

Notice of Meeting

Environment Select Committee



Date & time
Friday, 22 February
2019 at 10.00 am

Place
Ashcombe Suite,
County Hall, Kingston
upon Thames, Surrey
KT1 2DN

Contact
Angela Guest
Room 122, County Hall
Tel: 020 8541 9075

Chief Executive
Joanna Killian

angela.guest@surreycc.gov.uk

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This meeting will be held in public. If you would like to attend and you have any special requirements, please contact Angela Guest on 020 8541 9075.

Elected Members

Rachael I. Lake (Chairman), Mr Saj Hussain (Vice-Chairman), Mr Mike Bennison, Mr Jonathan Essex, Mr Richard Hampson, Miss Marisa Heath, Mrs Jan Mason, Mrs Tina Mountain, Mr Keith Witham and Amanda Boote

TERMS OF REFERENCE

The Committee is responsible for the following areas:

- Waste and Recycling
- Countryside
- Planning
- Aviation and Sustainable Transport
- Flood Prevention
- Emergency Management
- Community Engagement and Safety
- Fire and Rescue
- Trading Standards

AGENDA

1 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

To report any apologies for absence and substitutions

2 MINUTES OF THE PREVIOUS MEETING: 5 DECEMBER 2018

(Pages 5
- 24)

To agree the minutes of the previous meeting as a true and accurate record of proceedings.

3 DECLARATIONS OF INTEREST

All Members present are required to declare, at this point in the meeting or as soon as possible thereafter:

- i. any disclosable pecuniary interests and / or;
- ii. other interests arising under the Code of Conduct in respect of any item(s) of business being considered at this meeting

NOTES:

- Members are reminded that they must not participate in any item where they have a disclosable pecuniary interest;
- as well as an interest of the Member, this includes any interest, of which the Member is aware, that relates to the Member's spouse or civil partner (or any person with whom the Member is living as a spouse or civil partner); and
- Members with a significant personal interest may participate in the discussion and vote on that matter unless that interest could be reasonably regarded as prejudicial.

4 QUESTIONS & PETITIONS

To receive any questions or petitions

Notes:

1. The deadline for Member's questions is 12.00pm four working days before the meeting (*insert date*).
2. The deadline for public questions is seven days before the meeting (*insert date*).
3. The deadline for petitions was 14 days before the meeting, and no petitions have been received.

5 A JOINT 25 YEAR STRATEGY FOR SURREY'S COUNTRYSIDE ESTATE

(Pages
25 - 86)

Purpose of the Item:

- To update the Members of the Committee on the development of a

joint 25 year strategy with the Surrey Wildlife Trust for Surrey's Countryside Estate.

- Share outputs from engagement with the public and other key stakeholders.
- Set out the framework for the strategy and invite comments to help develop the final strategy.

6 SURREY FIRE AND RESCUE SERVICE TRANSFORMATION WORKING GROUP SCOPING DOCUMENT (Pages 87 - 96)

Purpose of the Item: The Committee is asked to review and agree the scoping document for the Surrey Fire and Rescue Service Transformation Working Group before submission to the Corporate Overview Select Committee for comment and final sign off.

7 RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME (Pages 97 - 102)

The Select Committee is asked to approve its Forward Work Programme and review its Recommendations Tracker providing comment as required.

8 DATE OF THE NEXT MEETING

The next meeting of the Select Committee will be held 24 April 2019 in the Ashcombe Suite at County Hall.

Joanna Killian
Chief Executive

Published: 14 February 2019

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MINUTES of the meeting of the **ENVIRONMENT SELECT COMMITTEE** held at 10.00 am on 5 December 2018 at Meeting Room 1, Wray Park Centre, Surrey Fire and Rescue Service HQ, 70 Wray Park Rd, Croydon Rd, Reigate RH2 0EJ.

These minutes are subject to confirmation by the Committee at its meeting on Friday, 22 February 2019.

Elected Members:
(present*)

- * Rachael I. Lake (Chairman)
- * Mr Saj Hussain (Vice-Chairman)
- * Mr Mike Bennison
- * Mr Jonathan Essex
- * Mr Richard Hampson
- * Miss Marisa Heath
- * Mrs Jan Mason
- * Mrs Tina Mountain
- * Mr Keith Witham

In attendance:

Mike Goodman, Cabinet Member for Environment and Transport
Denise Turner-Stewart, Cabinet Member for Community Services

9 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS [Item 1]

There were no apologies.

10 MINUTES OF THE PREVIOUS MEETING: 06 SEPTEMBER 2018 [Item 2]

Councillor Essex commented that whilst there seemed to be a clear action plan in place to address air quality issues, this did not seem to be the case with carbon emission issues and asked for the inclusion of this comment within the 6 September minutes. The Chairman agreed to take this forward with the Cabinet Member for Environment and Transport who assured the Committee that recruitment would be taking place to ensure an officer was in place to support the delivery of both the low emissions and electric vehicle strategy.

11 DECLARATIONS OF INTEREST [Item 3]

There were none.

12 QUESTIONS & PETITIONS [Item 4]

1. A Member question was received from Councillor Povey. The question and response is attached to the minutes.
2. Councillor Povey thanked the Chairman and officers for the response stating that his local CRC in Cranleigh was under threat of closure. With regards to the recycling rates for district and boroughs for

2017/18, Councillor Povey queried why recycling figures between each of the authorities was so varied.

3. The Cabinet Member for Environment and Transport stated that kerbside waste collection was the responsibility of district and boroughs and these recycling rates had been taken forward with each authority to understand what could be done to improve rates. Work was being undertaken by the Surrey Waste Partnership (SWP) to address this issue. The Cabinet Member added that if recycling rates increased there would be a bigger saving to be made with reduced waste disposal costs
4. The Committee relayed their concerns around the recycling rates for district and boroughs to the Cabinet Member. Officers agreed to provide Members with data displaying recycling rates for district and boroughs over recent years.

Actions:

- I. For officers to provide the Committee with district and borough recycling rates covering the last five years.

13 RESPONSE FROM THE CABINET TO ISSUES REFERRED BY THE SELECT COMMITTEE [Item 5]

The Chairman informed the Committee that she had attended the Cabinet meeting where the Low Emissions Transport Strategy and Electric Vehicle Strategy was considered. She added that the Committees recommendations regarding the strategies had been endorsed by the Cabinet Member.

14 CONCESSIONARY TRAVEL FUNDING CONSULTATION UPDATE [Item 6]

Declarations of interest:

None

Witnesses:

Paul Millin, Strategic Transport Group Manager
Jason Russell, Executive Director for Highways, Transport and Environment
Mike Goodman, Cabinet Member for Environment and Transport

Key points raised during the discussion:

1. A Member of the Committee stated that removing free concessionary travel for disabled pass holders before 09.30 and after 23.00 Monday to Friday would impact on those disabled people who needed to travel to and from work. Those disabled people receiving the minimum wage would also be impacted by the removal of this concessionary fare. The Chairman explained that Central Governments statutory scheme requires that qualifying older and disabled people be allowed to travel for free on buses after 09:30 and before 23:00 Monday to Friday, plus all day on Saturdays, Sundays and Public Holidays. It was added that the costs of providing the additional travel concession on bus services outside the statutory hours have been subsidised by Surrey tax payers for many years.
2. The Strategic Transport Group Manager explained that as of 4 December 2018, just over 1,500 responses had been received for the consultation. Key themes emerging from the consultation are included in Annex 1 of the agenda report. Discussions would be taking place

with a number of advocacy groups that represent the views of disabled people to understand the implications of the potential removal of the two additional concessions and possible mitigation measures.

3. There was a short discussion around the impacts of removing the additional concessionary fare offer on the state benefit system. It was queried if officers had information on the number of Surrey disabled bus pass holders who received state travel benefits. Officers explained that this was not information they had access to nor collected.
4. The Committee agreed that if there was a removal of free concessionary bus travel for disabled people then more would need to be done to ensure those affected were made aware of the state benefits and support in place for them. The Strategic Transport Group Manager explained that officers had engaged and publicised the concessionary bus travel public consultation through a number of different formats including producing hard copy brochures, large print and easy read documents and offering residents a text service.
5. A Member commented that removing free concessionary bus travel before 09.30 and companion passes would not support the council's sustainable travel agenda and would also impact on elderly people who rely on companions to travel with. There was a concern that many elderly residents would be left house bound because of this. In terms of the estimated annual saving to be achieved from this removal, some Members were of the view that this saving should be sought elsewhere in the Council. The Executive Director explained that work was being undertaken by the service to review areas of statutory and non-statutory spend as a means of addressing the current budget situation. It was added that the areas of statutory and non-statutory spend for the service could be shared with the Committee.
6. With the current budget pressures facing the council, some Members were of the view that removing free concessionary travel for disabled bus pass holders and removing companion passes would help the council achieve savings. It was added that many other local authorities only offered the statutory travel offer required by Government.
7. A Member of the Committee queried if officers had details on which disabilities those people using the disabled bus pass had and accompanying salary information. The Member was of the opinion that more detail should be included within the attached Equality Impact Assessment. The Strategic Transport Group Manager explained that Annex 4 of the agenda report listed the categories of disability that were eligible for a disabled persons concessionary bus pass and would check if it was possible to get a breakdown for each category. It was further added that the financial information on pass holders was not collected.
8. Some Members of the Committee agreed that Central Government should cover the costs for free concessionary travel for disabled bus pass holders before 09.30 and after 23.00 Monday to Friday. A Member of the Committee commented that it would be difficult for Central Government to justify covering the costs for a discretionary service which felt outside its statutory responsibility. It was agreed for the Cabinet Member to raise the issue of travel funding for disabled pass holders with the Minister of State for Transport.
9. It was confirmed that the Concessionary Travel Funding Consultation Member Reference Group would meet on 14 January 2019 to review the results of the public consultation and would also in the future,

review the work being undertaken with district and boroughs around concessionary travel arrangements.

Resolved:

- I. The comments and concerns of the Committee were noted.
- II. That details of the areas of statutory and non-statutory spend within the Environment and Infrastructure directorate is shared with the Committee.

15 SHAPING SURREY'S COMMUNITY RECYCLING CENTRES [Item 7]

Declarations of interest:

None

Witnesses:

Richard Parkinson, Waste Operations Group Manager

Jason Russell, Executive Director for Highways, Transport and Environment

Alan Bowley, Interim Head of Environment

Mike Goodman, Cabinet Member for Environment and Transport

Key points raised during the discussion:

1. The Cabinet Member provided the Committee with an update on the ongoing CRC consultation. The Interim Head of Environment explained that a Resources and Waste Strategy was due for publication by Defra in late December 2018. It was further explained that the strategy would have implications for local authorities waste and recycling policies. It was agreed for a meeting to take place in January 2019 to consider the CRC public consultation feedback and receive an update from officers on the impacts of the Resources and Waste Strategy on Surrey County Council. The Interim Head agreed to send the Committee the Resources and Waste Strategy once published.
2. A Member of the Committee explained that some of her residents were confused around the size of the 'bags' that could be taken to CRCs as part of the waste charging scheme. The Cabinet Member stated that once changes to CRCs were agreed, a communications campaign would be underway to clarify with residents the policies in place at CRC's. It was added that the Surrey Waste Partnership (SWP) would support this campaign.
3. A number of questions and comments were raised by the Committee. Officers agreed to provide a response to the questions raised. The following questions were asked, and comments made,
 - a. It was queried if there was an opportunity for a volunteer or community group to operate a Surrey CRC as the Charity Newmarket Open Door had done in Suffolk,
 - b. Has the authority considered that charging for construction wood will lead to increased fly-tipping,
 - c. It would be useful for Members to be provided with a breakdown of recycling rates for each Surrey CRC and operating costs at each CRC,
 - d. In relation to paragraph 7 in the report, can officers explain how 'reasonably accessible' is measured in relation to accessing CRCs in Surrey and the impact of CRC closures on residents who use public transport to access the CRCs,

- e. For Members to be provided with enforcement and prosecution numbers for fly-tipping in each Surrey district and borough,
- f. Members welcomed extended opening hours in larger CRC's if some smaller CRC's were too close,
- g. Has the Council ever considered a free kerbside collection as is done by Yarra Ranges Council in Melbourne, Australia,
- h. With the possible closure of CRC's, it was important that traffic measures at each of the remaining CRC's is reviewed with the possible increase in traffic movements.

Resolved:

- I. That the Committee review the CRC public consultation feedback and receive an update from officers on the impacts of the Resources and Waste Strategy on Surrey County Council in early January 2019.
- II. The Interim Head to send the Committee the Resources and Waste Strategy once published.
- III. Officers provide a response to the questions raised (a-h) by Members in the meeting.

16 SURREY FIRE AND RESCUE SERVICE (SFRS) PERFORMANCE AND TRANSFORMATION UPDATE [Item 8]

Declarations of interest:

None

Witnesses:

Steve Owen-Hughes, Director of Community Protection and Emergencies
 Jason Russell, Executive Director for Highways, Transport and Environment
 Denise Turner-Stewart, Cabinet Member for Community Services

Key points raised during the discussion:

- 1. The Director of Community Protection and Emergencies presented the Committee with a presentation which detailed proposals for service wide transformation of the Surrey Fire and Rescue Service (SFRS). A detailed presentation is attached as Annex 1 to the minutes. The Committee were informed that the publication of Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) inspection report on the Surrey Fire and Rescue Service had been delayed to 14 December 2018.

Councillor Heath left the meeting at 12.30

- 2. The Chairman raised concerns around plans to consult the public on a new Integrated Risk Management Plan (IRMP) during the purdah period in 2019. To ensure the service improves and savings are achieved, the Executive Director explained that transformation work would need to take place as a matter of urgency. It was agreed that details and timelines for the public consultation would be shared with the Committee once finalised.
- 3. There was a short discussion around possible income generating opportunities for the SFRS and activities that could be charged for. The Director of Community Protection and Emergencies explained that one of the key responsibilities of Fire and Rescue Authorities is to

protect life and it was therefore difficult to charge for activities when risk of life was paramount.

4. Although there had been a reduction in the number of fires over the last ten years, the Director of Community Protection and Emergencies explained that this number was now increasing.
5. With regards to Initial Response Vehicles (IRVs), it was explained by officers that these vehicles were widely used all over Europe. Surrey County Council had been using these on a trial basis but this model of service delivery was not supported by the Fire Brigades Union (FBU). Although the concept was still valid, IRVs would not be utilised by Surrey going forward. The Executive Director further added that £6m savings enlisted for the service had been predicated on the introduction of IRVs.
6. The Cabinet Member recognised that a number of changes were required to improve SFRS and these were supported by the Cabinet. There would be investment made to the service to ensure improvements could take place. The Cabinet Member reinforced the importance of scrutiny during the period of transformation.
7. It was explained that the Fordbridge fire station in Ashford would be opening in January 2019 and both Staines and Sunbury fire stations would be vacated by this date.
8. The Chairman proposed that a Member Reference Group is convened to support the SFRS transformation programme.
9. A Member of the Committee stated that the Summary Full Business Case included within the agenda item was very high level and a simpler version should be made available for public consumption. The Director of Community Protection and Emergencies confirmed that a copy of the Full Business Case had been shared with the Home Office. It was further added that feedback from HMICFRS had informed content within the Full Business Case.

Mike Bennison left the meeting at 13:59

10. It was confirmed that officers were currently putting together a communications and media strategy to inform staff and residents on the results of the HMICFRS inspection report.

Resolved:

- I. That a Member Reference Group is convened to support the SFRS transformation programme.
- II. That a copy of the HMICFRS inspection report on SFRS is shared with the Committee once published.

17 ACTIONS AND RECOMMENDATIONS TRACKER & FORWARD WORK PROGRAMME [Item 9]

Key points raised during the discussion:

1. The Actions and Recommendations Tracker & Forward Work Programme were agreed by the Committee. The Chairman added that the transformation projects within the Committees remit would be mapped alongside the 2019 Select Committee work programme.

Resolved:

That Committee agreed its forward work programme and reviewed its recommendation tracker.

18 DATE OF THE NEXT MEETING [Item 10]

The next meeting of the Environment Select Committee will be held on 22 February 2019 at 10.00am in the Ashcombe Suite, County Hall, Kingston upon Thames.

Meeting ended at: 14:06

Chairman

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Environment Select Committee

5 December 2018

Item 4: Questions and Petitions

Submitted by: Cllr Andrew Povey

The target for recycling was set at 70% in 2009. When was the target reduced and why? If the target was achieved how much would be saved (financially) and could this be an alternative to the closure of CRC's?

Response:

The Surrey Joint Municipal Waste Management Strategy (JMWMS) contains a target to recycle 70% of municipal waste by 2020. The definition of recycling within the JMWMS includes recovery of energy from wood waste at dedicated biomass processing plants and recovery of street sweepings and leaves.

In 2017/18 the overall recycling rate for Surrey, as measured against the JMWMS target, was 58.9%. Recycling at our community recycling centres (CRCs) contributes towards this target but recycling rates at our CRCs are already in excess of 70% with only small improvements possible through greater sorting of incoming residual waste. We estimate that removing the very last elements of recyclable material from residual waste delivered to our CRCs might save in the order of £100 - 200K depending on the costs associated with extracting this material. Proposals to implement this saving are already included in the transformation programme for waste.

The biggest potential for increasing recycling lies with the material collected at the kerbside, which is much greater in volume and has greater potential for separation. However it is much more difficult to increase recycling rates for this material because this relies on improving capture of materials through influencing residents' behaviour. The Surrey Waste Partnership is working hard on driving through improvements such as undertaking intensive work to improve facilities at flatted properties but there is not the same opportunity to directly control material flow as there is at our community recycling centres. Recycling rates for individual district and boroughs range from 44.1% to 61.7% as shown on the attached table.

It is also important to note that the global recycling market is currently experiencing an oversupply of materials following closure of the Chinese markets. This means that some previously recyclable materials no longer have a market and the prices paid for other materials have seen significant falls. The government are also set to release a new waste strategy in the next month or so, which we believe will advocate producers of packaging material taking much more responsibility for ensuring that it is recycled. All of this means that there will be some uncertain times ahead with regard to the recycling market.

Setting this aside, on average we anticipate that district and boroughs in Surrey will recycle just under 55% of the waste they collect at the kerbside, including collection banks and street sweepings.

Any additional recycling is likely to come from food waste and dry mixed recyclables that is displaced from residual waste. Using some very broad assumptions about the difference in the cost of dealing with food waste and recycling compared with the cost of sending material for incineration, the saving achieved could be in the order of two million pounds per annum,

depending on what additional costs might be incurred to capture greater amounts of material. This equates to just under £200K per annum saving for each percentage point increase in recycling.

Whilst this would of course be desirable, the difficulty is how this could be achieved and within what timescales. Surrey is already amongst the top performing areas for recycling nationally and any recycling gains are likely to be small and incremental. Major change is most likely to be achieved through change in legislation, for example around producer responsibility for packaging waste.

