 5. Available at:

<https://www.legislation.gov.uk/ukpga/2004/5/contents>

⁸¹ Planning Act 2008 c. 29. Available at: <https://www.legislation.gov.uk/ukpga/2008/29/contents>

⁸² Localism Act 2011 c. 20. Available at: <https://www.legislation.gov.uk/ukpga/2011/20/contents/enacted>

⁸³ Ministry of Housing, Communities & Local Government (2021). National Planning Policy Framework. Available at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1005759/NPPF_July_2021.pdf

presumption in favour of sustainable development. Other provisions in the Act enable community action on climate change through the development of NDPs and NDOs, and a 'duty to co-operate' is important for strategic planning of adaptation and mitigation issues with surrounding councils.

National Planning Policy (NPPF)

Revised in July 2021, the NPPF sets out the Government's planning policies for England and how these are expected to be applied. The NPPF is a material consideration in plan-making and development management decisions. The NPPF strongly reinforces the plan-led system as the primary mechanism to deliver sustainable development over the long term, allowing for proper engagement with communities. It highlights the key role of planning in helping to secure radical reductions in GHG emissions, minimising vulnerability and providing resilience to the impacts of climate change, and supporting the delivery of renewable and low carbon energy and associated infrastructure.

Paragraph 152 of the NPPF makes clear that climate change is a core planning principle:

"The planning system should support the transition to a low carbon future in a changing climate, taking full account of flood risk and coastal change. It should help to: shape places in ways that contribute to radical reductions in greenhouse gas emissions, minimise vulnerability and improve resilience; encourage the reuse of existing resources, including the conversion of existing buildings; and support renewable and low carbon energy and associated infrastructure".

The NPPF sets out in paragraph 153 that Local Plans: "should take a proactive approach to mitigating and adapting to climate change, taking into account the long-term implications for flood risk, coastal change, water supply and changes to biodiversity and landscape, and the risk of overheating from rising temperatures".

Paragraph 154 states that: "New developments should be planned for in ways that:

- *a) avoid increased vulnerability to the range of impacts arising from climate change. When new development is brought forward in areas which are vulnerable, care should be taken to ensure that risks can be managed through suitable adaptation measures, including through the planning of green infrastructure; and*
- *b) can help to reduce greenhouse gas emissions, such as through its location, orientation and design. Any local requirements for the sustainability of buildings should reflect the Government's policy for national technical standards".*

Furthermore, it is stated in paragraph 157, that "local planning authorities should expect new development to:

- *comply with any development plan policies on local requirements for decentralised energy supply unless it can be demonstrated by the applicant, having regard to the type of development involved and its design, that this is not feasible or viable; and*
- *take account of landform, layout, building orientation, massing and landscaping to minimise energy consumption".*

The supporting Environment Agency planning practice guidance, flood risk assessments: climate change allowances⁸⁴, contains the percentage uplifts for climate change to be added to assessments.

Planning Practice Guidance

The Climate Change Planning Practice Guidance⁸⁵ (PPG) advises how to identify suitable mitigation and adaptation measures in the planning process to address the impacts of climate change. Addressing climate change is a core principle of spatial planning and planning also has an important role in delivery of new renewable and low carbon energy infrastructure to facilitate the transition to net zero. The Renewable and Low Carbon Energy PPG⁸⁶ provides further guidance on policies for renewable and low carbon energy.

The UK Net Zero Strategy

The UK Net Zero Strategy 2021 sets out a strategy for the UK to reach net zero by 2050. This strategy sets out sectoral policies and proposals for decarbonising all sectors of the UK economy to meet the coming carbon budgets, the Nationally Determined Contribution (NDC) and vision for a decarbonised economy in 2050.⁸⁷

⁸⁴ Environment Agency (2016). Flood risk assessments: climate change allowances. Available at: <https://www.gov.uk/guidance/flood-risk-assessments-climate-change-allowances>

⁸⁵ Ministry of Housing, Communities & Local Government (2015). Climate Change. Available at: <https://www.gov.uk/guidance/climate-change>

⁸⁶ Ministry of Housing, Communities & Local Government (2015). Renewable and Low Carbon Energy. Available at: <https://www.gov.uk/guidance/renewable-and-low-carbon-energy>

⁸⁷ Department for Business, Energy & Industrial Strategy (2021). Net Zero Strategy: Build Back Greener. Available at: <https://www.gov.uk/government/publications/net-zero-strategy>

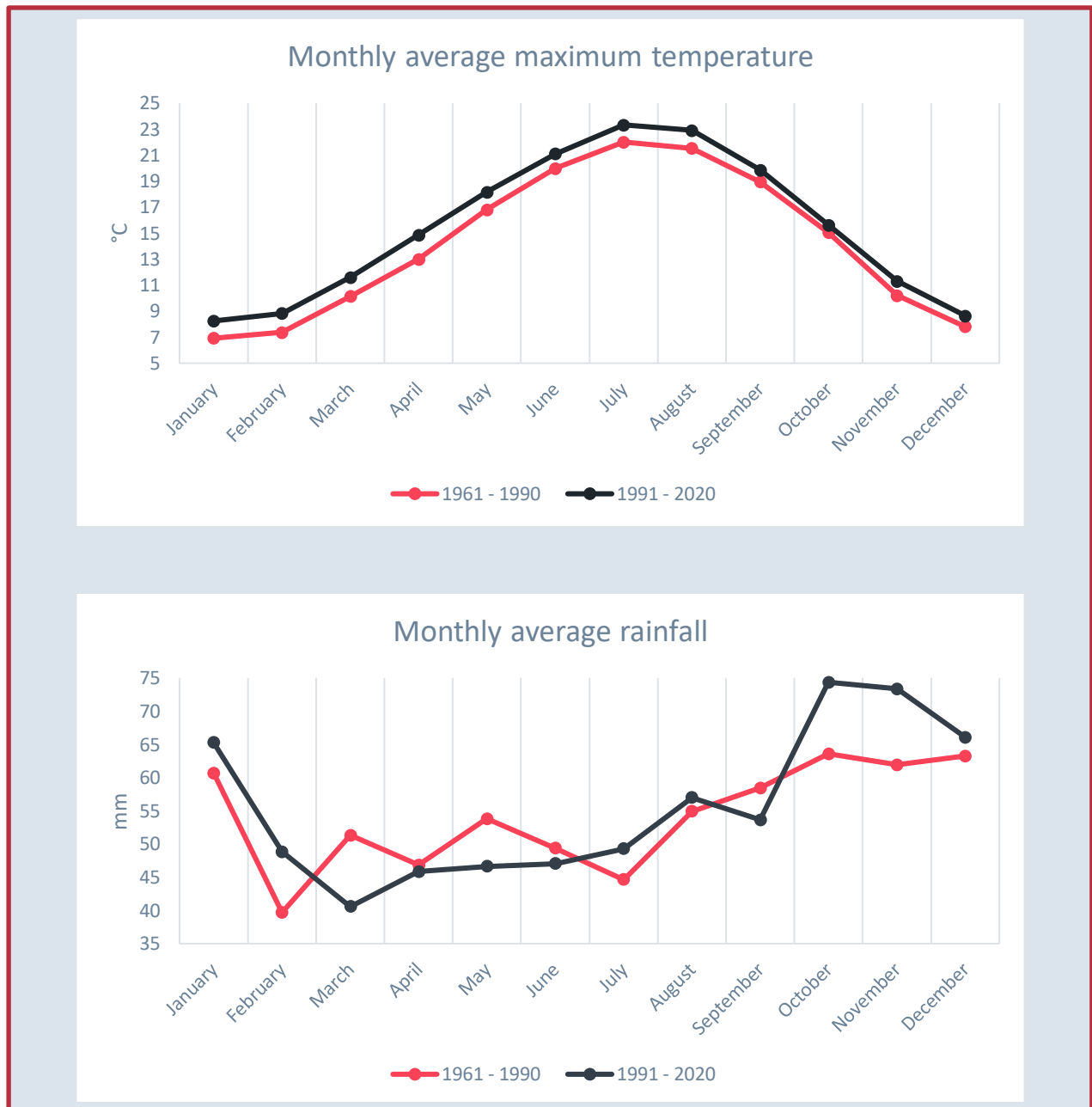
Appendix B Future Climate Change in Woking

Future Climate Change in Woking

- Woking's current climate is influenced by continental weather bringing cold spells in winter but hot, humid summers.⁸⁸ The South of England is also sheltered from weather associated with Atlantic depressions, making it a relatively dry region compared to the rest of the UK, with less seasonal influence. However, there is a trend towards peak rainfall being experienced in autumn / early winter. This is reflected within the meteorological data from climate stations operated by the Met Office; details from the Wisley Climate Station (located approximately 3.5 miles from Woking Town Centre) are provided in **Box 8.1**. The data shows the steady increase in average maximum temperatures, alongside the accentuation of the peak rainfall associated with early winter, coupled with a trend towards drier summers.

⁸⁸ Met Office (2016). Regional Climate Summaries. Southern England: climate. (Online). Available at: https://www.metoffice.gov.uk/binaries/content/assets/metofficegovuk/pdf/weather/learn-about/uk-past-events/regional-climates/southern-england_-climate---met-office.pdf

Box 8.1 Current climate – Wisley Climate Station⁸⁹



- UK Climate Projection 2018 (UKCP18)⁹⁰ data provides a guide as to what future climate trends will likely need to be considered in development planning. UKCP18 produces data for a range of scenarios projecting future GHG emissions, known as representative concentration pathways (RCPs). Each pathway is derived from international projections published in the Intergovernmental Panel on Climate Change’s 5th Assessment Report⁹¹.

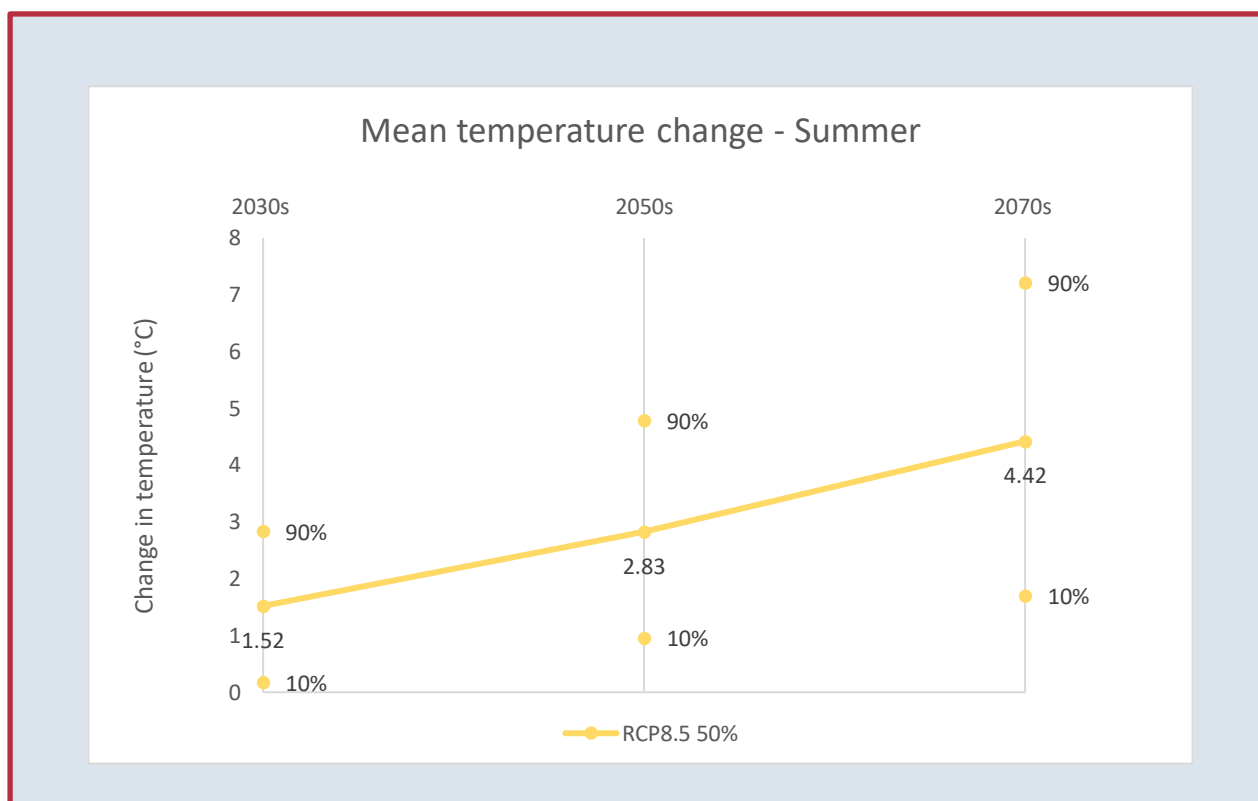
⁸⁹ Met Office (2022). UK Climate Averages – Wisley (online). Available at:

<https://www.metoffice.gov.uk/research/climate/maps-and-data/uk-climate-averages/gcpevmgzn>.

⁹⁰ Met Office (2018). UK Climate Projections User Interface. Available at: <https://ukclimateprojections-ui.metoffice.gov.uk/ui/home>

⁹¹ IPCC (2014). Available at: <https://www.ipcc.ch/assessment-report/ar5/> (Accessed December 2022)

Box 8.2 UKCP18 Future climate – Summer temperature change

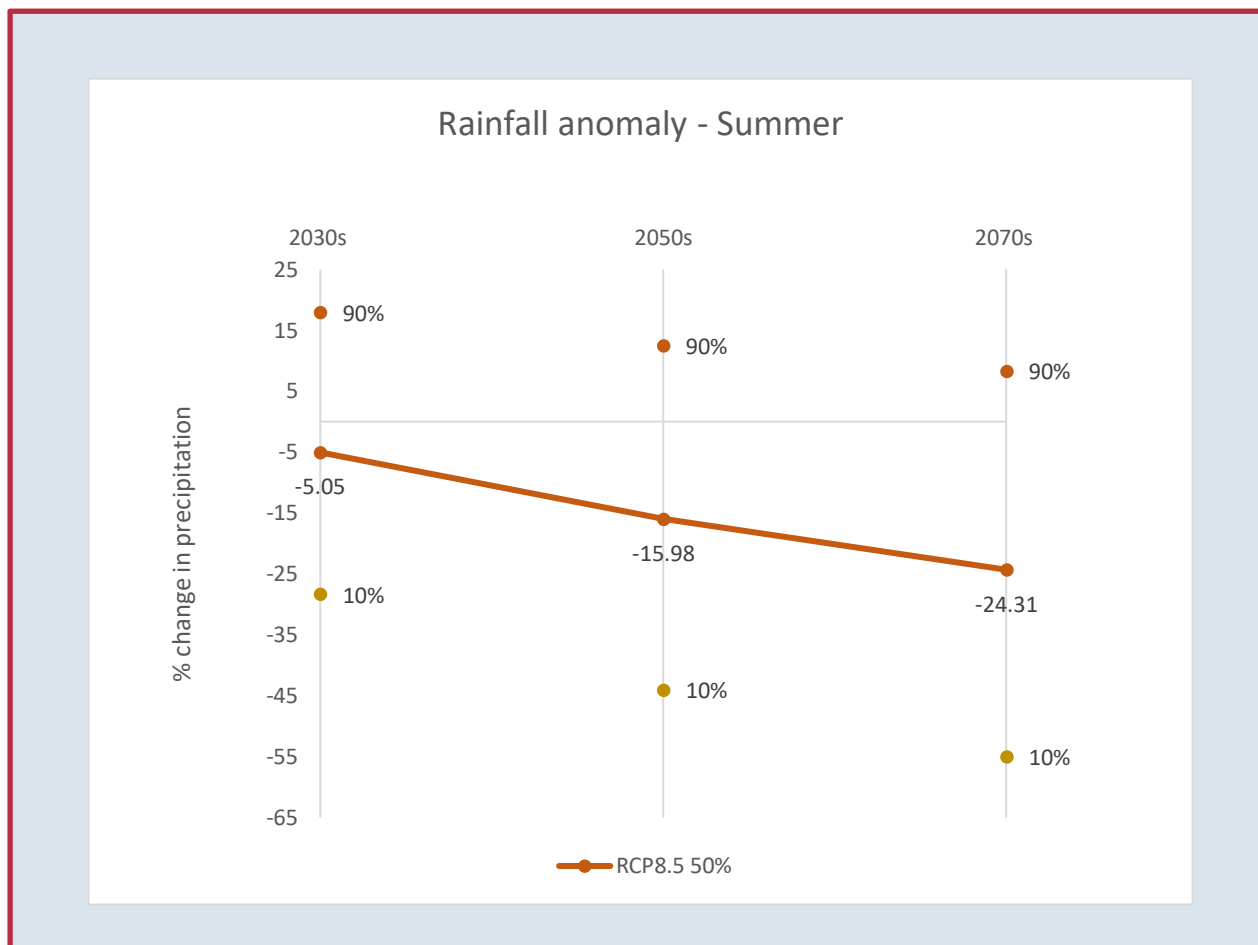


- RCP8.5 is considered a high emissions pathway and represents a potential future which is slow to transfer to low-carbon energy provision. With progress towards achieving National Determined Contributions, RCP8.5 is considered a possible, but conservative, emission scenario.
- For the RCP8.5, Woking Borough is projected to experience up to a 7.2°C increase in average summer temperatures by the 2070s (90th percentile or higher range projection), with the 50th percentile (mid-range projection) at 4.4°C (see **Box 8.2**).
- Affinity Water supply the fresh water to the Borough. The region operated by Affinity Water is designated as a region of serious water stress.⁹² The Southeast of England is at the highest risk of potential for water scarcity.⁹³ The Borough is anticipated to experience a decrease in summer rainfall from the current baseline by up to -55% by 2070s under RCP8.5, with a 50th percentile (mid-range) projection of just under a 25% reduction (**Box 8.3**).
- Despite a fall in projected average rainfall, the Southeast is also anticipated to experience a higher intensity of rainfall on the days when it does rain in the summer.⁸⁵ This increases the potential for summer flooding events due to extreme rainfall on existing hydrophobic soils.

⁹² Affinity Water (2020). Water Resources Management Plan 2020 – 2080. (Online). Available at: https://www.affinitywater.co.uk/docs/Affinity_Water_Final_WRMP19_April_2020.pdf

⁹³ Sustainability West Midlands (2021). Evidence for the third UK Climate Change Risk Assessment (CCRA3). Summary for England (Online). Available at: <https://www.ukclimaterisk.org/wp-content/uploads/2021/06/CCRA-Evidence-Report-England-Summary-Final.pdf>.

