

## Appendix 2b

Our vision	Yes	%	No	%	To some extent	%	Total	%
Do you agree with the nine suggested themes?	11	52.4	5	23.8	5	23.8	21	100.0
Do you agree with the two overarching objectives proposed?	13	61.9	4	19.0	4	19.0	21	100.0
Do you agree with our guiding principles?	15	71.4	4	19.0	2	9.5	21	100.0
What else should we be thinking about?	<ul style="list-style-type: none"> <li>• Net zero financial cost not feasible at this time.</li> <li>• Infrastructure improvements should be priority over more housing.</li> <li>• Net zero before 2045, not later. Explicitly recognise urgency. Also same target adopted by other councils e.g. Surrey.</li> <li>• Join UK 100 network.</li> <li>• Prevent people paving over driveways.</li> <li>• Comprehensive and informative document which reads like a 'sustainability handbook'. Hope it survives the spending cuts.</li> <li>• Look at ways to mobilise private investment e.g. Bristol and Coventry</li> <li>• Use data to support decision-making; measurement and monitoring</li> <li>• Use data to understand at a local geospatial level where the biggest demands or opportunities are to rapidly scale-up solutions and make constrained resources go further e.g. Bristol Climate Hub.</li> <li>• Include reference to unique features in borough e.g. transport; landscape character; natural value.</li> <li>• Include food in nine themes.</li> <li>• Include reference to building resilience alongside adaptation.</li> <li>• Include phrases such as "restorative" and "regenerative".</li> <li>• Strategy lacks focus; too broad for net zero - too many topics that could be covered by other strategies. Energy, transport and behaviour change should be key focus.</li> <li>• Put your objectives at the beginning of each section rather than at the end.</li> </ul>							
Council response/action/amendment to strategy:	<ul style="list-style-type: none"> <li>• Costs set in context of the Council's Medium Term Financial Strategy (MTFS). We recognise that we cannot fund net zero alone and will need to work in partnership and identify innovative finance solutions.</li> <li>• Target date amended in strategy to 2045.</li> <li>• Further to consultation feedback, the council will seek membership of UK100. This is now reflected in the actions.</li> <li>• Monitoring, including SMART targets, to be developed as part of action plan that will be updated following adoption of the strategy. This is stated in section 15.4 'Monitoring and governance' of the draft strategy.</li> <li>• For ease of reference, the impact of food (and other consumables) is covered in the theme on waste.</li> <li>• The broadness of the strategy reflects all the areas that play a part in our collective journey to net zero. Themes can be taken as bitesize standalone themes to engage the community. Good practice and strategies elsewhere demonstrate a similar breadth of topics addressing both net zero and broader climate change topics.</li> <li>• Objectives moved to beginning of each section as requested.</li> <li>• Resilience is referred to alongside adaptation and discussed across themes. Also a key part of Surrey County Council's Surrey Adapt strategy (also cited).</li> <li>• The borough's Development Plan - the Core Strategy - sets out a 'spatial portrait' which sets out the area's unique features. See <a href="https://woking2027.info/developmentplan/corestrategy/adoptedcorestrategy.pdf">woking2027.info/developmentplan/corestrategy/adoptedcorestrategy.pdf</a> p16 onwards.</li> <li>• Paving over gardens links to national planning controls set by central government e.g. 'permitted development', which include in recent years requirements for permeable surfacing material or a full planning application (see <a href="http://www.planningportal.co.uk/permission/common-projects/paving-your-front-garden/planning-permission">www.planningportal.co.uk/permission/common-projects/paving-your-front-garden/planning-permission</a>). Swimming pools can be permitted development too <a href="https://urbanistarchitecture.co.uk/planning-permission-for-outdoor-swimming-pool/">https://urbanistarchitecture.co.uk/planning-permission-for-outdoor-swimming-pool/</a></li> </ul>							

Energy	Yes	%	No	%	To some extent	%	Total	%
Do you agree with this theme's objectives?	11	64.7	3	17.6	3	17.6	17	100.0
Do you support the actions the council plans to take?	10	58.8	2	11.8	5	29.4	17	100.0

