



SURREY HEATH BOROUGH COUNCIL

ANNUAL REPORT HIGHLIGHTS

2023/24



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Introduction

This report shows a summary of how Surrey Heath Borough Council delivered services and better outcomes for local residents and businesses in 2023/24.

We worked hard to deliver on our targets and priorities and we will share progress in a transparent and accountable way.

You can find more detailed information about the progress on our yearly targets at surreyheath.gov.uk/annualplan



COUNCIL STRATEGY 2024-2028

surreyheath.gov.uk/councilstrategy

We agreed a new Council Strategy “Delivering for you and a fairer society” in February 2024.

It sets a clear direction for the future, with a focus on accountability, community and transparency, and draws on the wider aspirations and priorities of local residents and stakeholders.



Protect Our Environment

We recognise that urgent action is needed to protect and sustain what we have for both current and future generations.



Deliver Effective Services with Sustainable Finances

We know that the delivery of easy to access, effective and responsive public services is what our residents expect and deserve, so we will accelerate our improvements.



Promote Healthier & More Inclusive Communities

We believe in a community where everyone can be themselves, and be valued for who they are, with the opportunity to build a good life and achieve their full potential.



Campaign for Residents

We will give residents a greater voice in shaping the council’s activities and decision making. We will stand up for what is most important for local residents.



Support a Strong Economy and Create More Homes

We recognise the essential role of local business in driving our economy and creating jobs. We are passionate about the need for more quality affordable and social housing for local people.

Visit surreyheath.gov.uk/councilstrategy for the full Council Strategy 2024-2028

About our Borough

Our Environment

Large parts of the borough have special environmental designations

44% green belt,
23% special protection areas



1st in England and Wales for tree coverage 36.1%



Green Flag Awards

for 5 of our parks and green spaces

Our Economy



7 Business Parks and Industrial Estates

Health industry is top employer
4,322 residents



Camberley voted 'Best Town for Business' in 2022



Unemployment 3%
4.3% UK average



89% of businesses have fewer than 10 employees



£821 average gross weekly pay
South East average £685

Housing Affordability Ratio
Surrey Heath 12:1, England 8:1
average house price to average earnings ratio



37% increase in residents approaching Council with a housing need in 2022/23



9.6% residents live in social rented sector housing
South East average 13.6%

Our Communities



39% increase in residents aged 90 years and over
2011 - 2021



Surrey Heath ranked in the Top 10 for overall health
Health Index Score 122.1



Happiest Place to live in Surrey
ONS data

78.3% of residents confident in local policing
Joint Neighbourhood Survey data year end 2023/24



65% of adults classified as having excess weight



1520 people described themselves as Gay or Lesbian, Bisexual, Pansexual, Asexual or Queer
2021 Census

16% of population from ethnic minority groups
Up 5.2% from 2011



255 people identified with a gender different to their sex registered at birth
2021 Census



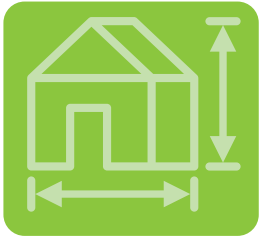
Life expectancy gap between two areas of Camberley is 11 years for women

6.5% of residents do not have English as their main language
Surrey average 6.9%





Protect Our Environment



89% of planning enforcement referrals where initial action took place within target timescales

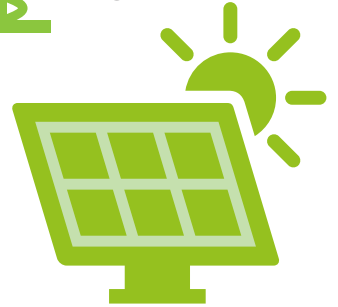


New playground at Albert Road, Bagshot

Secured 6000 free trees to improve biodiversity



Secured £166k funding to install PV panels on Places Leisure



93% of 'non-major' planning applications processed within timescales – 5% increase on the year before



Top ten nationally for the percentage of household waste recycled and composted



Promote Healthier & More Inclusive Communities

Six joint initiatives with partners to address anti-social behaviour, fly-tipping and crime



More than £270,000 paid out in grants to support our communities



Over 860,000 visits to Places Leisure Camberley



100% of high risk food premises inspected within 28 days of due date

141 adaptations made to homes of older or vulnerable residents to promote independence



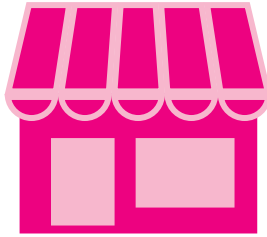
37,000 "meals at home" products served in the year