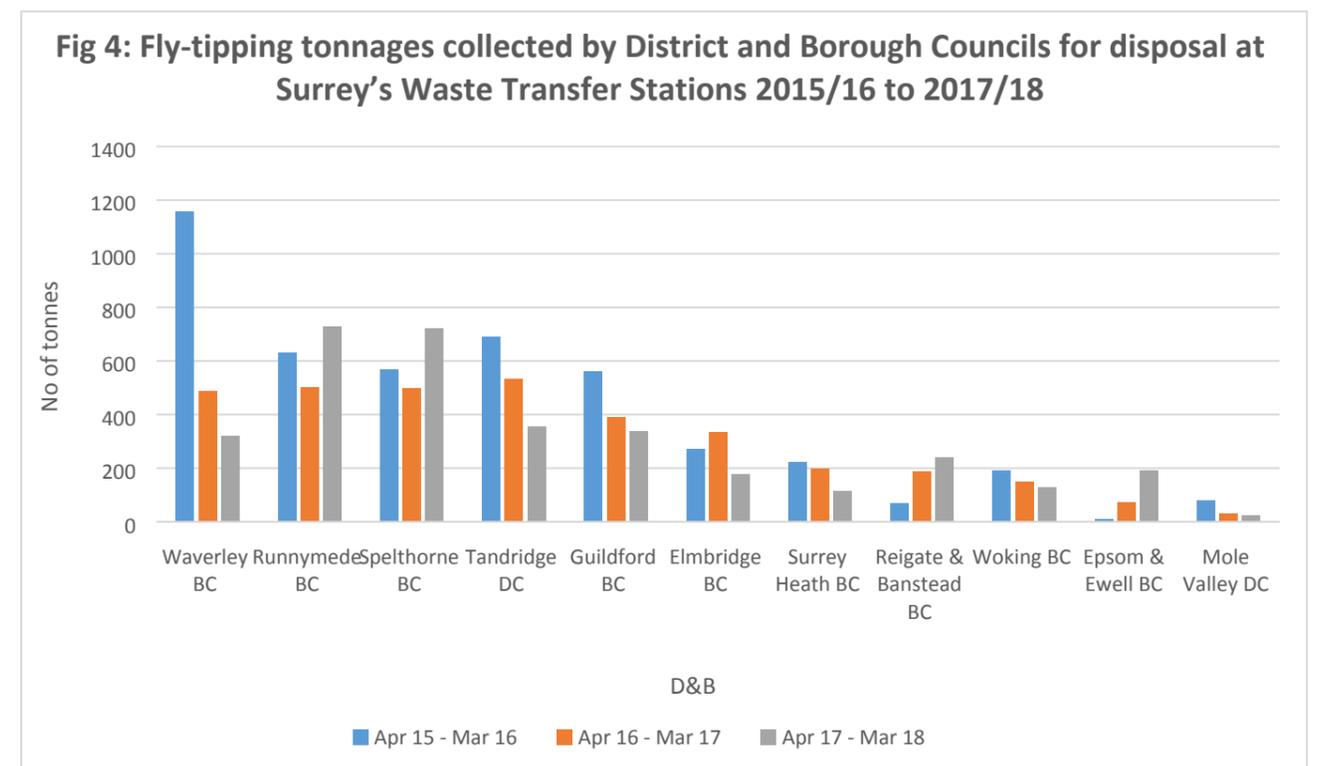
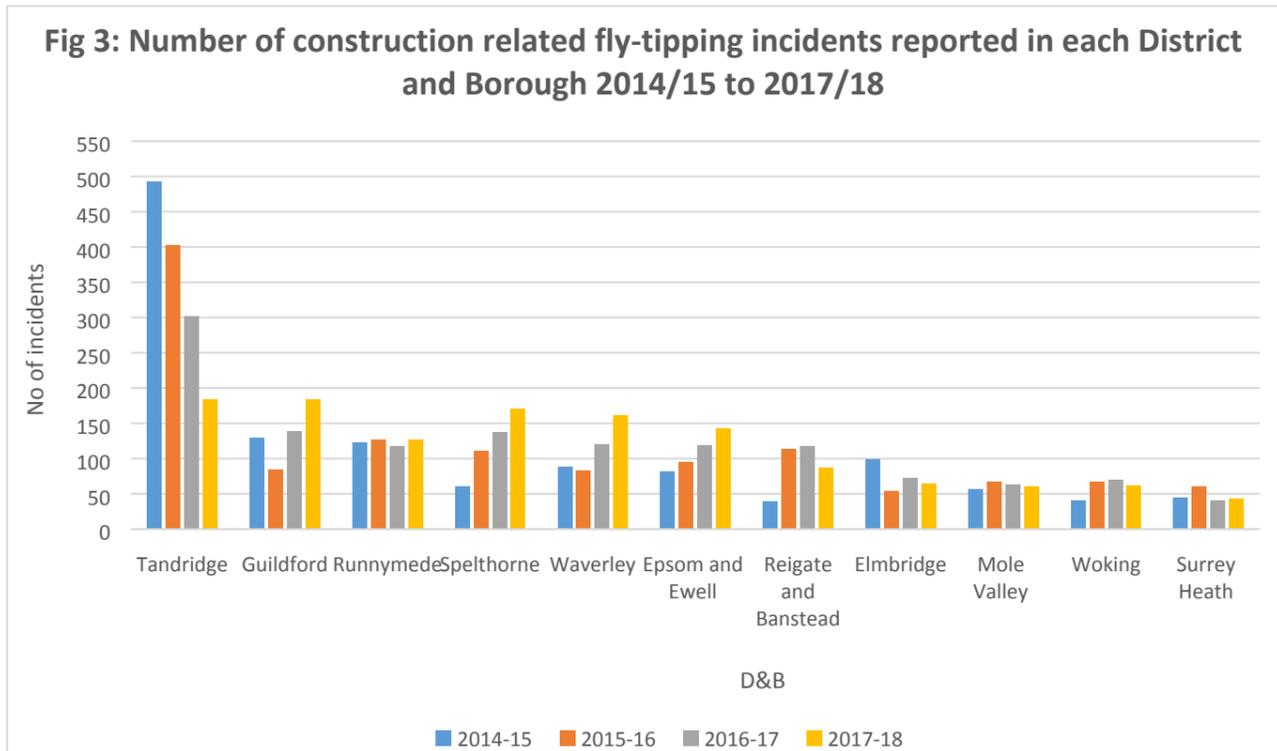
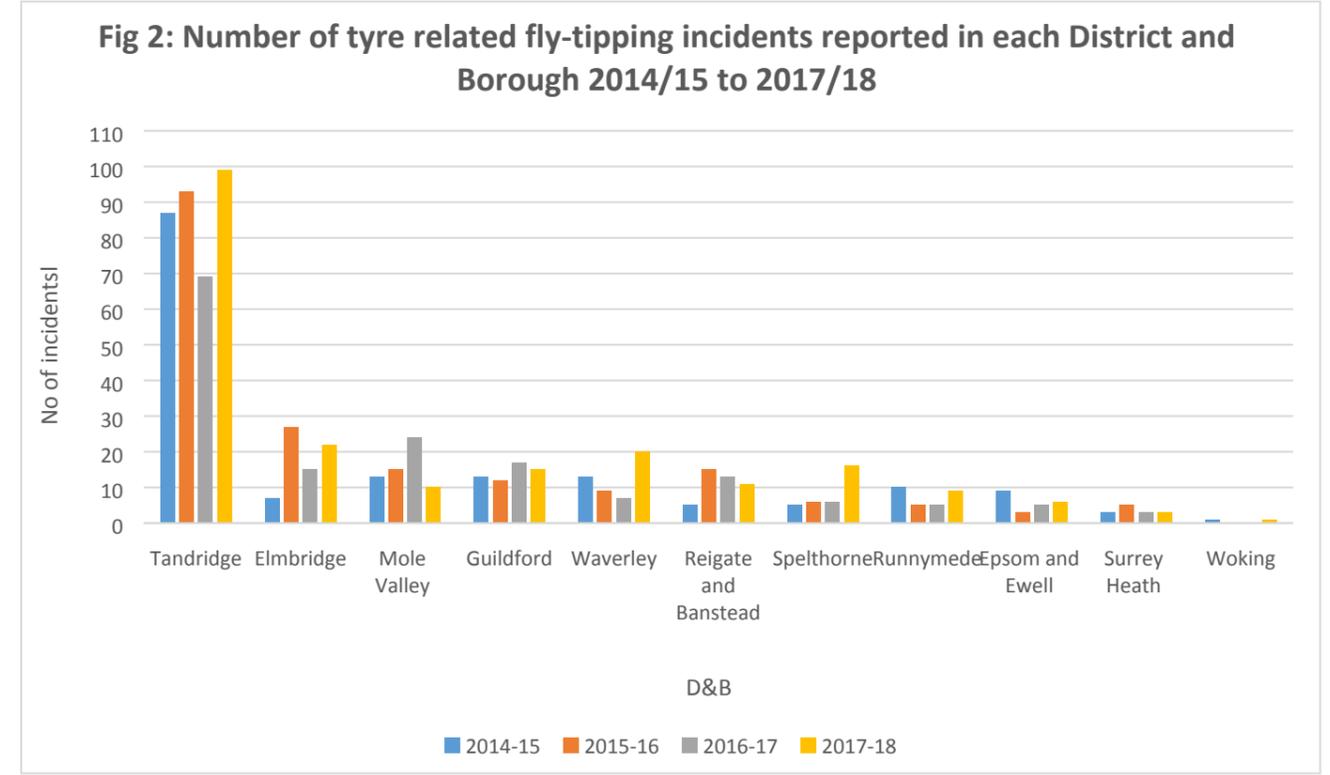
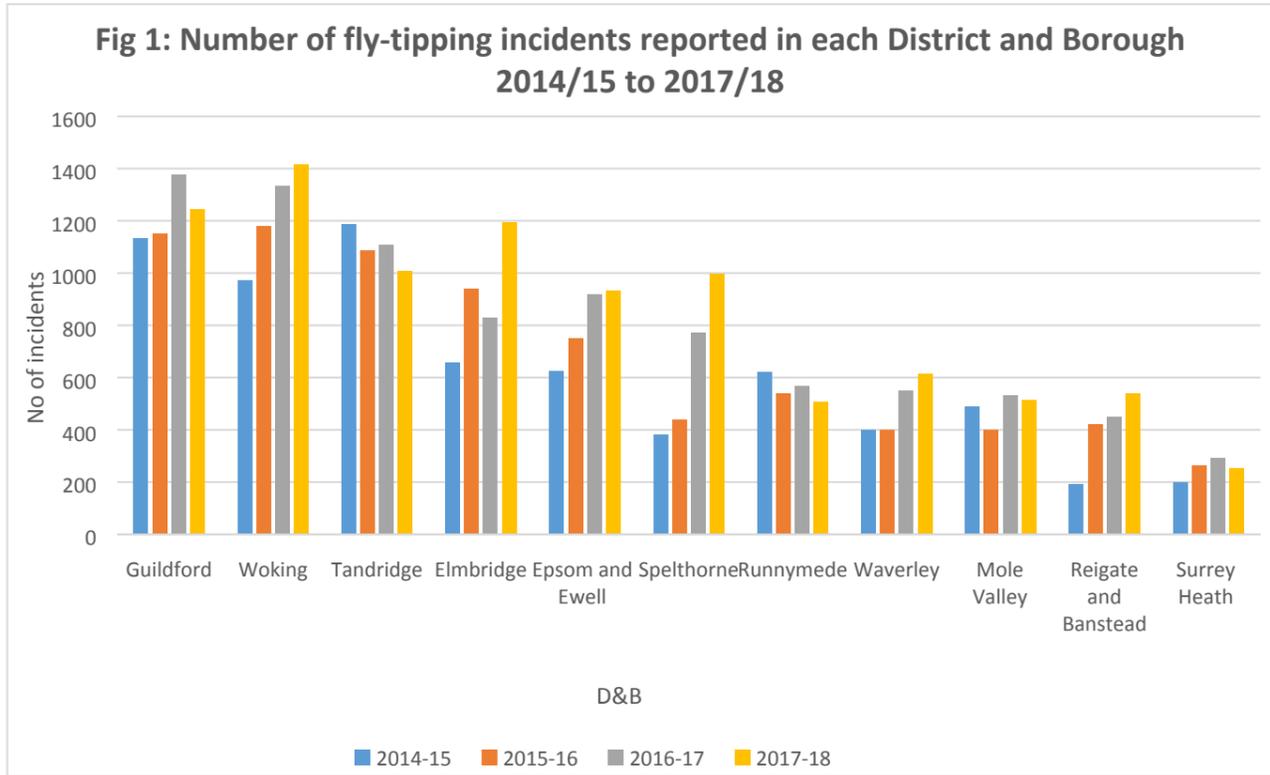
Savings need to be achieved in 2019/20 and therefore it is unrealistic to assume that these will be met through increased recycling at the kerbside.

Recycling rates for Districts and Boroughs 2017/18

District/ Borough	JMWMS Recycling rate 2017/18
Elmbridge	53.7%
Epsom and Ewell	51.0%
Guildford	59.6%
Mole Valley	59.3%
Reigate and Banstead	54.7%
Runnymede	44.1%
Spelthorne	47.4%
Surrey Heath	61.7%
Tandridge	58.4%
Waverley	56.4%
Woking	58.2%

Rachael I Lake
Chairman of the Environment Select Committee

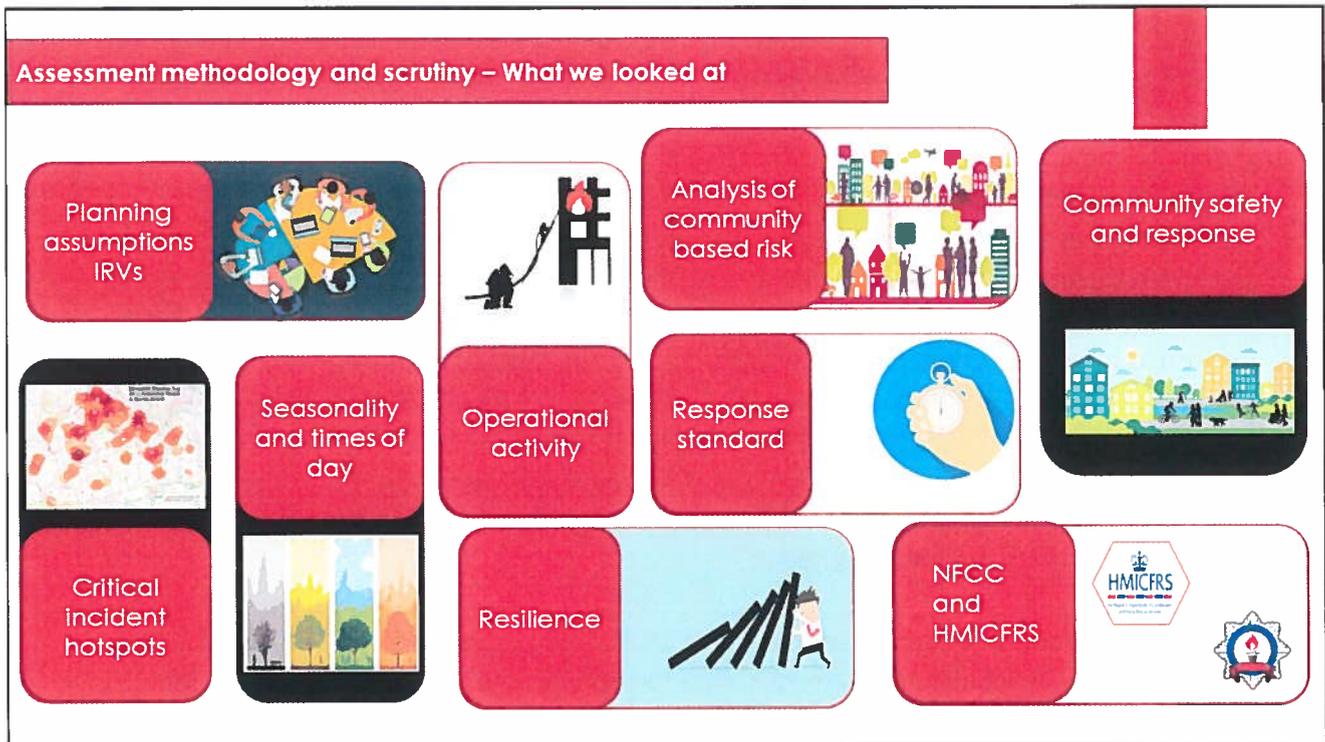
Fly-tipping data sheet



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Surrey Fire & Rescue Service



A lot of work has been undertaken which has required data analysis and review to understand what has changed and so what this means:

We have tested the planning assumptions of the 2016 MTFP and found that there was a heavy reliance on the success of the IRV, these vehicles are not likely to be available in the timescales required and the outputs we wished to get from these will be challenged with the weight of the national FBU machine behind it. These vehicles and this concept has some value and could be utilised as part of a different model however the 2016 model was still a response orientated model which we think is wrong.

The landscape has changed since 2016.

Grenfell Towers

Legislation changes - duty to collaborate and PCC governance

New National Framework – HO guidance on what a FRS is required to do

HMICFRS Inspection outcomes

Home Office requirements for resilience

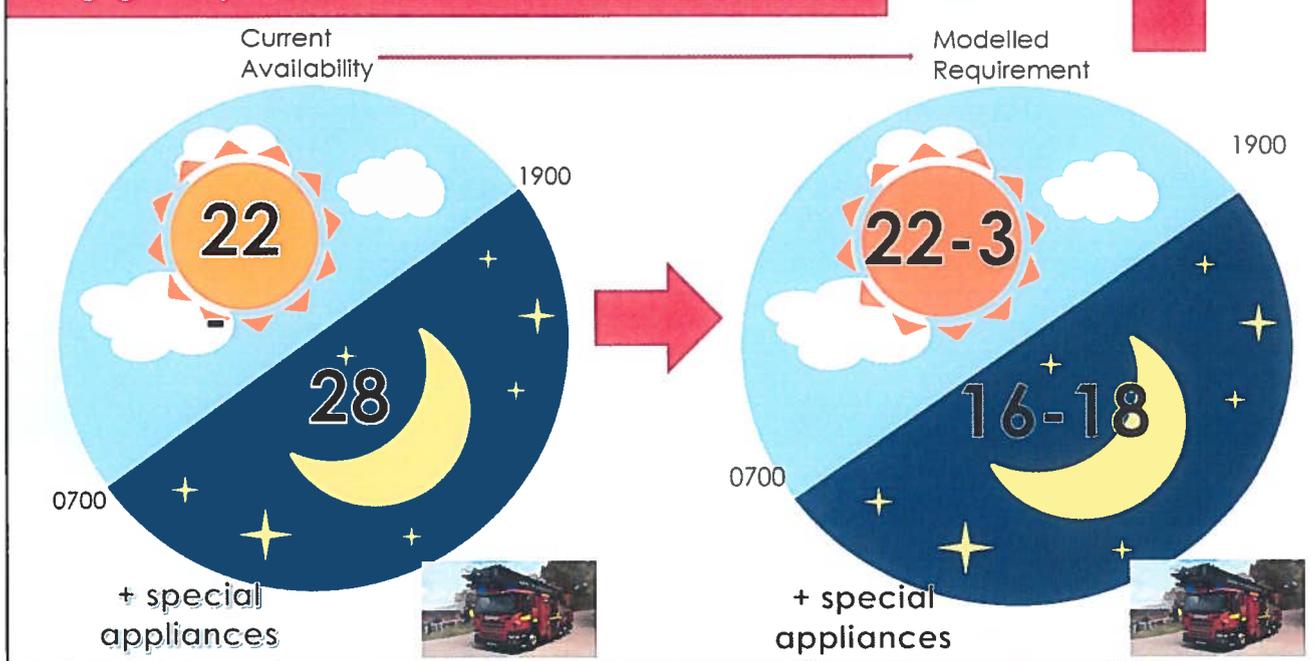
Current service leadership situation. NFCC interaction and assurance panel

Our Methodology looked at 5 years worth of our own Data: Critical and other



Our proposals to transform the Service

Changing the response model to meet the need and free up resources



The current actual availability for days is 22.25 fire engines during the day and 27.89 during the night, on average. We know from the 5 years of incident data and type that most risky period for critical incidents is between 9 in the morning and 9 in the evening. And that the risk reduces in the evening and at weekends.

Our planning assumption is 5 L1 incidents and 2 L2 incidents on an average Surrey day and also a number of L3 and L4 incidents which happen less frequently (1 a month to 6 weeks). We also know that whilst there are cross boarder arrangements in place but these cannot be guaranteed. (we expect 2 x level L1 and 1x L2 will occur simultaneously regularly = 60FFs)

Level 1: up to 16 FFs supervisory manager in charge (Cmgr/W/mgr)

Level 2: 17-28 FFs AGC in charge plus incident support officer

Level 3: 29-44 FFs GC in charge, Incident support officer and safety officer

Level 4: +45 FFs Area Commander, Chief Fire Officer in charge, 1 GC plus 2 x AGC's

We still need to change this capacity to deliver better prevention activity during the day too.

We need to work up a plan to deliver these outcomes and consult with the public

For Example



**Better
Community
protection**

- Prevent impact on communities, focusing on high risk people and places.
- Additional resources to meet national practices – lagging behind



**Possible
Changes to
response**

- fire stations (wholetime and on-call)
- Day crewing at some fire stations
- Nos of fire engine(s) at wholetime fire station
- Changes to work pattern



**Response
standard**

- Part of the review



**Estimated
Savings**

- By being more efficient and effective there should be savings in respect of capital expenditure, revenue and possible property changes. This could be up to £2m but no target can be set at this stage. (aspiration)

We focus on the emergencies where, at the time of call, that we believe lives and property are most at risk; these **critical incidents are primarily building fires and vehicle collisions**. Once we know what your emergency is and where it is occurring, we will send the quickest response. We aim to have one fire engine at critical incidents within 10 minutes and have a second one within 15 minutes on 80% of occasions. For all **other emergencies, Lifts, wildfires, pumping out, animals**, we aim to have one fire engine on scene within 16 minutes on 95% of occasions. For non-emergency incidents, we will attend when resources allow and will redeploy fire engines to emergency incidents where appropriate. We will, and will continue to, answer a call in 7 seconds and assigning a response within 90 seconds and turning out in under 120 seconds.

We are going to look at our response standard but the changes expected would effect the % of time we can meet to respond we have never been successful in meeting the 80% aspiration of the critical incident and so need to be more realistic and honest going forward. This requires a review of the standard.

At the moment we do not know what the model will look like but there are lots of



Timescales and impact on MTFP

Additional activities to support the MTFP

Review non-emergency attendance



Revised fees and charges



Review cost recovery



Income generation



Emergency planning integration



Projects review



Capabilities review



We understand that there is a collective responsibility across the Wider SCC and within our directorate to ensure we contribute to savings and are currently undertaking a range of activities to understand what the scale of these may be, but any we take cannot jeopardise our transformation plan.



Thank you



Environment Select Committee

Friday 22 February 2019

A Joint 25 year Strategy for Surrey's Countryside Estate

Purpose of the report:

- To update the Members of the Committee on the development of a joint 25 year strategy with the Surrey Wildlife Trust for Surrey's Countryside Estate
- Share outputs from engagement with the public and other key stakeholders
- Set out the framework for the strategy and invite comments to help develop the final strategy

Introduction

1. Surrey County Council owns 6,500 acres of countryside estate, and a further 3,500 is managed under access agreements. All of the Countryside Estate (the Estate) is open for the public to visit. It is our responsibility to ensure the countryside is cared for and managed so Surrey residents and visitors can access and enjoy it, as we know it is highly valued by our residents.
2. The Partnership between Surrey County Council (SCC) and the Surrey Wildlife Trust (SWT) was formally established in 2002 when 10,000 acres of countryside owned, or managed under access agreement by SCC, was leased to the SWT for 50 years.
3. The Estate ranges from the heathland of Ockham and Wisley Commons to the downland and woodland of Norbury Park. SWT makes sure that paths can be safely used, dangerous trees and branches are made safe, sensitive habitats and species are protected and fly-tipping is removed and that access to the countryside is maintained.
4. The current annual cost of managing the Estate is £2.1million of which the County Council contributes £425,000 (2018/19). With ever increasing pressure on local government finances, particularly as a result of the demand for social care services, we have been working on ways that our countryside estate can be self-funding so it is more resilient to changes

in public sector finance. This will ensure that the care and management that the countryside needs can be guaranteed for the future.

5. To ensure that we are able to achieve this in perpetuity we need a clear vision and a long term strategy.
6. During the summer of 2018 SCC and the SWT began engaging with key partners, other landowners, user groups and residents to get their views on the future of the Estate.
7. To enable us to gather this information a wide range of tools were used including face to face meetings, targeted workshops, focus groups, online surveys, site surveys and a public engagement exercise.
8. The aim of the engagement was to understand priorities for the next 25 years to enable the development of a strategy that would set out how we will work with our partners to improve outcomes for the Estate and reflects national policy, such as 'A Green Future' The Government's 25 year Environmental Plan and reflect research for example, the Monitor of Engagement with the Natural Environment Report (MENE Report undertaken for Natural England)

Outputs from Engagement

9. In the summer of 2018 results from the development of a 2030 Vision for Surrey were published. One of the most important aspects of the Surrey that residents care about is the quality of Surrey's natural environment. They value the green and open spaces of Surrey and many people commented that having access to this green space and nature was a key part of the attraction of living in Surrey. There was a strong desire to see this preserved. In particular residents were keen to see continued conservation and protection of green spaces and seen as being essential to health and wellbeing of people in Surrey, and offered families the opportunities to relax, explore and appreciate the natural environment.
10. Over the summer SCC and SWT engaged with key partners and other landowners, including National Trust, Forestry Commission and Natural England, Surrey Hills AONB, RSPB and the Woodland Trust this involved face to face meetings and workshop some common areas were identified:
 - The Estate is important for other landowners and managers from the perspective of showing leadership in how things may be done differently.
 - It provides vital services. In order to continue to provide them active management is required and therefore investment.
 - All land managers, be they local government or private are facing challenges regarding future funding of that management. Leadership and demonstrations of how to tackle those challenges would be welcomed.

- All land managers are having to find ways to optimise their land management to provide multiple services - balancing recreation/food, conservation and flooding.
11. The Caring for our Countryside survey was launched on the 8 October 2018 and open for six weeks. The aim of the survey was to understand how the Estate is currently used and residents' priorities for its future. The survey had 1367 respondents. (the Summary Report of the Survey is in Annex 1 to this report)
- Of those that responded 95% said that the Countryside sites were very important or important to them. The most popular reasons given were:
 - Value open greenspace, wildlife and habitats
 - Countryside sites improve health and wellbeing
 - Importance that countryside sites are protected
 - The most popular sites visited were Newlands Corner, Chobham Common and Wisley & Ockham Commons. With walking, dog walking, nature watching and visiting with children being the main reasons for visiting. 74% of respondents travel to the sites by car.
 - When asked what would make the sites better now the top responses were:
 - Access to the countryside should be free.
 - The countryside should be protected and remain the same
 - Countryside sites should be well maintained.
 - When asked how they saw the sites in the future the top responses were:
 - The countryside should be protected and remain the same
 - Concern for the future of sites
 - Access to the sites should be free
12. Independent market research has shown us that there is a general lack of understanding of who owns and manages the Estate and the costs associated with its management. It was generally assumed that the 'Countryside' 'looks after itself' with relatively low costs for managing the Estate. There was a strong feeling that the costs for managing the countryside were included in existing taxation.
13. Residents or visitors may be aware of a site local to them but there was little awareness of the sites as part of a wider Countryside Estate. More needs to be done to promote the work and value of the Estate and that education is required to ensure awareness of what it takes to maintain and improve an accessible, safe and healthy Estate.
14. The focus groups indicated that residents are looking for the following benefits from a visit to the countryside:

- Mental health – escapism, relaxation, time to think, visual enjoyment.
- Physical health benefits – walking, running and cycling.
- New experiences – learning and education
- Social interaction – with partner, family and other users (including activities such as picnics and events)

Strategy Themes

15. Three themes have emerged from the public and key stakeholder engagement:

Education and Engagement

As is often said, you can't expect people to love and respect something they don't understand, they can't understand something they don't interact with and they won't protect something they don't love. The population has become more and more urban and their link to the countryside more and more tenuous. Most of the population live in urban areas with only about 20% living in rural areas and often even that population commutes to work and has little link to the countryside.

The surveys showed that there are only a relatively small percentage of visitors that come with children and there are very few educational visits or children's activities based on the Estate.

Improving how we engage and connect with future and current users of the Estate is key to ensuring sustainability and health and wellbeing benefits are achieved.

Access for Health and Wellbeing

As a nation a large percentage of the population do very little exercise and consequently, we have an increase in the incidents of diseases associated with obesity and mental health issues associated with the way we live. Walking and other activities in the outdoors can help to address these problems.

There have been many short-term pilot activities that have shown the benefit of getting outside with other people generally funded as pilots by the NHS. This type of activity needs to be more accessible with opportunities for people to self-guide themselves around sites and to use the resources of other organisations to introduce people to the sites through activities.

Natural Capital and Landscape

Parts of Estate are located in the Surrey Hills AONB and all of the Estate has a particular role in the landscape of the area and as stated above 70% is also designated for its wildlife conservation significance.

In conversations with other landowners across the County opportunities have become apparent to work in collaboration to achieve greater continuity of landscape and habitats, linking similar habitats to achieve a more sustainable area for the future. Along with this work is the significant opportunity to demonstrate how Surrey can improve its natural capital and show the benefit to the county as a whole. This can include how the Estate can act as a natural

drainage area protecting adjoining areas from flooding, how trees in the landscape can filter water to improve its purity and a role in improving air quality through vegetation that can clean the air.

The landscape has for centuries attracted people to come and live in Surrey and to visit at weekends. Particularly famous for this are the Surrey Hills which have been home to many artists, business people as well as farmers and foresters and pioneers in the benefit of open space and activities in the countryside.