What else could we be doing?	<ul style="list-style-type: none"> <li>•More investment in heat pumps. Solar panels on all new houses and offices.</li> <li>•Collective purchase schemes for insulation, heat pumps etc (like Solar Together).</li> <li>•Attract green energy skills/jobs.</li> <li>•Council should not invest in energy schemes.</li> <li>•Advice on loft clearance and insulation. Inform people of benefits of action.</li> <li>•Free parking for electric vehicles; remove diesel buses.</li> <li>•Council tax incentives for those investing in renewables.</li> <li>•No mention of how industrial emissions being tackled e.g. energy intensive manufacturing</li> <li>•Lack of reassurance that carbon footprint findings will be prioritised in context of financial situation.</li> <li>•Harness private investment to augment council budgets.</li> <li>•Strengthen position on open fires and wood burning stoves.</li> <li>•Objectives to include: support community-led innovation and engagement.</li> <li>•Actions to specify: working directly with the local building sector to carry out energy efficiency improvements at key opportunities (such as extensions, home improvement projects, etc.)</li> <li>•Actions to specify: going deeper on work with private landlords and home-owners. Proactively seek out other (more innovative) forms of finance measures, such as revolving funds or facilitating low-interest loans.</li> <li>•Actions to specify: "Promote AND FACILITATE community energy projects"</li> <li>•More plans for local renewable energy projects that are community funded.</li> <li>•Ground source heat pumps and combined heat and power for Goldsworth Park centre.</li> <li>•More help for households with low EPC that are above income thresholds for grant support.</li> <li>•There are no specific energy related objectives. Need to demonstrate e.g. how many homes need to be retrofitted; how much it will cost and how the money will be found.</li> <li>•Use international case studies and tailor to Woking.</li> <li>•Behaviour change is key and engaging young people to take message home.</li> <li>•Priority area is the growth and decarbonisation of Woking's decentralised energy networks.</li> </ul>
Council response/action:	<ul style="list-style-type: none"> <li>•Green skills / training - focus area of LoCASE and SCC-led schemes in development.</li> <li>•Action Surrey / SCC programme in development to address the gap in support for households that do not meet current grant eligibility criteria.</li> <li>•Action Surrey offers valuable advice and signposting on measures such as loft insulation and ancillary services.</li> <li>•Action and objective around community focused and community funded local energy projects strengthened in strategy.</li> <li>•Decarbonisation of energy network in Woking is a priority in ThamesWey business plan and in findings of the carbon footprint assessment.</li> <li>•The revised Climate Change Supplementary Planning Document (SPD) will provide updated guidance to developers and homeowners on a range of themes including fabric first energy efficiency improvements and low and zero carbon energy technologies. The draft SPD is available to view here - <a href="https://www.woking2027.info/supplementary/climatechangespd/draftccspd2023.pdf">https://www.woking2027.info/supplementary/climatechangespd/draftccspd2023.pdf</a> - and was subject to public consultation between 18 May - 30 June 2023.</li> <li>•Carbon footprint assessment findings have been built into the strategy's theme on "The council's journey to net zero" and will be subsumed into the accompanying action plan as stated. Due to the prevailing finance situation this is set in the context of the Council's Medium Term Financial Strategy (MTFS) and the reliance on external sources of funding.</li> <li>•To date, EV drivers have enjoyed free charging in Woking Town Centre car parks.</li> </ul>

<b>Waste</b>	Yes	%	No	%	To some extent	%	Total	%
Do you agree with this theme's objectives?	24	85.7	1	3.6	3	10.7	28	100.0
Do you support the actions the council plans to take?	23	82.1	1	3.6	4	14.3	28	100.0

What else could we be doing?	<ul style="list-style-type: none"> <li>•Repair café and tool library. Request to mention WEAct repair cafe in strategy.</li> <li>•If waste related emissions only count for 2.8% how important is it to net zero?</li> <li>•Widen variety of what can go in kerbside recycling e.g. tetrapak; consistency at county level for recycling items like blisters packs etc rather than work with WEAct on these.</li> <li>•Work with Surrey districts and boroughs towards a more consistent approach to recycling.</li> <li>•Awareness raising to reduce food waste; grow your own fruit/veg. Encourage sharing of surplus food / allotment produce with food banks, community fridges etc.</li> <li>•Raise awareness of kerbside textiles and electrical recycling; improve recycling and also waste segregation in communal bin areas; advice on what to do with items no longer needed e.g. freecycle and equivalents; promote 'Buy Nothing' Facebook groups; food leftover apps and community food hubs like one in Knaphill. Crystal clear messaging on what can be recycled in blue bins.</li> <li>•Eradicate single use plastic. Expand schemes to enable people to refill reusable water bottles to reduce plastic waste. Lobby supermarkets and local businesses to reduce packaging and ban single use plastics / plastic bags altogether.</li> <li>•Work with / support local businesses that offer circular economy processes such as electronics / machine repairs.</li> <li>•Include separate section on domestic e-waste as fast growing sector.</li> <li>•Support small businesses to work together to achieve circular economy.</li> <li>•Higher fines to stop fly tipping.</li> <li>•Engage schools on waste and recycling - children take messages home.</li> <li>•Encourage deposit return schemes.</li> <li>•Bare+Fair now closed - remove case study. What are council's plans for refill now?</li> <li>•Consider ReWorked as a plastics recycling hub.</li> <li>•Any general waste should be burnt for energy recovery so nothing goes to landfill. Support biomass energy.</li> <li>•Measurable targets to increase recycling - SMART.</li> <li>•Replace 3Rs with 6Rs: Rethink, Refuse, Reduce, Reuse, Recycle, Repair.</li> </ul>
Council response/action:	<ul style="list-style-type: none"> <li>•WEAct repair café case study included (to replace Bare + Fair).</li> <li>•Although a relatively small proportion of emissions, tackling waste is key to a sustainable borough and in achieving the strategy's other guiding principles e.g. preserving resources etc.</li> <li>•Awareness raising done locally via WBC and Planet Woking communications but noted as action to continue messaging around waste and recycling.</li> <li>•Surrey Environment Partnership (SEP) website has resources and advice on a range of waste related topics and runs focused campaigns to improve awareness. See <a href="https://www.surreyep.org.uk/">https://www.surreyep.org.uk/</a>. These are also promoted through WBC communications channels.</li> <li>•New section on e-waste included in the strategy.</li> <li>•The strategy references SEP2025 which is the bridging strategy for strategy while further information awaited from governments on its Resources and Waste Strategy.</li> <li>•The Council, as a member of SEP, will lobby government for enhanced waste and recycling schemes such as bring/return schemes, as stated in the draft strategy.</li> <li>•Woking Environment Action runs a project called WEAct on Plastic which raises awareness on the need to cut plastics. The group has run mass unwrap events at local supermarkets and works with local organisations to help them achieve Plastic Free Community status (part of the Surfers Against Sewage campaign). See <a href="https://wokingenvironmentaction.com/plastic-free-woking/">https://wokingenvironmentaction.com/plastic-free-woking/</a></li> <li>•Eco schools is a globally recognised programme that aims to make sustainability an integral part of school life. SCC coordinates engagement and membership of the programme locally. Topics include waste and recycling, biodiversity, active travel and air pollution. Eco Schools programme mentioned in the strategy in section 10.10. There are currently eight eco schools in Woking borough.</li> <li>•Sadly Bare+Fair closed in Woking in June 2023, after the draft strategy was published for consultation. This case study has been replaced. There are alternative refill and eco shops locally including Kate's Eco Shop in Knaphill, Woking.</li> <li>•Monitoring, including SMART targets, to be developed as part of action plan that will be updated following adoption of the strategy. This is stated in section 15.4 'Monitoring and governance' of the draft strategy.</li> <li>•As requested the 6Rs of waste management (Rethink, Refuse, Reduce, Reuse, Recycle, Repair) are now referenced in the opening section of the waste theme.</li> </ul>