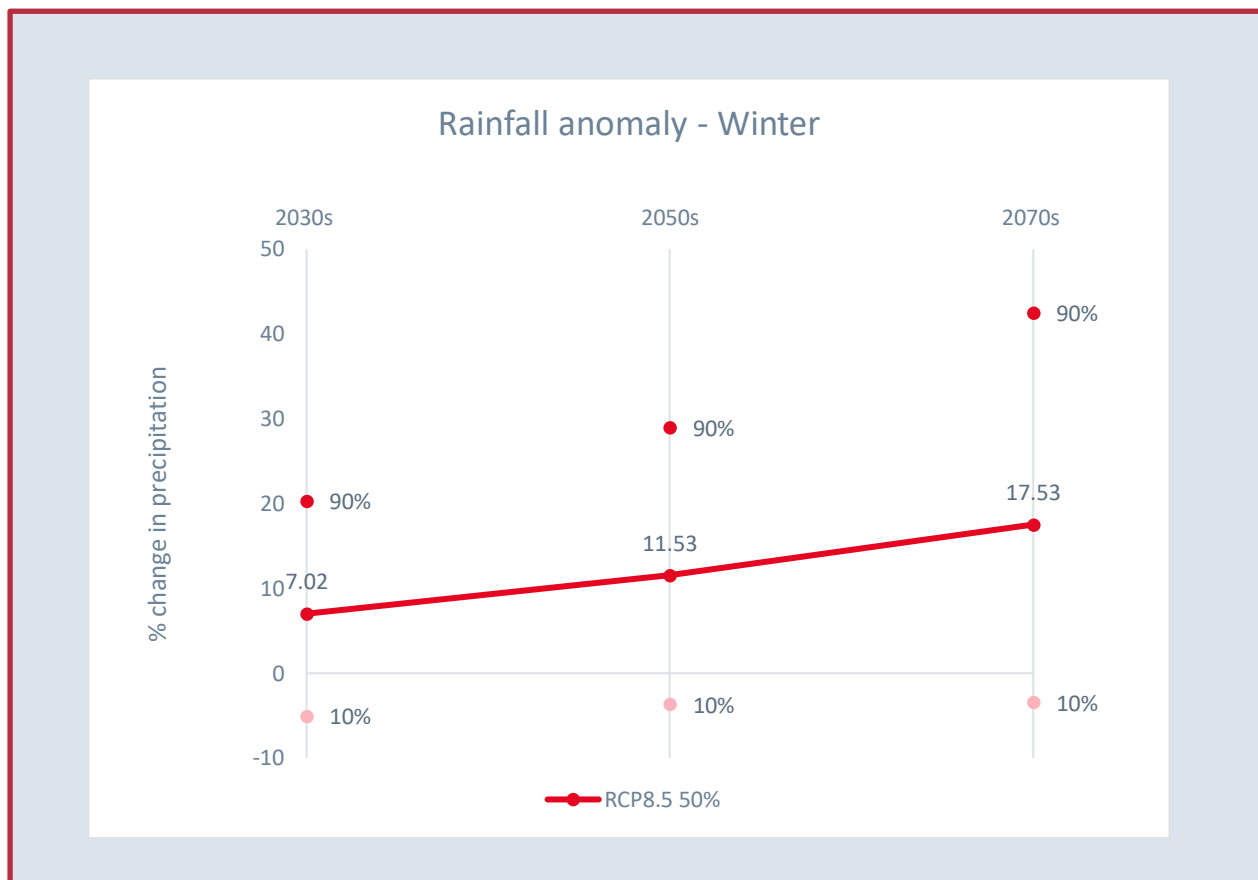
Box 8.3 UKCP18 Future climate – Summer rainfall change



- The Woking Borough Council Strategic Flood Risk Assessment (SFRA) 2015⁹⁴ has indicated higher risk of flooding associated with the floodplains of the Wey, Hoe Stream and Whitmoor Common Brook. Surface water flooding has also historically affected the Borough; whereas there are no historic incidents of groundwater flooding. There are existing defences along Hoe Stream associated with the Hoe Stream Flood Alleviation Stream and the Wey Flood Relief Channel.
- Any increase in average rainfall is likely to increase surface water flooding in the urbanised areas of the Borough, due to impermeable surfaces and the current capacity of the drainage network.⁸⁶ Future climate change predictions, for instance the increase in winter precipitation change shown in **Box 8.4**, suggest that surface water, sewer and groundwater flooding could become more frequent.

⁹⁴ Woking Borough Council (2015). Strategic Flood Risk Assessment Volume 2 Technical Report (Online). Available at: <https://www.woking2027.info/ldfresearch/sfra/sfra2015vol2.pdf>

Box 8.4 UKCP18 Future climate – Winter rainfall change



- The interaction of the climate change trends requires consideration of a holistic approach to climate change adaptation within the built environment. This means that individual developments can't be built in isolation from their surrounding environment. Instead, design work relating to overheating and flood resilience needs to integrate and complement existing areas. This will improve the overall climate resilience of our communities.
- A further important aspect of adaptation measures is the use of Nature-based Solutions (NBS).⁹⁵ These are defined as “actions to protect, sustainably manage and restore natural and modified ecosystems in ways that address societal challenges effectively and adaptively, to provide both human well-being and biodiversity benefits”. In a local context, this means diversifying land use so as to integrate larger areas of natural vegetation (‘green infrastructure’) and water (‘blue infrastructure’) within our urban environment. These are explored in more detail in **Section 7.2**.

⁹⁵ International Union for Conservation of Nature and Natural Resources (2020). Global Standard for Nature-based Solutions (Online). Available at: <https://portals.iucn.org/library/sites/library/files/documents/2020-020-En.pdf>

Appendix C Sustainable Construction Checklist – Residential Development

This checklist is to be read in conjunction with the Council's Climate Change Supplementary Planning Document, which gives detailed guidance on the implementation of policies CS22 'Sustainable construction', and CS23 'Renewable and low carbon energy generation' of the Core Strategy. The checklist forms the basis of Sustainability Statements (which should be submitted for major development proposals). For mixed-use developments, please complete both checklists.

Application Site Address

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1. Location & Transport	Yes	No	N/a
Aim: reduce the need to travel and distance travelled; increase the proportion of travel by sustainable modes such as walking, cycling, public transport and lower carbon vehicles; and reduce climate change vulnerability by locating development away from areas liable to flooding.			
Have you considered including measures to reduce dependence on private car-borne transport and influence a shift to more sustainable modes such as walking, cycling, and the use of public transport?			
Does the proposal provide appropriate levels and standards of Electric Vehicle parking?			
Does the proposal provide appropriate levels of cycle parking?			
Is it feasible to include provision for Car Clubs in the proposal?			
Have you submitted a Travel Statement (for smaller-scale developments) or Travel Plan (for proposals that generate significant traffic) with your proposal?			
Does the location of the proposed development minimise distances to the main employment centres, shops, recreation and community facilities and schools?			

Have you ensured the development is located away from an area liable to flooding, and is not dependent on transport links (roads, footpaths etc.) liable to flooding?			
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2. Layout & Design			
Aim: reduce energy demands for heating and cooling; build in resilience to the impacts of climate change such as flooding and heat through good layout and design.	Yes	No	N/a
Does the proposed site layout maximise the potential for passive solar gain?			
Have you considered how buildings could be designed to maximise the capture and use of passive solar energy?			
Have you considered designing in measures to prevent excess solar gain in summer?			
Have you designed the layout to use landform and landscape to benefit from shelter?			
Have you considered the potential for passive cooling and ventilation in summer?			
Have you considered how existing and proposed trees and shrubs could be used to provide shade for private and public open space?			
Has the development been designed to maximise natural lighting, incorporate private (and potentially public) amenity space, and ensure the building is adaptable to allow scope for changes to be made to meet the needs of the occupier?			

3. Energy and carbon reduction			
Aim: reduce the need for energy, use energy efficiently, supply energy efficiently and use renewable or low or zero carbon technologies.	Yes	No	N/a
Has the development been designed to optimise the use of the energy from the sun and limit heat losses?			
Has the development been designed to optimise natural daylight, energy efficient lighting, external lighting and natural ventilation?			
Does the development meet the energy efficiency requirements of the interim uplift in Part L of the Building Regulations (or Full Future Homes Standard from 2025)? Is this clearly illustrated?			
Will the design of the building make efficient use of energy? (e.g. use of thermally passive materials, levels of insulation, energy efficient white goods and use of green / brown roofs etc.).			

Will guidance for the non-technical building user be provided so they can understand and operate the building efficiently and understand how the design reduced the overall environmental impact of the building and raise environmental awareness?			
Has local energy generation from renewables and/or decentralised energy been considered as part of the scheme?			
Have you checked whether your proposed development falls within a zone requiring proposals to assess the feasibility of connecting to a decentralised heat network or be designed to be 'heat network ready'?			

4. Water & Drainage	Yes	No	N/a
Aim: incorporate measures to ensure development is resilient to increased risk of flooding or droughts; reduce water demand and increase more efficient use of water as periods of drought increase.			
Does the development incorporate the use of water saving devices to achieve the higher water efficiency standard under Regulation 36(3) of the Building Regulations?			
Have you considered incorporating rainwater recycling and harvesting systems?			
Have you considered incorporating recycling and harvesting facilities for grey water?			
Where a site-specific flood risk assessment is required, have climate change allowances ⁹⁶ been used?			
Have you considered designing in measures to minimise surface water run-off e.g. minimising paved areas and impermeable surfaces?			
Have you considered incorporating sustainable urban drainage (SuDS) into your development proposal? ⁹⁷			
Have you considered how any SuDS techniques used will achieve wider ecosystem functions (e.g. contribution to amenity, recreation, wildlife etc.)?			
Have you defined maintenance responsibilities for any proposed SuDS?			

5. Waste & Materials	Yes	No	N/a
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⁹⁶ Further guidance is available at: www.gov.uk/guidance/flood-risk-assessments-climate-change-allowances

⁹⁷ From 6 April 2015 all 'major' planning applications must consider sustainable drainage systems – see the Council's [Advice Note](#).

Aim: facilitate the reduction, recycling and reuse of waste and provide opportunities to improve materials resource efficiency.			
Have you considered how the design of the development can facilitate the reduction of waste and the recycling and composting of waste generated by occupants?			
Will the development make the maximum use of construction and demolition waste?			
Will the development make maximum use of re-used and recycled materials?			
Have you considered using locally and/or responsibly sourced building materials?			
Does the proposal encourage the use of re-used, recycled, recyclable and durable products e.g. salvage material or re-using/recycling demolition materials for hardcore and aggregate?			
Will selected materials ensure a low environment impact long-term – has embodied energy been considered?			

6. Green Infrastructure & Ecology			
Aim: to retain, protect and enhance wildlife habitats and green infrastructure features to adapt the built environment to climate change impacts.	Yes	No	N/a
Does the proposal include the provision of green and blue spaces (e.g. parks, gardens, green corridors, water bodies and sustainable drainage systems etc.)?			
Have you considered how green and blue spaces within the development will connect to the wider green infrastructure network?			
If the development involves the loss of any open space, is alternative and equivalent or better provision made elsewhere, or is the development directly related to the enhancement of the open space?			
Will the proposal avoid any loss of trees, hedgerows and other vegetation of amenity and/or environmental significance?			
Have the wildlife habitats and natural features on and adjacent to the site been appraised or assessed at an early stage in the project?			
Have you considered adopting measures to conserve, enhance and/or restore biodiversity in and around the development?			

Will you be protecting existing ecological features from damage during site preparation and completion of construction works where practicable?			
Does the proposal provide for on-going management of green and blue spaces, including biodiversity habitats?			

Sustainable Construction Checklist – Non-Residential Development

This checklist is to be read in conjunction with the Council’s Climate Change Supplementary Planning Document, which gives detailed guidance on the implementation of policies CS22 ‘Sustainable construction’, and CS23 ‘Renewable and low carbon energy generation’ of the Core Strategy. The questions are intended to help provide pointers as to the type of considerations that the development should be taking into account in order to achieve BREEAM standards and form the basis of Sustainability Statements (which should be submitted for major development proposals). For mixed-use developments, please complete both checklists.

Application Site Address

1. Location & Transport			
Aim: reduce the need to travel and distance travelled; increase the proportion of travel by sustainable modes such as walking, cycling, public transport and lower carbon vehicles; and reduce climate change vulnerability by locating development away from areas liable to flooding.	Yes	No	N/a
Have you considered including measures to reduce dependence on private car-borne transport and influence a shift to more sustainable modes such as walking, cycling, and the use of public transport?			
Have public transport networks been considered in terms of the location of the development and proximity to local amenities?			
Does the proposal provide appropriate levels and standards of Electric Vehicle parking?			
Does the proposal provide appropriate levels of cycle parking?			
Is it feasible to include provision for Car Clubs in the proposal?			
Have you submitted a Travel Statement (for smaller-scale developments) or Travel Plan (for proposals that generate significant traffic) with your proposal?			

Have you ensured the development is located away from an area liable to flooding, and is not dependent on transport links (roads, footpaths etc.) liable to flooding?			
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2. Layout & Design			
Aim: reduce energy demands for heating and cooling; build in resilience to the impacts of climate change such as flooding and heat through good layout and design.	Yes	No	N/a
Does the proposed site layout maximise the potential for passive solar gain?			
Have you considered how the building could be designed to maximise the capture and use of passive solar energy?			
Have you considered designing in measures to prevent excess solar gain in summer?			
Have you designed the layout to use landform and landscape to benefit from shelter?			
Have you considered the potential for passive cooling and ventilation in summer?			
Have you considered how existing and proposed trees and shrubs could be used to provide shade for public open space?			
Has the development been designed to ensure users have sufficient daylight, an external view, adequate and appropriate lighting, ventilation, air quality and drinking water?			

3. Energy and carbon reduction			
Aim: reduce the need for energy, use energy efficiently, supply energy efficiently and use renewable or low or zero carbon technologies.	Yes	No	N/a
Has the building been designed to minimise CO ² emissions associated with their operational energy consumption?			
Has the development been designed to optimise the use of the energy from the sun, natural daylighting and controlled natural ventilation?			
Does the development meet the energy efficiency requirements of the interim uplift in Part L of the Building Regulations (or Full Future Buildings Standard from 2025)? Is this clearly illustrated?			
Will the design of the building make efficient use of energy? (e.g. use of thermally passive materials, levels of insulation, energy efficient white goods and use of green / brown roofs etc.).			

Have renewable energy sources or decentralised energy been considered for the development?			
Have you checked whether your proposed development falls within a zone requiring proposals to assess the feasibility of connecting to a decentralised heat network or be designed to be 'heat network ready'?			

4. Water & Drainage			
Aim: incorporate measures to ensure development is resilient to increased risk of flooding or droughts; reduce water demand and increase more efficient use of water as periods of drought increase.	Yes	No	N/a
Does the development incorporate the use of water saving devices to achieve the high standards of water efficiency?			
Have you considered incorporating harvesting and re-use of rainwater?			
Does the development meet the requirements of CS9: <i>Flooding and water management</i> ?			
Where a site-specific flood risk assessment is required, have climate change allowances ⁹⁸ been used?			
Have you considered designing in measures to minimise surface water run-off e.g. minimising paved areas and impermeable surfaces?			
Have you considered incorporating sustainable urban drainage (SuDS) into your development proposal? ⁹⁹			
Have you considered how any SuDS techniques used will achieve wider ecosystem functions (e.g. contribution to amenity, recreation, wildlife etc.)?			
Have you defined maintenance responsibilities for any proposed SuDS?			

5. Waste & Materials			
Aim: facilitate the reduction, recycling and reuse of waste and provide opportunities to improve materials resource efficiency.	Yes	No	N/a

⁹⁸ Further guidance is available at: www.gov.uk/guidance/flood-risk-assessments-climate-change-allowances

⁹⁹ From 6 April 2015 all 'major' planning applications must consider sustainable drainage systems – see the Council's [Advice Note](#).

Will selected materials ensure a low environment impact long-term – has embodied energy been considered?			
Have you considered reusing materials in-situ, responsibly sourcing materials and re-using existing structures?			
Has an audit of the materials present on the site been conducted with an assessment of the extent to which materials could be re-used?			
Will development make maximum use of construction, demolition waste and recycled materials?			
Have you considered how the design of the development can facilitate the reduction of waste and make provision for the storage and recycling of waste for all users of the site/building?			

6. Green Infrastructure & Ecology	Yes	No	N/a
Aim: to retain, protect and enhance wildlife habitats and green infrastructure features to adapt the built environment to climate change impacts.			
Have opportunities to enhance the provision of green and blue infrastructure been identified?			
Will the proposal avoid any loss of trees, hedgerows and other vegetation of amenity and/or environmental significance?			
Have the wildlife habitats and natural features on and adjacent to the site been appraised or assessed at an early stage in the project?			
Have you considered adopting measures to conserve, enhance and/or restore biodiversity in and around the development?			
Will you be protecting existing ecological features from damage during site preparation and completion of construction works where practicable?			
Does the proposal provide for on-going management of green and blue spaces, including biodiversity habitats?			

EXECUTIVE – 16 NOVEMBER 2023

CALENDAR OF MEETINGS 2024-25

Executive Summary

The proposed Calendar of Meetings for 2024/25 is attached as Appendix 1. In preparing the Calendar, consideration has been given to Bank Holidays, school holidays, annual conferences and party conferences, as far as possible. The Calendar for 2024/25 has been prepared on the same basis as in past years.

There are two minor changes proposed for the year ahead; firstly to reduce the number of Planning Committees held during June and July from three to two due to the level of anticipated business (reducing the overall number of committees held each year from 11 to 10); and to ensure that meetings of the Overview and Scrutiny Committee are held in the same week as the Executive on the preceding Monday.

As in previous years the Group Leaders, Deputy Group Leaders along with the Chairman and Vice-Chairman of the Overview and Scrutiny Committee have been consulted on the proposed Calendar, along with for this year the Chairman and Vice-Chairman of the Planning Committee.

Recommendations

The Executive is requested to:

RECOMMEND TO COUNCIL That the Calendar of Meetings 2024/25 be approved as set out in Appendix 1 to the report.

Reasons for Decision

Reason: In accordance with Standing Order 1.2 of the Constitution, which states that “The date of the annual (Council) meeting and those of ordinary meetings shall be fixed by the Council in or about December of the preceding municipal year”.

The item(s) above will need to be dealt with by way of a recommendation to Council.

Background Papers: None.

Reporting Person: Gareth John, Interim Director of Legal and Democratic Services
Email: gareth.john@woking.gov.uk, Extn: 3077

Contact Person: Frank Jeffrey, Head of Democratic Services
Email: frank.jeffrey@woking.gov.uk, Extn: 3012
Becky Capon, Democratic Services Manager
Email: becky.capon@woking.gov.uk, Extn: 3011

Portfolio Holder: Councillor Ann-Marie Barker
Email: cllrann-marie.barker@woking.gov.uk

Date Published: 8 November 2023

CALENDAR OF MEETINGS 2024/25
All Meetings start at 7pm unless otherwise stated

COUNCIL

Meetings on Thursday unless otherwise stated.

16 May 2024 (Mayor Making)
 20 May 2024 (Monday)
 18 July 2024
 26 September 2024
 24 October 2024
 28 November 2024
 13 February 2025
 3 April 2025
 15 May 2025 (Mayor Making)
 19 May 2025 (Monday)

EXECUTIVE

Meetings on Thursday.

13 June 2024
 11 July 2024
 12 September 2024
 17 October 2024
 14 November 2024
 16 January 2025
 6 February 2025
 27 March 2025

PLANNING COMMITTEE

Meetings on Tuesday.

11 June 2024
 16 July 2024
 3 September 2024
 8 October 2024
 5 November 2024
 10 December 2024
 21 January 2025
 25 February 2025
 25 March 2025
 22 April 2025

OVERVIEW & SCRUTINY COMMITTEE

Meetings on Monday.

10 June 2024
 8 July 2024
 9 September 2024
 14 October 2024
 11 November 2024
 13 January 2025
 3 February 2025
 24 March 2025

LICENSING COMMITTEE

Meetings on Tuesday.

22 October 2024
 11 March 2025

STANDARDS & AUDIT COMMITTEE

Meetings on Thursday.

4 July 2024
 19 September 2024
 21 November 2024
 6 March 2025

Selection Panel: 14 May 2024 and 13 May 2025 at 7.00pm.

Members Induction (CLT & Member Services): 8&9 May 2024 and 7&8 May 2025 at 6.30pm.

Planning Committee Induction: 21 May 2024 and 20 May 2025 at 6.30pm.

SHAREHOLDER ADVISORY GROUP (not open to the public)

Meetings on Tuesday unless otherwise stated, beginning at 6.00pm.