16. These themes will be developed to form the Countryside Strategy. Annex 2 is a draft outline of the Strategy.

Recommendations:

The Environment Select Committee to:

- Review the outputs of the engagement with key stakeholders and residents.
- Comment on the emerging themes and outline of Strategy.

Next steps:

Activity	Timescale
Draft Strategy	February – April 2019
Further engagement with key stakeholders to validate Strategy outputs	February – March 2019
Environment Select Committee	24 April 2019
Cabinet	30 April 2019
Launch Strategy	May 2019

Report contact: Lisa Creaye-Griffin, Countryside Group Manager

Contact details: 07972 012 853

Annexes

Annex 1

Caring for our Countryside - Analysis Summary Report

Annex 2

Countryside Estate Outline Strategy

Sources/background papers:

[A Green Future – 25 Year Environmental Plan](#)

[Monitor of Engagement with the Natural Environment \(MENE\) The National Survey on People and the Natural Environment](#)

[Natural Capital Investment Plan for Surrey](#)

[2030 Vision for Surrey County Council](#)

Surrey Hills AONB Management Plan

ANNEX 1



Caring for our Countryside survey analysis

Summary report January 2019

Contents

1. Introduction	2
2. Headlines	4
3. Appendix A: Survey analysis	6
4. Appendix B: Site specific tagged responses	32

1. Introduction

The Caring for our Countryside survey launched on 8th October and ran for 6 weeks, the survey was available online through Surrey Says which is our online tool for sharing surveys with residents. Paper copies were also made available through the Contact Centre.

A mixture of digital, social and printed media were used to ensure it reached as wide an audience as possible, please see Table 1 below for a full list:

Table 1: Method of distribution

Method of distribution
Email to Members, MPs, Parish Councils, District and Borough Councils to share with networks
Email with editorial and social media posts to Surrey Communications group and Parish Councils
Email to stakeholders and registered volunteers
Social media including Facebook, Instagram and Twitter
Promoted through Google Advertising
Posters distributed to County Council offices, District and Borough Councils, Parish Councils, Libraries and National Trust sites
Promoted through Surrey Wildlife Trust networks
Email to Countryside Forums
Email to Surrey Youth Focus – tweeted to all members
Email to Disability Network
Email to Countryside access forum
Articles in Communicate and Issues Monitor
Explore Surrey e-newsletter
Surrey Matters e-newsletter
Posters displayed at countryside sites
Banners on the county council website homepage
Mike Goodman video on digital press office

The purpose was to ensure that Surrey residents could give their views on the future of the Surrey Countryside Estate over the next 25 years which would feed into the 25 year strategy being which is being developed in partnership with Surrey Wildlife Trust.

Total responses

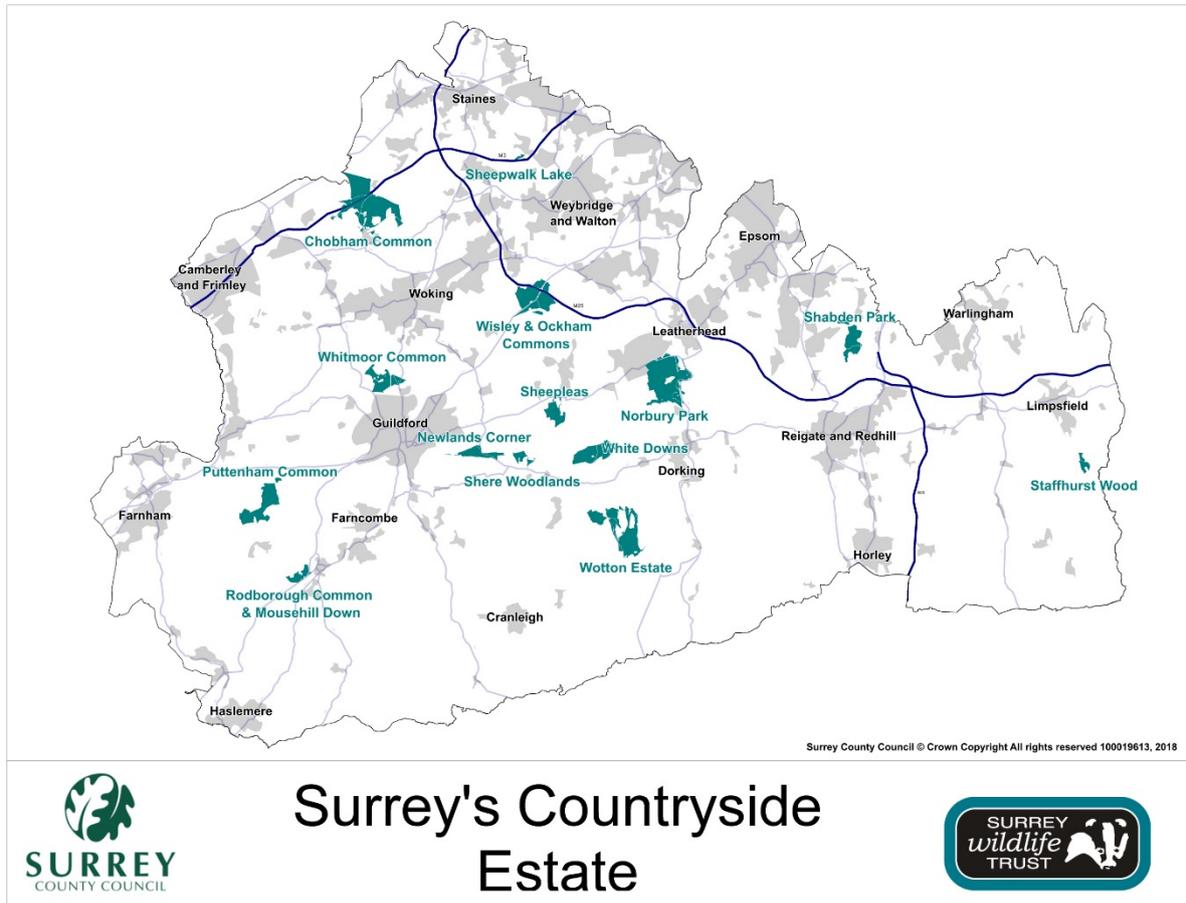
Online, via Surrey Says – 1367
Hard copy – 0
Letter – 0
Email – 0

This paper shows the number of responses received and summarises the responses to the Surrey Says survey.

It should be noted that multiple choice questions did not have any restrictions on the number of entries. This means that respondents could select as many options as they felt applied.

Surrey Countryside Estate map

A map of the Surrey County Council countryside estate sites was included for reference in the survey:



2. Headlines

The headline results from the consultation are provided in table 2 below:

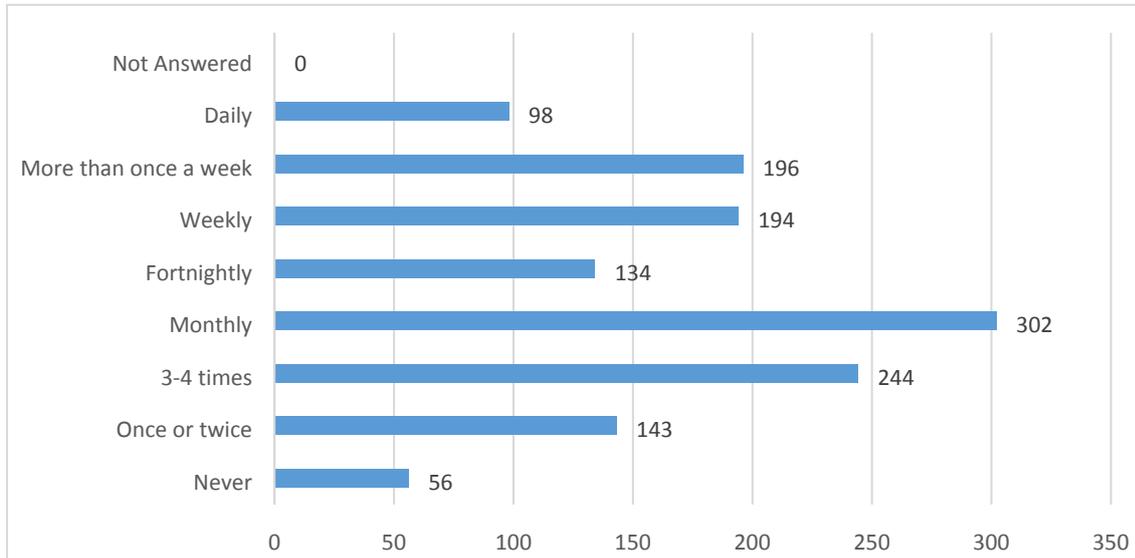
Table 2. Headline results

Survey subject	Headlines
How often have you visited SCC sites in the last 12 months?	96% of respondents have visited the countryside sites in the last 12 months
SCC sites visited in the last 12 months	The most popular sites visited were Newlands Corner, Chobham Common and Wisley and Ockham Common
What activity does your visit involve?	Walking, Dog Walking and Nature Watching is the most popular activity at the sites.
Which site do you visit most often?	Chobham Common, Newlands Corner, Rodborough Common and Mousehill Down were selected as the site they visit most often.
How do you usually get there?	74% of respondents travelled to the countryside sites by car.
How long does it take you to travel there?	Travel times to the countryside sites ranged between 6-30 minutes
What would make your journey easier?	The main themes were: <ul style="list-style-type: none"> • Access to the countryside should be free • Improve infrastructure and congestion • No improvements • Improved paths • More public transport available
Would you like to see any of the services?	Most popular services selected were more walking routes, improved information boards, Toilets, more way markers 22% of respondents wanted to see no additional services
How important are the countryside sites to you?	83% of respondents said that the countryside sites were very important to them
Why do you give that score for importance?	When asked why they gave that score for importance the most popular reasons were: <ul style="list-style-type: none"> • Value open greenspace, wildlife, habitats • Countryside sites improve health and wellbeing • Important that countryside sites protected
Please rank the following three statements: <ul style="list-style-type: none"> • Maintained so all Surrey residents can access and enjoy it • Valuable habitats and landscapes are protected and improved • Protected from public sector cuts by generating its own income 	<ul style="list-style-type: none"> • 64% of respondents felt it was very important that the sites were maintained so all Surrey residents can access and enjoy them • 78% of respondents felt it was very important that valuable habitats and landscapes are protected and improved • There was no overall majority of responses for whether it was important to protect from public sector cuts by generating its own income. 33% of respondents felt it was very important or important 34% neither important nor unimportant 33% very unimportant/unimportant

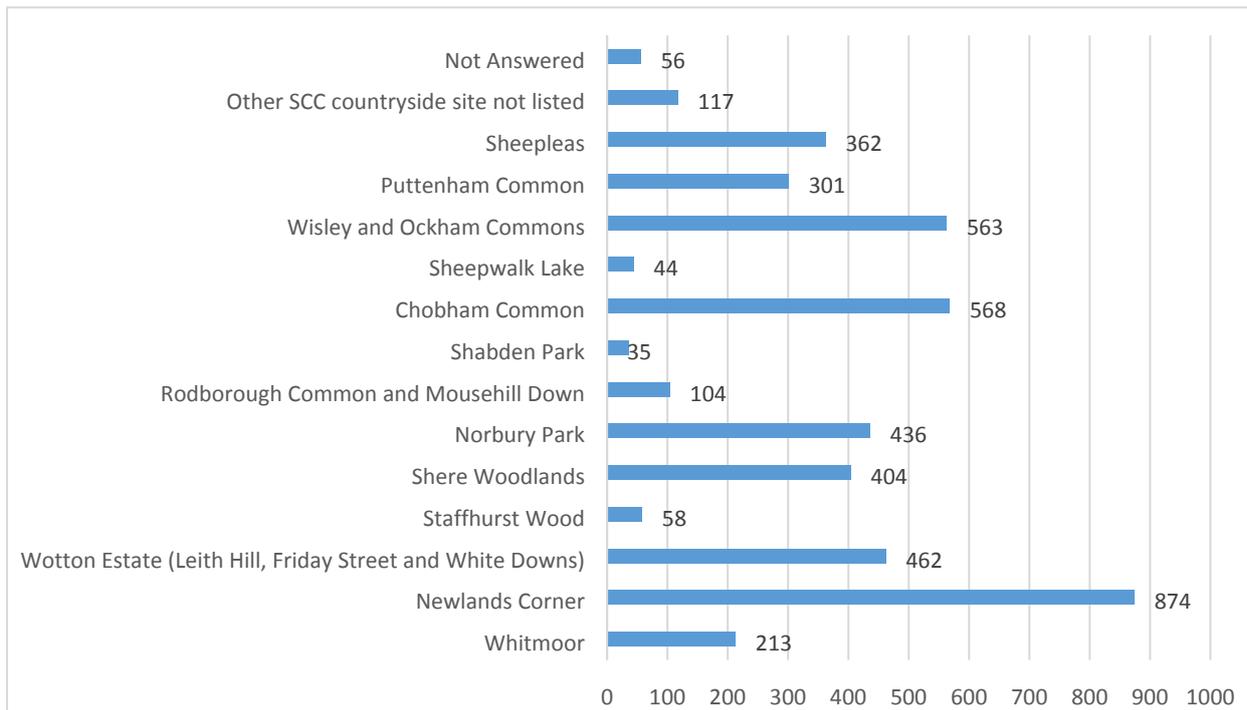
<p>SCC countryside sites better now</p>	<p>The main themes were:</p> <ul style="list-style-type: none"> • Access to the countryside should be free • The countryside should be protected and remain the same • Countryside sites should be well maintained
<p>SCC countryside sites in the future</p>	<p>The main themes were:</p> <ul style="list-style-type: none"> • The countryside should be protected and remain the same • Concern for future of countryside sites • Access to the countryside should be free
<p>Non SCC site visited in the last 12 months</p>	<p>When asked which other non SCC site they have visited most often in the last 12 months the following were the most popular sites selected:</p> <ul style="list-style-type: none"> • Box Hill • Horsell Common • Frensham Pond
<p>How does the non SCC site compare with:</p> <ul style="list-style-type: none"> • Car parking • Wildlife • Footpaths • Guided trails • Toilets • Refreshments • Activities 	<ul style="list-style-type: none"> • The majority of respondents felt the non SCC sites they visited most often was neither better nor worse when comparing Car Parking, Wildlife, Footpaths, Guided trails, Toilets, Refreshments and Activities.
<p>Any other comments</p>	<p>The main themes were:</p> <ul style="list-style-type: none"> • The countryside should be protected and remain the same • Access to the countryside should be free • Countryside sites are valued and should be protected and maintained for wildlife, habitat and environment

3. Appendix A: Survey analysis

Question 1a. How often have you visited the SCC countryside sites?



Question 1b. In the last twelve months which SCC countryside sites have you visited? (Please tick all that apply)

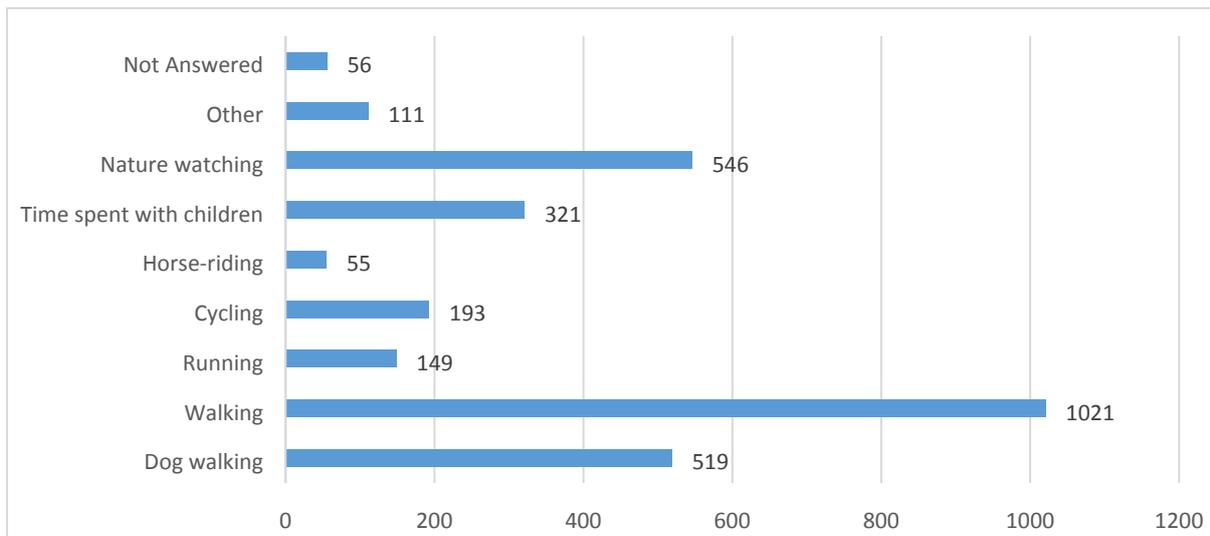


101 other sites were selected, of these the most popular sites specified were:

Brentmoor Heath, Broad Street Common, Chitty's Common and St Martha's

Within this section, users also selected non Surrey CC sites.

Question 1c. What activity does your visit involve? (Please tick all that apply)

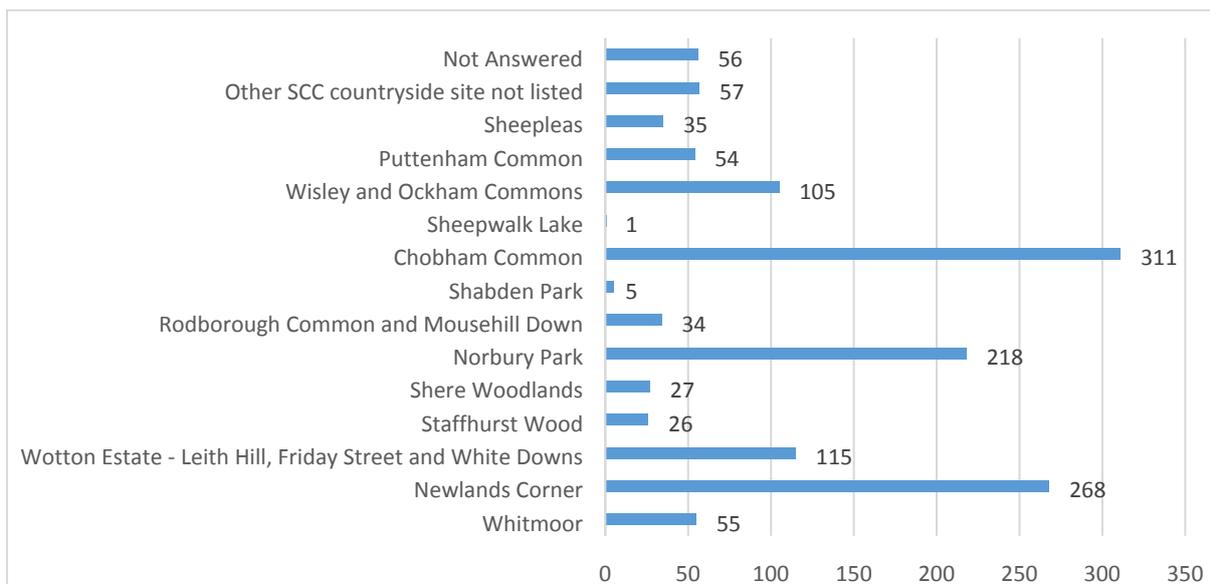


There were 111 other responses selected, the following activities were stated:

Conservation/ Volunteering/ work	Relaxing/ enjoying views/ socialising	Photography	Visiting café	Picnic	Drawing/ painting	Other (see below)
46	27	14	10	6	5	34

Other activities specified: Motorcycling, Car park charges were a barrier to visiting, live here/nearby, angling, geo coaching, model air crafting, monitor activities of SCC/SWT. Scouts, Time spent with grandchildren, assisting dog search, camp building, car owners club meet, education field studies, exercise, foraging, ideas for songs, litter picking, Nordic walking, sledging, using toilet, wildflowers and supervising Duke of Edinburgh groups

Question 2a. Which site do you visit most often? (select one answer)

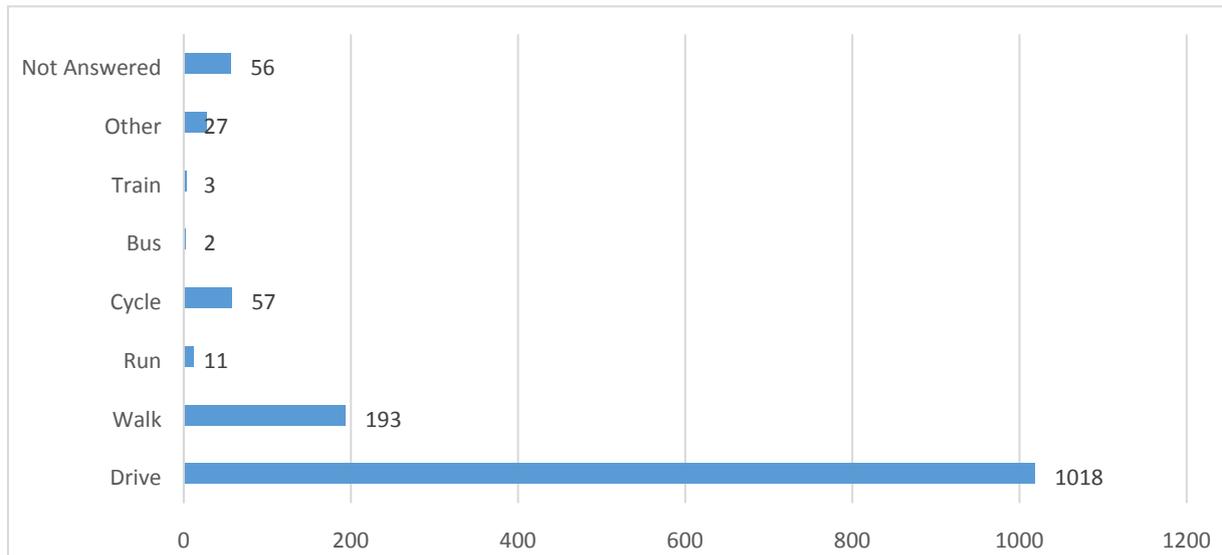


There were 59 other sites selected, of these the most popular sites specified were:

Esher Commons, Ashted, Brenmoor Heath, Ranmore, Bisley Common, Black Heath

Within this section, respondents also stated non Surrey CC sites.