Water	Yes	%	No	%	To some extent	%	Total	%
Do you agree with this theme's objectives?	8	72.7	0	0.0	3	27.3	11	100.0
Do you support the actions the council plans to take?	8	72.7	1	9.1	2	18.2	11	100.0

What else could we be doing?	<ul style="list-style-type: none"> <li>• Stop permitting construction of private swimming pools; stop construction of blocks of flats.</li> <li>• New builds should all have water harvesting and storage facilities, domestic and commercial.</li> <li>• Add water butts to downpipes. Scheme for discounted water butts.</li> <li>• Raise awareness about Refill Woking on social media.</li> <li>• Require planning consent for paving over driveways.</li> <li>• Useful informative section.</li> <li>• Byfleet, West Byfleet &amp; Pyrford Residents Association insistent that Sanway Road flood alleviation scheme in Byfleet goes ahead in it's entirety and is not compromised in any way by Woking BC's stricken financial situation.</li> <li>• Need SMART objectives. Annual targets - you want to reduce water consumption - by how much and by when and who exactly?</li> <li>• More on climate adaptation, adjusting to volatile weather.</li> <li>• Drought-resistant planting in Woking public spaces.</li> <li>• Review/upgrade Woking's drainage infrastructure.</li> <li>• This theme is not directly related to acheiving net zero and so should be covered under some other strategy - perhaps a general climate strategy.</li> <li>• Use nudge techniques to encourage people to use less water - "do you know that you are using 20% more water than your neighbours?" get people to think about this and how they change - link to behaviour change theme.</li> </ul>
Council response/action:	<ul style="list-style-type: none"> <li>• The revised Climate Change Supplementary Planning Document (SPD) will provide updated guidance to developers and homeowners on a range of themes including flood risk resilience, use of Sustainable Drainage Systems (SuDs) and water efficiency including the use of grey / rain water harvesting. The draft SPD is available to view here - <a href="https://www.woking2027.info/supplementary/climatechangespd/draftccspd2023.pdf">https://www.woking2027.info/supplementary/climatechangespd/draftccspd2023.pdf</a> - and was subject to public consultation between 18 May - 30 June 2023.</li> <li>• Water companies including Affinity Water offer customer discounts on water butts - see <a href="https://www.affinitywater.co.uk/saveourstreams/garden">https://www.affinitywater.co.uk/saveourstreams/garden</a> - link included in strategy.</li> <li>• Monitoring, including SMART targets, to be developed as part of action plan that will be updated following adoption of the strategy. This is stated in section 15.4 'Monitoring and governance' of the draft strategy.</li> <li>• The Sanway Road flood alleviation scheme in Byfleet seeks to improve the local environment and access to green space while also protecting 150 homes from flooding. Public consultation on the scheme's design took place in May 2022. Delivery in partnership with the Environment Agency, Surrey County Council and others remains a priority pending the full project funding being confirmed by these partner organisations. Further information is available at <a href="https://www.gov.uk/government/publications/sanway-byfleet-flood-alleviation-scheme/sanway-byfleet-flood-alleviation-scheme">https://www.gov.uk/government/publications/sanway-byfleet-flood-alleviation-scheme/sanway-byfleet-flood-alleviation-scheme</a> and at <a href="https://consult.environment-agency.gov.uk/thames/sanway-byfleet-flood-alleviation-scheme/">https://consult.environment-agency.gov.uk/thames/sanway-byfleet-flood-alleviation-scheme/</a>.</li> <li>• The Refill Woking scheme has been promoted via Planet Woking and WBC social media channels and articles on both websites. The scheme will continue to be promoted and new retailers are welcome to join the scheme.</li> <li>• Water is key to a sustainable borough and raising awareness around its efficient use is important in achieving the strategy's other guiding principles e.g. preserving resources etc. The broadness of the strategy reflects all the areas that play a part in our collective journey to net zero. Themes can be taken as bitesize standalone chapters to engage the community. Good practice and strategies elsewhere demonstrate a similar breadth of topics addressing both net zero and broader climate change topics.</li> <li>• The suggestion to use nudge techniques to encourage people to use less water (and adopt other sustainable changes) will be incorporated into the action plan to be developed alongside the strategy and in awareness raising campaigns.</li> <li>• Adaptation is a key theme within this strategy and runs throughout the themes. The strategy also cites Surrey County Council's Surrey Adapt strategy and action plan to build resilient people, places and partnerships in the local area.</li> <li>• Reference is made to incorporating drought tolerant planting in public and green spaces both in the theme on water and on the natural environment. The forthcoming Planet Woking Wildlife Gardening Guide includes tips and advice for planting in a changing climate and which plants are best for drought and flood tolerance.</li> <li>• Paving over gardens links to national planning controls set by central government e.g. 'permitted development', which include in recent years requirements for permeable surfacing material or a full planning application (see <a href="http://www.planningportal.co.uk/permission/common-projects/paving-your-front-garden/planning-permission">www.planningportal.co.uk/permission/common-projects/paving-your-front-garden/planning-permission</a>). Swimming pools can be permitted development too <a href="https://urbanistarchitecture.co.uk/planning-permission-for-outdoor-swimming-pool/">https://urbanistarchitecture.co.uk/planning-permission-for-outdoor-swimming-pool/</a></li> </ul>