THAMESWEY

4 June 2024
 10 September 2024
 19 November 2024
 4 March 2025

VICTORIA SQUARE

18 June 2024
 17 September 2024
 26 November 2024
 13 March 2025 (Thursday)

OTHER L.A. COMPANIES

27 June 2024 (Thursday)
 24 September 2024
 3 December 2024
 18 March 2025

STANDARDS AND AUDIT COMMITTEE – 23 NOVEMBER 2023

AMENDMENTS TO CONSTITUTION – PUBLIC PARTICIPATION AT PLANNING COMMITTEE

Executive Summary

Under the current Constitution, applications which are reported to the Planning Committee for determination attract public speaking if 10 or more individual objections have been received prior to the designated cut-off date which is 14 days prior to the meeting. After reviewing the procedure for public speaking it has been proposed to amend the threshold to 5 objections and to also include supporters of applications. Appendix 1 shows the tracked changes to the Constitution and Appendix 2 contains the draft new section of the Constitution as would be inserted.

The proposal was considered at the meeting of the Corporate Governance Working Group held on 11 October 2023 and it was agreed to recommend the amendments to the Standards and Audit Committee for recommendation thereon to Council at its meeting on 30 November 2023. In particular, discussion was held regarding whether there should be a threshold at all for public speaking at meetings of the Planning Committee. An extract from the minutes of the meeting is included as Appendix 3 to this report.

In addition, the proposals set out in the body of this report were received by the Overview and Scrutiny Committee and the Planning Committee at their respective meetings on 16 October 2023 and 7 November 2023.

An extract from the minutes of the meeting of the Overview and Scrutiny Committee is set out in Appendix 4 to this report. The Overview and Scrutiny Committee expressed concern over removing the threshold altogether for public speaking due to the impact this would have on the workloads of the Planning Committee and Officers, and the significant impact the change would have on the length of the Planning Committee meetings if there was the option for members of the public to speak on every application. Following discussion, the Committee recommended three changes which have been included in Appendices 1 and 2 of this report:

- Amend Paragraph 1.2 to state that the number of **representations** required before a planning application qualifies for public speaking at the Planning Committee is five.
- Amend Paragraph 2.2 to state that the public may speak on any application which attracts five or more **representations**.”
- Amend any reference to communications by letter [sent by the Council to local residents] to be revised throughout the Public Speaking at Planning Committee section of the Constitution to allow for the most appropriate form of written communication, namely by letter or by email.

An extract from the draft minutes of the Planning Committee is included as Appendix 5. The Planning Committee felt that no changes should be made which would see an increase in planning applications being received by the Committee, in light of comments from the Portfolio Holder, Councillor Lyons, regarding the forthcoming staffing changes across the Council and the need for lowering the level of service provided. Following discussion, the Committee recommended three changes which have also been included in Appendices 1 and 2 of this report:

- Any reference to ‘objector’ must be consistent with also reference to ‘supporter’ in the Public Speaking at Planning Committee section of the Constitution;
- Point 1.2 be re-worded to read “The number of objectors or supporters required, in contrary to the Officers recommendation, before a planning application qualifies for public speaking at the Planning Committee is five (5).”
- Amend point 3.9 and any other reference to read “Only one representor of the objectors or supporters/applicant will be allowed to make an oral representation.”

Amendments to Constitution – Public Speaking at Planning Committee

The below resolution before the Standards and Audit Committee contains the recommendations from the Corporate Governance Working Group, with the text for inclusion in the Constitution as amended by the Overview and Scrutiny Committee and the Planning Committee.

Recommendations

The Committee is requested to:

RECOMMEND TO COUNCIL That

- (i) the amended Public Speaking at Planning Committee section of the Constitution (Appendix 2) be adopted;
- (ii) the authority delegated to the Monitoring Officer to make minor amendments to the Constitution be noted, including amendments to references within the document and section numbering; and
- (iii) the Monitoring Officer be instructed to make the agreed changes to the Constitution.

The item(s) above will need to be dealt with by way of a recommendation to Council.

Background Papers:	None.
Reporting Person:	Beverley Kuchar, Interim Strategic Director – Place Email: beverley.kuchar@woking.gov.uk , Extn 3473 Thomas James, Development Manager Email: thomas.james@woking.gov.uk , Extn 3435
Contact Person:	Thomas James, Development Manager Email: thomas.james@woking.gov.uk , Extn 3435
Date Published:	15 November 2023

Amendments to Constitution – Public Speaking at Planning Committee

1.0 Introduction

- 1.1 The Council resolved to introduce public participation at Planning Committee meetings (formerly the Development Control Sub-Committee) on 25 February 1997. The constitution sets out the criteria for applications which are reported to planning committee which enable public speaking to take place.
- 1.2 For the purpose of expediency and the efficient running of planning committee, a threshold was established of 10 individual objections must be received prior to a designated cut off date. This is an important part of the running of planning committee to enable it to run efficiently whilst allowing public speaking to take part. It is important to continually review the operational needs of the Planning Service and the needs upon the service evolve over time.

2.0 Current arrangements for public speaking

- 2.1 The current arrangements as set out in the Constitution is only applicable to planning applications. It does not include Certificates of Lawful Use and Development or applications for work to trees covered by Tree Preservation Orders. The Public may speak when any application which attracts ten or more individual objections (a petition will be regarded as one objection) prior to the designated cut-off date, which will be 14 days prior to the meeting or, if later, the expiry of the 21-day period for receipt of representations.
- 2.2 In addition, the public have a right to address the planning committee on the following applications irrespective of the number of objections made:
 - i) any application which in the opinion of the Borough Planning Officer raises major policy issues which is at variance with approved planning policies, or is of such a magnitude that significant planning issues are raised;
 - ii) any application for development requiring an Environmental Statement under the provisions of Schedule I and II of the Town and Country Planning (Assessment of Environmental Effects) Regulations 1988 and any subsequent amending regulations;
 - iii) applications for major commercial (retail, industrial or business) development with a floor space exceeding 2500 sq. metres (outline or detailed applications), but not reserved matters; and
 - iv) applications for residential developments of over 50 dwellings (outline or detailed applications), but not reserved matters
- 2.3 Only one representor of the objectors is allowed to make an oral representation. This is done on a 'first come first served' basis, i.e. the first person to register on the dedicated answerphone. Applicants or agents will be notified, advising them of the date of the meeting and that they also have the right to make an oral presentation if objectors have given notice that they wish to make representations. Representors views are heard in the following order: representative of the objectors and agent/applicant. Each speaker is allocated three minutes.

3.0 Proposal

- 3.1 A review of the operational needs of public speaking at planning committee has been undertaken by officers from the planning, legal and democratic services. This has included benchmarking public speaking arrangements at other Surrey planning authorities. The results of the benchmarking can be seen in the table below.

Amendments to Constitution – Public Speaking at Planning Committee

Authority	Threshold for public speaking at committee
Elmbridge	No threshold, all applications which go to committee can have public speaking. 1 speaker in support (agent) and one objector. 3 minutes each and Members can ask them questions.
Epsom and Ewell	No threshold, all applications which go to committee can have public speaking
Guildford	10 reps for householder and 20 reps for non-householder contrary to officers' recommendation. 2 speakers for support/against.
Mole Valley	20 reps from different households or petition of 50 signatures from different households.
Reigate and Banstead	No threshold, all applications which go to committee can have public speaking.
Runnymede	3 written objections from individual addresses.
Spelthorne	No threshold, all applications which go to committee can have public speaking.
Surrey CC	No threshold, all applications which to committee can have public speaking. Up to 5 objectors and 5 supporters can speak on an application.
Surrey Heath	10 reps in urban areas and 5 reps in rural areas to trigger public speaking. 2 objectors can speak for 4 mins and Cllrs can ask questions.
Tandridge	No threshold, all applications which go to committee can have public speaking.
Waverley	5 or more objectors/supporters. 1 objector and 1 supporter can speak for 4 mins.
Woking	10 individual objectors/supporters on planning applications only need to be received 14 days before committee. Plus, applications which are subject to Environmental Statements, residential developments of over 50 dwellings and buildings over 2,500sq.m. 1 objector/supporter and agent can speak for 3 mins.

- 3.2 As can be noted there is no consistency amongst the Surrey authorities and the threshold vary considerably. There are some authorities which have no threshold and all applications which are reported to planning committee attract public speaking to were 20 representations from different households is required. This variation reflects the different nature of each local authority, how rural/urban they are and what scheme of delegation they have in place.
- 3.3 The function of the Planning Committee is to scrutinise and decide those applications which have an important role in fulfilling strategic objectives or are contentious and require closely balanced judgements. The Planning Committee is a regulatory committee and the primary role of Councillors on the committee is to make planning decisions based on the development plan and relevant material planning considerations. It is not to represent local community views. Planning decisions need to ensure they accord with the Development Plan unless material considerations indicate otherwise (including the NPPF). It is necessary therefore to strike the correct balance between the efficient running of planning committee and enabling public participation where the objectors/supporters can put forward representations orally. Written representations received on applications are summarized in the committee report and are available to view online. Where written representations are received after the agenda has been published, these are also placed online and officers provide a verbal update at committee. Therefore, comments from third parties and consultees are always taken into account.
- 3.4 To enable greater public participation at planning committee whilst also maintaining business at planning committee is run efficiently, it is proposed to reduce the current threshold of 10 objectors to 5. The current arrangements for public speaking is only applicable where an application has received 10 objections. There has been and can be instances where applications are reported to planning committee where there are supporters of the proposal. The current arrangement only refers to objectors so in instances such as these where there

Amendments to Constitution – Public Speaking at Planning Committee

are supporters of the proposal, no public speaking is allowed. It is proposed to expand the public speaking arrangements to include supporters of applications as well. Clarity is also proposed to make it clear individual objectors/supporters need to come from separate households.

- 3.5 The proposed changes to the public speaking arrangements will not affect the scheme of delegation and these will remain as set out in the Council's consultation.

4.0 Corporate Strategy

- 4.1 The additional measures arising from this report will support delivery of the corporate plan objectives for engaged communities, informed and consulted residents and a transparent, listening and learning council.

5.0 Implications

Finance and risk

- 5.1 There are no financial implications.
- 5.2 There are no risk management issues arising from this report.

Equalities and Human Resources

- 5.3 There are no equalities or human resource implications associated with this report.

Legal

- 5.4 Legal Services have been consulted and have not raised any concerns.

6.0 Engagement and Consultation

- 6.1 Discussions have been made with the Chairman and Vice Chairman of the Planning Committee as well as the Portfolio Holder of Planning. The report was received by the Planning Committee at its meeting on 7 November 2023.

REPORT ENDS

Public Participation at Planning Committee

1.0 Principles

- 1.1. The Council resolved to introduce public participation at meetings of the Development Control Sub-Committee which was brought into operation on 25 February 1997. The principles now apply to the Planning Committee which was established in May 2000 as a result of the introduction of new Council democratic structures at that time.
- 1.2. The number of ~~representations objectors or supporters~~ required, contrary to the Officers' recommendation, before a planning application qualifies for public speaking at the Planning Committee is ~~ten~~ five (5).

2.0 Definitions

Applications on which the Public may Speak

- 2.1. The public speaking scheme applies only to planning applications. It does not include Certificates of Lawful Use and Development or applications for work to trees covered by Tree Preservation Orders.
- 2.2. Public may speak when on any application which attracts ~~ten~~ five (5) or more ~~representations individual objections or letters of support. (a petition will be regarded as one objection)~~
- 2.3. The threshold must be met prior to the designated cut-off date, which will be 14 days prior to the meeting or, if later, the expiry of the 21-day period for receipt of representations.
- 2.4. When considering an objection or letter of support:
- 2.4.1. a petition will be regarded as one objection or letter of support; and
- 2.4.1-2.4.2. only one objection or letter of support may be submitted per household. Should more than one be submitted, only the first shall be considered.
- 2.2-2.5. In addition, the public will have the right to address the Committee on any of the following types of applications irrespective of the number of objections made:
- (i) any application which in the opinion of the Borough Planning Officer raises major policy issues which is at variance with approved planning policies, or is of such a magnitude that significant planning issues are raised;
 - (ii) any application for development requiring an Environmental Statement under the provisions of Schedule I and II of the Town and Country Planning (Assessment of Environmental Effects) Regulations 1988 and any subsequent amending regulations;
 - (iii) applications for major commercial (retail, industrial or business) development with a floor space exceeding 2500 sq. metres (outline or detailed applications), but not reserved matters; and
 - (iv) applications for residential developments of over 50 dwellings (outline or detailed applications), but not reserved matters.

2.3.2.6. Council applications are also subject to the same criteria set out above.

Applications that Officers shall normally give a presentation to the Committee

2.4.2.7. This category will be of the type currently included on Section A and B of the Planning Committee agenda which would include:

- (i) developments proposing in excess of one dwelling;
- (ii) certain applications for change of use;
- (iii) non-controversial business or industrial/warehouse or retail proposals;
- (iv) all development proposals (including minor applications) submitted by the Council; and
- (v) applications involving a Member of the Council or staff.

2.5.2.8. A presentation will also be given on any application where the public exercise a right to speak.

Applications which will not be formally presented to the Committee unless specifically requested by Councillors on which the public will not be invited to speak

2.6.2.9. This will normally be other minor applications which have been referred to the Committee at the request of Borough Planning Officer which would normally be dealt with under delegated powers.

2.7.2.10. Also, minor applications where enforcement action is being recommended will not normally be presented by Officers but will be included on this section of the Planning Committee agenda.

3.0 Procedures

Informing the Public

- 3.1. The letters or emails which are sent to persons identified under the Council's neighbour notification procedure will also include advice that objectors and supporters may have a right to speak at Committee meetings and will enclose an information leaflet explaining what happens at the Committee meeting.
- 3.2. The agenda is normally published seven clear days prior to the Committee meeting. The 'cut-off' point for receipt of letters, or electronic communications, which would fall into the criteria of allowing public speaking shall be 14 days prior to the meeting or, if later, the expiry of the 21-day period for receipt of representations.
- 3.3. At the end of the working day, 14 days prior to the meeting at which the application is to be considered or later (as the case may be), the case Officer s/team leaders will advise the Borough Planning Officer of those applications intended for inclusion on the agenda which have attracted five (5)40 (see point 1.2 above) or more objections (and, of course, those applications which the right to speak arises irrespective of the number of objections).
- 3.4. If the representations received exceed five (5)40 (see point 1.2 above) individual letters (a petition would count as one objection or letter of support, but standardised

letters will be treated as individual letters) then notification will be sent to all those persons advising them of their right to speak (in the case of a petition the first named person). The letter will be sent first class or by email no later than the Wednesday following the dispatch of the agenda which is normally received by Councillors on the Tuesday evening preceding the day following the publication of the agenda (also letters or emails need to be sent to any objectors or supporters to major applications with less than five (5)⁴⁰ (see paragraph 1.~~23~~. above) objections or expressions of support which are to be included on the first part of the agenda).

- 3.5. The wording of the current letter or email sent to applicants or agents has been revised, advising them of the date of the meeting and that they also have the right to make an oral presentation if objectors or supporters have given notice that they wish to make representations.
- 3.6. A list of the objectors and supporters (in all the categories where the right to speak exists) will be advised to the Democratic Services Officer together with details (and a contact number if known) of the agent or applicant.
- 3.7. In the letter or email advising the representors that they may speak at the meeting; they will be required to register an interest no later than 4.00 p.m. on the Monday prior to the day of the Committee meeting (or 9.00 a.m. on the Tuesday following Bank Holidays). Representors will be required to leave their details on a 24hr answerphone which will be open from 9.00 a.m. on the day after the agenda goes out. Democratic Services will have responsibility for monitoring and actioning calls.
- 3.8. The representor will be advised of the arrangements for the procedure at the Committee and the agent or applicant will be contacted and advised that representations are to be made.
- 3.9. Only one representor of the objectors or supporters/applicant will be allowed to make an oral representation. This should be done on a 'first come first served' basis, i.e. the first person to register on the dedicated answerphone. Any subsequent representors wishing to speak will be advised by the Democratic Services Officer to contact the person who will be appearing so that representations can be combined if necessary.

4.0 Procedure at Committee

~~4.1. All speakers will be required to report to the Democratic Services Officer in the Council Chamber no later than 6.45 p.m. on the night of the Committee. The Democratic Services Officer will meet the speakers and explain procedures and give directions as to where to sit in the Chamber. If the objector fails to appear then the applicant/agent will not be entitled to speak.~~

4.2.4.1. Where more than one person has registered an interest to speak, the second named representor will be entitled to speak if the first named representor is not in attendance five minutes before the start of the meeting.

4.3.4.2. Officers will introduce the application and advise Councillors on the recommendations.

4.4.4.3. Representors' views will then be heard in the following order: representative of the objectors and supporters/agent/applicant. Each speaker will be allocated three minutes.

4.5.4.4. Whilst objectors, ~~and the agents,~~ applicants and supporters have a right to speak, applications will not be deferred because one side is unable or does not wish to be present.

4.6.4.5. Councillors will not ask questions of the representatives at the end of the address. The representor will then be asked to move back to an allocated seating area.

4.7.4.6. Officers will then be asked by the Chair whether they have anything to add by way of clarification.

4.8.4.7. The Committee will then debate the application (no more representors' views will be taken once the debate has started).

4.9.4.8. Representors will not have the right to speak or question the Councillors or Officers once they have made their submission.

4.10.4.9. Councillors will have the opportunity of asking further questions of the Officers and, if necessary, ask Officers to make a brief summary of the planning issues, at the end of the debate.

4.11.4.10. If the representors wish to present documentary material this should be made available to the Democratic Services Officer before 12.00 noon on the day of the Committee.

4.12.4.11. The right to speak will only be exercised at the first meeting of the Planning Committee at which the application is considered and will not normally be the subject of further representors presentations at any subsequent meeting.

4.12. Exceptionally, where significant changes have taken place after a deferral by the Committee, a further presentation may be allowed.

4.13. In the event that a representor does not get the opportunity to speak as a result of the deferral of an application (either by the Borough Planning Officer or at the request of the applicant) before it is presented to the Committee, their chance to speak when the application is referred back to the Committee for consideration will be protected (i.e. they will be offered the opportunity first).

4.14. ~~Notes~~

4.15. ~~Representors will be allocated space behind the area normally occupied by the Press and come forward to the end of the outer horseshoe (nearest to where the Democratic Services Officer sits) when speaking. A lectern will be placed in this position prior to the meeting.~~

4.16. ~~The format of the revised agenda will include the following headings:~~

~~Section A: Applications on which the public are eligible to speak.~~

~~Section B: Applications which will be the subject of a presentation by Officers.~~

~~Section C: Other applications where no presentations will be made unless requested by a Member of the Council.~~

Public Participation at Planning Committee

1.0 Principles

- 1.1. The Council resolved to introduce public participation at meetings of the Development Control Sub-Committee which was brought into operation on 25 February 1997. The principles now apply to the Planning Committee which was established in May 2000 as a result of the introduction of new Council democratic structures at that time.
- 1.2. The number of representations required, contrary to the Officers' recommendation, before a planning application qualifies for public speaking at the Planning Committee is five (5).