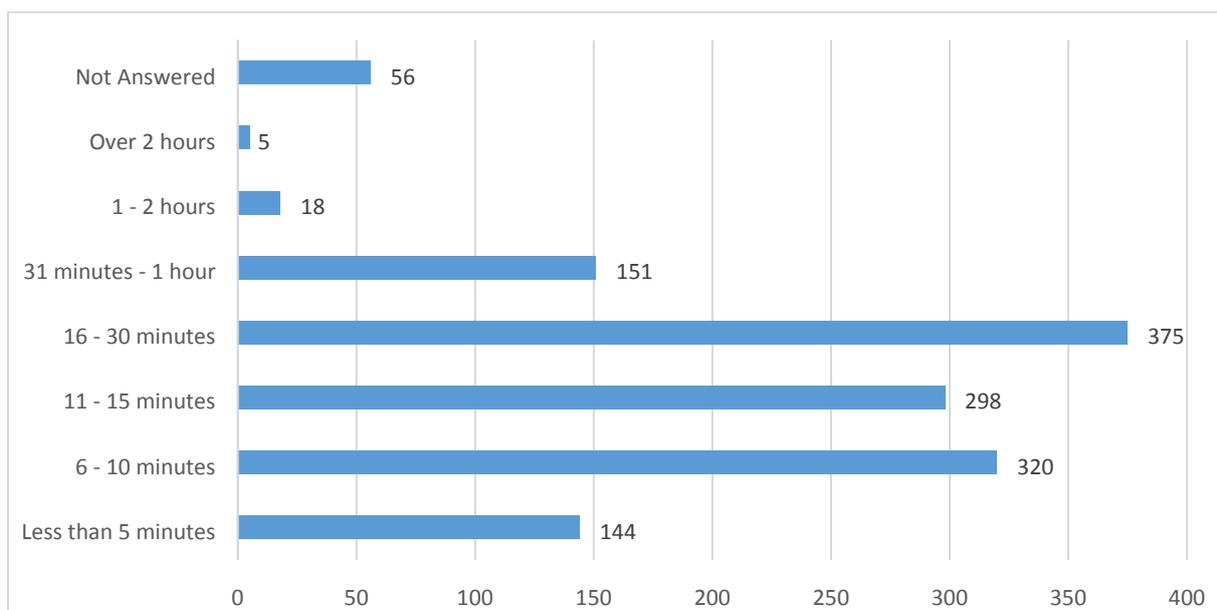
Question 2b. How do you usually get there? (Please select one answer)



There were 27 other responses:

Walk	Drive	Horse	Cycle	Car park charges barrier	Other comment	Motorbike	Public transport	Run	Live nearby	Car share
19	16	12	11	9	7	6	2	1	1	1

Question 2c. How long does it take you to travel there? (Please select one answer)

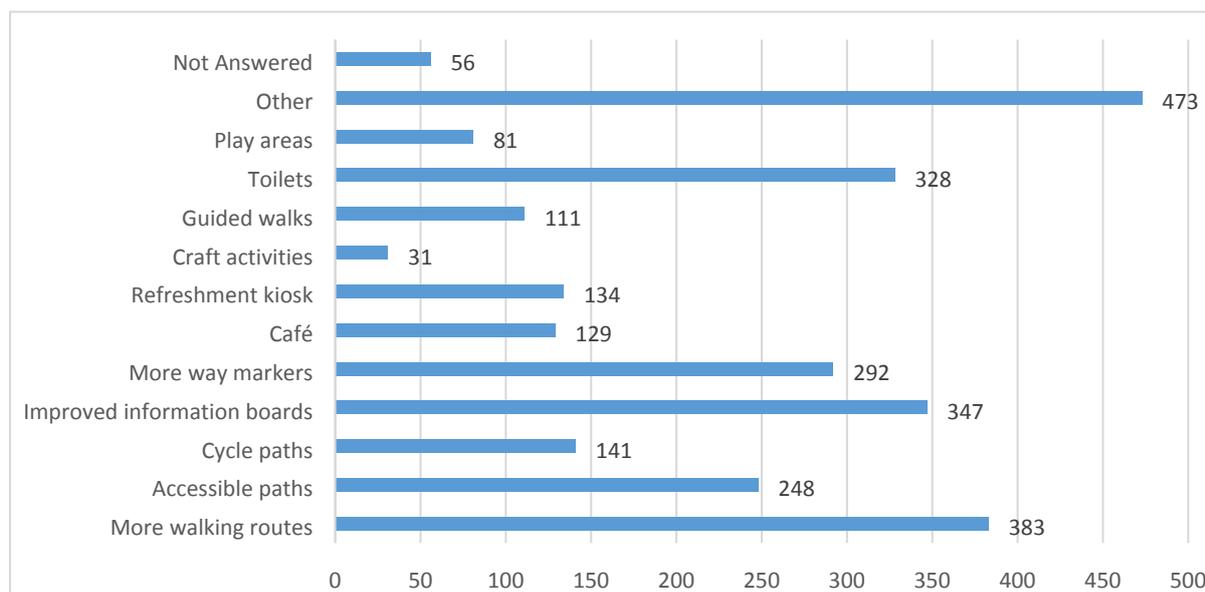


Question 2d. What would make your journey easier? (Free text box)

There were 679 responses to this question, one sample comment has been provided of which spelling/gramma mistakes have been not been corrected:

Tagged response	Count	Sample comment
Access to the countryside should be free	190	No car parking charges.
Improve infrastructure/congestion	180	Less traffic on the road.
No improvements	166	Nothing. My journey is easy.
Improved paths/cycle ways/bridle paths	49	More bridleways.
Would like to see more public transport available	31	A bus service to access the site.
Improved parking provisions	15	more parking spaces.
Safety improvements to access countryside	15	Safe places for pedestrians to cross roads.
Comment not relevant	14	Wings.
Less cyclists	14	Less inconsiderate cyclists.
Living closer	10	If I lived closer.
Improvements to access	8	Having accessible foot paths for my wheelchair. And having the temper available at Newlands corner so I can explore properly with my family.
Change to car park charges	5	Reasonable car park charges. Currently too high.
Complaint regarding questionnaire	5	Truly odd question!
General site maintenance improvements	4	Less pot holes.
How I access the countryside depends on location	3	I like visiting numerous places, so my mode of accessing depends how far away the site is.
Improvements to prevent traveller access	3	No travellers.
Bike racks available	2	If there were cycle parking.
Would like to see improvements to signage	2	Clear signage at the entrances.
Comment regarding weather	2	Prefer not raining.
Comparison to other non SCC site	2	(Trusting that other controls are put in place to protect wildlife (e.g. like is done in lightwater country park).
Free bus ticket for 60+	1	Free bus tickets for 60 plus.
Health improvements	1	Being fitter.
Woodland management	1	Removal of trees.

Question 2e. What services would you like to see?



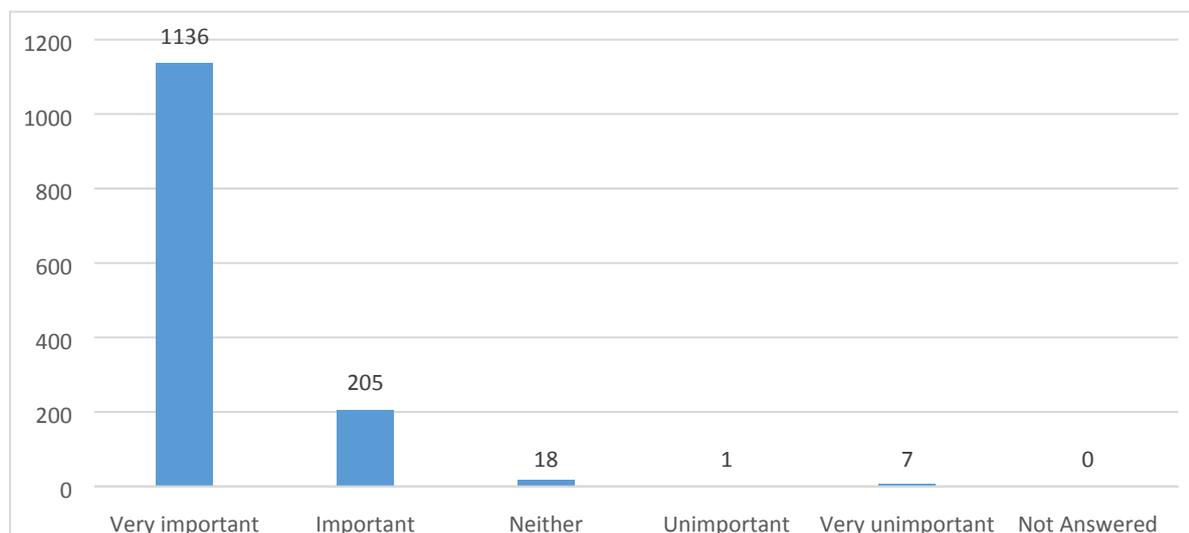
543 respondents selected other, below are the most popular choices:

None of the above	Free parking	More dog/waste bins	Keep sites Natural	Improve paths	Maintain sites	Conservation/wildlife protection	More staff at sites	Other (see below)
294	76	55	43	36	18	16	8	76

Other services specified:

Improve parking, remove signage/bollards/yellow lines, more seating, more signage, toilets, comment regarding questionnaire design, enclosed area for dogs, information boards, nature events, bird hides, café, consultation pre-determined, improve café/visitor centre, improvements to cycle paths, keep sites clean, more countryside available, security/cctv, discourage cyclists, gates, goats, guided horse rides, horse tie up areas, play areas, public transport, restrictions on professional dog walkers, traveller prevention, water for dogs.

Question 3a. How important are the SCC countryside sites to you?



Question 3b. Why do you give that score for importance? (Free text box)

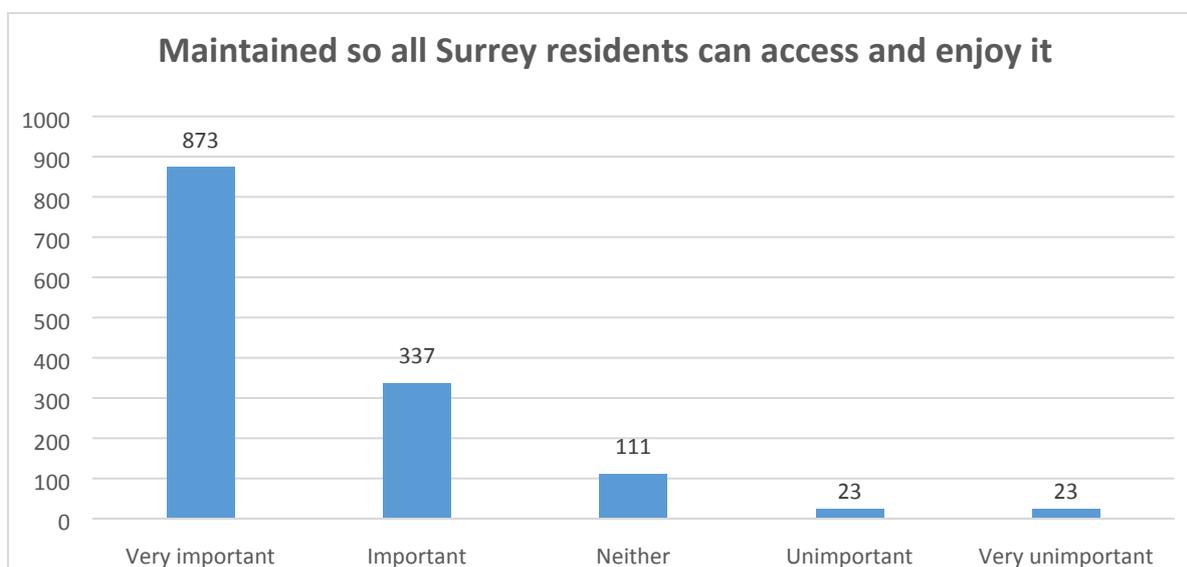
There were 1234 responses to this question, one sample comment has been provided, of which spelling/gramma mistakes have been not been corrected:

Tagged response	No.	Sample
Value open greenspace, wildlife and habitats	598	I value our precious green spaces and the wildlife that inhabits it
Countryside sites improve health and wellbeing	430	Walking essential for good health and wellbeing both physical and mental.
Important that countryside sites protected	185	Urban areas are taking over and housing developments are increasing. Nature areas should be left as natural as possible.
Would like free access to countryside sites	143	Access should be free to encourage more people to use it.
Provides access for all	131	They provide large areas of countryside which are ideal for walking dogs, children.
Reason for living in Surrey	115	Major plus point of living in the area
Countryside sites are important for future generations	59	The countryside is a gift we must protect for future generations!
I visit the countryside for enjoyment and activities	44	Walking is one of life's great pleasures, especially in 'peaceful countryside'
Countryside sites are important for environment	35	Improvement I levels of polition
Respondents felt they were important to teach about the education of the countryside	17	Its what makes children understand more than life with playstations
Use other non SCC sites	10	I belong to National Trust and other organisations and I use there's.
Countryside sites belong to people of Surrey	9	Most of this land has been gifted to the people of Surrey
Comment not relevant	9	Chobham Fire Station is crewed by on call firefighters who have only 4 minutes to get to the station, this is impossible at certain times of the day meaning no availability..... let's hope this doesn't result in fatalities.
I Volunteer/work at sites	8	volunteer in countryside management weekly.
Improve access	5	It would be great if there were Walker only paths to protect walkers and dogs from injury from dangerous cyclists. Unfortunately the most dangerous cyclists seem to ignore signs and cycle on footpaths anyway but it might help.
I have not visited/occasionally use SCC countryside sites	4	Because i have not visited

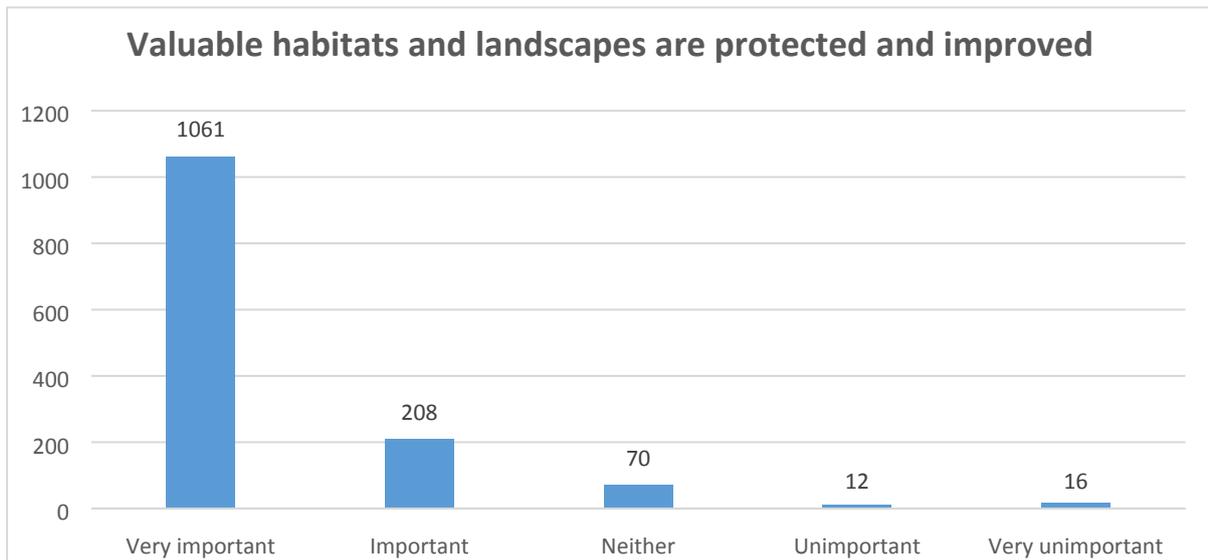
Public ownership is important	3	In public ownership are relatively safe from exploitation and the chances of appropriate management are improved.
Respondent would like to see changes to the car park charges scheme	3	At the moment not being able to use the parking machines (due to no smart phone) limits where I would go and must put a lot of people off visiting the sites.
Respondent felt consultation pre-determined	3	It would seem this survey by the council is to monetise the wild by improving "the experience" and adding human activity to the wild therefore rendering loss of habitat and purity of nature.
Countryside sites too far away	2	Too far away - lots of other sites nearer
Part of sites should be used for housing	2	Having said that I also feel strongly that we should not protect every inch of green to the detriment of progression, as it seems at the moment we cannot provide a modern place to live due to the strong feeling that nothing should ever change.
Respondent felt there were better places to visit	2	Better places to go.
Respondent expressed concern around activities taking place at site	1	You need to try and prevent some of the things that happen at these sites
Trees restrict views	1	The (unwanted) trees restrict views and are a major fire risk.
Would like to see more bins available	1	Maybe more bins for the idiots that hang plastic bags in the trees

Question 3c. How would you like to see the countryside in 25 years' time? Looking at the statements below, please select their importance to you.

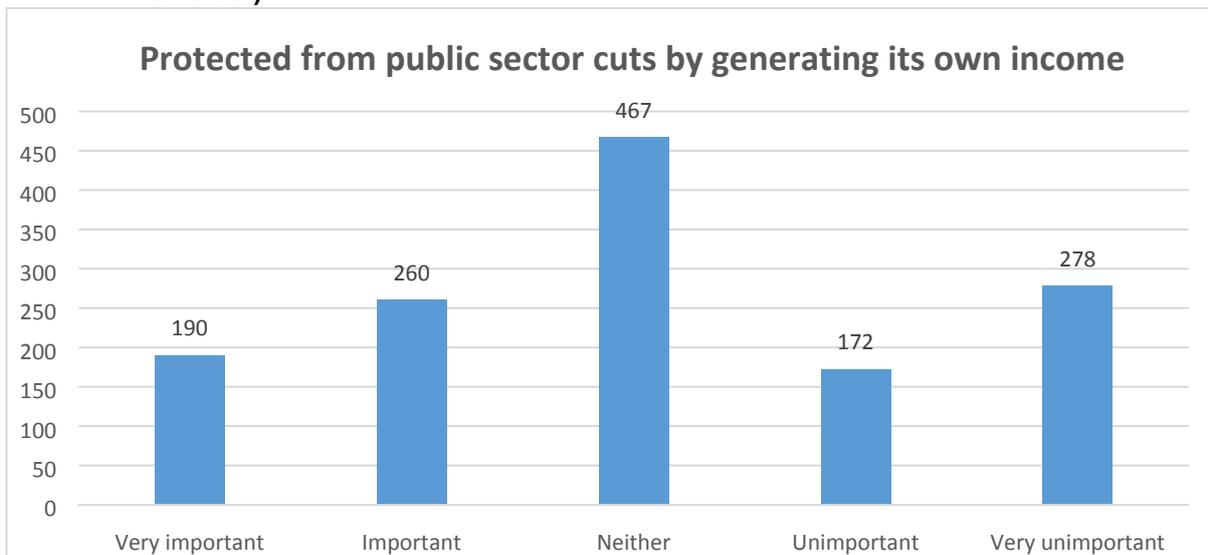
- i. Maintained so all Surrey residents can access and enjoy it: (select one answer)**



ii. Valuable habitats and landscapes are protected and improved (select one answer)



iii. Protected from public sector cuts by generating its own income (select one answer)



Question 3d. What should we do to make the sites better now: (Free text box)

1147 responses to this question, one sample comment has been provided, of which spelling/gramma mistakes have been not been corrected:

Tagged response	Count	Sample comment
Access to the countryside should be free	406	No car parking charges.
The countryside should be protected and remain the same	323	It's natural, leave it that way.

Countryside sites should be well maintained	124	Nothing but continue the maintenance and repair to access that is currently done.
Countryside sites are valued and should be protected and maintained for wildlife, habitat and environment	96	Preventing growth of foreign species and protecting current fauna and flora.
More funding should be made available	91	Eradicate the significant inefficiencies in SCC's current spending to free up budget to maintain the lands.
Improve access to the countryside	76	Improve the condition of bridlepaths so they are suitable for horses to ride them. Or make all routes by-ways so all routes are accessible to all.
Would like to see more activities/facilities	61	Provide more facilities to attract families and children to the sites.
Change to car park charging	59	If a carpark charge has to be made then a reasonable charge could be applied not (£1.30) a hour is ridiculously expensive amount to pay.
Use more volunteer/friendship groups	58	Let a 'friends group' run the sites.
Suggestions for alternative ways for generating income	48	Create pop-up cafes to generate income (or give permission to the people who are actually doing the maintenance to have cafe's or coffee trucks on site to generate their own funding).
Would like to see more bins/ dog waste bins	44	More dog poo bins.
Complaint regarding questionnaire	43	SCC also needs to engage rather than enforce, consultations need to be that!
Countryside sites should be managed differently	36	As per other countryside sites hand them over to a Trust who will raise funds to keep them in better order.
Improve advertising to engage and encourage more to visit	34	Encourage more people to use them!
Access to the countryside is important for health and wellbeing	32	They are essential for the well-being of the residents.
Improve education of countryside sites	32	There could be more school outings.
Would like to see more staff presence at sites	30	Just needs the park rangers reinstated- a tiny cost to SCC on the grand scale of things.
Would like to see improvements to signage	29	Improved signage, way marking and noticeboards.
Public access should be reduced	19	Stop overuse/incorrect use of the sites and prevent damage to the area.
Comment not relevant	18	Councillor Goodman could resign.
Improvements to management of dog walkers	16	Control dogs and dog excrement.
Comments relating to woodland management	14	Get rid of all the silver birch

Improvements to prevent traveller access	14	Make them less accessible to travelling gypsies.
Minimal maintenance is all that is required	13	The local natural habitats have for generations looked after themselves as they're thousands of acres that are not accessed by people or dogs or horses. Therefore there is no need for any intervention by SCC
Support car park charges	11	Make as self supporting as possible through car park charges
Comparison to other non SCC site	10	Let us come in for a stroll without trying to turn it into a park like Virginia Water.
Concerns around land being sold	9	Do not worry local people by threatening to sell off the land and develop it.
Joined up approach with other landowners	9	Work closely with the NT to provide a joined up approach to the countryside in the area.
Improvements needed to prevent fly-tipping	8	Track and prosecute those who would litter or flytip on these beautiful sites.
Listen to public	8	Use local groups and Facebook type polls for any key / large expenditure to get local opinion.
Would like to see more public transport available	8	I agree that people should be deterred from driving, but that means that public transport links have to be excellent and provide a service which can replace cars, which the current system absolutely does not.
Legislate against off road driving	7	Stop motorbikes and 4-wheel drive vehicles using our lanes and paths.
Support council tax increase	7	Suggest you bite the bullet and put council tax up.
Would like to see more countryside made available	7	EXPAND - and add more!
Concerns around displacement parking	6	People are parking on verges which ruins sites.
Noticeboards/ Signage should be removed from countryside sites	6	Get rid of intrusive and non-essential clutter such as notice boards, extra waymarking signs, etc.
No suggestion made	6	I dont know
Improvements to management of cyclists	5	Provide an effective ban on dangerous cyclists
Concerns around activities taking place at countryside site	4	I stopped going to Ockham Common because of the shameful goings on that happen there
Improvements needed to congestion/ infrastructure	4	When determining strategic road/transport development, take into consideration improveing access to the sites (including foot, cycle, horseriding and motor vehicle) and possible road bypass measures. For example, the Hindhead tunnel has made a fundamental improvement to the enjoyment of 'The Devil's Puinch Boel' area.
The council should be open and transparent	3	Be honest and say how bad the financial state of the council is in.
Security improvements needed	3	Improve security features.

Countryside sites important for climate control/flood management	2	As well as natural flood management and climate change mitigation.
Improvements should be made before charging	2	SCC should honour its promises and improve toilet facilities at Newlands Corner.
The council should campaign to remain in EU	1	Campaign to stay in the EU.
Support building housing on countryside	1	Build houses.
Would like to see more viewpoints	1	I'm thinking mainly of Norbury Park. Open up a few more viewpoints (but not too many).

Question 3e. How do you see the sites in the future: (Free text box)

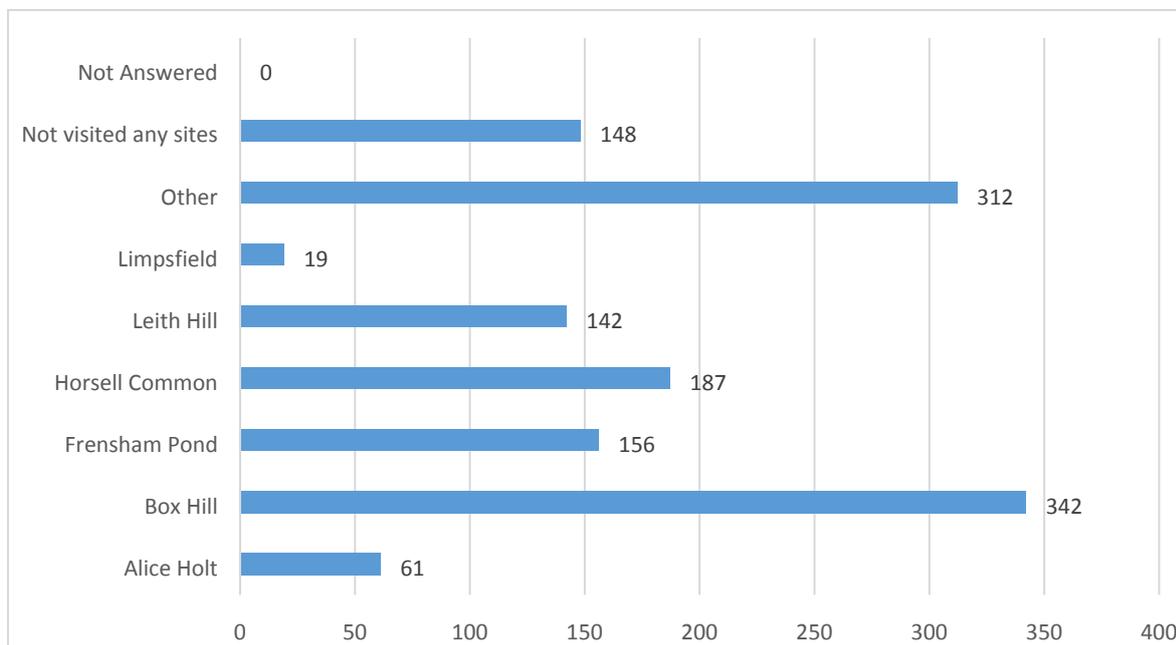
There were 1090 responses to this question, one sample comment has been provided of which spelling/gramma mistakes have been not been corrected:

Tagged comment	Count	Sample comment
The countryside should be protected and remain the same	398	It should be a natural area as free as possible from any urbanisation.
Concerned around future of countryside	169	If the SCC has their way, covered in tarmac and houses.
Access to the countryside should be free	167	Free of parking charges.
Countryside sites should be well maintained	133	I WANT to see the parks maintained and looked after in the future.
Countryside sites are valued should be protected and maintained for wildlife, habitat and environment	117	I think that these countryside spaces need to be managed with as little interference as possible of natural habitats so that wildlife can continue to thrive.
Concern that sites will become empty/ inaccessible	88	If the present trend is followed inaccessible.
Concern that sites will have deteriorated	67	Ruined probably.
More funding should be made available	48	Should be funded by the Council without putting a charge on them by use of parking charges.
Important for future generations	32	Protected for future generations to enjoy.
Comment not relevant	30	Next elections cannot come soon enough.
Important for health and wellbeing	30	We have the most fantastic free facility on our doorstep which improves our fitness, encourages sociability, allows us to enjoy nature - all things which we need to improve the population's physical and mental health.
Countryside sites continue to be a vital resource	29	Invaluable resources for the public as open spaces
Countryside sites should be managed differently	19	Why can't you pass them/sell them to the National Trust to manage?