Transport	Yes	%	No	%	To some extent	%	Total	%
Do you agree with this theme's objectives?	16	66.7	4	16.7	4	16.7	24	100.0
Do you support the actions the council plans to take?	16	66.7	2	8.3	6	25.0	24	100.0

What else could we be doing?	<ul style="list-style-type: none"> <li>•Walking and cycling strategies don't go far enough - too connected with the existing road network.</li> <li>•Provide cycle facilities on the roads around and into Woking especially when major new roads are being installed. Routes need to be direct, joined up, well-maintained and feel safe.</li> <li>•Segregated cycle lanes especially for parents and children to cycle safely.</li> <li>•Make cycle storage mandatory through Planning - at least 1 per bedroom plus 1.</li> <li>•Fewer cars would be a better solution over schemes like Victoria Arch. Better investment in public transport, provision of park+ride etc would mean better air quality.</li> <li>•Better maintain and integrate walking and cycling routes e.g. repair potholes and improve streetlighting.</li> <li>•Car-centric, focus on parking revenue - wrong message to residents. Subsidise/reward public transport instead.</li> <li>•Seek to reduce transport emissions in Woking Borough by x% in next 3 years and by y% in next 10 years (or something similar) and state that WBC will work in partnership with Surrey CC as transport authority.</li> <li>•Trucks and lorries will have biggest emissions - who has the largest fleet of these in Woking and what are you doing to get them to minimise carbon emissions.</li> <li>•A reliable public transport service is needed to reduce car use, particularly for short journeys . It is key to maintaining independence for some. The buses aren't frequent or reliable enough to get people out of cars. Restore bus routes eg to hospitals.</li> <li>•Creating a car unfriendly environment will deter folks from coming to Woking to spend their money.</li> <li>•EVs are not the answer - their battery production alone negates their "environmental" benefits.</li> <li>•More EV charging points and car club vehicles in the villages.</li> <li>•Prioritise active travel. Prioritising people who walk and cycle, as well as those who use public transport, empowers people to make travel choices that help to create healthier places and happier lives for everyone.</li> <li>•Introduce a scheme that enables cheaper travel by bus e.g. £2 go anywhere routes for a day.</li> <li>•Reduce the need to travel at all by supporting localisation of service delivery and encouraging some substitution of digital for physical travel.</li> <li>•Improve the Better Points app.</li> <li>•Biofuels in vehicles.</li> <li>•Consider a trial for e-scooters and expanding segregated walking/cycling routes such as the planet trails for use by e-scooters.</li> <li>•Incentivise efficient cars through parking pricing structure.</li> </ul>
Council response/action:	<ul style="list-style-type: none"> <li>• The revised Climate Change Supplementary Planning Document (SPD) will provide updated guidance to developers and homeowners on a range of sustainable transport themes including the prioritisation of walking, cycling and public transport; secure cycle parking; and the provision of EV charging facilities. The draft SPD is available to view here - <a href="https://www.woking2027.info/supplementary/climatechangespd/draftccspd2023.pdf">https://www.woking2027.info/supplementary/climatechangespd/draftccspd2023.pdf</a> - and was subject to public consultation between 18 May - 30 June 2023.</li> <li>• Woking's Local Cycling and Walking Infrastructure Plan (LCWIP) considers walking and cycle routes in the borough and scores them in terms of safety, provision and 'usability'. The findings have been used to identify prioritised routes and the measures and interventions that would be needed to provide for high quality safe and convenient routes to encourage increased cycling and walking in place of the private car. The findings are used to evidence bids for grant funding to implement further active travel infrastructure improvements for both shared and segregated routes.</li> <li>• Monitoring, including SMART targets, to be developed as part of action plan that will be updated following adoption of the strategy. This is stated in section 15.4 'Monitoring and governance' of the draft strategy.</li> <li>• While revenue from parking contributes to sustaining important services provided by the council it is not the only income source and is balanced with other priorities.</li> <li>• Surrey County Council (SCC) is the Local Transport Authority for this area and has a Public and Shared Transport Policy as part of its Local Transport Plan (LTP4). Its key principle is to shift travel to more sustainable modes: public transport, walking, and cycling, away from car use. As stated in Woking's draft strategy, the council will continue to work with partners, including SCC, to provide an integrated transport system that promotes lower carbon and healthy transport choices. Information on how SCC will be working with operators to improve public transport services and simplify fares is available on their LTP4 webpages <a href="https://www.surreycc.gov.uk/roads-and-transport/policies-plans-consultations/transport-plan/policy-areas/public-transport">https://www.surreycc.gov.uk/roads-and-transport/policies-plans-consultations/transport-plan/policy-areas/public-transport</a>. This statement has been included in the section on public transport.</li> <li>• EVs are not the only answer but they form part of the shift away from combustion engine vehicles. The strategy highlights the need to shift away from private vehicles to active travel modes and/or public transport, particularly for shorter journeys. In order to highlight this, the strategy now includes a sustainable travel hierarchy section.</li> <li>• SCC's LTP4 recognises the importance in reducing the need to travel at all. Similarly Woking's climate change strategy acknowledges that digital connectivity can play a key role in reducing mileage e.g. audio or video conferencing can be an effective alternative to a face-to-face meeting. WBC's Digital Strategy supports the aspirations of the climate change strategy by identifying digital technologies that can support a low carbon economy.</li> <li>• Take up of biofuels for public transport outside of the borough council's sphere of influence.</li> </ul>

Economy, business and supply chains	Yes	%	No	%	To some extent	%	Total	%
Do you agree with this theme's objectives?	3	42.9	2	28.6	2	28.6	7	100.0
Do you support the actions the council plans to take?	3	42.9	2	28.6	2	28.6	7	100.0
What else could we be doing?	<ul style="list-style-type: none"> <li>•Reduce business rates to keep businesses open.</li> <li>•Identify the ten highest carbon emitting companies in the Borough and understand how they could reduce their emissions, targets to aim for and key climate mitigation they will need to start planning for.</li> <li>•Attract green jobs to Woking. Convert jobs that are heavily fossil fuel/ high carbon emissions jobs to green jobs.</li> <li>•What are your key asks for central government to help Woking businesses get to net zero?</li> <li>•Do not believe a net zero economy is possible or desirable.</li> </ul>							

Council response/action:	<ul style="list-style-type: none"> <li>Revenue from business rates contributes to sustaining important services provided by the council and play an important role in supporting the local economy. The money collected is channelled into services such as police, fire and waste management, as is the case with council tax.</li> <li>Woking Environment Action is running a project to identify the ten highest carbon emitting companies in the borough. The council will be interested to hear the findings which could inform further engagement.</li> <li>The strategy looks at how local companies can incorporate sustainability into their business offering practical advice and signposting to further information and financial support.</li> <li>Further to the take up of grants by Surrey businesses through the LoCASE scheme (see section 11.8), SCC is working with partners to develop a follow-on scheme to give further assistance to businesses to achieving a net zero economy.</li> </ul>
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The natural environment	Yes	%	No	%	To some extent	%	Total	%
Do you agree with this theme's objectives?	n/a		n/a		n/a			
Do you support the actions the council plans to take?	n/a		n/a		n/a			