2.0 Definitions

Applications on which the Public may Speak

- 2.1. The public speaking scheme applies only to planning applications. It does not include Certificates of Lawful Use and Development or applications for work to trees covered by Tree Preservation Orders.
- 2.2. Public may speak on any application which attracts five (5) or more representations.
- 2.3. The threshold must be met prior to the designated cut-off date, which will be 14 days prior to the meeting or, if later, the expiry of the 21-day period for receipt of representations.
- 2.4. When considering an objection or letter of support:
 - 2.4.1. a petition will be regarded as one objection or letter of support; and
 - 2.4.2. only one objection or letter of support may be submitted per household. Should more than one be submitted, only the first shall be considered.
- 2.5. In addition, the public will have the right to address the Committee on any of the following types of applications irrespective of the number of objections made:
 - (i) any application which in the opinion of the Borough Planning Officer raises major policy issues which is at variance with approved planning policies, or is of such a magnitude that significant planning issues are raised;
 - (ii) any application for development requiring an Environmental Statement under the provisions of Schedule I and II of the Town and Country Planning (Assessment of Environmental Effects) Regulations 1988 and any subsequent amending regulations;
 - (iii) applications for major commercial (retail, industrial or business) development with a floor space exceeding 2500 sq. metres (outline or detailed applications), but not reserved matters; and
 - (iv) applications for residential developments of over 50 dwellings (outline or detailed applications), but not reserved matters.
- 2.6. Council applications are also subject to the same criteria set out above.

Applications that Officers shall normally give a presentation to the Committee

- 2.7. This category will be of the type currently included on Section A and B of the Planning Committee agenda which would include:
- (i) developments proposing in excess of one dwelling;
 - (ii) certain applications for change of use;
 - (iii) non-controversial business or industrial/warehouse or retail proposals;
 - (iv) all development proposals (including minor applications) submitted by the Council; and
 - (v) applications involving a Member of the Council or staff.

- 2.8. A presentation will also be given on any application where the public exercise a right to speak.

Applications which will not be formally presented to the Committee unless specifically requested by Councillors on which the public will not be invited to speak

- 2.9. This will normally be other minor applications which have been referred to the Committee at the request of Borough Planning Officer which would normally be dealt with under delegated powers.
- 2.10. Also, minor applications where enforcement action is being recommended will not normally be presented by Officers but will be included on this section of the Planning Committee agenda.

3.0 Procedures

Informing the Public

- 3.1. The letters or emails which are sent to persons identified under the Council's neighbour notification procedure will also include advice that objectors and supporters may have a right to speak at Committee meetings and will enclose an information leaflet explaining what happens at the Committee meeting.
- 3.2. The agenda is normally published seven clear days prior to the Committee meeting. The 'cut-off' point for receipt of letters, or electronic communications, which would fall into the criteria of allowing public speaking shall be 14 days prior to the meeting or, if later, the expiry of the 21-day period for receipt of representations.
- 3.3. At the end of the working day, 14 days prior to the meeting at which the application is to be considered or later (as the case may be), the case Officers/team leaders will advise the Borough Planning Officer of those applications intended for inclusion on the agenda which have attracted five (5) (see point 1.2 above) or more objections (and, of course, those applications which the right to speak arises irrespective of the number of objections).
- 3.4. If the representations received exceed five (5) (see point 1.2 above) individual letters (a petition would count as one objection or letter of support, but standardised letters will be treated as individual letters) then notification will be sent to all those persons

advising them of their right to speak (in the case of a petition the first named person). The letter will be sent first class or by email **the day following the publication of the agenda** (also letters or emails need to be sent to any objectors or supporters to major applications with less than five (5) (see paragraph 1.2. above) objections or expressions of support which are to be included on the first part of the agenda).

- 3.5. The wording of the current letter or email sent to applicants or agents has been revised, advising them of the date of the meeting and that they also have the right to make an oral presentation if objectors or supporters have given notice that they wish to make representations.
- 3.6. A list of the objectors and supporters (in all the categories where the right to speak exists) will be advised to the Democratic Services Officer together with details (and a contact number if known) of the agent or applicant.
- 3.7. In the letter or email advising the representors that they may speak at the meeting; they will be required to register an interest no later than 4.00 p.m. on the Monday prior to the day of the Committee meeting (or 9.00 a.m. on the Tuesday following Bank Holidays). Representors will be required to leave their details on a 24hr answerphone which will be open from 9.00 a.m. on the day after the agenda goes out. Democratic Services will have responsibility for monitoring and actioning calls.
- 3.8. The representor will be advised of the arrangements for the procedure at the Committee and the agent or applicant will be contacted and advised that representations are to be made.
- 3.9. Only one representor of the objectors or supporters/applicant will be allowed to make an oral representation. This should be done on a 'first come first served' basis, i.e. the first person to register on the dedicated answerphone. Any subsequent representors wishing to speak will be advised by the Democratic Services Officer to contact the person who will be appearing so that representations can be combined if necessary.

4.0 Procedure at Committee

- 4.1. Where more than one person has registered an interest to speak, the second named representor will be entitled to speak if the first named representor is not in attendance five minutes before the start of the meeting.
- 4.2. Officers will introduce the application and advise Councillors on the recommendations.
- 4.3. Representors' views will then be heard in the following order: representative of the objectors and supporters/agent/applicant. Each speaker will be allocated three minutes.
- 4.4. Whilst objectors, the agents, applicants and supporters have a right to speak, applications will not be deferred because one side is unable or does not wish to be present.
- 4.5. Councillors will not ask questions of the representatives at the end of the address. The representor will then be asked to move back to an allocated seating area.
- 4.6. Officers will then be asked by the Chair whether they have anything to add by way of clarification.

- 4.7. The Committee will then debate the application (no more representors' views will be taken once the debate has started).
- 4.8. Representors will not have the right to speak or question the Councillors or Officers once they have made their submission.
- 4.9. Councillors will have the opportunity of asking further questions of the Officers and, if necessary, ask Officers to make a brief summary of the planning issues, at the end of the debate.
- 4.10. If the representors wish to present documentary material this should be made available to the Democratic Services Officer before 12.00 noon on the day of the Committee.
- 4.11. The right to speak will only be exercised at the first meeting of the Planning Committee at which the application is considered and will not normally be the subject of further representors presentations at any subsequent meeting.
- 4.12. Exceptionally, where significant changes have taken place after a deferral by the Committee, a further presentation may be allowed.
- 4.13. In the event that a representor does not get the opportunity to speak as a result of the deferral of an application (either by the Borough Planning Officer or at the request of the applicant) before it is presented to the Committee, their chance to speak when the application is referred back to the Committee for consideration will be protected (i.e. they will be offered the opportunity first).

Extract from Minutes of Corporate Governance Working Group – 11 October 2023**“5. Public Participation at Planning Committee.**

The Chairman [Councillor Andy Caulfield] welcomed Tom James to the meeting for the item and thanked him for providing the benchmarking information against neighbouring local authorities. It was noted that a supplementary paper had been circulated with further amendments for three of the four items on the agenda proposing amendments to the Constitution.

Tom stated that the current Constitution permitted public speaking at Planning Committee for applications which had received 10 or more individual objections received by the deadline of 14 days' prior to the meeting. The proposal before the Working Group was to amend the threshold to 5 objections and also include supporters of applications. It was noted that the current arrangements had been introduced in 1997 at a time when the delegations to officers were at a much lower level, meaning that there were generally 15-20 items for determination at each meeting. It was noted as important to ensure the workings of the Committee continued to be efficient and fit for purpose moving forward.

Discussion ensued as to whether there should be a threshold at all for public speaking. Tom advised that the arrangements differed by authority, for example Tandridge did not set a threshold but had much greater level of delegation available. It was felt that the report should be recommended to the Standards and Audit Committee without amendment, however the option could be raised by Members at the Overview and Scrutiny Committee meeting on 16 October 2023 at which the report was being received. It was suggested that, subject to the agreement of the Councillor Brown as Chairman of the Overview and Scrutiny Committee, that Councillor Morales be invited to attend the meeting as Chairman of the Planning Committee.

In addition, it was noted that the proposals would be received by the Planning Committee at its next meeting on 7 November 2023. The Chair referred to his email in advance on residents' rights to speak not being curtailed at paragraphs 4.6, 4.9, 4.12 etc and being genuine and legitimate at 3.7.

It was noted that, if possible, the publication of papers for the Corporate Governance Working Group being circulated ten days in advance would be welcomed, which could also be strived towards more broadly across the Council's Working Groups. The Chair and Frank discussed that this could become a protocol aspired to for all papers to be circulated in advance of all Council meetings.

The Group agreed the recommendations.

**RECOMMENDED TO THE STANDARDS AND AUDIT COMMITTEE FOR
RECOMMENDATION THEREON TO COUNCIL That**

- (i) the amended Public Speaking at Planning Committee section of the Constitution (Appendix 2) be adopted;**
- (ii) the authority delegated to the Monitoring Officer to make minor amendments to the Constitution be noted, including amendments to references within the document and section numbering; and**
- (iii) the Monitoring Officer be instructed to make the agreed changes to the Constitution.”**

Extract from Minutes of Overview and Scrutiny Committee – 16 October 2023

“Elements of the Council’s consultation were currently being reviewed and the Committee had before it details of changes drawn up around the public participation element of the Planning Committee. The objectives of the changes were to simplify the process and ensure that residents’ representations were treated equally, regardless of whether they supported or objected to a particular planning application. The proposals also recommended that the current threshold for public speaking – a minimum of ten objections to an application – should be reduced to a total of five representations.

The proposals had already been considered at a meeting of the Corporate Governance Working Group, at which the Members had suggested removing the threshold altogether. Officers had agreed to consider the proposal, noting that it could have a significant impact on the length of the Planning Committee meetings if there was the option to speak on every application. The Officers had undertaken to review whether greater Officer delegation could offset the impact on the Committee.

It was noted that the draft extract for the Constitution indicated that any representations received would be responded to by letter, albeit first class. It suggested that the options for communications should be widened to include responses by email to allow for the most appropriate form of written communication. The Committee welcomed the suggestion.

The Committee discussed the possibility of removing the threshold for representations though expressed some concerns over the impact this would have on the workloads of the Planning Committee and Officers. The possibility of restricting representations to residents only was discussed though it was noted that this could be to the detriment of applicants or agents who could be based outside of the Borough.

Reference was made to paragraph 1.2 of the draft constitution section which referred to the threshold figure of five. It was felt that the paragraph was unclear and the Committee agreed that the wording should be clarified to ensure that its meaning was no longer ambiguous. Above all, the Committee was keen to avoid the current arrangements for public speaking at the Planning Committee from becoming more complex.

It was noted that, under both the existing scheme and the proposed scheme, those making representations could, should they so choose, register to speak with the intention of preventing those wishing to support or object to the application from speaking. Officers advised that, although this was a risk, to-date such attempts had not occurred.

The Members welcomed the ambition to review the public participation at Planning Committee arrangements, and it was noted that the proposals, together with the comments from the Corporate Governance Working Group and the Overview and Scrutiny Committee, would be considered by the Planning Committee itself before a report was presented to the Standards and Audit Committee for recommendation to Council. In the meantime, the Members of the Committee could raise any questions outside of the Committee meeting.

RESOLVED

That the Committee support the amended Public Participation at Planning Committee section of the Constitution and that the Committee’s proposals be taken forward with the proposed scheme:

Amendments to Constitution – Public Speaking at Planning Committee

- (a) Paragraphs 1.2 and 2.2 of the draft wording be amended for clarity as follows (changes highlighted in bold):
- “1.2 The number of **representations** required before a planning application qualifies for public speaking at the Planning Committee is five (5).”
- “2.2 Public may speak on any application which attracts five (5) or more **representations**.”
- (b) Any reference to communications by letter to be revised throughout the Public Speaking at Planning Committee section of the Constitution to allow for the most appropriate form of written communication, namely by letter or by email.”

Extract from Draft Minutes of Planning Committee – 7 November 2023**“10. PUBLIC PARTICIPATION AT PLANNING COMMITTEE**

The Borough Council's arrangements for public participation at meetings of the Planning Committee had been reviewed with the purpose of allowing supporters and objectors equal opportunity to speak at the Committee meetings. The existing arrangements required 10 letters of objection before public speaking on an application was allowed. Under the proposals, this would change to a minimum of five representations, regardless of whether they supported or objected to an application.

The proposed amendments had been considered by the Corporate Governance Working Group and the Overview and Scrutiny Committee and were before the Planning Committee to consider the proposed changes.

The Chairman flagged up an error in the text of the report, and asked that the word 'supporter' be added consistently throughout. The Chairman noted this was missing from point 4.4 and 4.5, and asked Officers to thoroughly check the remainder of the document.

Following a suggestion by the Chairman to remove point 4.12, which stated the right to speak would only be exercised at the first meeting, it was agreed that point 4.13 would actually cover any need for public speaking to be allowed a second time on an application. The Committee agreed that very few applications came back in their original form and point 4.13 would allow public speaking for a second time if it was necessary.

The Committee asked that the wording in the Constitution make it clear that an objector or supporter could only speak if it was contrary to the Planning Officers recommendation. Under point 1.2 it was suggested it be re-worded to read "The number of objectors or supporters required, in contrary to the Officers recommendation, before a planning application qualifies for public speaking at the Planning Committee is five (5)."

It was clarified that details regarding the receipt of petitions had not been deleted, but had been expanded under point 2.41.

Councillor L Lyons, Planning Portfolio Holder, commented that the Planning Committee needed to be more accessible and commended all the work that had been done to update the Public Speaking at Planning Committee section of the Constitution. He cautioned making any changes that would see an increase in applications coming to the Committee for determination. There would be huge staffing changes at Woking Borough Council, and a lowering of service would need to be accepted. Councillor L Lyons also cautioned against a policy that allowed a member of the public to speak in support of an application, in addition to the applicant.

The Chairman commented that her understanding was that if the text 'contrary to the Officers recommendation' was added, this would mean that a supporter or the applicant could speak, not both. The current policy meant that public speaking was not allowed from the applicant/supporter if there was no one registered in objection, the new proposal would solve this. Thomas James, Development Manager, suggested that to address Councillor L Lyons concerns, he could change the wording in point 3.9 to state "Only one representor of the objectors or supporters/applicant would be allowed to make an oral presentation". Mr James said that this would make it clear only one person could speak and he would also check whether there was reference elsewhere in the section where this would need to be added.

Amendments to Constitution – Public Speaking at Planning Committee

Following a question from the Committee, it was confirmed that if approved by Council in November, the changes would come into effect shortly afterwards.

RECOMMENDED TO THE STANDARDS AND AUDIT COMMITTEE FOR RECOMMENDATION THEREON TO COUNCIL That

- (i) the amended Public Participation at Planning Committee section of the Constitution (Appendix 2 to the report) be adopted, subject to the following changes;**
 - a) Any reference to ‘objector’ must be consistent with also reference to ‘supporter’ in the Public Speaking at Planning Committee section of the Constitution;**
 - b) Point 1.2 be re-worded to read “The number of objectors or supporters required, *in contrary to the Officers recommendation*, before a planning application qualifies for public speaking at the Planning Committee is five (5).”**
 - c) Amend point 3.9 and any other reference to read “Only one representor of the objectors or supporters/*applicant* will be allowed to make an oral representation.”**
- (ii) authority already delegated to the Monitoring Officer to make minor amendments to the Constitution, including amendments to references within the document and section numbering, be noted; and**
- (iii) the Monitoring Officer be instructed to make the agreed changes to the Constitution.”**

STANDARDS AND AUDIT COMMITTEE – 23 NOVEMBER 2023

AMENDMENTS TO CONSTITUTION – CORPORATE PRESS AND MEDIA PROTOCOL

Executive Summary

Woking Borough Council does not currently have a Corporate Press and Media Protocol. A Protocol is required to establish good practice regarding the management of media relations at the Council, especially following government intervention in May 2023. The Protocol will ensure that the the Council uses its marketing communications resources to support open, accessible, and responsive communications.

The Protocol sets out the roles and responsibilities of the marketing communications team in managing media relations and ultimately the reputation of the Council. Importantly, the Protocol sets out the procedures and processes when proactively and reactively dealing with the media. It will apply to members of the Executive and Council Officers who may be contacted by local, regional, national or specialist media, and covers print, digital and broadcast media.

The Protocol, attached as Appendix 1, was considered at the meeting of the Corporate Governance Working Group held on 11 October 2023 and it was agreed to recommend the amendments to the Standards and Audit Committee for recommendation thereon to Council at its meeting on 30 November 2023. An extract from the minutes of the meeting is set out below, with the recommendations from the Working Group beneath:

“6. Media Protocol

The Chairman welcomed Andy Denner to the meeting for the item on the Media Protocol and noted that the supplementary report contained amendments requested following consultation with the Commissioners. The Protocol was required to establish good practice regarding the management of media relations at the Council and took account of the Government intervention from May 2023.

Andy stated that information would be added to the start of the document to highlight that the Protocol would not apply to Councillors' rights to publish comments and speak to the press as they see fit, as suggested by the Chairman. The Council's Social Media policy would also be able to provide guidance to Members and it was stated that it was not for officers to deal with that activity, unless a formal complaint against a Councillor was received under the Members' Code of Conduct.

The Group was advised that complaints had been made in the past by some residents regarding social media posts from Planet Woking, which was now being looked after by Green Infrastructure and Marketing Communications following the cessation of the contract with an external agency.

It was noted that social media would also assist with extending the reach of public consultations undertaken by the Council.

The Group agreed the recommendations.”

Recommendations

The Committee is requested to:

RECOMMEND TO COUNCIL That

- (i) the Corporate Press and Media Protocol (Appendix 1) be adopted;**

Amendments to Constitution – Corporate Press and Media Protocol

- (ii) the authority delegated to the Monitoring Officer to make minor amendments to the Constitution be noted, including amendments to references within the document and section numbering; and
- (iii) the Monitoring Officer be instructed to make the agreed changes to the Constitution.

The item(s) above will need to be dealt with by way of a recommendation to Council.

Background Papers: None.

Reporting person: Andy Denner, Marketing Communications Manager
Email: andy.denner@woking.gov.uk, Extn 3026

Contact Person: Andy Denner, Marketing Communications Manager
Email: andy.denner@woking.gov.uk, Extn 3026

Date Published: 15 November 2023

Amendments to Constitution – Corporate Press and Media Protocol

1.0 Introduction

- 1.1 The Council must comply with the publicity provisions set out in the Local Government Act 1986. Section 2 of the Act places a prohibition upon Councils that they "shall not publish any material which, in whole or in part, appears to be designed to support a political party".
- 1.2 In addition, Councils are required by Section 4 of the act to have regard for the [Code of Recommended Practice on Local Authority Publicity](#) when making any decision on publicity.
- 1.3 A Protocol is required to establish good practice regarding the management of media relations at the Council, especially following government intervention in May 2023.

2.0 Corporate Press and Media Protocol

- 2.1 The Protocol will ensure that the the Council uses its Marketing Communications resources to support open, accessible, and responsive communications.
- 2.2 It sets out the roles and responsibilities of the marketing communications team in managing media relations and ultimately the reputation of the Council. Importantly, the Protocol sets out the procedures and processes when proactively and reactively dealing with the media.
- 2.3 It will apply to Councillors and Council Officers who may be contacted by local, regional, national or specialist media, and covers print, digital and broadcast media.
- 2.4 The Protocol also ensures that the Commissioner team has the appropriate oversight and opportunity to review and provide comment on press releases and public statements before they are issued to the media.
- 2.5 Adherence to the Protocol will ensure consistency of standards, accuracy of information and appropriate political and officer input with a view to protecting and enhancing the reputation of Woking Borough Council.

3.0 Implications

Finance and risk

- 3.1 There are no financial implications.
- 3.2 There are no risk management issues arising from this report.

Equalities and Human Resources

- 3.3 There are no equalities or human resource implications associated with this report.

Legal

- 3.4 Legal Services have been consulted and have not raised any concerns.

6.0 Engagement and Consultation

- 6.1 Discussions have been made with the Chief Executive, Leader of Woking Borough Council and Commissioner Team.