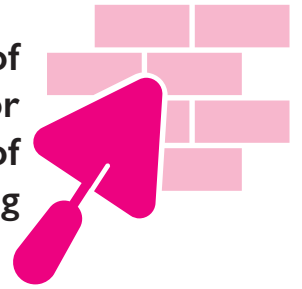


Support a Strong Economy and Create More Homes

Supporting businesses and the local economy through the Economic Development Strategy 2023-26



Agreed a package of enabling works for the former House of Fraser building



Secured funding to continue to deliver The Workshop supporting young people into employment



Number of people parking in borough car parks at 97% of pre-pandemic levels

Prepared to launch our 'pre-submission local plan' to outline a vision for Surrey Heath



Supported community, town centre and cultural events



Deliver Effective Services with Sustainable Finances



Invited the Local Government Association to carry out a Corporate Peer Challenge and implemented their recommendations for improvement



Collected 99.35% of Council Tax – the highest result nationally

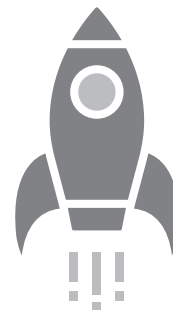
Identified £4.5m of efficiencies for our 2024/25 annual budget



Used our Contact Centre to resolve more residents enquiries at first contact (now over 80%)



Agreed our Achieving Equity Strategy demonstrating our commitment to equity of opportunity for all



Launched a new website and digital newsletter for residents



Campaign for Residents



Relaunched the Surrey Heath Youth Council to give young people a direct voice into the Council



Held Thames Water to account over pollution within Surrey Heath

Made it easier for residents to ask questions at Council meetings and raise petitions



Shared a detailed census report with partners and residents to better understand our communities



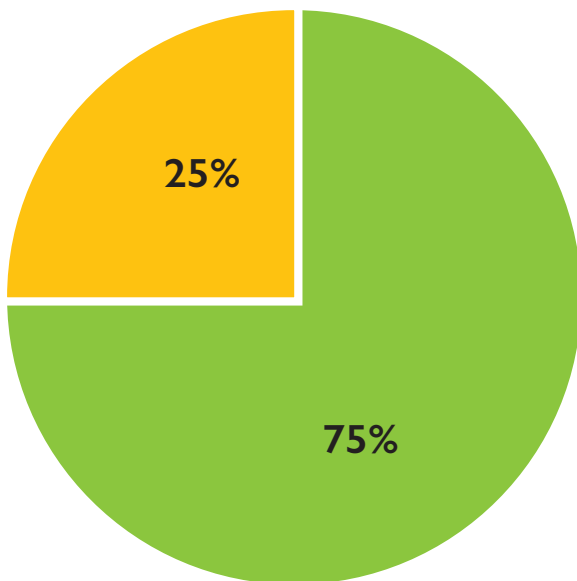
Council Project Completion and Performance

The graphs below show our overall performance during 2023/24 on our key projects and performance indicators.

We monitor closely our progress and performance through the year.

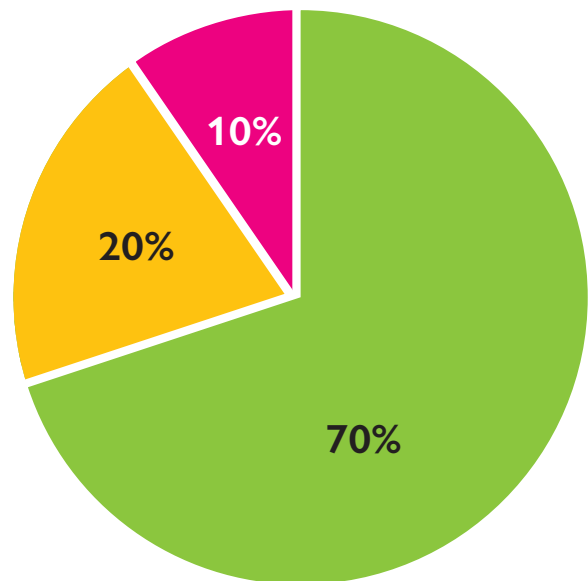
You can read our full monitoring reports together with our plans and targets for 2024/25 at surreyheath.gov.uk/annualplan

Objectives/projects



- Complete/achieved
- In progress but not yet fully complete or partially achieved

Performance Indicators



- Target met
- < 10% off target
- > 10% off target