What else could we be doing?	<p>One response from Natural England:</p> <ul style="list-style-type: none"> <li>Nature-based solutions (NbS) are an essential part of reducing greenhouse gas emissions and reducing risks to people through ecosystem-based adaptation (EbA) measures, such as natural flood management (NFM).</li> <li>The quicker GHG emissions can be reduced from all sectors the more the pressure of climate change on the natural environment can be reduced.</li> <li>The natural environment can play a vital role in tackling the climate crisis - and in reaching net zero - as healthy ecosystems take up and store a significant amount of carbon in soils, sediments and vegetation.</li> <li>NbS can help reduce climate risks to people e.g. natural flood management and urban cooling from green infrastructure.</li> <li>Recover and restore natural processes and habitats to build resilience of and accommodate change within the natural environment.</li> <li>Adapt conservation objectives for designated sites and management techniques to adjust to changes that have already happened or are inevitable.</li> </ul>
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Council response/action:	<ul style="list-style-type: none"> <li>WBC welcomes the response from Natural England. Sections 12.2 (The role of nature in tackling climate change) and section 12.4 (Biodiversity and nature-based solutions) touch on these principles but have been expanded to reflect Natural England's response.</li> </ul>
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Communicating and enabling change	Yes	%	No	%	To some extent	%	Total	%
Do you agree with this theme's objectives?	3	30.0	3	30.0	4	40.0	10	100.0
Do you support the actions the council plans to take?	2	20.0	2	20.0	6	60.0	10	100.0

What else could we be doing?	<ul style="list-style-type: none"> <li>Not the council's job to generate propaganda - waste of resources.</li> <li>Work in partnership with Residents Groups to share ideas, suggest priority themes to engage residents into, key messages to go out to the community, share lessons learnt - what has worked well, what would be better if etc. Could a community net zero forum/working group be set up? This would have the benefit of community communication, harnessing local talent and ideas, mobilising community action etc.</li> <li>Introduce Citizens Assemblies - to get a representative group of Woking residents together - properly explain the net zero challenge Woking faces. Get them to help come up with ideas and take decisions on how to move forward. Set up neighbourhood groups and champions for net zero - link these to schools and involve young people.</li> <li>Please could the strategy be publicised widely and then kept up to date because climate change environmental sustainability is a rapidly developing and changing subject and it would be a shame if the document was not maintained and remain current.</li> <li>Focus should be on training rather than communication. Classroom carbon literacy training should be implemented - starting with the Council's Senior Leadership Team and Executive. A train the trainer approach to delivery Carbon Literacy could reduce costs. Monitor and report on % completed.</li> <li>Objectives to include: working with business sector to take a lead. Also, "Provide support for community-led projects/groups to engage public awareness and action" (e.g. support widespread uptake of home energy audits). Actions to include: Key council staff to undertake regular training on communication methods and developing / supporting green skills.</li> <li>Consider other forms of support for communities (beyond raising awareness and signposting to grants) e.g. exploring reduced business rates in exchange for lowering energy consumption; using the council's central position to facilitate pooling of resource to access lower interest loans; etc.</li> <li>Actively promote Take the Jump.</li> <li>Strategy barely mentions influencing residents to think about what they eat and what they buy - yet the emissions from this can be substantial. One of the big things people can do is to reduce the amount of meat and dairy they consume.</li> <li>People need to feel net zero actions are being done fairly - and the biggest culprits should pay more. Charge big SUVs and gas guzzlers more for parking in town centre. Give EV drivers 1 hour free parking so people can see an incentive to change. Behaviour change is the most important topic to help get people to understand what they need to do and why.</li> </ul>
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Council response/action:	<ul style="list-style-type: none"> <li>• The suggestion (see feedback received under the Water theme) to use nudge techniques to encourage people to use less water (and adopt other sustainable changes) will be incorporated into the action plan to be developed alongside the strategy and in awareness raising.</li> <li>• As stated in the strategy (section 13.2 Rallying community support), local authorities have powers or influence over roughly a third of emissions in their local areas. Waste, energy, transport, housing and supply chains are within that sphere of influence. The Council therefore has a key role in leading, enabling, influencing and collaborating with the community and partners to act together on climate change.