REPORT ENDS

Corporate Press and Media Protocol

November 2023

Shaping the *future*
of our borough



Content

1. Introduction and context
 2. Legal framework and the code
 3. Marketing communications team
 4. Media relations
 5. Proactive media relations
 6. Responding to the media
 7. Councillor media contact
 8. Commissioning team approval process
 9. Negative media
 10. Publicity during election periods
- Appendix 1 – Proactive media relations
- Appendix 2 – Responding to the media

1. Introduction and context

- 1.1 This media protocol has been published to establish good practice regarding the management of media relations at Woking Borough Council.
- 1.2 Following government intervention in May 2023, this protocol reflects the critical role that the government-appointed Commissioner team has in the approval of council media relations.
- 1.3 The aim of this protocol is to ensure that Woking Borough Council uses its marketing communications resources to support open, accessible, and responsive communications, whilst acknowledging that council resources may not be used for party political purposes.
- 1.4 The protocol applies to members of the Executive when responding on behalf of Woking Borough Council and council officers who may be contacted by local, regional, national or specialist media, and covers print, digital and broadcast media.
- 1.5 The content of this protocol does not impinge on an elected councillor's right to post, publicise or make comment to the media.
- 1.6 Adherence to the protocol will ensure consistency of standards, accuracy of information and appropriate political and officer input with a view to protecting and enhancing the reputation of Woking Borough Council.
- 1.7 Given that not all situations can be covered in detail, this protocol is designed to be as flexible as possible.

2. Legal framework and the code

- 2.1 Woking Borough Council must comply with the publicity provisions set out in the Local Government Act 1986.
- 2.2 The term 'publicity' is defined in the act as "any communication in whatever form, addressed to the public at large or a section of the public."
- 2.3 Section 2 of the act places a prohibition upon councils that they "shall not publish any material which, in whole or in part, appears to be designed to support a political party".
- 2.4 In addition, councils are required by Section 4 of the act to have regard for the [Code of Recommended Practice on Local Authority Publicity](#) when making any decision on publicity.
- 2.5 The code provides seven guiding principles that council publicity should follow.
 - Be lawful.
 - Be cost effective.
 - Be objective.
 - Be even handed.
 - Be appropriate.
 - Have regard to equality and diversity.

- Be issued with care during periods of heightened sensitivity.
- 2.6 The code also gives recommended practice on aspects of publicity covering subject matter, costs, content, dissemination, advertising, recruitment advertising, publicity about individual members of an authority, timing of publicity, elections, referendums and petitions, and assistance to others for publicity.

3. Marketing communications team

- 3.1 The marketing communications team provides a proactive and reactive media liaison service, as well as advice and support to all council service areas and members of the Executive.
- 3.2 Providing a professional information service to the media is a key responsibility.
- 3.3 The team operates during normal office hours and, in addition, during important out of hours events such as elections, council-led events and at times of crisis. There is no formal out of hours service.
- 3.4 Its main roles are to manage and maintain relationships and reputation, as well as promote proactive publicity on council policy, services and initiatives, partnerships, achievements and other issues affecting the council and the borough.
- 3.5 In addition, the team monitors and logs coverage of Woking Borough Council in the media.
- 3.6 The marketing communications team should be the first point of contact for all media enquiries and all outgoing publicity or potential promotional opportunities with the media.
- 3.7 The team's expertise and knowledge ensures opportunities for proactive positive news are maximised and negativity is mitigated and managed wherever possible.
- 3.8 To maintain a good working relationship, the team must be trusted by the media and the wider community. It will never knowingly mislead the media on a story.
- 3.9 The council's communication resources must not be used to affect, or be designed to affect, public support for a political party or to provide a political advantage to any one councillor.

4. Media relations

- 4.1 The media plays an important role in publicly holding the council accountable for their actions to the people it serves.
- 4.2 Positive media coverage supports the reputation of Woking Borough Council.

- 4.3 The council values the role the media and is committed to developing strong professional and positive working relationships with local, regional, and national media.
- 4.4 The council is committed to transparency and will take a proactive approach wherever possible when dealing with the media.
- 4.5 The way the council is portrayed in the media has a major influence on how it is perceived, and every opportunity should be taken to publicise the council's services, decisions, policies, and initiatives.
- 4.6 Council officers should support the marketing communications team with media relations. Failure to do so risks the council's reputation and could lead to the circulation of misinformation.
- 4.7 Officers contacted by members of the media should immediately refer them to the marketing communications team. Officers should never give their opinion on specific council policy.
- 4.8 Statements, press releases or press notices must not be issued to the media on behalf of Woking Borough Council without prior approval of the marketing communications team.

5. Proactive media relations

- 5.1 Proactive news will be issued to the media in the form of press releases. All content will follow a corporate style appropriate for the targeted audience and will accurately reflect the corporate view of Woking Borough Council.
- 5.2 Press releases on behalf of Woking Borough Council will:
- be concerned only with matters that relate to the council's services, functions and strategic objectives
 - not contain anything of a political nature
 - adhere to relevant legislation concerning publicity issued by local authorities, especially around election time
 - include an approved quote from the appropriate Portfolio Holder, Leader/Deputy or in some instances CLT member.
- 5.3 All press releases will be drafted by the marketing communications team in collaboration with the relevant technical officer.
- 5.4 When drafted approval must be sought from the relevant technical officer and quoted councillor within a specific timeframe. This is to enable the timely distribution of news to the media.
- 5.5 When a response is not received, approval will be escalated to the Leader/Deputy and/or relevant CLT member.
- 5.6 Councillor quotes will never be issued without prior consent.
- 5.7 When issuing proactive media relations approval of the commissioner team must also be sought.

5.8 Once approved, press releases will be issued to a centrally held list of media contacts which includes local and regional media, residents' associations and other interested parties.

5.9 Press releases will also be published on the council's website, promoted through relevant social media channels and issued via the council's email newsletter when appropriate. A central record of issued press releases will be maintained.

5.10 Please refer to Appendix 1 for a flow diagram outlining the approvals process.

5.11 Press notices

5.11.1 In certain cases, it is appropriate to issue a press notice.

5.11.2 These are short, factual statements, such as a brief announcement or notice.

5.11.3 Press notices do not require an officer or councillor quote.

5.11.4 Approval is only required from the technical officer.

6. Responding to the media

6.1 The marketing communications team is the recognised first point of contact for all media enquiries.

6.2 Council officers should refer all media enquiries to the marketing communications team. They must not respond directly to the media.

6.3 The marketing communications team will make a judgement about how an enquiry should be answered. This will usually take the form of a written statement. In certain instances, it is appropriate to participate in an interview.

6.4 Please refer to Appendix 2 for a flow diagram outlining the approvals process.

6.5 Written responses

6.5.1 Written responses will be drafted by the marketing communications team in conjunction with the relevant technical officer.

6.5.2 In the first instance the relevant Portfolio Holder or Leader/Deputy will be quoted.

6.5.3 Senior officers will only be quoted where a member of the public would reasonably expect an operational officer perspective, such as when:

- there is a need to respond extremely quickly in changing circumstances to maintain the flow of information to the public
- specific technical information is being explained

- there is a legal aspect to the comment which would benefit from attribution to an officer rather than a councillor.

6.5.4 Approvals will follow the same process set out in paragraphs 5.4, 5.5 and where necessary paragraph 5.7.

6.5.5 In the event that neither the relevant Portfolio Holder, Leader/Deputy or CLT member is unavailable, an appropriate technical officer will approve the quote attributed to a 'council spokesperson'.

6.6 Media interviews

6.6.1 In certain circumstances it is in the council's interest to participate in a media interview. This will either be a pre-recorded or live interview over the phone or in person.

6.6.2 The spokesperson will be the relevant Portfolio Holder or Leader/Deputy. In some instances, as outlined in paragraph 6.4.3, it is appropriate for senior officers to act as spokespeople.

6.6.3 The marketing communications team will provide the nominated spokesperson with agreed key lines and messages.

6.6.4 Spokespeople should have undertaken some degree of media training before participating in any interview. It is recommended all spokespeople have attended council-approved media training.

6.7 Media briefings

6.7.1 When announcing significant council news it may be beneficial to host a briefing for members of the media.

6.7.2 The marketing communications team will organise the briefing, invite key media contacts and prepare briefing notes containing agreed key lines/messages.

6.8 Public speaking

6.8.1 Council officers should be aware that appearances, speeches or presentations at public events may be reported by the media.

6.8.2 Council officers must seek prior approval before accepting invitations to participate in professional/sector events, such as being a panel member at a conference.

6.8.3 Council officers should refer such invitations to the marketing communications team who will make a judgement about their participation in collaboration with the Chief Executive.

6.8.4 Where participation is agreed, the marketing communications team will support the officer with key lines and messages.

7. Councillor media contact

- 7.1 In their role as community representatives, councillors are entitled to contact and make comment directly to the media.
- 7.2 Where members of the Executive make comment to the media on council-related business, councillors are asked to inform the marketing communications team for media monitoring purposes.
- 7.3 In such instances it is recommended that Executive members contact the marketing communications team who can provide advice and support before responding to the media.

8. Commissioner team approvals process

- 8.1 It is critical that the Commissioner team has the opportunity to review and provide comment on press releases and public statements before they are issued to the media.
- 8.2 The press release/statement will be sent to the Commissioner team for their approval within a specific timeframe. This is to enable the timely distribution of news to the media.
- 8.3 If the marketing communications team does not hear back from the Commissioner team approval will be deferred to the Chief Executive.
- 8.4 Only once approved by both the Leader/Deputy and the Commissioner team will press release/statements be issued to the media.
- 8.5 If there is doubt about what is or is not in scope, please refer to the Commissioner Team's Chief of Staff.

9. Negative media

- 9.1 It is critical to the reputation of Woking Borough Council to respond to negative issues. It is important that these situations are managed carefully to limit the potential for negative publicity.
- 9.2 Officers must alert the marketing communications team as soon as possible to any potential negative issue which may attract media interest. Officers should not wait until contact is made by the media.
- 9.3 When preparing a response, the following strategy will be followed.
 - Where the council has made an error, it will explain what went wrong and what it is doing to put it right. It will not be defensive but take the attitude that it can learn from its mistakes.
 - Where the media has made a substantial mistake in reporting council activities, the council will robustly explain the mistake to the media and seek a right of reply.

9.4 Approvals will follow the same process set out in paragraphs 5.4, 5.5 and where necessary paragraph 5.7.

9.5 Correcting inaccurate reporting

9.5.1 Should the media publish/broadcast an inaccuracy relating to council business, policy or process, a prompt decision will be taken on any action necessary to correct it.

9.5.2 The issue will be discussed with the Leader/Deputy and/or the Chief Executive to agree a plan of action.

9.5.3 It should be noted that in the case of minor inaccuracies which have little or no impact on the message being conveyed, it can be counterproductive to complain. Each case must be judged individually.

10. Publicity during election periods

10.1 In the period between the notice of an election and the election itself, all proactive publicity about candidates or other politicians is halted. This applies to local and national elections. This is known as the pre-election period.

10.2 The Code of Recommended Practice on Local Authority Publicity makes clear that particular care should be taken in periods of heightened sensitivity, such as in the run up to an election.

10.3 The code recommends that councils should generally not issue any publicity which seeks to influence voters and that publicity relating to individuals involved directly in the election should not be published unless expressly authorised by statute.

10.4 What this means in practice.

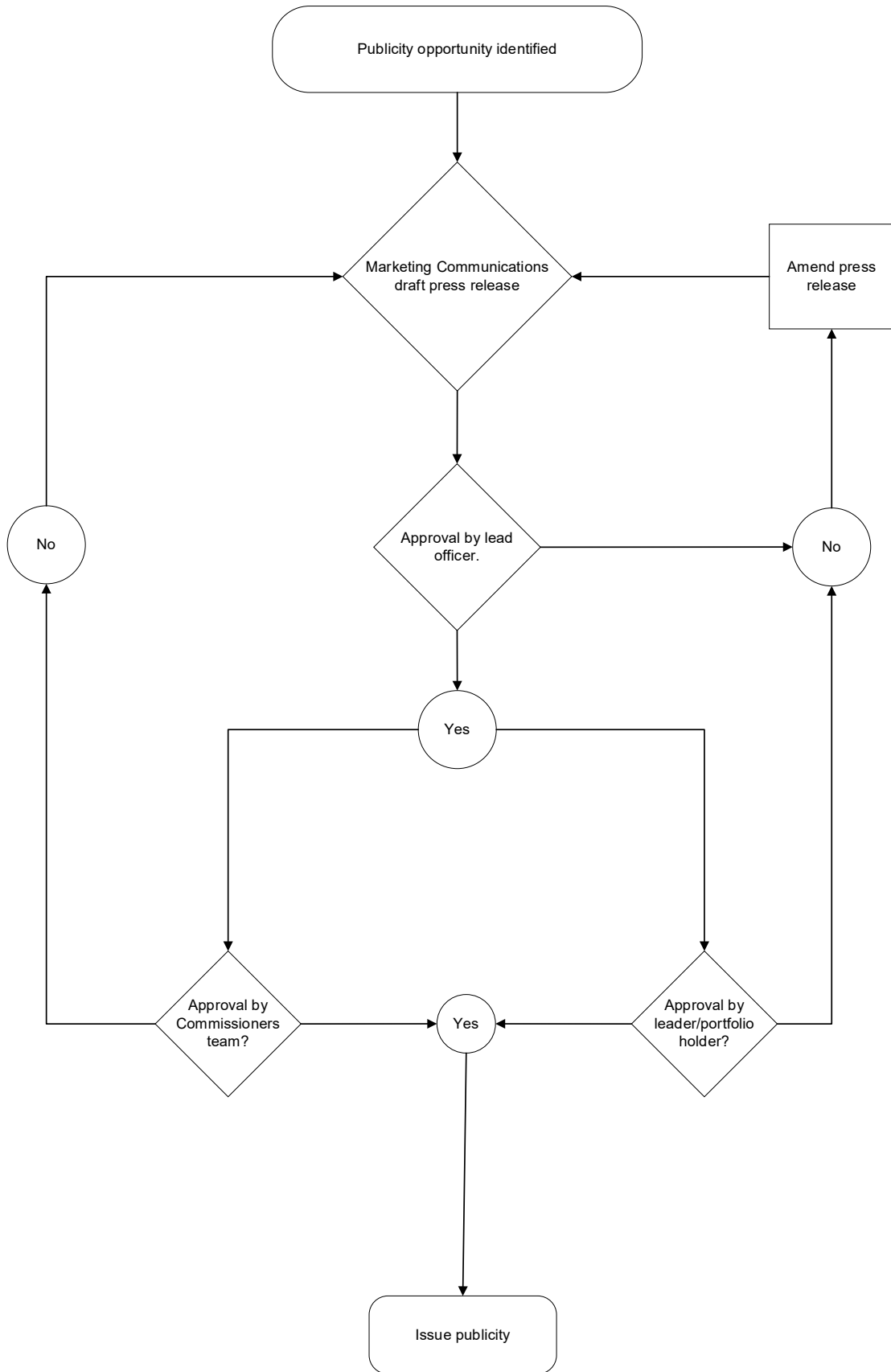
- The primary restriction is on proactive publicity by the council which particularly relates to candidates and other politicians involved directly in the election.
- The council can still issue media releases on factual matters provided that these do not identify individual councillors or groups of councillors.
- Councillors are still free to respond to enquiries received from the media in a personal capacity.
- Individual councillors can issue their own statements, write letters for publication to the media, contact the media directly or say what they like in a personal capacity, but must not use council resources to do so.

10.5 It is still possible for the council to issue statements on behalf of a councillor holding a key political or civic position provided it relates to important events which are outside the council's control and can be shown to

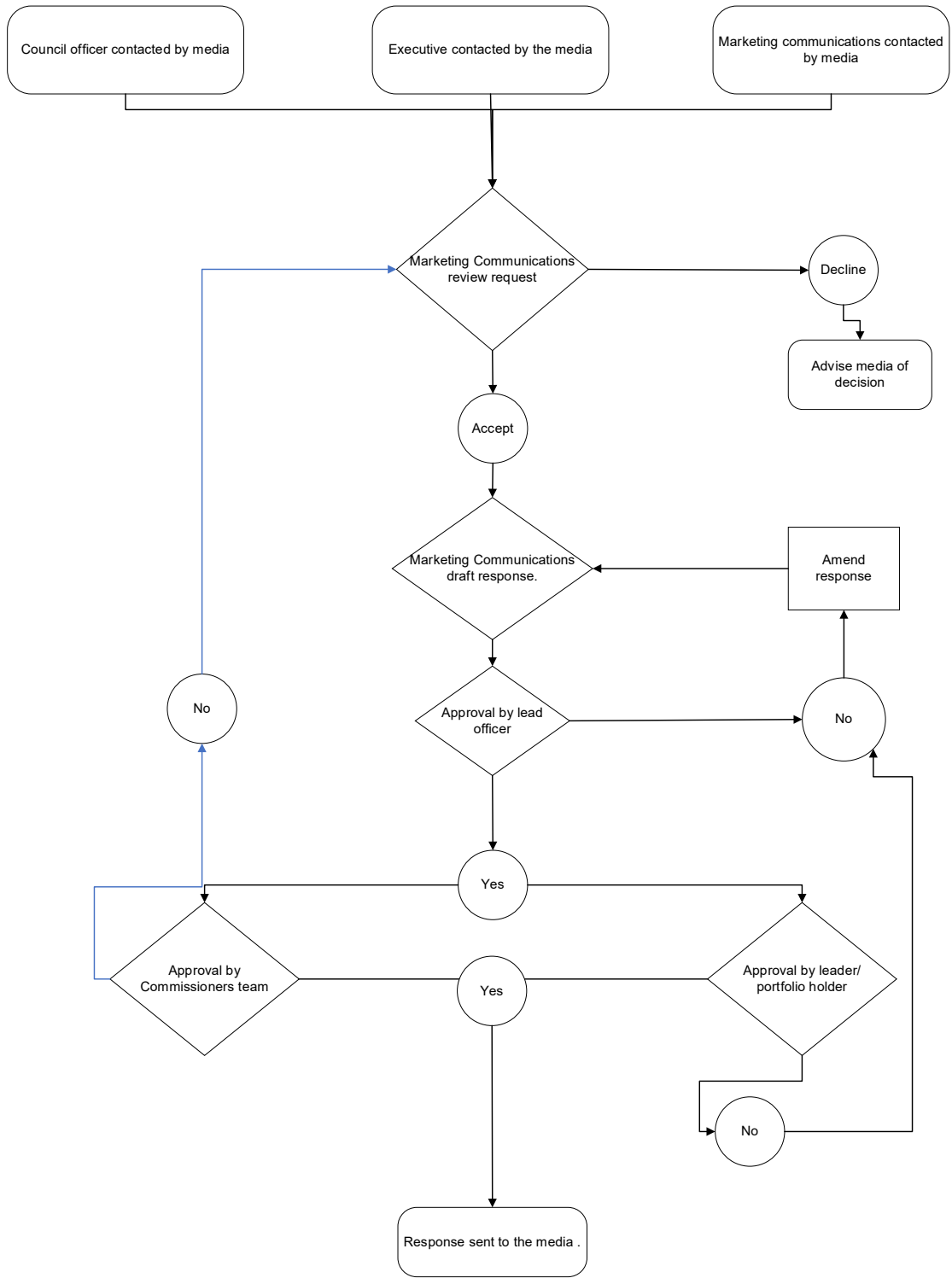
justify a councillor response. These occasions are likely to be rare and to be the exception, rather than the rule.

