

COMMUNITY FEEDBACK PRIORITIES

Climate Change

Actions completed:

- Robust climate policies captured within Woking's Core Strategy and other development plan documents
- Installation of Combined Heat and Power network in Woking Town Centre

Actions to be implemented:

- The Council's Climate Emergency Action Plan (CEAP) sets out the actions that the Council is prioritising for delivery, individually and in partnership with other organisations.
- Further proposed actions are set out in the 'Tackling Climate Change Locally' report to be considered by the Executive on the same agenda as this report on 20th January 2022. Specific actions are to include:
 - Adoption of a revised Sustainability Supplementary Planning Document
 - Liaise with external partners to maximise the provision of charging points for e-vehicles across the wider Borough, utilising Government funding and commercial support when available
 - Review Woking 2050, the Council's climate change strategy, to incorporate the Council's pledge for carbon neutrality and the climate emergency action plan
 - Continue to provide access to Government grants to deliver household energy efficiency improvements for eligible residents through Action Surrey

Keeping the borough a safe place for everyone

The Community Safety team contributes to ongoing work such as Community Harm and Risk Management (CHaRMM) and the Joint Action Group (JAG) meetings, as well as several events and campaigns that help keep the Borough safe.

These include yearly events such as Junior Citizen, which is aimed at all Year 6 pupils, Anti-Social Behaviour Awareness Week which is now a national event each July and Domestic Abuse Awareness Week which is a Surrey wide event held in June. We also support Surrey Police with their ongoing programmes, such as County Lines intensification weeks, crime prevention work and ongoing campaigns specific to them – recently this was E scooters in the Borough. This work also includes the implementation of the Safer Streets 3 funding for improvements along the canal.

Work will also continue with any identified group, organisation or charity to support work that they are undertaking that will be beneficial to the residents of Woking, such as Women's Support Centre, York Road Project, Woking Street Angels etc.

Taking steps to improve traffic flows across the borough

Actions completed:

- Significant investment in the public realm within Woking Town Centre to allow safer cycle and pedestrian movements
- Lockfield Drive traffic flow and vehicle capacity improvements at the Victoria Way junction
- Introduction of smart signal equipment through the town centre to allow signals to communicate better. When construction work is completed in the town centre, traffic will be able to flow through the town and not be stopped at each set of lights. This will improve carbon emissions as well as assist with the traffic flow.

Actions to be implemented:

- Identify more opportunities for cyclists and pedestrians to get around Woking, including accessible infrastructure and the provision of secure cycle parking facilities.
- Ambition to work with Surrey County Council on key agenda items including:
 - A245 corridor improvements to include smarter highway measures (there will need to be some hard measures as well)
 - Woking Town Cycling and Walking Infrastructure Plan
 - The Woking Sustainable Transport Package Phase Two.

Making it easier to travel around Woking Borough and the surrounding areas

Actions completed:

- Relating to the town centre:
 - Chertsey Road has had cycle and pedestrian improvements
 - Introduction of a bus lane and contra flow cycle lane along the High Street allows direct access for cyclists to the station and town centre
 - A new toucan crossing at Victoria Way allows cyclists and pedestrians to cross together, creating improved accessibility for cyclists to the town centre
 - A new bus stop at Bedser Bridge allows easy access to the town by bus
 - Albion/Station Plaza Square has seen the removal of through traffic and improvements for bus travel, pedestrians and cyclists
 - Improvements to public realm and pedestrian travel at Dukes Court
 - Chobham Road cycle bridge has new linkage for cyclists and pedestrians from the north side to town side of the canal

Actions to be implemented:

An aspirational list of future partnership working with Surrey as the Highway Authority:

- Woking Town Local Cycling and Walking Infrastructure Plan (LCWIP) Delivery Phase 1 - Woking Town LCWIP identified walk/cycle improvements to deliver recommended corridor improvements. The LCWIP proposed improvements on several corridors, so a phased approach is proposed to make delivery more manageable
- Victoria Arch scheme widening scheme - a £115 million highways enhancement scheme to support Woking town centre's future growth.
- Woking and Esher railway station hubs and access - Improve access by all modes between rail stations and town centres, key employment locations and residential. Also, improvements to the station and hub amenities e.g. shelter, cycle parking, security measures. Package covering railway stations in Woking and Elmbridge.
- Hermitage Road cycle bridge - Parallel dedicated pedestrian and cycle bridge adjacent to existing A324 Hermitage Road bridge, Brookwood, plus c. 150m of cycle track to connect the two sections of the Saturn Trail
- Woking Sustainable Transport Package Phase 2 - Further improvements to walking and cycling, to and from Woking town centre informed by Woking's LCWIP; Quality Bus Corridors in directions of Brooklands, Sheerwater, Byfleet, Send, Westfield, Kingfield, Mayford and Old Woking
- Six crossroads junction smarter highway - Capacity and safety improvements at Six Crossroads major A320/A245 junction
- A245 smarter highway West Byfleet to Painshill - Road modernisation and capacity improvement between West Byfleet and Painshill, including new traffic technology
- Bridge widening at Byfleet and New Haw