</li> <li>• The draft strategy was promoted via the Council and Planet Woking websites, e-newsletters and social media channels. This digital promotion was complemented with a series of in-person drop-in events. Once adopted, the strategy (and accompanying action plan) will be published to the council and Planet Woking's website. Subject to resources, officers will look at how each theme could be used to produce quick reference articles to continue to share its content.</li> <li>• Future opportunities for resident engagement will be considered as part of the council's wider engagement activities. This has been added as an action. Woking Environment Action (WEAct) offers a range of community engagement activities. A WEAct representative attends the council's Greener Woking Working Group which reviews and directs implementation of the climate change strategy and Natural Woking, the council's biodiversity and green infrastructure strategy.</li> <li>• WEAct has recommended that the council commits to a programme of Carbon Literacy training. This was also recommended in Anthesis' carbon footprint assessment findings. Currently a climate e-learning module is available to all staff. The ambition to roll out staff climate training is shared by all Surrey districts and boroughs and SCC. Alternative training options to build on the e-learning module is being explored currently. Training is recorded as an action in the strategy.</li> <li>• Community support and facilitating behaviour change are recognised as a key element of the strategy and this theme in particular. Take the Jump is included as a case study in the strategy and is featured on the Planet Woking website.</li> <li>• The impact of food and consumables is covered in the theme on waste with suggested actions that the public can take.</li> <li>• Engagement with the business sector is explored in detail in the theme on Economy, Business and Supply Chains.</li> <li>• "Promote and facilitate community-led climate change initiatives, subject to available council resources." has been added as an action further to the request to support community-led engagement and action.</li> <li>• Revenue from business rates contributes to sustaining important services provided by the council and play an important role in supporting the local economy. The money collected is channelled into services such as police, fire and waste management, as is the case with council tax.</li> <li>• Unfortunately in the current economic climate it would not be possible to facilitate loans but there are alternative sources available for community climate projects through organisations such as Groundwork and The National Lottery.</li> <li>• The current cost of a parking season ticket is based on a vehicle's carbon dioxide (CO2) emission rating determined by the Vehicle Certification Agency. Vehicles with lower carbon dioxide emissions receive a discount on the standard 'band C' price, and vehicles with higher emissions pay a surcharge. Band G vehicles pay 25% more.</li> </ul>
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The built environment	Yes	%	No	%	To some extent	%	Total	%
Do you agree with this theme's objectives?	7	50.0	2	14.3	5	35.7	14	100.0
Do you support the actions the council plans to take?	5	35.7	2	14.3	7	50.0	14	100.0
What else could we be doing?	<ul style="list-style-type: none"> <li>• Provide retrofitting advice for privately owned hard-to-heat homes that do not fall into 'low income' criteria for grants.</li> <li>• Don't build on the greenbelt. Pressure on infrastructure, air quality and transport will be worse with new houses on green belt in Byfleet.</li> <li>• Focus on what has been built already and don't destroy our green spaces for the sake of new developments. Broadoaks development (West Byfleet) has negatively impacted local wildlife and importantly the mental health and quality of life of existing residents.</li> <li>• Encourage the general public to invest in the improvement of their own buildings by frequent publicity.</li> <li>• Integrate nature-based solutions in this theme rather than pigeon-holing them in the natural environment chapter. Trees, hedgerows and other green infrastructure frame and enhance developments, helping mitigate the impacts of climate change, delivering natural cooling in urban heat islands as well as providing shelter and shade, and contributing to sustainable urban drainage systems. They also make a valuable contribution to the quality of the public realm, helping reduce air, noise and light pollution and improve people's mental health.</li> <li>• Compulsory solar panels on all new build offices and houses.</li> <li>• Targets need to be more ambitious and SMART.</li> <li>• All a misnomer. Advising people on how to make their homes and businesses more sustainable does not enable them to be able to actually afford the astronomical costs involved. Especially when it probably won't work.</li> <li>• The construction sector appears to be moving too slowly and building new property as they have for decades e.g. the new £1m houses built in the new Broadoaks estate in West Byfleet have gas hot water and central heating.</li> <li>• Objectives need to say "comfortable and healthy homes for all"</li> <li>• Increasingly too hot in summer could be as much of an issue as too cold in winter.</li> <li>• Need to ensure future built environment supports less use of cars and more self-sufficient neighbourhoods - include target to provide 15 minute neighbourhoods.</li> <li>• Include linked objective about getting the built environment to net zero by 2050 (2045).</li> </ul>							