Would like to see more activities/facilities	19	Appropriate facilities such as refreshment kiosks, toilets, low key interpretation o major sites (Chobham, Whitmoor, Norbury).
Improve access	18	Easier access without a car and even some lanes without vehicle access at times.
Use more volunteer/friendship groups	17	Encouraging volunteer groups to support maintenance.
Alternative ways of generating income	15	Perhaps SSC should be investing in (chargeable) clubs for children (forest clubs) and grown-ups to install enjoyment of the countryside and this way of keeping active instead of an indoor gym.
Improve education of sites	14	It is also essential that the right information be given to the public in order for people to understand that the countryside doesn't stay as it is without careful management, e.g. that scrub would naturally takeover the downs and they would eventually be covered in woodland. In other words, most of our 'natural' countryside has become as it is through human activity.
More countryside available	13	I would hope that the number of sites would increase.
Countryside sites will be busier	11	More footfall as population increases.
Minimal maintenance is all that is required	10	Just as nature intended with minimal maintenance.
Public access should be reduced	10	I don't think you should advertise or encourage more people to use them.
Complaint regarding questionnaire	9	I mean seriously, this question is pathetic.
Comments relating to woodland management	9	Woodland management, such as harvesting hazel is a reasonable approach.
Joined up working with landowners	9	Part of a network of well managed habitats providing corridors for wildlife to thrive, with all landowners working together to ensure this happens.
Comparison to another non SCC site	8	As an example, where i live in Bletchingley it appears that the grass verges are now not being trimmed as often which allows plants, grasses and flowers to flourish that otherwise don't.
The council should encourage more to use	8	Opened up as much as possible for everyone to use. I can go to Norbury Park and never see anyone - sometimes I don't think people realise what is on their doorstep.

Would like to see improvements to signage	8	Clear information boards at principal access points.
Change to car park charges	7	If parking fees are introduced all over, the people that use them will not use them as often, as the fees are unreasonably extortionate. If they were reasonable, folk wouldn't mind contributing towards the maintenance.
Support car park charges	7	I would prefer to contribute by paying for parking.
Would like to see more bins/dog waste bins	5	Make everyone aware of how important it is to maintain it be keeping it clean and tidy. Also provide more dog poo bins.
Would like to see more public transport available	4	Accessed by public transport to limit private cars intruding and polluting.
Would like to see more staff presence at sites	4	Reinstate the money for rangers for the SWT. They were doing a great job in managing the sites.
Concern of CRC closure impact on fly tipping	3	Becoming a dumping ground for fly tippers.
No suggestion made	3	I have no idea.
Would like to see grazing	3	Allow controlled grazing (goats sheep cattle) to control vegetation.
Concern regarding displacement parking	2	Will encourage visitors to park where they shouldn't and result in access difficulties and potential accidents.
Improvements to prevent traveller access	1	At increasing risk from so-called travellers.
Support council tax increase	1	Council Tax should increase if necessary to pay for this if central Government cuts require this. Tax adds value to a society. It does not take away from the public good.
Vehicle access should be restricted	1	I would not like to see vehicle access to the interior of Norbury Park.

Question 4a. Which one non SCC site have you visited most in the last 12 months: (select one answer)



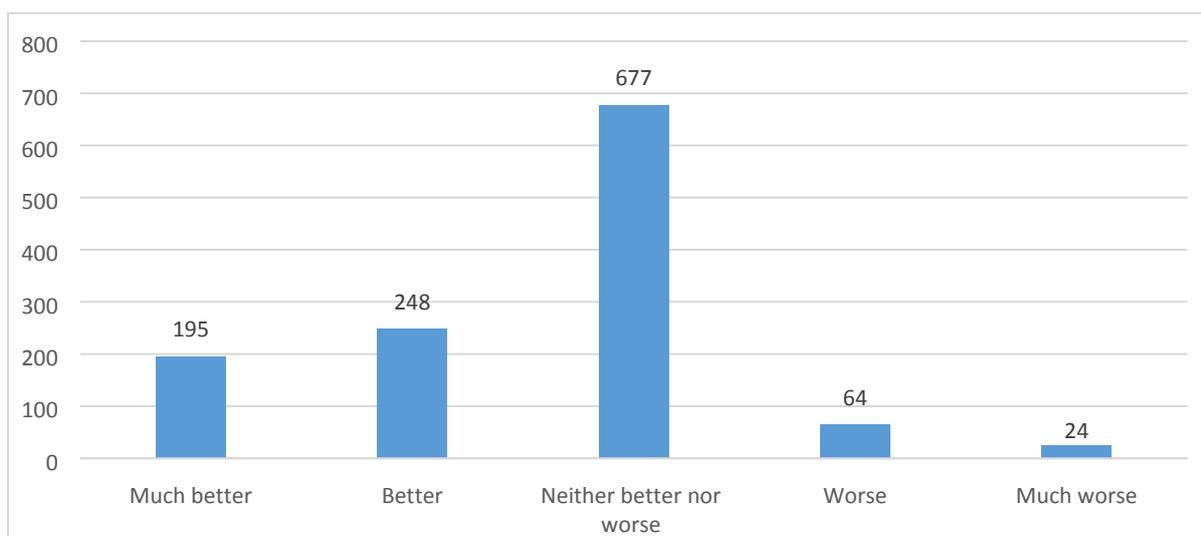
There were 177 other sites selected, the most popular other site selected were:

Polesden Lacey, Bookham Common, Ranmore, Winkworth Arboretum, Leith Hill, Lightwater Country Park, Norbury Park, Ashted Common, Newlands Corner, Thursley Common

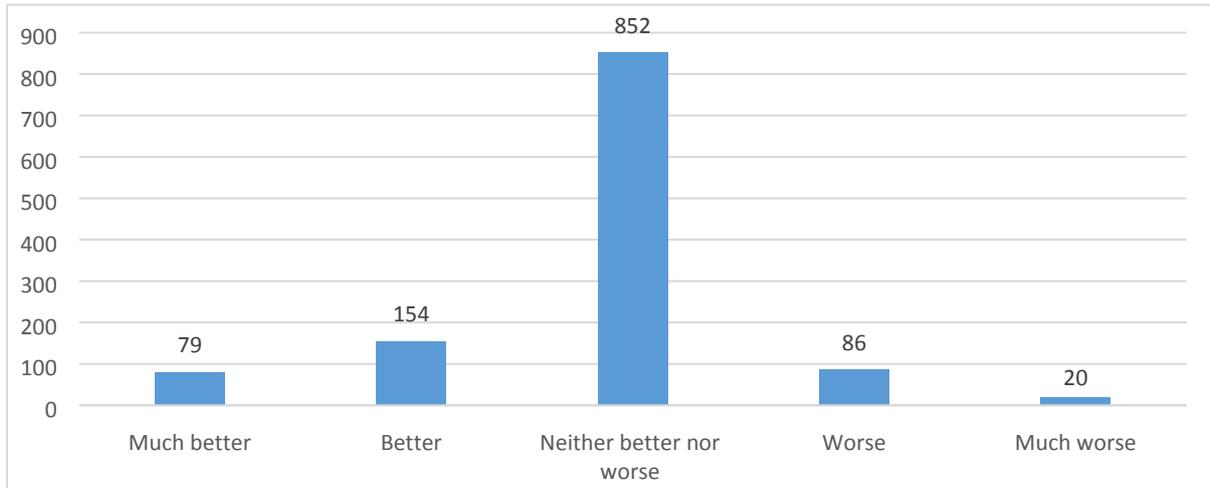
Within this section, respondents also stated Surrey County Council sites.

Question 4b. How does the above site selected compare in terms of the following (please select one answer)

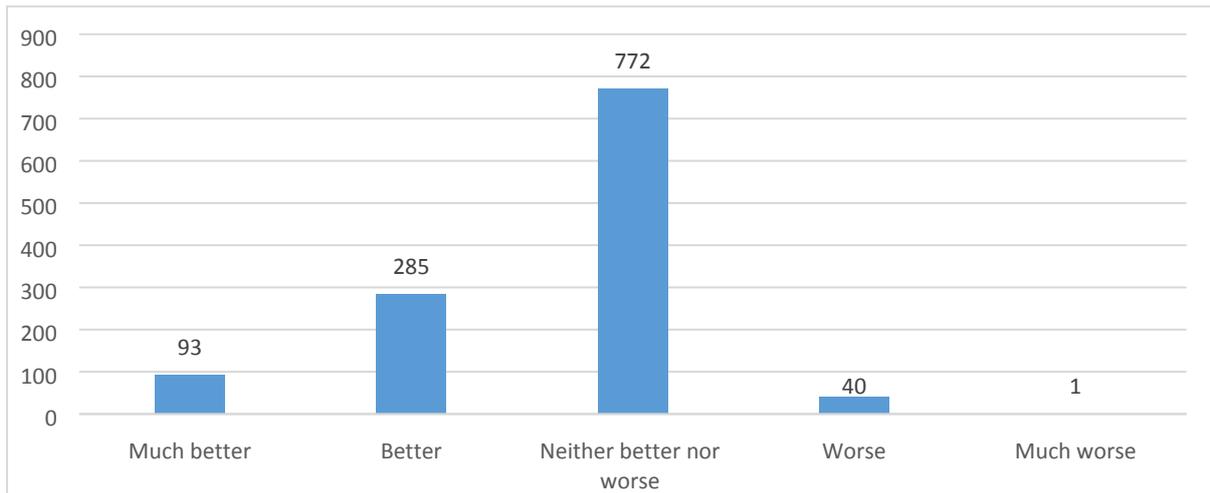
i. Car parking



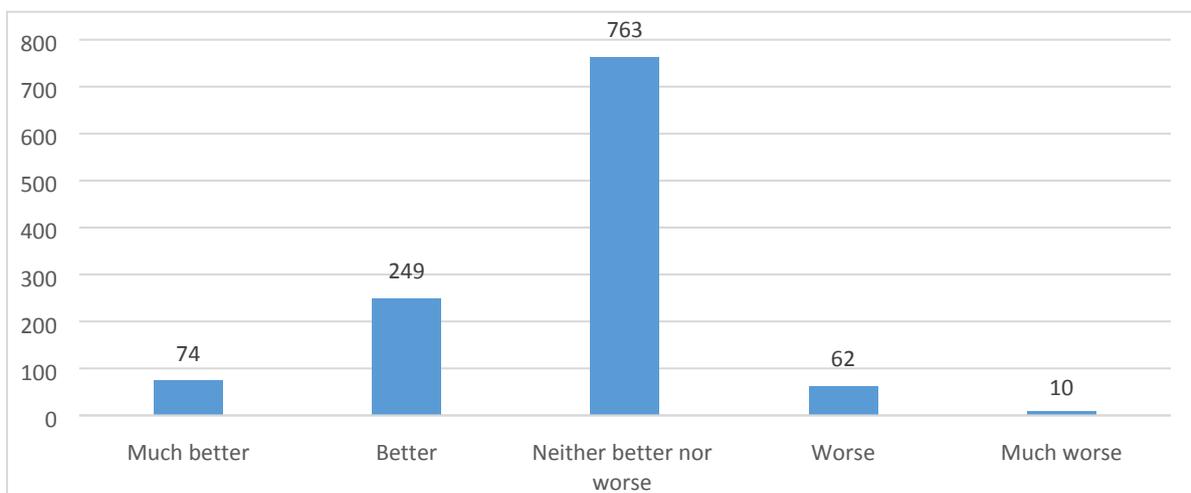
ii. Wildlife



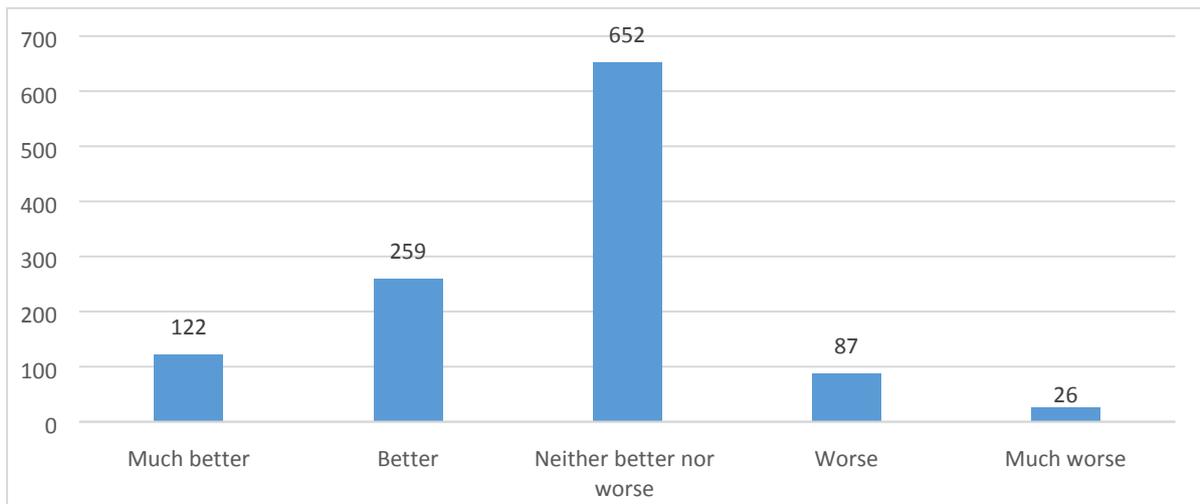
iii. Footpaths



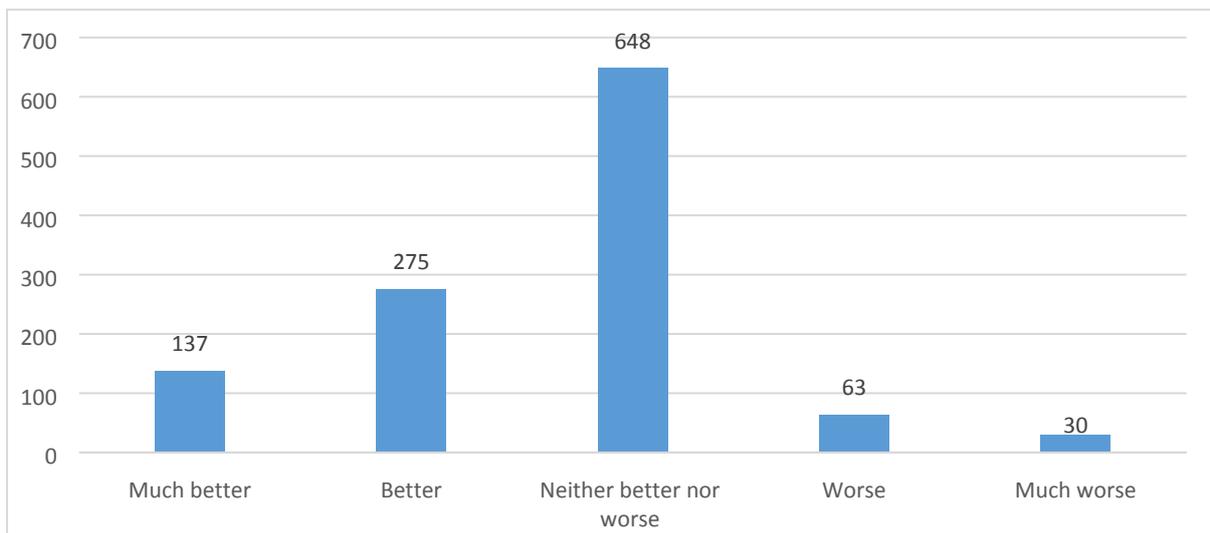
iv. Guided trails



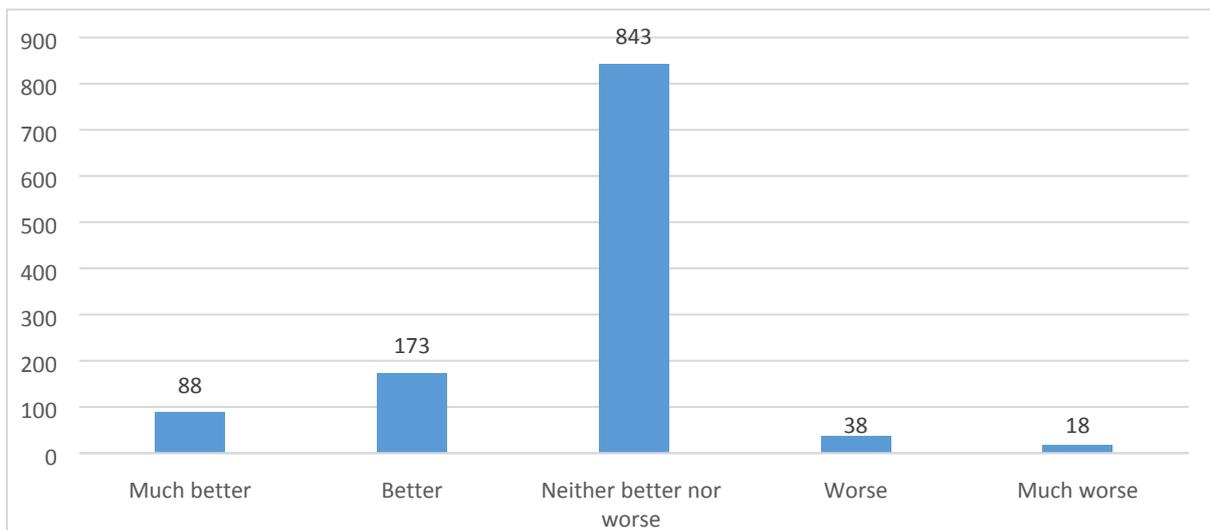
v. Toilets



vi. Refreshments



vii. Activities



Question 5. Do you have any other comments on the future of the SCC's countryside sites? (Free text box)

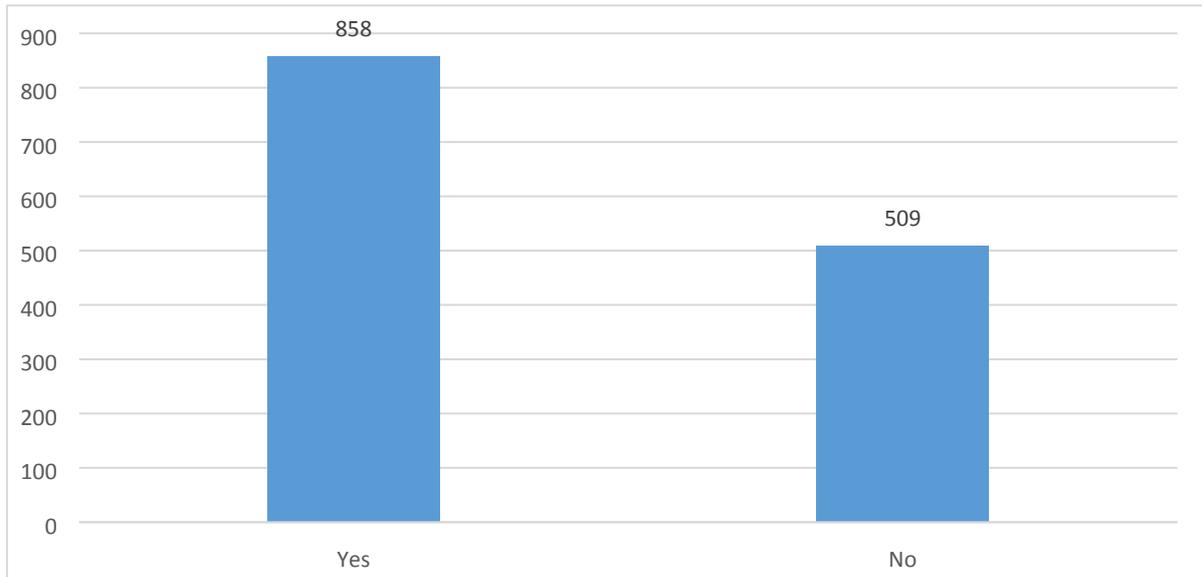
There were 915 responses to this question, one sample comment has been provided, of which spelling/gramma mistakes have been not been corrected:

Tagged response	Count	Sample comment
The countryside should be protected and remain the same	292	Please don't consider income generating schemes on these sites. They will be incongruous and damaging at worst, and at best they are likely to be bodged (like the Chobham common parking scheme).
Access to the countryside should be free	279	There should be free parking for everyone to enjoy the countryside. The parking fees are unacceptable.
Countryside sites are valued and should be protected and maintained for wildlife, habitat and environment	95	The fundamental value of countryside and the habitats within it, rather than simply as a playground for people, needs to be better appreciated. It costs comparatively little to manage habitats and maintaining biodiversity is vital.
Comparison to another non SCC site	57	I dont want to compare these sites to the likes of virgina water or Alice holts. Places like Chobham common were perfect for dog walks in the wild, 5 minutes round the corner from my home and ideal for local exercise in untouched and unspoilt countryside. You've completely ruined that for me, my family and many others. I don't care if you place Disneyland in the middle of Chobham common.
Complaint regarding consultation	55	I also find this survey very leading and reinforcing of your own plans and ideas which is not the purpose of public survey. This is public money being spent for political purposes.
More funding should be made available	54	I pay my council tax and expect the council to invest that appropriately in the countryside to maintain it for everyone. I don't expect to be taxed again at point of use through parking fees.
Change to car park charging	49	At least give local resident free permits and just charge business dog walkers or visitors who are not residents of Surrey.
Important for health and wellbeing	48	There is evidence that green space improves mental health, for example Barton and Pretty's research (2010) concluded that access to green space improved mood and self-esteem (both indicators of mental health). The Government is keen to improve public health and 'wants everyone to be able to make healthier choices, regardless of their circumstance' (gov website, July, 2018).
Concerned around future of countryside	42	With SCC's and the Government's current policies and plans the future for the

		countryside looks very bleak not just in Surrey but everywhere.
Important for future generations	42	As I now approach retirement I would like to think that should I be fortunate enough to have grandchildren I could share the same experience with them in the years to come.
Countryside sites should be well maintained	41	SCC has a statutory obligation to maintain the Commons and that is what it should do. The commons need to maintain their SSI status.
Improve advertising to engage and encourage more to visit	33	There needs to be a better understanding among the general public that land maintenance is not free and leaving the land without maintenance endangers its balance.
Countryside sites should be managed differently	29	Have a strategic partnership to run them with the National Trust.
Use more volunteer/friendship groups	28	I would like to see more support and recognition of the work done by volunteers and volunteer groups - especially those who are entirely volunteer groups and largely self-funded.
Alternate income generating ideas	22	Generate income by events and rent for cafes etc.
Would like to see more activities/facilities	19	If cafes were introduced at sites I feel these would generate more income than the car parking alone and attract more visitors.
Comment not relevant	16	Why would I bother?
Listen to public	12	Please, listen to the local population complain, if you do a consultation at least listen to it and then try not to do the exact opposite like last time.
Improve support to SWT	11	Money from council tax should be ring-fenced to support SWT and allow them to protect the countryside in the way they used to be able to do.
Support car park charging	10	I consider it reasonable for the public to make a contribution to the cost of upkeep as is the case with land managed by other organisations such as the National Trust.
Minimal maintenance is all that is required	9	With a minimum of intervention.
Public access should be reduced	8	Please discourage use of sites of special value and focus encouragement on other sites such as parks.
Support increase council tax	8	I'd rather pay more Council Tax.
The council should be open and transparent	6	I would suggest that there is a need to be open and transparent when you have stakeholders who are impacted by your decisions (this survey is a commendable start).