10.6 Where a quote is required during the pre-election period, the relevant officer may be quoted.

Appendix 1 – Proactive media relations



Appendix 2 – Responding to the media



STANDARDS AND AUDIT COMMITTEE – 23 NOVEMBER 2023

AMENDMENTS TO CONSTITUTION – URGENT BUSINESS

Executive Summary

There is currently no process set out in the Constitution for dealing with items of Urgent Business. This report therefore proposes the adoption of a new section in the Constitution. Urgency is usually defined as a decision which cannot reasonably be delayed or deferred.

Following reference to the Local Government Act 1972, the proposed new section is set out in Appendix 1 and will be added to Part 4 (Section 1) of the Constitution, namely Standing Orders, under Subsection 9. References to other sections within the Constitution will be added where appropriate once the proposed revisions have been agreed by Council.

The addition set out in this report will have the effect of providing clarity and certainty for the management of items raised as Urgent Business.

The proposal was considered at the meeting of the Corporate Governance Working Group held on 11 October 2023 and it was agreed to recommend the amendments to the Standards and Audit Committee for recommendation thereon to Council at its meeting on 30 November 2023. An extract from the minutes of the meeting is set out below, with the recommendations from the Working Group beneath:

“7. Provisions for Urgent Business.

Members welcomed the proposed definition of Urgent Business at meetings of the Council to be added to the Constitution, which would be referred to in the event of a request for Urgent Business being received. It was noted that there was currently no process set out in the Constitution for dealing with these items. Members of the Working Group supported the proposed wording.”

Recommendations

The Committee is requested to:

RECOMMEND TO COUNCIL That

- (i) the section on Urgent Business (Appendix 1) be added to the Council’s Constitution under Section 1 of Part 4;**
- (ii) the authority delegated to the Monitoring Officer to make minor amendments to the Constitution be noted, including amendments to references within the document and section numbering; and**
- (iii) the Monitoring Officer be instructed to make the agreed changes to the Constitution.**

The item(s) above will need to be dealt with by way of a recommendation to Council.

Amendments to Constitution – Urgent Business

Background Papers: None.

Reporting Person: Gareth John, Interim Director of Legal and Democratic Services / Monitoring Officer
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Contact Person: Frank Jeffrey, Head of Democratic Services
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Date Published: 15 November 2023

1.0 Introduction

- 1.1 There is currently no process set out in the Constitution for dealing with items of Urgent Business. This report therefore proposes the adoption of a new section in the Constitution. Urgency is usually defined as a decision which cannot reasonably be delayed or deferred.
- 1.2 The next section will be added to Part 4 (Section 1) of the Constitution, namely Standing Orders, under Subsection 9. References to other sections within the Constitution will be added where appropriate once the proposed revisions have been agreed by Council.
- 1.3 The 1972 Local Government Act states that:

“An item of business may not be considered at a meeting of a principal council unless either—

- (a) a copy of the agenda including the item (or a copy of the item) is open to inspection by members of the public for at least five clear days before the meeting or, where the meeting is convened at shorter notice, from the time the meeting is convened; or
- (b) by reason of special circumstances, which shall be specified in the minutes, the Chairman of the meeting is of the opinion that the item should be considered at the meeting as a matter of urgency.”

2.0 Proposed Addition to the Constitution

<p>1.0 Urgent Business</p> <p>1.1 When an urgent matter has arisen after the despatch of an appropriate agenda (i.e. of the Council, the Executive, Overview and Scrutiny Committee, a Committee or Sub Committee that has the power to consider the matter) the following procedure applies.</p> <p style="text-align: center;">Agreeing an Item of Urgent Business</p> <p>1.2 The Mayor or Chairs, in consultation with the Monitoring Officer, have the authority to agree to take urgent items of business, not on the agenda, at their respective meetings.</p> <p>1.3 The general authority referred to above is qualified in that items of business should not be raised at meetings without prior notice being given on the appropriate agenda unless:</p> <ul style="list-style-type: none">(a) the item has arisen between the compilation of the agenda and the date of the meeting; and(b) the item requires an urgent decision in the public interest which cannot be dealt with by other means. <p>1.4 In all cases the reason for the urgency shall be clearly stated and recorded. When there is a good reason why the decision cannot wait until the next ordinary meeting of the Council, the Executive or the appropriate Committee</p>

Amendments to Constitution – Urgent Business

or Sub Committee having the power to determine the matter, the alternative procedures apply (1.5 to 1.10).

Special Meeting

- 1.5 A special meeting of the Council, Executive, Overview and Scrutiny Committee, Committee or Sub Committee can be called.
- 1.6 The urgent matter to be considered may mean that the meeting has to be convened with less than five clear days' notice. Provision exists for this to happen under the Local Government Act 1972 (as amended).

Urgent Non-Executive Committee And Council Functions

- 1.7 The Chief Executive or appropriate Director has been delegated authority to take a decision which would normally be taken by a Committee or Sub Committee, or the Council, provided that:
- (i) the matter is urgent;
 - (ii) the decision is within Council policy;
 - (iii) the action is taken after consultation with the Chair or Vice-Chair of the Committee and the Group Leaders; and
 - (iv) the action is reported for the information of the next available meeting of the appropriate Committee or Sub Committee or the Council.

Urgent Executive Decisions

- 1.8 An executive decision may be taken by an Executive Member on an urgent matter within their portfolio, provided that the provisions of Access to Information Rules are followed (Section 6 of Part 4).

Emergency Arrangements

- 1.9 The Chief Executive is authorised to undertake any action they consider appropriate to address situations where it is neither practicable nor possible to effect the Council's normal procedures or arrangements for either executive or non-executive business. The action taken will be recorded and subsequently reported to the first available ordinary meeting of the relevant body (Part 3, Section 3).

Absence Procedure

- 1.10 In the absence of any of the Executive Members, Chairs or Officers referred to in any of the above Urgency Rules, the urgent or emergency action described may be taken by a nominated deputy of the Councillor or Officer. Any reference in the Constitution to the Leader of the Council, Chair of the Overview and Scrutiny Committee, Committee or Sub-Committee or any other office held by a Member of the Council, or to a named Officer, shall be taken also to refer to any nominated deputy (or deputy where specified in the Constitution) in that role. Any such nominated deputy is hereby authorised to act fully in the role, subject to any specific statutory provision.

3.0 Implications

Finance and Risk

- 3.1 There are no financial or risk implications arising from this report or its recommendations.

Equalities and Human Resources

- 3.2 There are no equalities or Human Resources implications arising from this report or its recommendations.

Legal

- 3.3 There are no legal implications arising from this report or its recommendations, which are in-line with the provisions of the 1972 Local Government Act.

4.0 Engagement and Consultation

- 4.1 The Corporate Governance Working Group has been consulted on these proposals with a view to recommending accordingly to Council. The Leader of the Council has been consulted on the report.

REPORT ENDS

Urgent Business – Proposed Addition

Urgent Business

- 9.1 When an urgent matter has arisen after the despatch of an appropriate agenda (i.e. of the Council, the Executive, Overview and Scrutiny Committee, a Committee or Sub Committee that has the power to consider the matter) the following procedure applies.

Agreeing an Item of Urgent Business

- 9.2 The Mayor or Chairs, in consultation with the Monitoring Officer, have the authority to agree to take urgent items of business, not on the agenda, at their respective meetings.
- 9.3 The general authority referred to above is qualified in that items of business should not be raised at meetings without prior notice being given on the appropriate agenda unless:
- (a) the item has arisen between the compilation of the agenda and the date of the meeting; and
 - (b) the item requires an urgent decision in the public interest which cannot be dealt with by other means.
- 9.4 In all cases the reason for the urgency shall be clearly stated and recorded. When there is a good reason why the decision cannot wait until the next ordinary meeting of the Council, the Executive or the appropriate Committee or Sub Committee having the power to determine the matter, the alternative procedures apply (1.5 to 1.10).

Special Meeting

- 9.5 A special meeting of the Council, Executive, Overview and Scrutiny Committee, Committee or a Sub Committee can be called.
- 9.6 The urgent matter to be considered may mean that the meeting has to be convened with less than five clear days' notice. Provision exists for this to happen under the Local Government Act 1972 (as amended).

Urgent Non-Executive Committee And Council Functions

- 9.7 The Chief Executive or appropriate Director has been delegated authority to take a decision which would normally be taken by a Committee or Sub Committee, or the Council, provided that:
- (i) the matter is urgent;
 - (ii) the decision is within Council policy;
 - (iii) the action is taken after consultation with the Chair or Vice-Chair of the Committee and the Group Leaders; and
 - (iv) the action is reported for the information of the next available meeting of the appropriate Committee or Sub Committee or the Council.

Urgent Executive Decisions

- 9.8 An executive decision may be taken by an Executive Member on an urgent matter within their portfolio, provided that the provisions of Access to Information Rules are followed (Section 6 of Part 4).

Emergency Arrangements

- 9.9 The Chief Executive is authorised to undertake any action they consider appropriate to address situations where it is neither practicable nor possible to effect the Council's normal procedures or arrangements for either executive or non-executive business. The action taken will be recorded and subsequently reported to the first available ordinary meeting of the relevant body (Part 3, Section 3).

Absence Procedure

- 9.10 In the absence of any of the Executive Members, Chairs or Officers referred to in any of the above Urgency Rules, the urgent or emergency action described may be taken by a nominated deputy of the Councillor or Officer. Any reference in the Constitution to the Leader of the Council, Chair of the Overview and Scrutiny Committee, Committee or Sub-Committee or any other office held by a Member of the Council, or to a named Officer, shall be taken also to refer to any nominated deputy (or deputy where specified in the Constitution) in that role. Any such nominated deputy is hereby authorised to act fully in the role, subject to any specific statutory provision.

STANDARDS AND AUDIT COMMITTEE – 23 NOVEMBER 2023

AMENDMENTS TO THE CONSTITUTION – QUESTIONS FROM MEMBERS OF THE PUBLIC

Executive Summary

Earlier this year, the Council adopted the newly revised Constitution. Included in the Constitution for the first time was the facility for Members of the Public to submit questions direct to Council. Having operated now for some months, the arrangements for questions have been reviewed based on experience and feedback.

This report therefore proposes a series of changes to the way in which the facility operates and recommends changes to the Constitution which would have the effect of improving the process for Members of the Public. The proposed amendments are set out in paragraph 2.0 of the report, with the amended section (Appendix 1) being added to Part 4 (Section 1) of the Constitution, namely Standing Orders, under Subsection 12.

The proposed changes seek to enhance the Council's arrangements for questions from Members of Public to meetings of Council, and take into account the experiences of Officers since the option for Questions was introduced.

The proposal was considered at the meeting of the Corporate Governance Working Group held on 11 October 2023 and it was agreed to recommend the amendments to the Standards and Audit Committee for recommendation thereon to Council at its meeting on 30 November 2023. An extract from the minutes of the meeting is set out below, with the recommendations from the Working Group beneath:

“8. Questions from Members of Public.

Frank reported that the arrangements for questions submitted by members of the public being received at Full Council meetings had been in operation since towards the start of the year and as such had been reviewed based on experience and feedback. It was proposed that a series of changes be adopted as set out in paragraph 2.1 of the report.

Members welcomed the report and considered whether the arrangements should be amended to permit the questioner to ask a supplementary question, noting that a standard response such as undertaking to provide a written response outside of the meeting could be provided by the Leader or Portfolio Holder. It was agreed that the recommendation be amended to include one supplementary question at meetings of Full Council.

The intention was to expand the facility on the Council's website to enable members of the public to select which Committee (or Full Council) meeting the question should be submitted to, along with the question and whether they intended to attend.

The arrangements for the Overview and Scrutiny Committee were raised and noted to be a possible topic for consideration at a future meeting.

The Group agreed the recommendations.”

Following the amendment to enable questioners to ask one supplementary question at Full Council meetings, Appendix 1 sets out below contains wording to accommodate the change.

Recommendations

The Committee is requested to:

RECOMMEND TO COUNCIL That

- (i) the existing section on Questions from Members of the Public (Appendix 1) in the Council's Constitution be updated under Section 1 of Part 4;
- (ii) the addition of any references within the new section to other sections within the Constitution be delegated to the Monitoring Officer as minor amendments; and
- (iii) the Monitoring Officer be instructed to make the agreed changes to the Constitution.

The item(s) above will need to be dealt with by way of a recommendation to Council.

Background Papers: None.

Reporting Person: Gareth John, Interim Director of Legal and Democratic Services / Monitoring Officer
Email: gareth.john@woking.gov.uk, Extn 3077

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

Date Published: 15 November 2023

Amendments to the Constitution – Questions from Members of the Public

1.0 Introduction

- 1.1 Earlier this year, the Council adopted the newly revised Constitution. Included in the Constitution for the first time was the facility for Members of the Public to submit questions direct to Council. Having operated now for some months, the arrangements for questions have been reviewed based on experience and feedback.
- 1.2 This report therefore proposes a series of changes to the way in which the facility operates and recommends changes to the Constitution which would have the effect of improving the process for Members of the Public.

2.0 Proposed Provision

- 2.1 Set out below is the proposed wording for the Constitution. The changes include:
- Removing/clarifying confusing statements;
 - Removing the requirements for the questioner to provide a personal address and identify a specific Councillor;
 - Add an explanation of the approach to be taken in the event a question is received after the deadline;
 - Changing the timeframe to provide sufficient time before the publication of the agenda to seek changes/clarification from the questioner if necessary.
 - Include reference to questions to the Overview and Scrutiny Committee, proposed elsewhere on the agenda.
 - Clarify the position on supplementary questions. Given the time limit at the meeting, it remains the Officers view that supplementary questions cannot be invited at the meeting.

12.0 Questions from Members of the Public

General

12.1 Meetings of the Council will allow for a period not exceeding 15 minutes during which time **questions from** members of the public **will be responded to by may ask** the Leader, **Portfolio Holders** or **Committee/Sub-Committee** Chairs **questions relating to matters over which the Council has powers or duties, or which affect the Borough.**

12.2 Questions may be put to the Council by any individual that lives, works, or studies in the Borough.

12.3 **Questions may be on any matter over which the Council has powers, duties of the Council, or subjects affecting the Borough.**

Number of Questions

12.4 A member of the public may not submit more than 3 questions for any Council meeting.

Order of Questions

- 12.5 Questions will be asked in the order received, except that the Mayor may group together similar questions. ~~If more than two questions are submitted by the same person, the third question shall be moved to the end of the agenda item.~~

Notice of Questions

- 12.6 A question may only be asked if notice has been given by delivering the question in writing to the Chief Executive no later than 12 noon ~~seven~~ eight working days prior to the day of the Council meeting. Each question must give the name ~~and address~~ of the questioner ~~and indicate the Councillor to whom it is to be put.~~

- 12.6 Any questions received after the deadline will, according to the preference of the individual asking the question, either be:

- (i) responded to outside of the Council meeting; or
- (ii) deferred to the next available Ordinary Meeting of Council.

Length of Questions

- 12.67 No question shall exceed 100 words in length in order to allow all members of the public submitting questions to have a fair and equitable opportunity to ask their question(s) within the time allotted as stipulated at Standing Order 12.1. ~~The~~ Each question may be accompanied by a statement of context which must not exceed 250 words ~~and must be clearly separated from the text of the question.~~ The ~~statement of context and the question~~ question and the statement of context will be included in the agenda of the meeting.

- 12.78 The Chief Executive, or their representative, shall request that a question exceeding 100 words in length is re-submitted to meet this requirement, ~~within one working day of the request being made.~~ The amended question must be received no later than 12 noon seven working days prior to the day of the Council meeting.

- 12.89 Any question that fails to be re-submitted in accordance with Standing Order 12.68 will receive a written response only within 5 working days of the Council meeting for which it was submitted.

Scope of Questions

- 12.910 The Chief Executive, or their representative, may reject a question if it:
- (i) is a matter about which the Council has no responsibility, nor affects the Borough;
 - (ii) is defamatory, frivolous, or offensive;
 - (iii) requires the disclosure of confidential or exempt information; or
 - (iv) is the same or very similar to a question that has been submitted to a meeting of ~~Full~~ Council, the Executive ~~or the Overview and Scrutiny Committee~~, or a topic reviewed by the Overview and Scrutiny Committee

within the past six months.

Record of Questions

12.4011 The Chief Executive will keep a record of each question and will, on receipt, send a copy of the question to the ~~Councillor~~ Portfolio Holder to whom it is to be put. Rejected questions will include reasons for rejection. Questions (and statements of context), including those dealt with under Standing Order 12.412, and the answers given will be recorded in the minutes of the meeting.

Asking the Question at the Meeting

12.12 A member of public may attend the meeting of Council to formally ask the question.

12.413 The Mayor will invite the questioner to put the question to the Councillor named in the notice. If a questioner who has submitted a written question is unable to be present, they may ask the Mayor to put the question on their behalf. The Mayor will direct the Council to the question set out in the Agenda Report and invite the relevant Portfolio Holder to read out the Council's response. ~~The Mayor may ask the question on the questioner's behalf and indicate that a written reply will be given or decide, in the absence of the questioner, that the question will not be dealt with. No supplementary questions will be allowed.~~

Supplementary Questions

12.13 Once the question from the member of public and the reply from the relevant Portfolio Holder have been heard by Council, the Mayor will provide the member of public with the opportunity to ask one supplementary question to the Portfolio Holder, who will provide a reply verbally during the meeting or state that the Council will provide a written response within seven working days of the meeting. In addition, the questioner may submit a question, or a single set of supplementary questions, following the meeting, to which written responses will be drawn up in consultation with the relevant Portfolio Holder and sent to the questioner within seven working days of the receipt of the question or the set of supplementary questions.

~~Written Answers Questions Not Answered During the Allotted Time~~

12.4214 Any question(s) that cannot be dealt with during the time allotted for public questions, ~~either due to lack of time, or the non-attendance of the Councillor to whom it was to be put, or because not all the information was available,~~ shall be dealt with by a written response. ~~responded to in writing.~~ The response will be drawn up in consultation with the relevant Portfolio Holder and sent to the questioner within seven working days of the Council meeting."

3.0 Implications

Finance and Risk

Amendments to the Constitution – Questions from Members of the Public

- 3.1 There are no financial or risk implications arising from this report or its recommendations.

Equalities and Human Resources

- 3.2 Due consideration has been given to those unable to attend the meetings in-person and accordingly the proposals seek to make the process more accessible. There are no human resources implications arising from this report or its recommendations.

Legal

- 3.3 There are no legal implications arising from the recommendations, which are in-line with the 1972 Local Government Act.

4.0 Engagement and Consultation

- 4.1 The Corporate Governance Working Group has been consulted on these proposals with a view to recommending accordingly to Council. The Leader of the Council has been consulted on the report.

Amendments to the Constitution – Questions from Members of the Public

Background Papers: None.

Reporting Person: Frank Jeffrey, Head of Democratic Services
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Date Published: 4 October 2023

REPORT ENDS

Revised Wording – Questions from Members of the Public

12.0 Questions from Members of the Public

General

- 12.1 Meetings of the Council will allow for a period not exceeding 15 minutes during which time questions from members of the public will be responded to by the Leader, Portfolio Holders or Committee Chairs.
- 12.2 Questions may be put to the Council by any individual that lives, works, or studies in the Borough.
- 12.3 Questions may be on any matter over which the Council has powers, duties of the Council, or subjects affecting the Borough.

Number of Questions

- 12.4 A member of the public may not submit more than 3 questions for any Council meeting.

Order of Questions

- 12.5 Questions will be asked in the order received, except that the Mayor may group together similar questions.

Notice of Questions

- 12.6 A question may only be asked if notice has been given by delivering the question in writing to the Chief Executive no later than 12 noon eight working days prior to the day of the Council meeting. Each question must give the name of the questioner.
- 12.6 Any questions received after the deadline will, according to the preference of the individual asking the question, either be:
- (i) responded to outside of the Council meeting; or
 - (ii) deferred to the next available Ordinary Meeting of Council.