Council response/action:	<ul style="list-style-type: none"> <li>• Action Surrey / SCC programme in development to address the gap in support for households that do not meet current grant eligibility criteria.</li> <li>• Action Surrey offers valuable advice and signposting on retrofit measures and the availability of financial support where eligible.</li> <li>• The role of nature-based solutions has been integrated into this chapter and added as an objective.</li> <li>• The revised Climate Change Supplementary Planning Document (SPD) will provide updated guidance to developers and homeowners on a range of themes including low and zero carbon energy technologies. The draft SPD is available to view here - <a href="https://www.woking2027.info/supplementary/climatechangespd/draftccspd2023.pdf">https://www.woking2027.info/supplementary/climatechangespd/draftccspd2023.pdf</a> - and was subject to public consultation between 18 May - 30 June 2023.</li> <li>• Monitoring, including SMART targets, to be developed as part of action plan that will be updated following adoption of the strategy. This is stated in section 15.4 'Monitoring and governance' of the draft strategy.</li> <li>• Objective changed as requested from "Ensure warm and healthy homes for all" to "Ensure comfortable and healthy homes for all".</li> <li>• Underpinning each of the strategy's themes are two overarching objectives to meet our net zero targets (2030 and 2045). These are stated in section 3 of the strategy (Our vision for a net zero Woking).</li> <li>• An element of Surrey County Council's Local Transport Plan (LTP4) includes Planning for Place whereby the principle is to avoid and reduce the number and length of trips needed by improving land use planning, travel planning and levels of digital connectivity. The purpose is to plan, design and improve local neighbourhoods and other parts of towns and villages to provide attractive environments for people, and to increase opportunities to live and work locally in order to reduce trip numbers and lengths. One of the measures that SCC seek to establish is Liveable Neighbourhoods - an element of which seeks the reduction of "the dominance of cars and goods vehicles resulting in improved safety, air quality and noise pollution to encourage more walking, cycling and social interactions".</li> <li>• The council's Planning Policy team will be reviewing the Core Strategy (first adopted in 2012) in line with national planning policy and legislation. The purpose of the review is to identify any updates required to the policies in the Core Strategy, as a sound and robust framework for decision making across the borough. The review will consider corporate and national policy updates and wider market and economic changes that may have spatial implications. The review will take into account changes to corporate climate and biodiversity policies in this context and in delivering the council's wider green ambitions.</li> <li>• Policy CS6 of the Council's Core Strategy relates to the Green Belt and is designed to ensure the Green Belt continues to serve its key functions and be protected from harmful development. There are a handful of sites such as Broadoaks that have been removed through the Green Belt through the Site Allocations Development Plan Document (SADPD) (<a href="https://www.woking2027.info/allocations/siteallocationsdps.pdf">https://www.woking2027.info/allocations/siteallocationsdps.pdf</a>), to meet part of Woking's need for housing development, as the Core Strategy committed to do. At the same time, the majority of dwellings that are built will be in the existing urban area, as recommended by the respondent. The sites removed from the Green Belt were chosen through a Green Belt Boundary Review (<a href="http://www.woking2027.info/ldfresearch/greenbeltreview">http://www.woking2027.info/ldfresearch/greenbeltreview</a>) to minimise the harm to the Green Belt. Development on these sites will be subject to the key requirements set out for each one in the SADPD, and to further scrutiny at planning application stage. The remaining Green Belt (which is the vast majority) will continue to be highly protected by Policy CS6 of the Core Strategy (<a href="https://www.woking2027.info/developmentplan/corestrategy/cssubmission/borough/cs6">https://www.woking2027.info/developmentplan/corestrategy/cssubmission/borough/cs6</a>). Furthermore future permissions will be subject to the requirement for Biodiversity Net Gain provision.</li> </ul>
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The council's journey to net zero	Yes	%	No	%	To some extent	%	Total	%
Do you agree with this theme's objectives?	2	28.6	2	28.6	3	42.9	7	100.0
Do you support the actions the council plans to take?	2	28.6	2	28.6	3	42.9	7	100.0