Would like to see more countryside made available	6	They are precious and we should be doing more to expand and protect them from council income.
Would like to see more staff presence at sites	6	Allow them to reemploy rangers for their sites, the sites have suffered without designated rangers. The rangers had built up years of experience and knowledge of the sites, which was discarded in exchange for making the sites management centralised and less personal.
Improve access	5	The SCC/SWT policy of installing height barriers on car parks denies access to many bridleways and open countryside to a sizable section community who could otherwise access it by trailer or horse box.
Support income generation	5	Extremely valuable assets - worth long term investment and would support income generation.
Improvements needed to congestion/ infrastructure	4	Spend your money on repairing our roads.
Improvements to management of dog walkers	3	I will repeat the need to manage dog walkers better especially commercial ones.
More information required to comment	3	Without being given firm and accurate financial information on management and income figures, it is not possible for users to make sensible and valid suggestions. Withholding such information does not engender confidence in the interests of the community being of any serious interest.
Improvements should be made before charging	2	Improve the facilities then add charges, don't charge people to go outside on the common.
Improvements to prevent traveller access	2	Getting rid of the travellers by making it illegal to dump their vans on any land they deem fit, as the have done in Ireland.
Support housing	2	The need for housing is much more important.
Would like to see more bins/ dog waste bins	2	More dog waste bins.
Would like to see more public transport available	2	I think that vision needs to incorporate how people will reach the countryside by means of public transport.
Concerns around activities at site	1	Neither is the unsuitable/antisocial behaviours on Wisley and Ockham Common.

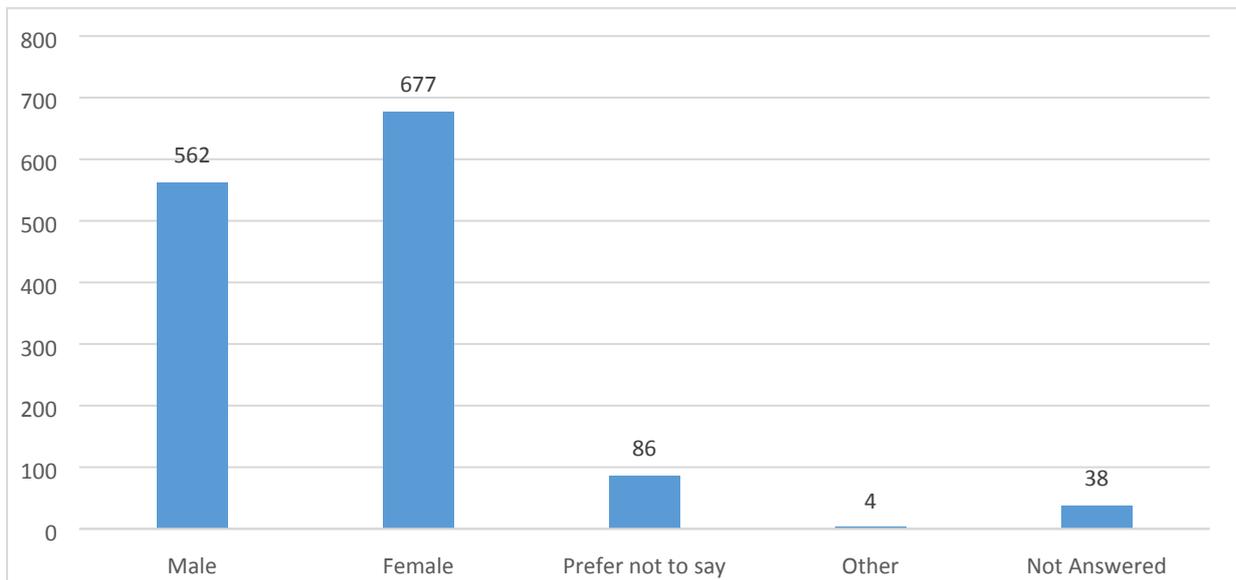
Question 6: Would you like to continue receiving updates of the strategy? (Select one answer)



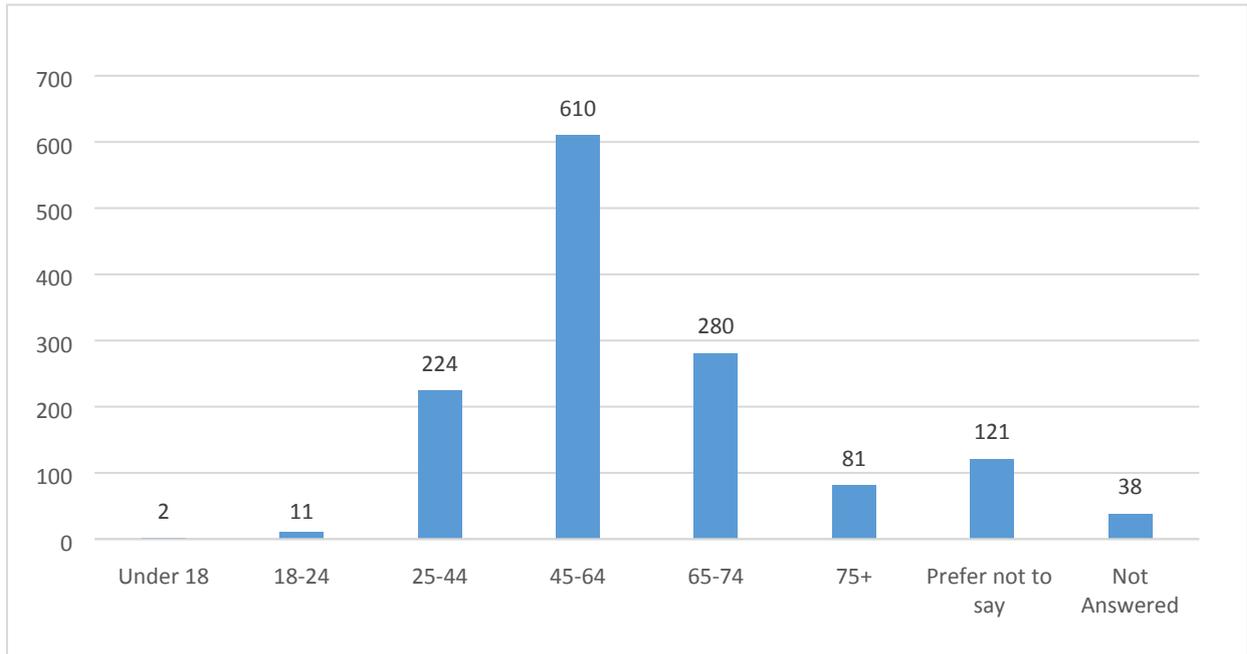
Question 6b. Free text box for email address

There were 861 responses as part of this question

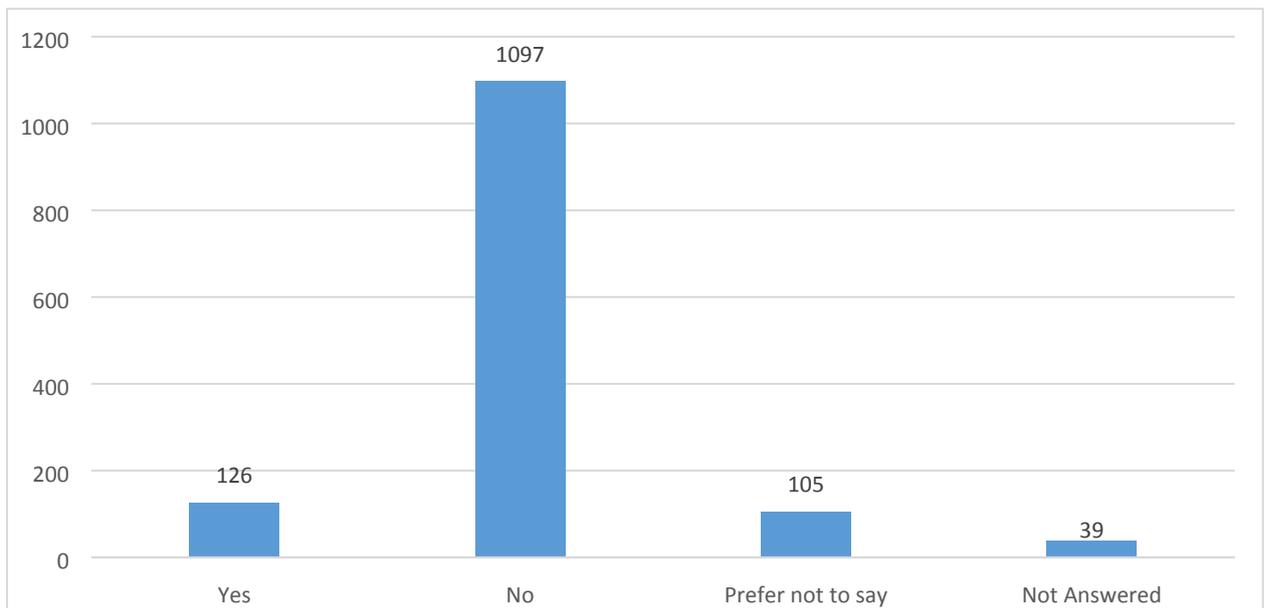
Question 7b. What is your gender?



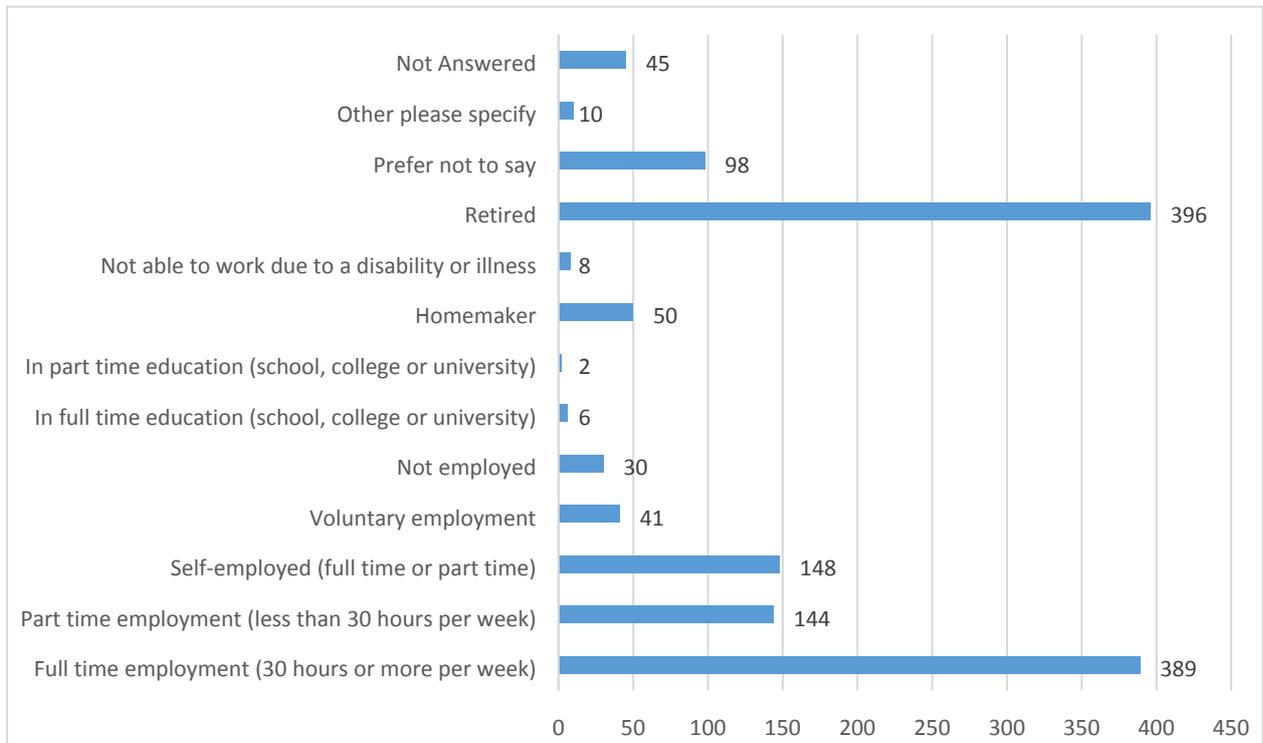
Question 7c. What is your age?



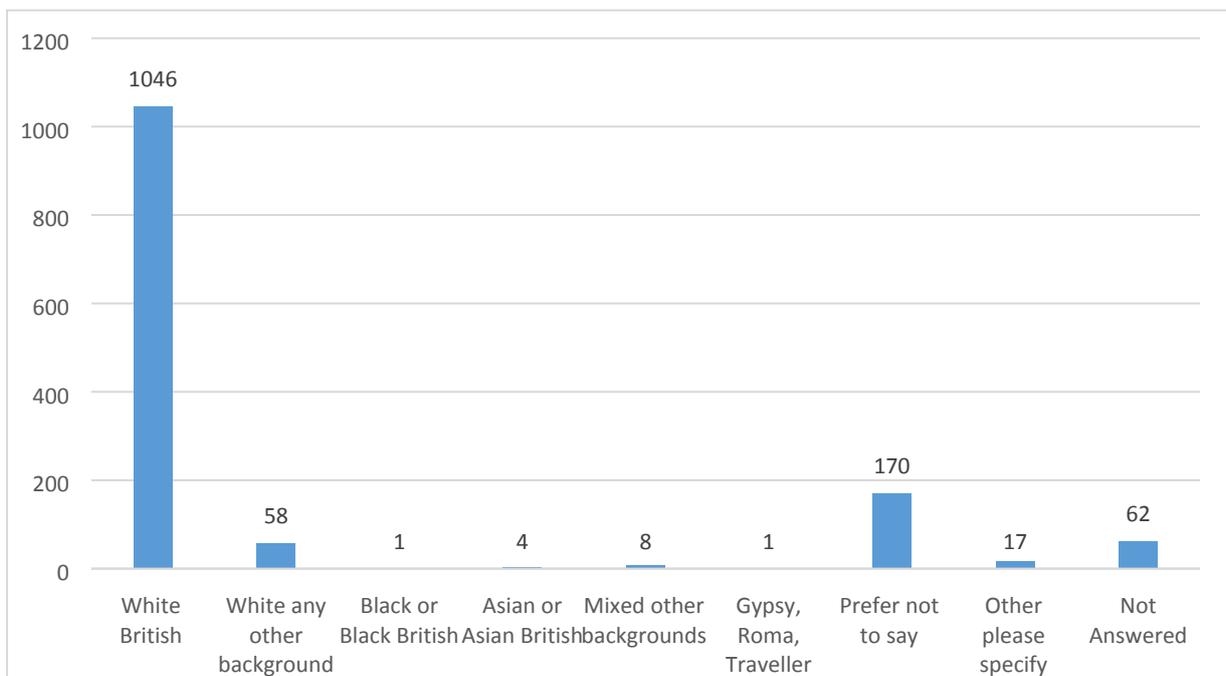
Question 7d. Do you consider yourself to have a disability or longstanding condition which affects how you live your life?



Question 7e. Which of the following categories do you feel best describes your employment status?



Question 7f. Which of the following categories best describes your ethnicity?



Question 7a. Please enter your postcode below: (free text box)

Postcode area	Count	Area
GU24	93	Woking, Chobham, Bisley, Pirbright, Brookwood, Donkey Town, Surrey, West End, Normandy, West End
GU20	69	Windlesham, Bagshot, Chobham, Sunningdale, Winkfield Row
KT22	65	Leatherhead, Oxshott, Fetcham, Ashtead, Great Bookham
GU21	61	Woking, Knaphill, Sheerwater
KT23	56	Great Bookham, Effingham, Surrey
GU1	54	Guildford
RH4	50	Dorking, Brockham, Wotton, Westcott
GU2	47	Guildford
RH5	44	Dorking, Shere, Great Bookham, Ockley, Abinger Hammer, Effingham, Surrey, Ranmore Common, Newdigate, Capel, Holmbury St Mary, Friday Street, Beare Green, Westhumble, Walliswood, Abinger, Abinger Common, Abinger, Sutton Abinger, Abinger, Russ Hill, Holmbury Saint Mary, Shere, Wotton, Oakwoodhill, Abinger, Coldharbour, Mickleham, Mickleham, Jayes Park, Ockley, Leith Hill, Wotton, Forest Green, Abinger, Parkgate, South Holmwood, South Holmwood, Holmwood, South Holmwood
GU7	41	Godalming, Shalford, Eashing, Hurtmore
GU18	37	Lightwater
GU22	35	Woking, West Byfleet, Brookwood, Pyrford, Send, Send, Mayford, Ripley
GU15	34	Camberley
KT21	34	Ashtead, Epsom
GU23	31	Ripley, Woking, Send, Send, West Clandon, Wisley, Ockham, Ockham, Send Marsh, Bridge End, Ockham
GU4	31	Guildford, Woking, Shalford, West Clandon, Chilworth, Albury, West Horsley, East Clandon, Sutton Green, Surrey, Jacobs Well, Surrey, Blackheath
GU3	29	Guildford, Normandy, Compton, Woking, Pirbright, Worplesdon, Puttenham, Fairlands, Wood Street Village, Wanborough, Artington, Artington
KT24	27	Shere, East Horsley, Effingham, Surrey, West Horsley, Ripley
GU5	25	Shere, Bramley, Gomshall, Shalford, Peaslake, Albury, Shamley Green, Womersley, Farley Green, Surrey, Stroud Common, Thorncombe Street, Palmers Cross, Grafham, Burrows Cross, Shere
GU8	21	Chiddingfold, Milford, Elstead, Dunsfold, Witley, Plaistow and Ifold, Shackleford, Hydestile, Hambledon, Hambledon, Pitch Place, Thursley, Bowlhead Green, Thursley, Enton, Loxhill, Thursley, Thursley, Busbridge, Busbridge, Wormley, Surrey,

		Sandhills, Surrey, Brook, Surrey, Peper Harow, Highstreet Green, Enton Green, Hascombe, Hascombe
KT14	20	West Byfleet, Byfleet, Woking, Weybridge
RH1	20	Redhill, Merstham, Nutfield, Surrey, Bletchingley, Salfords, South Nutfield, Whitebushes, Outwood
GU6	19	Cranleigh, Ewhurst, Alfold, Alfold Crossways, Ewhurst Green, Ewhurst
KT11	17	Cobham, Oxshott, Hersham, East Horsley, Great Bookham, Fetcham, Stoke d'Abernon, Downside, Martyr's Green, Ockham
KT12	17	Walton-on-Thames, Hersham, Weybridge, West Molesey, Molesey
KT15	17	Addlestone, Woking, Weybridge, Chertsey, Ottershaw
KT18	16	Epsom, Leatherhead, Ashted, Headley
KT16	15	Chertsey, Ottershaw, Addlestone, Chobham, Longcross, Lyne,
GU16	14	Camberley, Frimley, Pirbright, Deepcut, Frimley Green, Mytchett
KT13	14	Weybridge, Addlestone
KT20	13	Epsom, Banstead, Tadworth, Walton-on-the-Hill, Buckland, Pebble Coombe, Lower Kingswood, Box Hill, Mogador, Surrey, The Hermitage
RH8	13	Oxted, Limsfield, Crowhurst Lane End, Tandridge, Surrey, Titsey, Tandridge, Tandridge, Surrey, Limsfield Chart
KT10	11	Esher, Claygate, Oxshott
GU25	10	Virginia Water, Chobham, Lyne, Surrey, Stroude
GU9	10	Farnham, Badshot Lea, Runfold
KT19	10	Epsom, Ewell
GU19	9	Bagshot
RH2	9	Reigate, Reigate Heath, Sidlow, Buckland, Irons Bottom, Leigh, Leigh
RH6	9	Horley, Burstow, Crawley, Copthorne, Charlwood, Norwood Hill, Horne, Horne, Surrey, Shipley Bridge, Wrays, Burstow
CR3	8	Caterham, Woldingham, Coulsdon, Warlingham, Kenley, Whyteleafe, Bletchingley, Chaldon
GU10	8	Farnham, Churt, Frensham, Tilford, Tongham, Crondall, Wrecclesham, Rowledge, Ewshot, Runfold, Bucks Horn Oak, Dippenhall, Spreakley, Shortfield Common, Batt's Corner, Bentley, Charleshill, The Sands, Millbridge, Headley, Holt Pound, Rushmoor, Surrey, Dockenfield, Seale
KT8	8	West Molesey, Molesey, Walton-on-Thames, Hampton, London, Esher, Hampton Wick, Molesey
TW20	8	Egham, Englefield Green, Staines, Chertsey, Thorpe
GU12	7	Aldershot, Ash Vale, Tongham, Ash, Normandy
RH3	7	Betchworth, Brockham, Buckland

TW17	7	Shepperton, Upper Halliford, Littleton, Spelthorne, Lower Halliford
TW18	7	Staines, Stanwell, Egham Hythe
SL5	6	Sunningdale, Ascot, Windlesham, Chobham, Sunninghill, Winkfield Row, South Ascot, Chavey Down, Cheapside
SM7	6	Banstead, Epsom, Sutton
TW16	6	Sunbury-on-Thames, Feltham, Walton-on-Thames, Hampton, London
KT17	5	Epsom, Ewell, Banstead, Sutton
KT4	5	Worcester Park
GU14	4	Farnborough
KT6	4	Surbiton, Tolworth, part of Long Ditton, Seething Wells
KT9	4	Chessington, Esher, Claygate, Malden Rushett
RH9	4	Godstone, Woldingham, Bletchingley, South Godstone
GU27	3	Haslemere, Chiddingfold, Fernhurst, Easebourne, Grayswood, Linchmere, Kingsley Green, Henley, Easebourne
SM2	3	Sutton, Epsom, Banstead, Ewell
SM5	3	Carshalton, Sutton, Coulsdon, Banstead
CR0	2	Croydon, Addiscombe, Woodside (part), Selhurst, Broad Green, Spring Park, Shirley, Addington, New Addington, Coombe, Forestdale, Waddon, Beddington, Thornton Heath (part)
CR5	2	Coulsdon, Chipstead, Banstead, Old Coulsdon, Hooley, Mugswell
CR6	2	Warlingham, Farleigh, Hamsey Green, Chelsham
GU26	2	Hindhead, Grayshott, Beacon Hill, Headley, Bramshott Common
GU35	2	Bordon, Headley, Headley Down, Lindford, Oakhanger, Kingsley, Arford, Whitehill
KT3	2	New Malden, Morden
SW15	2	Putney, Roehampton, Kingston Vale, Putney Heath, Putney Vale, Richmond Park, Roehampton Vale
TW15	2	Ashford, Feltham, Staines, Stanwell, Ashford Common
CE3	1	Invalid postcode
CM8	1	Witham
CR2	1	Croydon
DN22	1	Ranskill, Retford
EX5	1	Bradninch, Broadclyst, Cadbury, Clyst Honiton, Clyst St. Mary, Cranbrook, Newton St. Cyres, Silverton, Talaton, Whimble, Woodbury
GU11	1	Aldershot
GU28	1	Petworth, Graffham, Northchapel, Byworth, Lodsworth
GU29	1	Midhurst, Cocking, Easebourne
GU51	1	Fleet, Church Crookham, Crookham Village

KT1	1	Kingston upon Thames, Molesey, Hampton Wick, Molesey
KT2	1	Kingston upon Thames, New Malden
KT5	1	Surbiton, Kingston upon Thames, New Malden, Chessington, Worcester Park
KT7	1	Thames Ditton, Molesey, Esher, Long Ditton, Molesey
NN3	1	Abington (East), Bellinge, Blackthorn, Boothville, Ecton Brook, Great Billing, Headlands, Kingsley Park, Lings, Little Billing, Moulton, Moulton Park, Rectory Farm, Round Spinney, Southfields, Spinney Hill, Standens Barn, Weston Favell
OX29	1	Barnard Gate, Brighthampton, Church Hanborough, Combe, Crawley, Curbridge, Ducklington, Eynsham, Freeland, Hailey, Hardwick, High Cogges, Long Hanborough, New Yatt, Newbridge, North Leigh, East End (North Leigh), Old Shifford, Shifford, Standlake, Stanton Harcourt, Stonesfield, Sutton, Yelford
PO20	1	Selsey, West Wittering, East Wittering, Tangmere, Oving, Westergate, Eastergate
RG12	1	Bracknell, Binfield, Winkfield Row
RG42	1	Bracknell, Binfield, Warfield, Winkfield Row, Hawthorn Hill, Berkshire, Popeswood
RH17	1	Ansty, Ardingly, Balcombe, Bolney, Chelwood Gate, Cuckfield, Danehill, Handcross, Hickstead, Horsted Keynes, Wivelsfield, Wivelsfield Green
RH19	1	East Grinstead
SW18	1	Wandsworth Town, Southfields, Earlsfield
SW19	1	London
TN8	1	Crockham Hill, Edenbridge
TW9	1	Richmond, Kew, North Sheen
UB4	1	Hayes
RH7	1	Dormansland, South Godstone, Lingfield, Felbridge, Newchapel, Surrey, Felcourt, Crowhurst, Crowhurst, Surrey
SM1	1	Sutton
AA1	1	Invalid

4. Appendix B: Site specific tagged responses

This report shows the tagging by six different sites, the counts are based on the site that respondents said they visited most often.