Length of Questions

- 12.7 No question shall exceed 100 words in length in order to allow all members of the public submitting questions to have a fair and equitable opportunity to ask their question(s) within the time allotted as stipulated at Standing Order 12.1. Each question may be accompanied by a statement of context which must not exceed 250 words. The question and the statement of context will be included in the agenda of the meeting.
- 12.8 The Chief Executive, or their representative, shall request that a question exceeding 100 words in length is re-submitted to meet this requirement. The amended question must be received no later than 12 noon seven working days prior to the day of the Council meeting.

Amendments to the Constitution – Questions from Members of the Public

- 12.9 Any question that fails to be re-submitted in accordance with Standing Order 12.8 will receive a written response only within 5 working days of the Council meeting for which it was submitted.

Scope of Questions

- 12.10 The Chief Executive, or their representative, may reject a question if it:
- (i) is a matter about which the Council has no responsibility, nor affects the Borough;
 - (ii) is defamatory, frivolous, or offensive;
 - (iii) requires the disclosure of confidential or exempt information; or
 - (iv) is the same or very similar to a question that has been submitted to a meeting of Council, the Executive or the Overview and Scrutiny Committee, or a topic reviewed by the Overview and Scrutiny Committee within the past six months.

Record of Questions

- 12.11 The Chief Executive will keep a record of each question and will, on receipt, send a copy of the question to the Portfolio Holder to whom it is to be put. Rejected questions will include reasons for rejection. Questions (and statements of context), including those dealt with under Standing Order 12.12, and the answers given will be recorded in the minutes of the meeting.

Asking the Question at the Meeting

- 12.12 A member of public may attend the meeting of Council to formally ask the question.
- 12.13 The Mayor will invite the questioner to put the question to the Councillor named in the notice. If a questioner who has submitted a written question is unable to be present, they may ask the Mayor to put the question on their behalf. The Mayor will direct the Council to the question set out in the Agenda Report and invite the relevant Portfolio Holder to read out the Council's response.

Supplementary Questions

- 12.13 Once the question from the member of public and the reply from the relevant Portfolio Holder have been heard by Council, the Mayor will provide the member of public with the opportunity to ask one supplementary question to the Portfolio Holder, who will provide a reply verbally during the meeting or state that the Council will provide a written response within seven working days of the meeting. In addition, the questioner may submit a question, or a single set of supplementary questions, following the meeting, to which written responses will be drawn up in consultation with the relevant Portfolio Holder and sent to the questioner within seven working days of the receipt of the question or the set of supplementary questions.

Questions Not Answered During the Allotted Time

- 12.14 Any question(s) that cannot be dealt with during the time allotted for public questions shall be dealt with by a written response. The response will be drawn up in consultation with the relevant Portfolio Holder and sent to the questioner within seven working days of the Council meeting."

COUNCIL – 30 NOVEMBER 2023

THE IMPROVEMENT AND RECOVERY PLAN PROGRESS – SEPTEMBER TO NOVEMBER 2023

Executive Summary

Following statutory government intervention and the issuing of a Section 114 Notice, the Council was required to put in place an [Improvement and Recovery Plan](#).

The Improvement and Recovery Plan will deliver the expectations detailed in the [Secretary of State's Directions published on 25 May 2023](#) and will help the Council return to meeting its best value duty. It will also draw upon the recommendations of the [non-statutory external assurance review](#) into the Council's finances, investments and related governance.

The three-to-five-year plan, which was adopted at Council on 22 August 2023, details the actions that the Council will undertake to deliver against the Government directions, together with milestones and delivery targets to measure progress.

The Council is required to report to the Commissioners on the delivery of the Improvement and Recovery Plan after three months, six months and thereafter at six-monthly intervals, or at such intervals as the Commissioners may direct. The first three-month progress report was submitted to Commissioners in August, and this report outlines the progress after six months.

The Chief Executive's position statement in relation to the Improvement and Recovery Plan is included at appendix A.

The full six-month progress update is included at Appendix B.

Council is asked to consider and approve the progress outlined in the report.

Recommendations

The Council is requested to:

RESOLVE That the six months' progress since the beginning of the Government intervention on 25 May 2023 be approved.

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

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Email: cllrann-marie.barker@woking.gov.uk

Date Published: 22 November 2023

CEX Position Statement

Introduction

1. I am pleased to present the second of Woking Borough Council's (WBC) Improvement and Recovery Plan (IRP) progress reports, providing an update on how the Council has responded to the Government Directions. The first progress report provided an update on the Council's immediate response to the Section 114 Notice and the development of the IRP. This second progress report provides an update on the work that has taken place to deliver against our improvement priorities since the IRP was approved in August 2023. In my position statement, I want to recognise the significant progress that has been made so far, whilst also highlighting the key challenges and risks the Council faces going forward.

Background

2. All progress detailed in this position statement must be set against the scale of the challenge that we face here at Woking. The Council is in an extremely difficult financial position due to its historic investment decisions which has left it £2billion in debt. There are also issues with historic governance and record-keeping which means that, in some areas, we may still not fully understand the scale and complexities of the financial deficit. At the same time, the Council lacks the data, systems, and capacity to enable it to respond quickly to many of the challenges it faces.
3. The IRP outlines what the Council will do over a period of three to five years, in order to respond to this significant challenge and the Government Directions. The Plan is divided into four themes, which I shall report on in turn.

Theme 1: Financial Recovery

4. I am confident that we are establishing a new culture in relation to financial monitoring and control. Spend and procurement is now robustly scrutinised in advance of commitments being made. We have also improved our budget monitoring processes so that there is clear and regular reporting on the Council's in-year financial position, with budget holders empowered to act in response to the information they receive from finance.
5. However, despite these improvements, the Council still faces a significant budget gap, with £3.5m of savings for 2024-2025 yet to be identified. Further work is in hand to verify the deliverability of the £8.5m of savings already identified and the additional £3.5m savings target. There is also in-year budget pressure of £7.5m, of which £6.4m is due to commercial pressures related to debt costs, the operational performance of investments assets, primarily car parks and our retail and office commercial estate. Although the Council is taking steps to address these pressures, for example through the development of our asset management strategy and car parking review, these are not 'quick wins' and it will take time before we see the financial impact of this work. I am also leading budget monitoring sessions with senior managers, to identify any additional in-year mitigations.
6. Whilst progress has been made in agreeing the scope and direction of our Debt Reduction Plan, work is required to ensure that the Council has the capacity in place to deliver this significant workstream. The finance service remains heavily reliant on interims and, whilst the Council is working to recruit permanently to the team (including the Finance Director and their deputy), resourcing of experienced finance employees remains a challenge across local government. Despite the hard work of colleagues within this service, there is still much to do to ensure that our finance practices are 'fit for the future'.

Theme 2: Commercial

7. As I have previously reported, the Council does not have the funds to complete some of its key regeneration projects. Therefore, a focus of officer time since my last report has been developing business cases for both Victoria Square Woking Limited (VSWL) and the ThamesWey group (Sheerwater), that would enable the Council to draw down funding from the Public Works Loan Board. The business cases agreed with Commissioners, and presented to the Department for Levelling Up, Homes, and Communities (DLHUC) support these companies to avoid further impairment of assets and enable completion or partial completion of schemes in a way that delivers value for the public purse.
8. The Council has further strengthened its governance with respect to how its companies operate and how commercial decisions are made within the Council, through the introduction of a Commercial Protocol and Companies Governance Framework. The implementation of these documents will help ensure that future decisions relating to the Council's assets and commercial activities are planned, structured and robust.
9. Now that the Council has addressed the immediate priority of securing the short-term future of VSWL and Sheerwater, it can develop a broader Commercial Strategy, that will address how the Council exits from unaffordable investments and (in discussion with DLUHC) addresses its debt burden. This is a significant piece of work and an area where, again, the Council faces challenges due to missing data and documentation. However, it is vitally important that the Council takes a strategic approach that leverages the best value for Woking residents and the public purse. Therefore, this strategy needs to be developed with pace and rigour and will be a key focus for the next three-month period.

Theme 3: Governance and Assurance

10. Good progress has been made against this theme, with the Centre for Governance and Scrutiny (CfGS) completing their review of the Council's scrutiny function. The review's findings have been considered by the Improvement and Recovery Board (IRB) and a workshop is being scheduled with Members in early 2024, so that they can input to a robust action plan.
11. Progress has also been made in reviewing Part II (confidential) papers, to enable the public access to them and provide greater openness and transparency. The Legal team have reviewed over 500 documents that were considered by members under Part II. A number of these documents require redactions before being put in the public domain for commercial reasons, which is a focus for the coming months. The team is also working with our Marketing and Communications Team and ICT to establish the best way to release these documents to the public.

Theme 4: Organisation and Service Redesign

12. There has been a good response to the public consultation on proposed service changes which closed on 12 November 2023. Alongside the online consultation, I have personally met with a number of partners and community groups, to discuss the impacts of the proposed savings and consider how we could work together to deliver services differently in the future. For example, a number of community groups have expressed an interest running council assets and we are now working through how we can facilitate this process. I am grateful for these open and constructive discussions, which have again highlighted to me the strength of the community, voluntary and business communities here in Woking.
13. Alongside the public consultation, the Council is also undertaking consultation with staff as we move towards becoming a smaller organisation. Phase One (Senior Management) has now completed, with Phase Two (all other employees) commencing at the end of November. Reviewing the whole council structure is a huge undertaking and I want to recognise the hard

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work of the Fit for the Future Programme Team in progressing this project at pace. I also want to recognise the professionalism and dedication of the Council's employees, who continue to deliver essential services to residents during this difficult time.

14. It is important to note the risks attached to such a large staff re-structure. We recognise the strain that this puts on employees and the risk that, as a result of the process, we fail to retain staff in roles we need going forward. Whilst we cannot completely mitigate against this risk, we are working hard to support our staff through this period of change, with regular briefings and a comprehensive training and support offer.
15. We are also working to develop a new Council vision. We recognise how important it is for Members, residents, staff and partners to have a clear and positive vision for the future. Of course, this vision needs to be set in the context of Woking being a much smaller council, with significant financial challenges. However, it is important for us to set out how we will work with residents and partners in the future to collectively achieve good outcomes for Woking. I am looking forward to discussing this emerging vision with Councillors in the coming weeks.

Conclusion

16. To conclude, I am proud of the progress that has been made over the past three months, with significant achievements across all four themes of the IRP. However, these achievements must be set against the scale of the challenge that we face here in Woking and the transformation required will take time to deliver and embed. We must keep up the momentum and continue to build on the progress made over the last six months as we move forward.
17. Moving forward we will confirm our vision as a Leadership and we will develop this with members. We must deliver the changes required to ensure we live within our means and that these changes are set in the context of a clear and future facing vision for the council.

1.0 Government Intervention

- 1.1 The Council remains in a challenging financial position. As previously reported, this is due to historical commercial and regeneration investments leading to unsustainable levels of borrowing. The Council has not made, nor does it have the financial capacity to make, sufficient provision to repay this debt. Furthermore, the level of service provision historically enjoyed by residents has become dependent on the use of reserves and high target levels from commercial income which are no longer available.
- 1.2 The Council needs to significantly reconfigure services, taking 25% out of its gross revenue budget to live within the resources available, alongside rationalising the assets held to reduce the £2bn debt WBC holds and make sufficient provision for the repayment of that debt. It needs to consider the future of commercial ventures, particularly Victoria Square Woking Ltd. and the ThamesWey group of companies, in a way that best protects the public purse, and ensure all the steps are in place to deliver sound commercial governance and financial management, and to deliver the scale of organisational change required. The Council will aim to negotiate a substantial package of Government support.
- 1.3 On 25 May 2023 the Secretary of State for Levelling Up, Housing and Communities announced an intervention package and a set of Directions (see appendix 1) to ensure that the Council was able to comply with its best value duty under Part 1 of the Local Government Act 1999. The basis for the intervention is the following: -
- “The scale of the financial and commercial risks facing your Authority, which are compounded by the Authority’s approach to financial and debt management, corporate governance, including scrutiny of strategic financial decision making, commercial projects and property management. This has been made clear by the findings of the External Assurance Review that Minister Rowley commissioned in January.
 - The failure of the Authority to provide assurance to Ministers and the Department on the adequacy of the actions that it is taking to address the issues or provide assurance of its capacity to take the necessary action, considering the scale and pace of the response required.”
- 1.4 The intervention package is formed of actions the Council is directed to take, and powers over Council functions to be enacted by Commissioners. The Directions will be in place for five years; that this is a longer duration than in other Councils’ interventions reflects the severity of the challenge at Woking, in comparison to other intervention areas.
- 1.5 The Improvement and Recovery Plan was developed following the intervention and sets out actions to address the issues outlined above.
- 1.6 The Council is required to report to the Commissioners on the delivery of the Improvement and Recovery Plan after three months, six months and thereafter at six-monthly intervals, or at such intervals as the Commissioners may direct. The first three-month progress report was submitted to Commissioners in August, and this report outlines the progress after six-months.
- 1.7 In October the Council received the letter that Commissioners wrote to the Secretary of State after the first three-month period. This stated that:
- “[the] Council was in the earliest stages of resolving the complex financial and commercial arrangements and much more remains to be done”.

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- 1.8 The letter reflected the Council's very difficult financial position due to previous investment decisions and a lack of rigorous recordkeeping and governance. There is much to do still. The most difficult phases of the Council's recovery are yet to begin. This includes:

“the establishment of a new service delivery offer (including through engagement with a range of partners) and

“development of the revenue budget to support that offer over the Autumn. The setting of the budget in the Spring of 2024 will be pivotal.

“The Council is going through an organisational transformation process which will include significant reductions in the organisation's headcount.

“There is also the extensive work required to develop and deliver an asset rationalisation strategy.”

2.0 The Improvement and Recovery Plan

- 2.1 The Improvement and Recovery Plan contains four themes. The four themes and their strategic aims are:

- (i) **Financial recovery:** Sustainable budget management, making difficult decisions whilst delivering against Council strategic priorities and safeguarding future capacity.
- (ii) **Commercial:** Release the Council from unaffordable commitments, whilst protecting the public purse and optimising the value of existing assets.
- (iii) **Governance and Assurance:** Ensure risk is managed and decisions are made transparently and safely, improving future decision-making.
- (iv) **Organisation and Service Redesign:** Deliver a smaller, data driven organisation, where staff feel empowered and digitally confident, and are delivering on key priorities.

- 2.2 All the Directions from Government are aligned to one or more of the themes, with progress reported to the Secretary of State as part of the governance arrangements.

- 2.3 Since the three-month progress report the Commissioners have described a set of success measures for each of the Directions. This is how the Commissioners will assess whether the Council has improved sufficiently. The full success measures are included at appendix 2.

3.0 Progress since the Intervention

- 3.1 This section describes the progress that the Council has made since it adopted the Improvement and Recovery Plan and the first three-month progress report which was submitted to the Commissioners on 25 August. The progress is grouped by theme and is aligned to each of the directions.

4.0 Financial Recovery Theme

Direction: An action plan to achieve financial sustainability.

Success measure: The Council has a balanced revenue budget and a sustainable MTFS.

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- 4.1 The Financial Control Panel meets twice a week to ensure all spend is robustly challenged. The Panel now includes Procurement (Orbis¹) and is continuously improved, for example, additional checks will now be put in ahead of the panel to ensure correct procurement procedures have been followed. The need for robust control on spend is collectively owned by service teams as well as finance (all three directorates are represented and the chair is a Strategic Director, not the S151 Officer). This process is proving successful in changing the culture around spend at the Council.
- 4.2 The Medium Term Financial Plan was updated in September 2023. The 2024/2025 budget setting meeting is scheduled for the meeting of Council on 8th February 2024, and prior to this it will be taken through the Overview and Scrutiny Committee and the Executive. A series of briefings are planned for the Finance Working Group starting in October and leading up to the budget being set, to drill down into the key financial issues. There are also a series of member briefings planned.
- 4.3 The assessment against the Financial Management Code is complete and includes an improvement plan. Improved programme management is in place to monitor the progress of the improvement to finance reporting and actions. Further work is needed to ensure processes and systems are robust and supported by the necessary capability and capacity in the finance team.
- 4.4 The Statement of Accounts for 2022/23 is scheduled to be presented to the Standards and Audit Committee in November 2023. These will be on an unadjusted basis and following a report on outturn which will be considered by the Corporate Leadership Team. The Statement of Accounts adjusted/final (subject to audit) versions for 2018/19, 2019/20, 2020/21, 2021/22, and 2022/23 will follow the completion of audit reports by BDO on the unadjusted versions which are due by March 2024. Grant Thornton is currently looking at the Value for Money (VfM) assessments that are part of the 2023/24 accounts and a VfM review report is imminent.
- Direction:** Action plan to ensure the capital, investment and treasury management strategies are sustainable and affordable.
- Success measure:** The Council's capital investment and treasury management strategies are sustainable.
- 4.5 The review of the Council's position on subsidy/state aid in respect of the additional business cases is now complete. The Council's external legal advisers have confirmed that the actions of the Council are compliant with regulations and guidance.
- 4.6 The Section 114 Report, issued on 7 June 2023 covered the assessment of the impairment risk to Council loans. The matter was re-assessed in August and the overall deficit restated. This is being updated again to apply the Minimum Revenue Provision (MRP) changes and any other capital or treasury management requirements.
- 4.7 A report regarding the Review of Treasury Management was received by the S151 officer. Plans are currently being developed to increase the Council's capacity and skills in respect of cashflow monitoring and to address the recommendations in the report. Further urgent work is being undertaken on cashflow monitoring to ensure that the cash requirements for capital debt rescheduling and revenue budget requirements can be separately identified and covered.

¹ Orbis is a public sector partnership to provide services for its partner Councils (Surrey County Council, East Sussex County Council and Brighton and Hove City Council). Orbis works with colleagues in other authorities to deliver high quality, customer-focussed support services without the profit requirement of commercial outsourcers. The council has brought in Orbis to support specifically on the procurement and commissioning improvements and savings.

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Direction: A strict debt reduction plan.

Success factor: The Council's debt position has been improved.

- 4.8 The debt reduction plan has been developed and approved by the Improvement and Recovery Board (IRB). Work is underway to provide the revised debt position based on updated savings plans, the revised MRP and the asset sale plan. The commercial strategy currently in development will support this. Work is underway to develop the asset rationalisation strategy and plan. This will have significant focus during the next period.

Direction: Compliance with financial management guidelines (updated Minimum Revenue Provision policy).

Success Factor: The Council's functions are operating in line with the appropriate rules, guidance and good practice. The Council has a compliant Housing Revenue Account.

- 4.9 Work continues to implement the expert advice on MRP treatment and loan impairments following the report received from an independent consultant in August 2023. Further modelling has been undertaken and the MTFS will be updated to reflect scenarios and apply the revised MRP charges.
- 4.10 Financial reporting has improved. This will now be embedded into the organisation to effect culture change with the ownership of service budgets sitting with service managers, supported by the finance team.
- 4.11 A consultant was appointed to prepare the 30-year Housing Revenue Account (HRA) business plan. The initial focus was on recharges as this will impact on both the HRA and the General Fund. Work on HRA recharges is progressing well and will inform the outturn and budget. Work is underway to develop the HRA budget and business plan – this is being developed with the service. The current focus is to procure a HRA Business Plan model to use for this exercise.

Direction: Resourcing Plan to support Recovery – capacity; capability; skills.

Success measure: The structure of the Council is proportionate to that service offer and to the wider corporate plan and is designed in such a way as to deliver the objectives of that plan.