What else could we be doing?	<ul style="list-style-type: none"> <li>•The net zero agenda needs to remain a priority for the council alongside the current financial challenges. Net zero options will ultimately save money and the planet.</li> <li>•Strong support for Woking's Climate Change Strategy and very much hope the strategy will not be adversely impacted or diluted by the financial challenges being experienced by the council.</li> <li>•Ensure council reports/communications indicate how decisions have been taken with regards to climate impact.</li> <li>•Support staff behaviour change e.g. clean energy heating to improve homeworking conditions and sign up to the Climate Perks programme (rewarding sustainable travel choices for holidays).</li> <li>•Ensure ongoing commitment to improving training and awareness on climate-related issues (e.g. set targets around 100% staff to have carbon literacy as base-level training, by a certain date e.g. 2027).</li> <li>•This is the least of our worries. We are bankrupt.</li> <li>•No reference made to the remaining emissions if High Ambition reduction pathway achieved.</li> </ul>
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Council response/action:	<ul style="list-style-type: none"> <li>• The strategy recognises the co-benefits of environmental action for the economy, for health and wellbeing and for the community are now more pressing than ever in the context of economic challenges and the cost-of-living crisis. This is brought into closer focus with the council's Section 114 notice and government intervention. Furthermore, the council acknowledges that it cannot fund net zero alone and will need to work in partnership and identify innovative finance solutions. Delivery of this strategy will be determined through the Council's Medium Term Financial Strategy which balances the priorities of the Council with the resources available to deliver these priorities.</li> <li>• In section 15.6, the strategy states as an action that subject to funding, the council will implement energy efficiency and energy demand measures as outlined in the High Ambition Pathway of the carbon footprint assessment. A net zero corporate estate by 2030 is set within its objectives as first laid out in the climate and ecological emergency declaration.</li> <li>• As part of the strategy adoption process, council officers will be developing a plan for staff and councillor engagement on the council's climate commitments and the Woking Net Zero strategy. The plan will include recommendations on strengthening of climate considerations for reports and projects; staff training; promotion of Take the Jump following the campaign's endorsement by the Executive; and a 'climate crib sheet' for the staff intranet offering a one-stop-shop for information on the council's climate commitments and sustainability tips and advice for both at work and at home. This has been included within the strategy as an action the council will take.</li> <li>• The carbon footprint assessment gives details on the High Ambition reduction pathway and recommendations for managing remaining emissions. The assessment is available to view at <a href="https://www.woking.gov.uk/carbonfootprint">https://www.woking.gov.uk/carbonfootprint</a></li> </ul>
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