Table 3: Responses by question

	Overall	Chobham Common	Newlands Corner	Norbury Park	Wisley & Ockham Common	Puttenham	Sheepleas
What would make your journey easier?	679	167	126	98	60	29	17
Why do you give that score for importance?	1234	278	235	197	93	53	30
What should we do to make the sites better now?	1147	269	219	183	89	47	29
How do you see the sites in the future?	1090	252	211	170	80	47	28
Do you have any other comments on the future of the SCC's countryside sites?	915	226	176	139	69	39	27

The table above shows the number of responses per question for each site further analysis was completed on.

Question 2d. What would make your journey easier? (Free text box)

One sample comment has been provided of which spelling/gramma mistakes have been not been corrected:

Tagged response	Overall	Chobham Common	Newlands Corner	Norbury Park	Wisley & Ockham Common	Puttenham	Sheepleas	Sample comment
Access to the countryside should be free	190	77	44	31	10	0	3	No car parking charges.
Improve infrastructure/congestion	180	34	40	22	19	12	4	Less traffic on the road.
No improvements	166	36	19	25	17	12	5	Nothing. My journey is easy.
Improved paths/cycle ways/bridle paths	49	14	6	6	4	1	2	More bridleways.
Would like to see more public transport available	31	4	10	2	5	1	2	A bus service to access the site.
Improved parking provisions	15	5	1	1	0	0	0	more parking spaces.
Safety improvements to access countryside	15	4	2	2	2	0	0	Safe places for pedestrians to cross roads.
Comment not relevant	14	0	2	4	3	0	1	Wings.
Less cyclists	14	0	3	2	2	0	0	Less inconsiderate cyclists.
Living closer	10	3	2	1	0	0	0	If I lived closer.
Improvements to access	8	1	0	3	1	0	0	Having accessible foot paths for my wheelchair. And having the temper available at Newlands corner so I can explore properly with my family.
Change to car park charges	5	0	2	0	1	0	0	Reasonable car park charges. Currently too high.
Complaint regarding questionnaire	5	1	0	0	0	0	0	Truly odd question!
General site maintenance improvements	4	3	0	0	0	1	0	Less pot holes.

How I access the countryside depends on location	3	1	1	0	0	0	0	I like visiting numerous places, so my mode of accessing depends how far away the site is.
Improvements to prevent traveller access	3	2	0	0	0	0	0	No travellers.
Bike racks available	2	2	0	0	0	0	0	If there were cycle parking.
Would like to see improvements to signage	2	0	0	2	0	0	0	Clear signage at the entrances.
Comment regarding weather	2	0	1	0	0	0	0	Prefer not raining.
Comparison to other non SCC site	2	2	0	0	0	0	0	(Trusting that other controls are put in place to protect wildlife (e.g. like is done in Lightwater country park).
Free bus ticket for 60+	1	0	0	0	1	0	0	Free bus tickets for 60 plus.
Health improvements	1	0	0	0	1	0	0	Being fitter.
Woodland management	1	1	0	0	0	0	0	Removal of trees.

Question 3b. Why do you give that score for importance? (Free text box)

One sample comment has been provided, of which spelling/gramma mistakes have been not been corrected:

Tagged response	Overall	Chobham Common	Newlands Corner	Norbury Park	Wisley & Ockham Common	Puttenham	Sheepleas	Sample
Value open greenspace, wildlife and habitats	598	147	100	96	44	28	14	I value our precious green spaces and the wildlife that inhabits it
Countryside sites improve health and wellbeing	430	88	85	72	39	24	9	Walking essential for good health and wellbeing both physical and mental.
Important that countryside sites protected	185	58	33	25	14	8	1	Urban areas are taking over and housing developments are increasing. Nature areas should be left as natural as possible.

Would like free access to countryside sites	143	48	38	14	7	4	2	Access should be free to encourage more people to use it.
Provides access for all	131	34	29	19	9	3	6	They provide large areas of countryside which are ideal for walking dogs, children.
Reason for living in Surrey	115	25	18	29	11	2	3	Major plus point of living in the area
Countryside sites are important for future generations	59	15	13	7	3	1	3	The countryside is a gift we must protect for future generations!
I visit the countryside for enjoyment and activities	44	6	10	5	5	1	1	Walking is one of life's great pleasures, especially in 'peaceful countryside'
Countryside sites are important for environment	35	8	6	4	1	4	0	Improvement in levels of pollution
Respondents felt they were important to teach about the education of the countryside	17	5	6	2	1	1	0	It's what makes children understand more than life with playstations
Use other non SCC sites	10	0	3	0	0	1	0	I belong to National Trust and other organisations and I use there's.
Countryside sites belong to people of Surrey	9	1	4	2	0	0	1	Most of this land has been gifted to the people of Surrey
Comment not relevant	9	2	2	1	2	0	0	Chobham Fire Station is crewed by on call firefighters who have only 4 minutes to get to the station, this is impossible at certain times of the day meaning no availability..... let's hope this doesn't result in fatalities.
I Volunteer/work at sites	8	0	3	1	1	0	0	volunteer in countryside management weekly.
Improve access	5	1	0	2	1	0	0	It would be great if there were Walker only paths to protect walkers and dogs from injury from dangerous cyclists. Unfortunately the most dangerous cyclists seem to ignore signs and cycle on footpaths anyway but it might help.
I have not visited/occasionally use SCC countryside sites	4	0	1	0	0	0	0	Because i have not visited

Public ownership is important	3	0	1	0	0	0	0	In public ownership are relatively safe from exploitation and the chances of appropriate management are improved.
Respondent would like to see changes to the car park charges scheme	3	0	0	2	0	0	0	At the moment not being able to use the parking machines (due to no smart phone) limits where I would go and must put a lot of people off visiting the sites.
Respondent felt consultation pre-determined	3	0	1	1	0	0	0	It would seem this survey by the council is to monetise the wild by improving "the experience" and adding human activity to the wild therefore rendering loss of habitat and purity of nature.
Countryside sites too far away	2	0	0	0	0	0	0	Too far away - lots of other sites nearer
Part of sites should be used for housing	2	0	1	0	0	0	0	Having said that I also feel strongly that we should not protect every inch of green to the detriment of progression, as it seems at the moment we cannot provide a modern place to live due to the strong feeling that nothing should ever change.
Respondent felt there were better places to visit	2	1	0	0	1	0	0	Better places to go.
Respondent expressed concern around activities taking place at site	1	0	0	0	1	0	0	You need to try and prevent some of the things that happen at these sites
Trees restrict views	1	1	0	0	0	0	0	The (unwanted) trees restrict views and are a major fire risk.
Would like to see more bins available	1	0	0	0	1	0	0	Maybe more bins for the idiots that hang plastic bags in the trees

Question 3d. What should we do to make the sites better now: (Free text box)

One sample comment has been provided, of which spelling/gramma mistakes have been not been corrected:

Tagged response	Overall	Chobham Common	Newlands Corner	Norbury Park	Wisley & Ockham Common	Puttenham	Sheepleas	Sample comment
Access to the countryside should be free	406	133	93	58	30	12	6	No car parking charges.
The countryside should be protected and remain the same	323	87	63	44	28	14	8	It's natural, leave it that way.
Countryside sites should be well maintained	124	13	22	24	7	9	7	Nothing but continue the maintenance and repair to access that is currently done.
Countryside sites are valued and should be protected and maintained for wildlife, habitat and environment	96	17	12	17	10	7	4	Preventing growth of foreign species and protecting current fauna and flora.
More funding should be made available	91	19	13	17	6	4	3	Eradicate the significant inefficiencies in SCC's current spending to free up budget to maintain the lands.
Improve access to the countryside	76	16	10	15	5	4	4	Improve the condition of bridlepaths so they are suitable for horses to ride them. Or make all routes by-ways so all routes are accessible to all.
Would like to see more activities/facilities	61	10	17	11	2	1	2	Provide more facilities to attract families and children to the sites.
Change to car park charging	59	13	12	16	6	1	0	If a carpark charge has to be made then a reasonable charge could be applied not (£1.30) a hour is ridiculously expensive amount to pay.
Use more volunteer/friendship groups	58	11	11	10	4	2	0	Let a 'friends group' run the sites.
Suggestions for alternative ways for generating income	48	7	9	14	4	1	1	Create pop-up cafes to generate income (or give permission to the people who are actually doing the

									maintenance to have cafe's or coffee trucks on site to generate their own funding).
Would like to see more bins/ dog waste bins	44	11	6	9	4	3	1		More dog poo bins.
Complaint regarding questionnaire	43	9	15	3	3	3	2		SCC also needs to engage rather than enforce, consultations need to be that!
Countryside sites should be managed differently	36	7	5	10	2	2	1		As per other countryside sites hand them over to a Trust who will raise funds to keep them in better order.
Improve advertising to engage and encourage more to visit	34	6	5	4	4	3	1		Encourage more people to use them!
Access to the countryside is important for health and wellbeing	32	8	4	5	2	4	0		They are essential for the well-being of the residents.
Improve education of countryside sites	32	6	4	5	3	2	1		There could be more school outings.
Would like to see more staff presence at sites	30	7	5	7	3	1	0		Just needs the park rangers reinstated- a tiny cost to SCC on the grand scale of things.
Would like to see improvements to signage	29	4	5	3	2	4	1		Improved signage, way marking and noticeboards.
Public access should be reduced	19	4	2	5	0	1	2		Stop overuse/incorrect use of the sites and prevent damage to the area.
Comment not relevant	18	8	3	2	1	0	0		Councillor Goodman could resign.
Improvements to management of dog walkers	16	4	3	1	1	0	0		Control dogs and dog excrement.
Comments relating to woodland management	14	3	1	1	3	0	0		Get rid of all the silver birch
Improvements to prevent traveller access	14	10	0	0	2	0	0		Make them less accessible to travelling gypsies.
Minimal maintenance is all that is required	13	4	0	1	0	0	1		The local natural habitats have for generations looked after themselves as they're thousands of acres that are not accessed by people or dogs or horses. Therefore there is no need for any intervention by SCC

Support car park charges	11	2	3	1	1	0	0	Make as self-supporting as possible through car park charges
Comparison to other non SCC site	10	2	1	3	0	0	0	Let us come in for a stroll without trying to turn it into a park like Virginia Water.
Concerns around land being sold	9	3	2	0	1	0	0	Do not worry local people by threatening to sell off the land and develop it.
Joined up approach with other landowners	9	1	0	2	0	0	0	Work closely with the NT to provide a joined up approach to the countryside in the area.
Improvements needed to prevent fly-tipping	8	0	1	0	1	1	0	Track and prosecute those who would litter or flytip on these beautiful sites.
Listen to public	8	4	2	1	0	0	0	Use local groups and Facebook type polls for any key / large expenditure to get local opinion.
Would like to see more public transport available	8	1	3	1	0	0	0	I agree that people should be deterred from driving, but that means that public transport links have to be excellent and provide a service which can replace cars, which the current system absolutely does not.
Legislate against off road driving	7	1	2	1	0	0	0	Stop motorbikes and 4-wheel drive vehicles using our lanes and paths.
Support council tax increase	7	0	1	2	1	0	0	Suggest you bite the bullet and put council tax up.
Would like to see more countryside made available	7	2	2	0	0	1	1	EXPAND - and add more!
Concerns around displacement parking	6	1	2	1	0	1	0	People are parking on verges which ruins sites.
Noticeboards/ Signage should be removed from countryside sites	6	2	0	2	1	0	0	Get rid of intrusive and non-essential clutter such as notice boards, extra waymarking signs, etc.
No suggestion made	6	1	0	0	0	0	0	I don't know
Improvements to management of cyclists	5	1	2	0	1	0	0	Provide an effective ban on dangerous cyclists
Concerns around activities taking place at countryside site	4	0	0	0	2	0	0	I stopped going to Ockham Common because of the shameful goings on that happen there
Improvements needed to congestion/ infrastructure	4	0	1	1	0	0	0	When determining strategic road/transport development, take into consideration improving access to the sites

								(including foot, cycle, horseriding and motor vehicle) and possible road bypass measures. For example, the Hindhead tunnel has made a fundamental improvement to the enjoyment of 'The Devil's Puinch Bowl' area.
The council should be open and transparent	3	1	1	1	0	0	0	Be honest and say how bad the financial state of the council is in.
Security improvements needed	3	0	0	0	0	0	0	Improve security features.
Countryside sites important for climate control/flood management	2	0	0	0	0	0	0	As well as natural flood management and climate change mitigation.
Improvements should be made before charging	2	1	1	0	0	0	0	SCC should honour its promises and improve to toilet facilities at Newlands Corner.
The council should campaign to remain in EU	1	0	0	1	0	0	0	Campaign to stay in the EU.
Support building housing on countryside	1	0	0	0	0	0	0	Build houses.
Would like to see more viewpoints	1	0	0	1	0	0	0	I'm thinking mainly of Norbury Park. Open up a few more viewpoints (but not too many).

Question 3e. How do you see the sites in the future? (Free text box)

One sample comment has been provided of which spelling/gramma mistakes have been not been corrected:

Tagged comment	Overall	Chobham Common	Newlands Conrer	Norbury Park	Wisley & Ockham Common	Puttenham	Sheepleas	Sample comment
The countryside should be protected and remain the same	398	96	79	55	29	19	11	It should be a natural area as free as possible from any urbanisation.
Concerned around future of countryside	169	47	40	24	13	5	2	If the SCC has their way, covered in tarmac and houses.

Access to the countryside should be free	167	49	40	26	12	7	3	Free of parking charges.
Countryside sites should be well maintained	133	18	22	26	7	6	2	I WANT to see the parks maintained and looked after in the future.
Countryside sites are valued should be protected and maintained for wildlife, habitat and environment	117	23	11	22	12	8	7	I think that these countryside spaces need to be managed with as little interference as possible of natural habitats so that wildlife can continue to thrive.
Concern that sites will become empty/ inaccessible	88	26	25	15	7	0	3	If the present trend is followed inaccessible.
Concern that sites will have deteriorated	67	19	12	11	3	2	1	Ruined probably.
More funding should be made available	48	7	6	8	3	4	1	Should be funded by the Council without putting a charge on them by use of parking charges.
Important for future generations	32	9	3	4	3	0	1	Protected for future generations to enjoy.
Comment not relevant	30	10	4	2	3	1	2	Next elections cannot come soon enough.
Important for health and wellbeing	30	10	4	4	4	1	0	We have the most fantastic free facility on our doorstep which improves our fitness, encourages sociability, allows us to enjoy nature - all things which we need to improve the population's physical and mental health.
Countryside sites continue to be a vital resource	29	7	5	4	3	2	1	Invaluable resources for the public as open spaces
Countryside sites should be managed differently	19	5	2	4		0	2	Why can't you pass them/sell them to the National Trust to manage?
Would like to see more activities/facilities	19	3	3	2	1	1	0	Appropriate facilities such as refreshment kiosks, toilets, low key interpretation o major sites (Chobham, Whitmoor, Norbury).
Improve access	18	3	0	4	2	0	1	Easier access without a car and even some lanes without vehicle access at times.

Use more volunteer/friendship groups	17	3	2	3	2	1	1	Encouraging volunteer groups to support maintenance.
Alternative ways of generating income	15	3	1	5	2	2	0	Perhaps SSC should be investing in (chargeable) clubs for children (forest clubs) and grown-ups to install enjoyment of the countryside and this way of keeping active instead of an indoor gym.
Improve education of sites	14	2	3	1	1	1	0	It is also essential that the right information be given to the public in order for people to understand that the countryside doesn't stay as it is without careful management, e.g. that scrub would naturally takeover the downs and they would eventually be covered in woodland. In other words, most of our 'natural' countryside has become as it is through human activity.
More countryside available	13	0	3	1	1	0	2	I would hope that the number of sites would increase.
Countryside sites will be busier	11	0	0	4	3		0	More footfall as population increases.
Minimal maintenance is all that is required	10	4	0	1	2	1	0	Just as nature intended with minimal maintenance.
Public access should be reduced	10	2	3	3	1	1	0	I don't think you should advertise or encourage more people to use them.
Complaint regarding questionnaire	9	4	3	0	0	0	0	I mean seriously, this question is pathetic.
Comments relating to woodland management	9	1	0	3	0	1	0	Woodland management, such as harvesting hazel is a reasonable approach.
Joined up working with landowners	9	0	1	3	0	0	1	Part of a network of well managed habitats providing corridors for wildlife to thrive, with all landowners working together to ensure this happens.
Comparison to another non SCC site	8	2	1	1	2	1	0	As an example, where i live in Bletchingley it appears that the grass verges are now not being trimmed as often

								which allows plants, grasses and flowers to flourish that otherwise don't.
The council should encourage more to use	8	1	1	3	0	1	0	Opened up as much as possible for everyone to use. I can go to Norbury Park and never see anyone - sometimes I don't think people realise what is on their doorstep.
Would like to see improvements to signage	8	2	1	1	0	0	0	Clear information boards at principal access points.
Change to car park charges	7	2	3	1	0	0	0	If parking fees are introduced all over, the people that use them will not use them as often, as the fees are unreasonably extortionate. If they were reasonable, folk wouldn't mind contributing towards the maintenance.
Support car park charges	7	1	3	0	1	0	0	I would prefer to contribute by paying for parking.
Would like to see more bins/dog waste bins	5	2	1	1	0	0	0	Make everyone aware of how important it is to maintain it be keeping it clean and tidy. Also provide more dog poo bins.
Would like to see more public transport available	4	1	1	0	0	0	0	Accessed by public transport to limit private cars intruding and polluting.
Would like to see more staff presence at sites	4	2	0	1	0	0	0	Reinstate the money for rangers for the SWT. They were doing a great job in managing the sites.
Concern of CRC closure impact on fly tipping	3	1	0	1	0	1	0	Becoming a dumping ground for fly tippers.
No suggestion made	3	1	2	0	0	0	0	I have no idea.
Would like to see grazing	3	1	0	1	0	0	0	Allow controlled grazing (goats sheep cattle) to control vegetation.
Concern regarding displacement parking	2	0	0	1	0	0	0	Will encourage visitors to park where they shouldn't and result in access difficulties and potential accidents.
Improvements to prevent traveller access	1	0	1	0	0	0	0	At increasing risk from so-called travellers.
Support council tax increase	1	0	1	0	0	0	0	Council Tax should increase if necessary to pay for this if central Government cuts require this.

								Tax adds value to a society. It does not take away from the public good.
Vehicle access should be restricted	1	0	0	1	0	0	0	I would not like to see vehicle access to the interior of Norbury Park.

Question 5. Do you have any other comments on the future of the SCC's countryside sites? (Free text box)

One sample comment has been provided, of which spelling/gramma mistakes have been not been corrected:

Tagged response	Count	Chobham Common	Newlands Corner	Norbury Park	Wisley & Ockham Common	Puttenham	Sheepleas	Sample comment
The countryside should be protected and remain the same	292	88	54	37	24	12	7	Please don't consider income generating schemes on these sites. They will be incongruous and damaging at worst, and at best they are likely to be bodged (like the Chobham common parking scheme).
Access to the countryside should be free	279	88	63	31	19	10	14	There should be free parking for everyone to enjoy the countryside. The parking fees are unacceptable.
Countryside sites are valued and should be protected and maintained for wildlife, habitat and environment	95	16	17	19	10	4	4	The fundamental value of countryside and the habitats within it, rather than simply as a playground for people, needs to be better appreciated. It costs comparatively little to manage habitats and maintaining biodiversity is vital.
Comparison to another non SCC site	57	17	12	14	4	1	1	I don't want to compare these sites to the likes of Virginia water or Alice holts. Places like Chobham common were perfect for dog walks in the wild, 5 minutes round the corner from my home and ideal for local exercise in untouched and unspoilt countryside. You've completely

								ruined that for me, my family and many others. I don't care if you place Disneyland in the middle of Chobham common.
Complaint regarding consultation	55	21	9	5	1	1	0	I also find this survey very leading and reinforcing of your own plans and ideas which is not the purpose of public survey. This is public money being spent for political purposes.
More funding should be made available	54	15	2	10	5	2	3	I pay my council tax and expect the council to invest that appropriately in the countryside to maintain it for everyone. I don't expect to be taxed again at point of use through parking fees.
Change to car park charging	49	10	13	14	5	1	0	At least give local resident free permits and just charge business dog walkers or visitors who are not residents of Surrey.
Important for health and wellbeing	48	10	6	2	7	3	4	There is evidence that green space improves mental health, for example Barton and Pretty's research (2010) concluded that access to green space improved mood and self-esteem (both indicators of mental health). The Government is keen to improve public health and 'wants everyone to be able to make healthier choices, regardless of their circumstance' (gov website, July, 2018).
Concerned around future of countryside	42	14	9	4	2	0	1	With SCC's and the Government's current policies and plans the future for the countryside looks very bleak not just in Surrey but everywhere.
Important for future generations	42	5	8	6	4	2	2	As I now approach retirement I would like to think that should I be fortunate enough to have grandchildren I could share the same experience with them in the years to come.
Countryside sites should be well maintained	41	6	9	10	3	2	0	SCC has a statutory obligation to maintain the Commons and that is what it should do. The commons need to maintain their SSI status.
Improve advertising to engage and encourage more to visit	33	7	5	3	2	5	1	There needs to be a better understanding among the general public that land maintenance is not free and

								leaving the land without maintenance endangers its balance.
Countryside sites should be managed differently	29	5	2	12	1	0	0	Have a strategic partnership to run them with the National Trust.
Use more volunteer/friendship groups	28	4	2	6	1	1	0	I would like to see more support and recognition of the work done by volunteers and volunteer groups - especially those who are entirely volunteer groups and largely self-funded.
Alternate income generating ideas	22	3	5	7	2	0	0	Generate income by events and rent for cafes etc.
Would like to see more activities/facilities	19	3	3	5	0	2	0	If cafes were introduced at sites I feel these would generate more income than the car parking alone and attract more visitors.
Comment not relevant	16	4	2	1	2	2	0	Why would I bother?
Listen to public	12	6	0	1	1	1	0	Please, listen to the local population complain, if you do a consultation at least listen to it and then try not to do the exact opposite like last time.
Improve support to SWT	11	5	1	1	0	1	0	Money from council tax should be ring-fenced to support SWT and allow them to protect the countryside in the way they used to be able to do.
Support car park charging	10	0	1	0	2	1	1	I consider it reasonable for the public to make a contribution to the cost of upkeep as is the case with land managed by other organisations such as the National Trust.
Minimal maintenance is all that is required	9	4	0	1	0	2	0	With a minimum of intervention.
Public access should be reduced	8	2	2	3	0	0		Please discourage use of sites of special value and focus encouragement on other sites such as parks.
Support increase council tax	8	2	2	1	2	0	0	I'd rather pay more Council Tax.

The council should be open and transparent	6	2	4	0	0	0	0	I would suggest that there is a need to be open and transparent when you have stakeholders who are impacted by your decisions (this survey is a commendable start).
Would like to see more countryside made available	6	0	1	1	0	0	2	They are precious and we should be doing more to expand and protect them from council income.
Would like to see more staff presence at sites	6	0	1	1	1	0	0	Allow them to reemploy rangers for their sites, the sites have suffered without designated rangers. The rangers had built up years of experience and knowledge of the sites, which was discarded in exchange for making the sites management centralised and less personal.
Improve access	5	0	0	1	1	0	1	The SCC/SWT policy of installing height barriers on car parks denies access to many bridleways and open countryside to a sizable section community who could otherwise access it by trailer or horse box.
Support income generation	5	0	2	1	0	0	0	Extremely valuable assets - worth long term investment and would support income generation.
Improvements needed to congestion/ infrastructure	4	0	2	0	0	0	0	Spend your money on repairing our roads.
Improvements to management of dog walkers	3	0	1	0	1	0	0	I will repeat the need to manage dog walkers better especially commercial ones.
More information required to comment	3	2	0	0	0	0	0	Without being given firm and accurate financial information on management and income figures, it is not possible for users to make sensible and valid suggestions. Withholding such information does not engender confidence in the interests of the community being of any serious interest.
Improvements should be made before charging	2	1	0	0	0	0	0	Improve the facilities then add charges, don't charge people to go outside on the common.