- 4.12 Additional specialist finance resource has been brought in on a temporary basis to support the progression of the Financial Recovery theme key actions. A review of the capability within the finance team has been undertaken to inform what the future structure should look like. CIPFA will provide benchmarking information from other borough Councils to support this. Recruitment for a permanent S151 officer and deputy S151 officer has commenced, and once in place they will improve the stability of the function.

5.0 Commercial Theme

Direction: An action plan to strengthen financial and commercial functions (also within the Governance and Assurance Theme).

Success measure: The structure of the Council is proportionate to that service offer and to the wider corporate plan and is designed in such a way as to deliver the objectives of that plan.

Direction: An action plan to secure value for money in dealing with and financing of and strategies for companies.

Success measure: The Council's remaining assets and commercial interests following a programme of exit are appropriate to the Council's size, in line with the corporate plan.

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- 5.1 Since the first progress report in August 2023, the capacity to develop and deliver the Commercial theme of the IRP has been increased (using Ethical Commercial who are consultants providing expert commercial support and advice), recognising the lack of commercial capability in-house and the pace needed in this area of the IRP. The aim of this theme is to “Release the Council from unaffordable commitments, whilst protecting the public purse and optimising the value of existing assets”.
- 5.2 A key achievement in this period was the development of the Victoria Square and Sheerwater business cases for capital investment that were submitted to Government through the Department for Levelling Up Housing and Communities (DLUHC). The business cases share the same essential aim: to avoid imminent insolvency and to protect and maximise the value of assets held by the companies to subsequently reduce the debt burden on the Council as far as possible.
- 5.3 In both cases the business cases were to enable the completion of partially completed capital works that were in the 2023/24 Capital Programme. They set out the reasoning as to why it is in the broader interests of the public purse for the Government to allow the Council to continue to access Public Works Loan Board (PWLB) borrowing to enable the completion of these schemes.
- 5.4 Following consideration of the business cases, the Council is now able to access PWLB borrowing to fund the completion of these schemes. Monthly requests for draw down of borrowing requirements are made and supported by detailed expenditure analysis and cash flow forecasting.
- 5.5 A Commercial Protocol has been developed and approved. The primary purpose of this protocol is to ensure that future commercial activities and use of commercial assets are demonstrably aligned to the Council’s prevailing strategic priorities. This will be used for all future commercial decisions within scope.
- 5.6 The Council is developing a Commercial Strategy. The strategy will contain the plans for commercial activities which the Council will execute to achieve its commercial strategic aim as set out above. This will include commercial asset disposals, procurement and contract management, role of companies and fees and charges. The strategy will clearly outline how assets will be reviewed to determine what should happen to them. This includes analysis of the contribution (and potential contribution) of each asset to the Council’s strategic aims, including the IRP, and its financial, social, environmental, and local economic impacts. It also includes an analysis of the revenue and capital impacts of disposal, development or re-purposing of assets. The outcome of this review will determine whether the Council is to retain the asset.
- 5.7 A draft of the Companies Governance Framework has been produced following consultation with key internal stakeholders and the Commissioners. This is a new document which provides a clear set of requirements for all companies in which the Council has an interest. The Governance Framework sets out a process for developing and agreeing business plans and a reporting framework that will produce critical information for each company. Companies are now asked to ‘self-assess’ and identify areas requiring improvement, followed by validation from Ethical Commercial Ltd. The Companies Governance Framework is due to go the Executive for formal approval in November.
- 5.8 As part of the IRP, all companies are being reviewed in two stages. Firstly, an assessment of their compliance with the Council’s Companies Governance Framework (see above), and secondly a strategic review to determine how (and to what extent) the companies support the Council’s core strategic aims. The outcome of the strategic reviews will determine the future form and purpose of the companies if they are to be retained. Recommendations will fall into three categories: shut down, continue with revisions, or continue as is but with improved

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governance following implementation of the Companies Governance Framework's requirements.

6.0 Governance and Assurance Theme

Direction: An action plan to strengthen financial and commercial functions (also within Commercial Theme).

Success Measure: The Council has ensured that there are effective governance, risk management and scrutiny arrangements and functions in place for Council decisions, that members and officers demonstrate that they understand and respect their roles in Council business, and that decisions are taken on the basis of appropriate evidence and analysis.

- 6.1 A Local Government Association (LGA) mentor has been identified and put in place for the Chair and Vice-Chair of the Overview and Scrutiny Committee. The Centre for Governance and Scrutiny (CfGS) has been commissioned by the LGA to review the Council's Overview and Scrutiny function, and they produced an action plan for improving the function at the end of September. Work has begun to prioritise the actions in the plan and identify the necessary officer resources to support delivery. A member workshop is being arranged to engage Councillors with the review work. The Council will continue to be supported by the CfGS as this action plan is implemented.
- 6.2 A decision was made following the intervention to release Part II confidential documents dating back to 2016 with appropriate redaction, for increased transparency and in response to an increasing number of FOI requests. Approximately 500 documents were identified as part of the review. After removing duplicates, there are 226 documents to release with 186 of these requiring redacting. A redacting software has been obtained and work to carry out the redaction has begun. Initial discussions have been held with the Marketing Communications team regarding the best release method.
- 6.3 LGA contacts have been identified to discuss the process for changing the election format to all-out elections. Discussions are due to take place with other authorities who have implemented this change (South Cambridgeshire and Huntingdonshire). The next step will be to engage members on the process.
- 6.4 Conversations have been held with the LGA regarding the most appropriate role for the independent member on the Standards and Audit committee. The final decision on this will inform what support the Council receives from the LGA in future for this work.
- 6.5 Ethical Commercial has completed a review of our operating manual for companies, and we have sought external legal advice on our business cases to Government on both ThamesWey and Victoria Square. Work on ThamesWey and Victoria Square is being prioritised but work on other companies is ongoing.
- 6.6 The Annual Governance Statement for 2022/23 is being prepared, to go to the Standards and Audit committee for approval on Thursday 23 November. The Statement reflects the Council's assessment of its governance arrangements as at 31 March 2023, therefore the impact of the Government intervention and external audit will be addressed in the 2023/24 Statement, to be published next year.
- 6.7 Considerations about the future size of our legal and commercial capability are ongoing, but the conclusion will largely depend on the future of Council companies and assets. A temporary property lawyer is starting with the Council in early 2024.

7.0 Organisation and Service Redesign Theme

Direction: An action plan to reconfigure services.

Success measure: The Council has a service offer which is shaped by a focus on its residents and customers and responsiveness to their needs and demands and which is affordable.

- 7.1 The Gateway process discovery stage identified the minimum viable provision for all services. As reported in the first three-month progress report, this process identified £4m of savings, and further service changes that will result in an additional £4m savings, contributing to the £12m budget shortfall. The possible savings have now increased to £8.5m and plans are in place to identify the remaining £4m by the end of the November.
- 7.2 Resident engagement was carried out in the summer to seek views on the Council's discretionary services. With over 8,000 responses, this was the largest consultation response rate the Council has received. Most respondents said they would consider paying an additional charge for all discretionary services, with the exception of car parking. When asked which services the Council should consider closing, arts and theatre services was the most frequently select answer (27%), as opposed to leisure (5%) and community centres (5%). Residents' preferred options for tackling the budget shortfall were 'finding other organisations to deliver services' (32%), followed by 'charging more for discretionary services' (20%). The full details of the engagement were published with the MTFS update in September 2023 and have been used to shape the public consultations.
- 7.3 Public consultation commenced on 2 October 2023 on proposals to reduce or stop certain discretionary services and will run for six weeks to 12 November. During this time senior managers have been engaging stakeholders and partners to discuss the impact of the savings proposals and discuss potential mitigations. These include transferring some services to another Local Authority which has now been agreed. Community Asset Transfer is an option for some services and this is being looked into where possible. As part of the Council's sector support offer from the LGA, an organisation called Local Partnerships is supporting the Council by providing additional expertise in this area.
- 7.4 Local Partnerships are also carrying out benchmarking on what the 'business as usual' offer should be for a small district Council. This will include an assessment of staff structures, fees and charges and key outsourced services. This will potentially highlight additional savings in services to plug the revenue savings gap.
- 7.5 The phase one staff consultation (senior management structure reporting to strategic directors only) has now concluded, resulting in £244k staffing savings. No change to service provision has yet happened as this is subject to public and further staff consultation. Service structures for the rest of the organisation have now been finalised and the phase 2 consultation will commence with the workforce and trade unions at the end of November.
- 7.6 The Council's leadership has commenced work to establish a clear vision for the future organisation. This will help shape the review of the 'Woking for all' strategy. The vision is also an integral part of providing a narrative to support the proposed service changes within the budget and the IRP. This vision will take account of WBC being a much smaller Council with significant financial challenges. The vision will be a key tool for the Council, supporting conversations with stakeholders around the budget and beyond whilst also underpinning the development of future strategies and operating models.
- 7.7 Initial improvements and efficiencies have been identified for customer-facing services. A joint ICT and customer services team has been formed to make improvements to the website and user journeys. A more comprehensive service redesign programme begins in early 2024, after the staff restructures are completed. The longer-term goal of improving the way services are

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delivered though channel shift² is underway with soft market testing to potential suppliers starting in November.

- 7.8 Orbis procurement (a public sector partnership that provides services to local authorities) has provided a Procurement Business Partner who started at the Council in August 2023. A major review of the Council's contracts and procurement processes has been carried out and a subsequent improvement plan is being implemented. Every action is focussed on achieving cost savings/cost avoidance and ensuring that a robust procurement system is implemented to enable the Council to become more efficient, commercial in approach, and minimise duplication.
- 7.9 The outcome of the staff consultation, the public consultations, the Equality Impact Assessments (EqIAs) on proposed service changes, and the benchmarking exercise will all be analysed in totality and brought together at the beginning of 2024 to form the 2024/25 budget. Then, subject to approval at full Council in February 2024, implementation will commence.

8.0 Programme level progress

- 8.1 As highlighted in the first three-month progress report, effective programme management arrangements, robust monitoring processes, and clear roles and responsibilities will be key to the Council's successful delivery of this IRP and achievement of sustainable change.
- 8.2 The Programme Management Office continues to manage the delivery of the programme on a day-to-day basis, with a dedicated Programme Manager responsible for the delivery of the programme and managing the dependencies between themes.
- 8.3 Each Theme now has its own board or working group in place to manage progress, risks and issues. Due to the pace of the plan, these groups/ boards meet either weekly or fortnightly. Commissioners attend these periodically.
- 8.4 Additional governance has been put in place around key deliverables and work packages to ensure join up, that linkages are managed, and that work progresses at pace. This includes the Valuations Oversight Group which has been set up to identify the Council's current and future Corporate, Financial Services and Property Services requirements from property asset valuations to meet statutory current cost accounting requirements and inform senior management property asset related decision making.
- 8.5 The IRB which comprises CLT, Commissioners and the deputy Chief Executive from Surrey County Council to provide external challenge, meets on a monthly basis. Highlight reports for each theme are provided at each board, which cover progress of the actions and milestones within the delivery plan, and management of risks and issues. An overall report is also provided, which outlines the dependencies and overall 'health' of the programme in a dashboard format. This suite of documents is shared with the Executive monthly.
- 8.6 The IRP is a live document, continuously updated to take account of progress and relevant changes. These changes will be tracked through programme management mechanisms and may include the addition of new workstreams or objectives, or the amendment of timescales for delivery of actions. The Executive will retain oversight of these changes through the regular reporting process.
- 8.7 A set of Key Performance Indicators (KPIs) has been agreed by the board. These KPIs will be the means for measuring the improvement journey of the Council. They are: a) Expenditure

² 'channel shift' is the process by which organisations encourage customers to change the way they choose to interact with services, from the customers' current preferred approach to a new one. Channel shift is not about asking people to adopt new technologies or habits or to make it more difficult for them to interact with the council. It is about asking customers who can, to interact with the council in ways that they already do with other businesses and organisations.

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against the Programme; b) Savings identified; c) Savings delivered; and d) Debt reduction status. Others will be added later in the improvement journey. These performance indicators will be monitored as part of the Corporate Performance monitoring.

- 8.8 Programme costs are tracked monthly. Any new resource requirements are subject to approval at the Financial Control Panel. There continues to be a high level of temporary/interim staff to deliver the Plan, and this comes at a higher cost than in-house resource. The current forecast shows £3.4m allocated over a three-year period.

9.0 Corporate Strategy

- 9.1 The deliverables set out in this IRP will achieve long-term sustainable improvements in how the Council operates, ensuring it is able to take effective decisions focused on improving outcomes for residents. This impacts on the Council's ability to deliver its Corporate Plan, which will have its objectives and actions revised.

10.0 Implications

Finance and Risk

- 10.1 If the Council fails to take appropriate action to meet the requirements set out in the Government Direction, or if the Commissioners appointed by the Secretary of State do not have sufficient confidence that appropriate actions are being taken to implement and sustain the required improvements, then the Council risks not having appropriate arrangements in place to comply with its best value duty under Part 1 of the Local Government Act 1999. This could lead to further Government intervention, increased costs and damage to reputation.
- 10.2 An IRP Risk Register will be maintained which will underpin the Council's Strategic Risk Register. This will be reported monthly to CLT and to the Informal Executive. The current key risks are outlined in appendix 3.

Equalities and Human Resources

- 10.3 The successful delivery of this IRP will require the development and review of many of the Council's services. These will include an EqIA where appropriate prior to decisions being made.
- 10.4 The staffing changes as a result of the Organisation and Service Redesign theme are being carefully managed and a formal consultation approach is being taken. Full EqIAs are being carried out as part of this process.

Legal

- 10.5 The Monitoring Officer reiterates the guidance provided by the S151 Officer under the Finance heading of this report as well as highlighting that the Council is still obliged to meet its statutory duties and continue to make decisions in accordance with public law principles. It is anticipated that the IRP outlined in this report will support the Council to rationalise and deliver its statutory obligations.

11.0 Engagement and Consultation

- 11.1 The IRP is published on the Council's website. The progress reports produced to the Commissioners are also published on the Council's website. A communications plan to keep staff, residents, partners, businesses and stakeholders informed is also in development.

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Staff and Members

- 11.2 It is vital that the Council effectively engages staff and Members to drive organisational changes. The Council is having an open conversation with staff and Members about the values the Council needs to adopt and embed going forward. The Council has around 350 members of staff, many of whom work on the frontline, and internal communications will support staff to understand the relevance of the IRP to their day-to-day work, alongside the Council's Corporate Plan and priorities for residents.
- 11.3 The Council is communicating with staff in a variety of ways, including regular video and email messages, staff Q&A sessions and manager briefings. This is a two-way conversation with the intelligence gained from staff throughout the organisation used to inform the IRP.

Residents

- 11.4 The Council is committed to becoming a listening, responsive Council that enables residents to influence the design of services. The Council is conducting a residents' survey that will inform priorities and future communications with the community, to ensure focus on the issues residents care about.

Partners and stakeholders

- 11.5 The Council is reviewing ways of working and partnership arrangements as it continually strives to provide the best possible services. The Council wants to build on its operational relationships with partners that have been strengthened during the pandemic and is keeping them informed of progress against the IRP.

REPORT ENDS

The Secretary of State Directions

The Directions include requirements for the following:

- a. An action plan to achieve financial sustainability and to identify and close any short and long-term budget gaps across the period of its Medium Term Financial Strategy, including a robust multi-year savings plan.
- b. An action plan to ensure the Authority's capital, investment and treasury management strategies are sustainable and affordable.
- c. A strict debt reduction plan, demonstrating how overall capital financing requirement and external borrowing will be reduced over a realistic but expedient timescale, reducing debt servicing costs.
- d. An action plan to ensure the Authority is complying with all relevant rules and guidelines relating to the financial management of the Authority. An updated Minimum Revenue Provision policy in line with all relevant rules and guidelines.
- e. An action plan to reconfigure the Authority's services commensurate with the Authority's available financial resources.
- f. A plan to ensure that the Authority has sufficient skills, capabilities and capacity to deliver the Improvement and Recovery Plan, within a robust officer structure, including appropriate commercial expertise and capacity.
- g. An action plan to strengthen the Authority's financial and commercial functions, and to secure improvements in risk management and governance.
- h. A plan to secure value for money during any exit from the Authority's arrangements with its companies, and the revolving lending arrangements between them, including a plan on how to mitigate associated risks and an appropriate timescale for doing so.
- i. Actions to secure continuous improvement in all services.

The Directions and Success Measures

Direction	Success measure
(a) An Action Plan to achieve financial sustainability	The Council has a balanced revenue budget and a sustainable Medium Term Financial Strategy.
(b) An Action Plan to ensure the Authority's capital, investment and treasury management strategies are sustainable and affordable	The Council's capital, investment and treasury management strategies are sustainable.
(c) A strict debt reduction plan	The Council's debt position has been improved.
(d) Compliance with Financial Management guidelines – updated MRP policy	The Council's functions are operating in line with the appropriate rules, guidance and good practice. The Council has a compliant Housing Revenue Account.
(e) An action Plan to reconfigure services	The Council has a service offer which is shaped by a focus on its residents and customers and responsiveness to their needs and demands and which is affordable.
(f) Resourcing Plan to support Recovery – capacity; capability; skills	The structure of the Council is proportionate to that service offer and to the wider corporate plan and is designed in such a way as to deliver the objectives of that plan.
(g) An action plan to strengthen financial and commercial functions	The Council has ensured that there are effective governance, risk management and scrutiny arrangements and functions in place for Council decisions, that members and officers demonstrate that they understand and respect their roles in Council business, and that decisions are taken on the basis of appropriate evidence and analysis.
(h) An action plan to secure value for money in dealing with the financing of and strategies for companies	The Council's remaining assets and commercial interests following a programme of exit are appropriate to the Council's size, in line with the corporate plan.
(i) An action plan to secure continuous improvement	The Council has demonstrated that it is focused on continuously improving in all areas and has robust processes in place to collect and analyse data on its delivery, and to manage its performance effectively, and has developed an organisational culture, at all levels, where staff are enabled and empowered to constructively challenge and improve ways of working.

The Improvement and Recovery Plan Progress – September to November 2023

All the recommended actions from the External Assurance review and other actions identified as part of the Improvement and Recovery Plan have been progressed, or a concrete plan is in place to action them.

The Council has considered properly and decided as to whether to move to a four yearly electoral cycle.

The Improvement and Recovery Plan Progress – September to November 2023

Appendix 3 – Risk Register

The following risks are extracted from the Risk Register as the top ‘red’ risks to the delivery of the Improvement and Recovery Plan. They are monitored by the Improvement and Recovery Board on a monthly basis.

Risk	Mitigation
1. Resources – major competency and capacity gaps identified but difficulty in filling them leading to continued reliance on temporary resource	Upskilling staff where possible. Current interim S151 and interim deputy are improving the culture of the function and improving links with service managers. Commencing recruitment of permanent S151 and deputy S151.
2. Pace of change and ability of staff to cope with the pace alongside delivering BAU services	The pace required and the scale of the change with limited resources continue. Regular senior manager briefings and staff briefings are being held. Additional support in place from HR change team.
3. Insufficient data and poor record keeping leading to delays in delivering the programme actions e.g. asset rationalisation strategy	This is improving as more attention is given. Still remains a high risk.
4. Difficult decisions not being made leading to savings not being realised and loss in confidence by Government	Finance Working Group and all-councillor briefings in place to brief on financial issues. Additional Scrutiny meeting planned for December. Vision being developed to support the narrative.
5. The level of organisational change and uncertainty has an adverse impact on staff morale leading to higher numbers leaving and a resultant loss of corporate knowledge	Vision being developed and supporting narrative regarding what the vision means for staff, residents, and partners. Regular staff briefings and additional support is being provided during this phase