Providing more high-quality affordable and key worker homes to meet the needs of people

Actions completed:

- The first 46 affordable homes, part of the Sheerwater Regeneration Scheme, have been completed and work is progressing on two small sites for new council homes
- A review of the Affordable Housing Supplementary Planning Document is underway
- Seeking to prioritise key workers for any new “First Homes” (new Government scheme) built in the Borough
- Providing more high-quality affordable and key worker homes to meet the needs of local people
- Adoption of a Site Allocations Development Plan Document setting out detailed expectations for housing sites including the delivery of affordable housing
- Securing new affordable housing from larger scale developments via the planning application process

Actions to be implemented:

- Future adoption of an amended affordable housing Supplementary Planning Document

Encouraging vibrant village high streets by supporting local businesses

Actions completed:

- Supporting Neighbourhood Planning
- Supporting the West Byfleet regeneration
- Officers visit and engages with businesses across the borough, offering advice and support, marketing and promotion
- Introduced MyTownShops Woking to provide businesses with an online presence that offers a click and collect or delivery service

Actions to be implemented:

- Priorities within the Economic Development Action Plan are to ensure that the boroughs town and village commercial centres and high streets are resilient and flexible to maintain competitive advantages. These include:
 - Online is here to stay: Encouraging our smaller businesses in the town and village centres to have an on-line as well as a physical presence
 - Clean and contactless: Helping retail and other people-facing businesses to move to smart technology
 - All-round experience: Encouraging niche and specialist retailers and services in town and village centres to offer a wider range of opportunities, not just shopping

Tacking homelessness and its causes

Actions completed:

- Working in partnership with the York Road Project to offer rough sleepers extra support and accommodation following the “Everyone In” initiative
- Opened the Council’s temporary accommodation scheme just before Christmas
- Expanded our Floating Support offer for homeless families, including a specialist Housing and Mental Health Support Worker, seconded from Woking Mind

Taking action where required, to deal with anti-social behaviour

New Vision Homes have re-introduced a dedicated Anti-Social Behaviour Manager post, which will come in-house in April 2022

Having a council that listens to residents, and where everyone can ‘have their say’

Actions completed:

- Woking Residents' Panel has been established, where the views of panellists have helped to shape the Councils’ vision for the future

- A community consultation and eight engagement roadshows were held during November and December 2021 to allow residents to influence the Council's five-year Corporate Plan for 2022-2027 and three-year Medium-Term Financial Strategy
- Your borough, your budget tool launched which allows residents to prioritise spending across the Council's key service areas
- Woking Community Forum launched which allows residents to have their say about issues that are important to them

Actions to be implemented:

- Establish a panel for tenant and leaseholder engagement
- Establish a tenant and leaseholder area on the Woking Community Forum site
- Active response to Government consultations to represent the voice of communities of the Borough Develop and publish a Community Engagement Plan
- Develop a calendar of community engagement with a target of six sharing and listening events over the year
- Develop a commissioning prospectus
- To use our representation on the Members Board of the District Councils' Network to collaborate, strengthen the voice of District and Borough Councils and influence national policy
- To continue to support the scrutiny of the Councils strategies to strengthen democratic accountability

Providing support for older, vulnerable people

Actions completed:

- The Extra Care Housing scheme was launched at Hale End Court in Old Woking
- Byfleet Care Club at St Marys in Byfleet has opened to provide support and respite for those residents living with dementia and their carers.

Actions to be implemented:

- The Council will update policy to assist more residents being discharged from hospital with facilities they require to allow them to remain independent at home

Supporting new and established local businesses and shops to create more local jobs

Actions completed:

- Major Woking Town centre investment and regeneration including Victoria Square
- Commencement of the Woking Town Centre Masterplan
- Approval of a revised Economic Development Action Plan
- Between March 2020 and September 2021, the Council distributed over 4860 grants totalling £27,381,704.44 to local businesses across various schemes. The Council provided a wide range of business support both directly and through Woking Works, as well as helping businesses access government support, providing advice and help with a range of issues including:
 - Over 650 interactions with businesses including one-to-one support with business advisers and support for strategy, business plans and marketing, as well as start-up support and continued engagement with businesses throughout 2020/21
 - Directly contacted business owners and business managers on the high streets and villages across Woking Borough to offer advice and support on grant applications or other government initiatives
 - Supported the #WeAreWoking campaign, to encourage customers back onto the high street and to 'shop local'

- A comprehensive amount of services are offered to support new and established businesses including:
 - Resilience planning via 1-2-1 Business Support clinics as part of the Woking Business Growth service
 - Business directory of Woking businesses
 - Start Up Woking is aimed at providing support to start-ups
 - A jobs' board

Actions to be implemented:

- Approval and implementation of the Woking Town Centre masterplan
- Implement digital strategy
- Destination Woking