Improvements to prevent traveller access	2	1	1	0	0	0	0	Getting rid of the travellers by making it illegal to dump their vans on any land they deem fit, as the have done in Ireland.
Support housing	2	1	0	0	0	0	0	The need for housing is much more important.
Would like to see more bins/ dog waste bins	2	0	0	1	0	0	0	More dog waste bins.
Would like to see more public transport available	2	0	0	0	0	0	1	I think that vision needs to incorporate how people will reach the countryside by means of public transport.
Concerns around activities at site	1	0	0	0	1	0	0	Neither is the unsuitable/antisocial behaviours on Wisley and Ockham Common.

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Outline of the 25 year Strategy for the Countryside Estate

Purpose of This Strategy

The Estate has been acquired by the County Council over the last 90 years and has been managed to conserve the landscape and provide access for residents and visitors.

The landscape has been shaped by centuries of human activity, originally to provide food and shelter and later to provide attractive landscapes to enjoy. Management is key to ensuring the landscapes we love survive into the future. The amount of management required varies with the level of use and the size of those areas of countryside. The smaller the area the more management it needs if it is going to continue to provide habitats for wildlife and access for people.

As the needs of the population evolve and the landscape is under pressure from development, we now need to look again at the purpose of the Estate and how we manage it for the future. Its original purpose was to protect the land from development, over the years the importance of that has continued along with the need to allow access and manage the land for conservation. It also has the potential to be managed to demonstrate examples of management for flood control.

There is increasing demand for housing and work space in the County. The residents of these houses will need services and an infrastructure that allows them to travel for work and recreation. Part of our plan is to make travel to our open spaces easier and to ensure those open spaces are linked allowing people and wildlife to move around the county away from the road system. In order to do this we need a countryside estate that is properly funded and to work effectively with neighbouring land owners.

As this pressure increases it is more important that those areas of the Estate provide:

- Access for health and well-being,
- Areas of well managed habitats that join up to create larger better linked areas for access and wildlife and long-term community benefits, e.g. flood relief.
- An opportunity for the public to engage with nature

This strategy outlines the plan for achieving this and demonstrating how the comments from our public engagement are shaping those plans.

Engagement with Stakeholders

Output from:

- Caring for our Countryside Survey
- Annual visitor surveys across the Estate
- Workshops with residents and users of the Estate
- Focus groups looking at attitudes to the countryside, why people visit and what they do

The Challenge

Wildlife Conservation- decline in species in the County

- Conservation designations cover over 70% of the Countryside Estate
- A third of the species in the County are in decline for a variety of reasons but one of those is the fragmentation of habitat.
- The Estate is highly designated and has the potential in conjunction with other landowners to join up those sites and create a better network of conservation sites that are strong enough to survive the changes that will take place over the next 25 years and beyond.

Public Expectations

- It's importance to people and opposition to change.
- Desire for greater access
- To access the countryside for free
- Working with the public requires people to facilitate that interaction, a lack of SCC resources now makes that difficult

Development pressure

- More development in the County, the demand for housing and associated services for the growing population in Surrey.
- The effect of people coming out of London for recreation puts a great deal of strain on the infrastructure and some popular sites
- There is a need for more local sites linked to built-up areas to make access easier via means other than private cars.
- More built up areas leading to greater likelihood of flooding and poor air quality because of increasing traffic

Visitors

- The demographic of our visitors appears to be largely in the age range of 45 upwards with a percentage of families with children being around 11-18% of the visits. The percentage is slightly higher to some sites but it shows that the attraction for families and children is not very high.

The percentage of families coming to country parks across England is around 55% (Visit England's statistics)

- Interactions with the public show a lack of understanding about countryside management.

Local authority funding

- Management of countryside sites is non statutory meaning it must compete with the statutory functions of the local authority for funding

Themes

- **Education and Engagement**
- **Access for Health and Wellbeing**
- **Natural Capital and Landscape**

Principals for Managing the Estate

- **Conservation of the legal designations will take priority**
 - This will cover for example the conservation, heritage and landscape designations
 - Work on site will prioritise those and collaboration with adjoining landowners to create a network of nature sites.
- **Access is the fundamental principal underpinning all management**
 - Access for as wide a range of people will underpin management of all sites
- **Engagement with Public**
 - To include how we engage the public in managing the Estate
 - How we expand educational activities on key sites
- **Demonstration of ways to improve natural capital, and integrate access with conservation**
 - Discussions with other landowners and managers has presented the opportunity to work in collaboration to deliver wider benefits across the county
 - There is an expectation that as we work across the whole county, we can take the lead in demonstrating how it can be done and facilitating the collaboration with others
- **Looking at the types of facilities and activities that would attract a wider range of visitors**
 - Young
 - Families
 - Older people
 - Schools/organised groups

The Mechanism

The Estate needs to be adequately financed to provide access for health and wellbeing and to engage the public in a way that will help guarantee a better understanding of the natural world leading to a real connection that will mean people loving and respecting their local sites.

There are 28 sites across the Countryside Estate spread from Tatsfield and Limsfield in the East to Chobham and Rodborough in the west. These sites vary in size, habitats, proximity to communities and facilities provided. There is therefore a variety of ways that they can be managed over the 25 years of this Strategy. Not all sites are the same as the table on page 6 shows

What Happens Next

- To carry out an audit of all sites and categorise them into a hierarchy of sites fitting into the categories below:
 - Country Park –invest in providing more facilities to attract a wider demographic, including educational activities such as Forest Schools
 - Sites of wildlife significance where the management will be to promote that significance and engage the public through educational activities with the site.
 - Small local sites where management will be to provide lower key public facilities such as car park. information boards and waymarked trails
- Promote the sites better locally
- Work with community forums and other groups to develop wider community engagement with site management.
- Work with other organisations to develop landscape wide projects that can have a significant impact on the natural capital of the County, including linking up fragmented sites and improving the opportunities for people access the countryside.

Our Partners

- National Trust, Woodland Trust, Forestry Commission, RSPB, Districts and Boroughs, Surrey Wildlife Trust,
- Surrey Countryside Access Forum
- Community Forums Groups for Chobham, Ockham and Wisley, Norbury Park, and Worpleson Group of Commons
- Surrey Hills AONB
- Surrey Community Action
- Wotton Estate
- Albury Estate
- Hampton Estate
- Hampshire County Council

Demonstrators/Case Studies

- Digi Tourism - New ways to enjoy the landscape and learn
- Urban2Landscape – Project linking people with the landscape
- North Downs Facilitation Fund - The funding is for a person or organisation (facilitator) to help a group of farmers and other land managers work together to:
 - improve the natural environment at a landscape rather than single-farm scale
 - achieve greater improvements than individual holdings could on their own

Potential Projects

- Managing North Downs habitats at landscape scale
- Gateway sites for the public to start exploring the Surrey Hills, including the downland and heathland.
- Demonstrator site on how activities in the countryside can be managed to conserve sensitive landscapes.
- Engaging the public in the management of their local sites building on the work of the Surrey Countryside Partnerships
- Developing a fund to pay for countryside management-from appeals to business/philanthropic givers to develop a permanent managed fund.

Annex 1 (complete draft to be available for Select Committee)

Countryside Sites owned by the County Council and managed as part of the Countryside Estate

Site Name	Size	Habitat	Nearby Community	Facilities	Comments
Norbury Park	530 hectares	Woodland, chalk grassland Majority is designated SSSI	Fetcham Bookham Leatherhead Dorking Mickleham West Humble	3 Farms, including Bocketts Farm 3 car parks Trails	
Chobham Common	575 hectares	Largest National Nature Reserve in the South East Internationally protected SPA heathland, rare birds such as Dartford Warbler 97% Common land	Chobham Sunningdale Windlesham	6 car parks	
Ockham and Wisley Commons	330 hectares	Internationally protected heathland 48% Common land	Ockham Wisley Guildford	3 car parks Café, Toilets (Ockham) Chatley Heath Semaphore Tower	Intersected by A3 and M25 Pond Farm, SWT operational base located on Wisley Common



Environment Select Committee

22 February 2019

Surrey Fire and Rescue Service Transformation Working Group Scoping Document

1. The Committee is asked to review the scoping document for the Surrey Fire and Rescue Service Transformation Working Group.
2. On 5 December 2018, the Environment Select Committee was briefed on the performance of the Surrey Fire and Rescue Service (SFRS). At this meeting it was agreed that a working group be set-up to support and scrutinise the service as it embarks on its transformation journey

Recommendations:

- That the Committee reviews the scoping document making suggestions for additions and amendments as appropriate.
- To appoint Membership of the Working Group.

Next Steps:

The scoping document will be submitted to the Corporate Overview Select Committee for review and final sign off.

Report contact: Huma Younis, Democratic Services Officer

Contact details: 020 8213 2725, huma.younis@surreycc.gov.uk

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Surrey Fire and Rescue Service Transformation Working Group

The process for establishing a Working Group is as follows:

1. The Select Committee identifies a topic that requires detailed consideration and examination.
2. The Select Committee Chairman and Democratic Services Officer (DSO) complete the scoping template.
3. The Corporate Overview Select Committee reviews the scoping document
4. The Select Committee agrees membership of the Working Group.

Review Topic: Surrey Fire and Rescue Service Transformation

Select Committee: Environment Select Committee

Relevant background:

On 9 October 2018, County Council endorsed a new shared Community Vision for Surrey in 2030¹. The Community Vision for Surrey includes a number of ambitions for people and place. Significantly the Vision recognises the need to transform the way the council delivers its services and outcomes for residents. To support the Community Vision, Surrey County Council will embark on a journey of transformation which focuses on reforming the way outcomes are delivered and changes the way we work to ensure we are doing the very best we can for our residents. A transformation programme with a number of business cases, focused on the following six themes: Service Transformation, Partnership and Integration, New Ways of Working, Commissioning, Investment & Income and Technology and Digital Innovation, was approved by Council in November 2018².

On 5 December 2018, the Environment Select Committee was briefed on the performance of the Surrey Fire and Rescue Service (SFRS). At this meeting, the SFRS transformation Business Case was also presented to Members for scrutiny³. The Committee were made aware that a number of transformational changes would be required for the service to improve current performance standards. The Committee raised concerns around the performance of SFRS and agreed that a working group be set-up to support and scrutinise the service as it embarks on its transformation journey. On 20 December 2018, HMICFRS (Her Majesty's Inspector of Fire & Rescue Services) released results of its annual assessment (effectiveness, efficiency and people) of SFRS⁴. Inspectors raised concerns around the performance of SFRS in keeping people safe and secure. In particular, there were serious concerns about the service's effectiveness and efficiency.

Work themes include, supporting the development of the Integrated Risk Management Plan (IRMP), scrutinising community protection activity, reviewing partnership working arrangements and improving and developing the culture within the Fire Service.

The group's role will be to ensure that ambitions set out in the Vision for Surrey in 2030 are embedded into the SFRS. The working group will act as a 'critical friend' to the

¹<https://mycouncil.surreycc.gov.uk/documents/s51123/Item%2011%2020180927%20Report%20for%20Council%20on%209%20October%202018%20Council%20vision%20partnership%20commitment%20and%20deal.pdf>

² <https://mycouncil.surreycc.gov.uk/documents/s51906/Item%209%20-%20Council%20report%2013%20November%202018-%20organisation%20strategy%20PFS%20transformation%20and%20people%20stra.pdf>

³ <https://mycouncil.surreycc.gov.uk/ieListDocuments.aspx?CId=712&MId=6539&Ver=4>

⁴ <https://www.justiceinspectorates.gov.uk/hmicfrs/wp-content/uploads/surrey-fire-and-rescue-service-report-2018-19.pdf>

service and will support the service throughout its journey of transformation. Recommendations from the group will be submitted to the Environment Select Committee and Cabinet where necessary.

Why this is a scrutiny item

SFRS is a universal service which impacts all residents. The nature of the work carried out by the service means the service is critical to Surrey's most vulnerable residents. As a result, residents support the SFRS and value the role they play in protecting the public.

Staff Feedback

The Surrey Residents' Survey found that between 2016/17, over 78% of residents were very satisfied/ fairly satisfied with the fire and rescue service⁵. On the other hand, only 40% of staff within the service responded to the staff survey, the lowest response rate amongst the major areas of the Council. There were a number of negative responses received within each of the eight key areas of the survey including concerns with senior leadership and limited opportunities to grow within the service. As a service which impacts so many different people, it is critical that scrutiny is undertaken to help drive improvements in the service which will in turn promote community well-being and improve the quality of life for residents.

Service Performance

The HMICFRS annual inspection report states, *"We have concerns about the performance of Surrey Fire and Rescue Service in keeping people safe and secure. In particular, we have serious concerns about the service's effectiveness and efficiency.... the service is inefficient at keeping people safe from fires and other risks. This is particularly so in how it uses its resources. But the service should also be more affordable..... the service needs to improve how it looks after its people"*. A number of concerns around the performance of SFRS have been raised in the HMICFRS annual inspection. It is clear, that scrutiny of SFRS from the Select Committee has been ineffective with Members not providing constructive and purposeful challenge to the service in recent years. The Working Group now has the opportunity to actively engage in the scrutiny process and drive improvements with SFRS. A number of key concerns highlighted in the report will be investigated by the Working Group as part of its proposed work plan. The services response to addressing HMICFRS concerns will be vigorously examined to ensure concerns are being addressed by the service at a swift pace.

Financial Challenges

The Council is facing a number of significant financial challenges. The combination of eight years of successive reductions in Central Government funding and rising demand for services have placed unprecedented pressure on the Council's ability to deliver year on year savings. To help support budgetary pressures, a savings target of £4m was assigned to the Fire Service in 2019/20. This will not be achieved. A savings target of £2m for 2020/21 is also unlikely to be achieved. Scrutiny Members have a key role in ensuring that the Council's financial resources are allocated and prioritised accordingly and represent value for taxpayer's money. Members are responsible for scrutinising the Council's budget position and have a detailed understanding of the financial issues facing the council. The financial challenges facing SFRS and the fact that the service has been rated as inadequate when it comes to making the best use of resources, confirms why the service requires detailed financial scrutiny.

The working group will utilise its role as a critical friend to challenge policy-makers and decision-makers and drive service-wide improvements. As independent minded Councillors with close community links, the working group has a unique role in being able to ensure that the voice of everyone impacted by SFRS including staff and local communities is heard.

⁵ <https://www.surreyi.gov.uk/dataset/surrey-residents-survey-annual-data-satisfaction>

Aim

By acting as a critical friend the Working Group aims to support the SFRS to improve its performance, raise staff morale and achieve its transformation into an efficient and effective Fire and Rescue Service.

What questions are the group aiming to answer?

1. Is the transformation delivery plan fit for purpose and realistic in terms of what can be achieved?
2. How do residents view the SFRS?
3. How are resources managed and prioritised by the service?
4. What prevention activity currently takes place with local communities and how can the service better reflect the local communities it serves?
5. How is the SFRS service and leadership viewed by its staff and why? Are staff clear on the objectives and aims of the service?
6. How is the Service addressing concerns raised within the HMICFRS inspection report?

Aspirations

- Support the delivery of the Fire Service Transformation Programme;
- Ensure the concerns raised in the HMIC inspection report are actively being addressed and as a result, improvements to the service are being made;
- Increase prevention activity undertaken by the service and resident and community participation and engagement with SFRS;
- Understand how staff workforce policies and strategies can support staff wellbeing better;
- Increase and strengthen partnership working arrangements.

Scope (within / out of)**In scope:**

- Plans, policies and changes to service levels as a result of transformation
- SFRS Budgets
- Emergency Management Team in context of wider community safety offer
- Voluntary & Community Services

Out of scope:

- Community Safety Partnerships
- Wider Council Transformation Programme
- Office of the Surrey Police and Crime Commissioner
- Surrey Local Resilience Forum

Outcomes for Surrey / Benefits

The Group ensures that SFRS supports the Councils transformation programme and budget position, achieving ambitions within the Vision for Surrey 2030;

The Group ensures that SFRS contributes and utilises partnership working arrangements with other Fire Services and blue light services;

The Group to make certain that SFRS becomes a proactive service which has a good understanding of risk within its local communities and actively engages with residents and businesses;

The Group to make certain that SFRS becomes a service which is well respected amongst all and a service that promotes a supportive culture of inclusion, transparency and respect.

Proposed work plan

The Group will make recommendations after each stage of the proposed work plan.

Stage 1 (IRMP)

Timescale	Task	Responsible
February 2019	Hold meeting with Working Group Members and officers to define scope, work plan and desired outcomes.	DSO
March	Meet with officers to review the draft IRMP out for public consultation.	SFRS
March-May	Group to conduct research on the draft IRMP- including meeting with witnesses and stakeholders.	Working Group
May	Meet with officers to review IRMP public consultation feedback.	DSO/SFRS
June	Hold meeting with Group to identify areas for recommendation.	DSO
June- July	Compile report to Select Committee for consideration.	Working Group
Aug-Sept	IRMP to Cabinet for decision.	SFRS

Potential Witnesses

Cabinet Member for Community Services

Executive Director for Highways, Transport and Environment

Director of Community Protection and Emergencies

Service Users (including residents and businesses)

Surrey Fire Volunteer Service

Surrey Fire and Rescue Staff (including firefighters, on-call firefighters, senior management and back office staff)

Fire Brigades Union (FBU)

National Fire Chiefs Council

Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS)

East Sussex Fire and Rescue Service, Chief Fire Officer

West Sussex Fire and Rescue Service, Chief Fire Officer

Useful Documents

Surrey County Council- A Community Vision for Surrey in 2030

<https://mycouncil.surreycc.gov.uk/documents/s51123/Item%2011%2020180927%20Report%20for%20Council%20on%209%20October%202018%20Council%20vision%20partnership%20commitment%20and%20deal.pdf>

Surrey County Council- Transformation Programme

<https://mycouncil.surreycc.gov.uk/documents/s51906/Item%209%20-%20Council%20report%2013%20November%202018-%20organisation%20strategy%20PFS%20transformation%20and%20people%20strategy.pdf>

HMIC Effectiveness, efficiency and people 2018/19 Annual Assessment– Surrey Fire and Rescue Service- <https://www.justiceinspectors.gov.uk/hmicfrs/wp-content/uploads/surrey-fire-and-rescue-service-report-2018-19.pdf>

Surrey Fire and Rescue, Public Safety Plan (2016-25)

https://www.surreycc.gov.uk/_data/assets/pdf_file/0005/87341/Public-Safety-Plan-2016-to-2025.pdf

Surrey Fire and Rescue, Vision, Mission and Aims

<https://www.surreycc.gov.uk/people-and-community/fire-and-rescue/about/our-vision-mission-and-aims>

Surrey Fire and Rescue, Values and Behaviours

https://www.surreycc.gov.uk/_data/assets/pdf_file/0009/161586/Surrey-Fire-and-Rescue-Services-values-and-behaviours.pdf

Potential barriers to success (Risks / Dependencies)

Officer and Member availability
Ability to engage Service Users and external organisations
Delays with the delivery of the Fire Service Transformation Programme
Number of project work streams to consider

Equalities implications

The Working Group recognises that there are a number considerations around equalities when conducting its work, and there are a number of people with various needs that will be contributing to this process. It will be mindful of how it conducts its work in order to ensure people are provided the opportunity to contribute, and that any barriers to doing so are mitigated.

The Group will monitor the equalities implications emerging from its recommendations with officers, and will work to identify mitigation measures for those with a potentially negative impact.

Task Group Members (4) <i>(Proportional Representation Required)</i>	
Spokesman for the Group	Saj Hussain
Democratic Services Officer (DSO)	Huma Younis

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Environment Select Committee

22 February 2019

Recommendation Tracker and Forward Work Programme

1. The Committee is asked to review its recommendation tracker and forward work programme which is attached.

Recommendation:

- That the Committee reviews the attached forward work programme and recommendations tracker, making suggestions for additions or amendments as appropriate.

Next Steps:

The Select Committee will review its work programme and recommendations tracker at each of its meetings.

Report contact: Huma Younis, Democratic Services Officer

Contact details: 020 8213 2725, huma.younis@surreycc.gov.uk

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**ENVIRONMENT SELECT COMMITTEE
RECOMMENDATIONS AND ACTIONS TRACKER
February 2019**

The actions and recommendations tracker allows Committee Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. Once an action has been completed and reported to the committee, it will be removed from the tracker.

Date of meeting	Item	Recommendations/ Actions	Update/Response	Responsible Officer/Member
5 December 2018	QUESTIONS & PETITIONS [Item 4]	<p>ESC/03/2018</p> <p>I. For officers to provide the Committee with district and borough recycling rates covering the last five years.</p>	<i>Outstanding</i>	Waste Operations Group Manager
5 December 2018	CONCESSIONARY TRAVEL FUNDING CONSULTATION UPDATE [Item 6]	<p>ESC/04/2018</p> <p>II. That details of the areas of statutory and non-statutory spend within the Environment and Infrastructure directorate is shared with the Committee.</p>	<i>Outstanding</i>	Executive Director for Highways, Transport and Environment
5 December 2018	SHAPING SURREY'S COMMUNITY RECYCLING CENTRES [Item 7]	<p>ESC/05/2018</p> <p>I. That the Committee review the CRC public consultation feedback and receive an update from officers on the impacts of the Resources and Waste Strategy on Surrey County Council in early January 2019.</p> <p>II. The Interim Head to email the Committee the Resources and Waste Strategy once published.</p> <p>III. Officers provide a response to the questions raised (a-h) by Members in the meeting.</p>	<p>I. The CRC public consultation feedback would be presented at the 25 January 2019 Corporate Overview Select meeting. A briefing session on the Resources and Waste Strategy took place on 14 January 2019.</p> <p>II. This was emailed to Members on 23 January 2019.</p> <p>III. An officer response to questions (a-h) was forwarded to Members on 12/12/2018.</p>	<p>I. Chairman/DSO</p> <p>II. Interim Head of Environment/DSO</p> <p>III. Waste Operations Group Manager</p>

**ENVIRONMENT SELECT COMMITTEE
RECOMMENDATIONS AND ACTIONS TRACKER
February 2019**

The actions and recommendations tracker allows Committee Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. Once an action has been completed and reported to the committee, it will be removed from the tracker.

5 December 2018	SURREY FIRE AND RESCUE SERVICE (SFRS) PERFORMANCE AND TRANSFORMATION UPDATE [Item 8]	<p>ESC/06/2018</p> <p>II. That a copy of the HMICFRS inspection report on SFRS is shared with the Committee once published.</p>	A copy of the HMICFRS inspection report was shared with all Members on 20 December 2018 from the Cabinet Member for Community Safety.	Director of Community Protection and Emergencies
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Environment Select Committee-Forward Work Programme 2019

DATE OF MEETING	SCRUTINY TOPIC	DESCRIPTION	OUTCOME	LEAD OFFICER
<p>24 April 2019</p> <p>Originally scheduled for 22 Feb 2019.</p> <p>As the Waste FBC has been superseded by the Cabinet decision taken on 29 January 2019. It has been agreed for this to be scrutinised once the FBC has been updated.</p>	<p>Waste Community Recycling Centres (CRCs)</p> <p>Full Business Case</p>	<p>To review and scrutinise the Waste Full Business Case that supports the Council's activity and the formation of a County-side Estate Strategy MRG.</p>	<p>For the Committee to be assured that the Waste Full Business Case and the strategy being considered is on track to achieve anticipated benefits and service transformation.</p>	<p>Lisa Creaye-Griffin, Executive Director for Highways, Transport and Environment</p>
<p>Summer 2019</p>	<p>The Future of the</p>	<p>To scrutinise and support the</p>	<p>For the Committee to be assured</p>	<p>Lisa Creaye-Griffin,</p>

Environment Select Committee-Forward Work Programme 2019

	Basingstoke Canal <i>Joint Scrutiny</i>	development of the Basingstoke Canal investment strategy in partnership with Hampshire County Council.	that the investment strategy for the Canal is financially resilient and supports the Canal in becoming self-funding.	<i>Countryside Group Manager</i>
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To be scheduled: