

Surrey's  
Greener  
Future

# Greener Futures Climate Change Progress Report 2023 - 2034

November 2024

131

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# Summary Report

## 1. Introduction

This document assesses how Surrey County Council's climate change programme in 2023/24 has reduced carbon emissions, and benefitted residents, businesses and the public sector, and sets out the areas of focus for Surrey Local Authorities in the coming years to have the greatest impact. It also notes that changes are needed at the national level to sustain a transformation towards a low carbon and climate resilient economy.

This is the third progress report on the Greener Futures Climate Change Delivery Plan 2021-2025<sup>1</sup> (the Delivery Plan). The report highlights action undertaken in the financial year 2023/24, but also shows the cumulative impact of delivery since the plan was agreed by Cabinet in November 2021. The Delivery Plan encompasses many projects which are set out in more detail in **Annex A**.

In 2023/24, strong support for climate action remained high amongst Surrey residents at 68%, even though many have found it more challenging to take action due to challenges in the economy. With the high wholesale cost of gas still affecting energy markets, household energy costs remained high which resulted in a 26% increase in fuel poor households in 2023/24.

Taking forward action to tackle climate change not only helps the planet, but also helps Surrey residents to lead healthier, happier and more prosperous lives, and supports resilience from extreme weather and supports nature recovery. This is why Local Authorities remain committed to climate action, even though public sector finances have never been more challenging.

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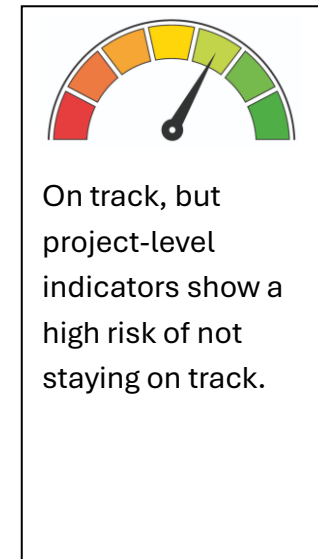
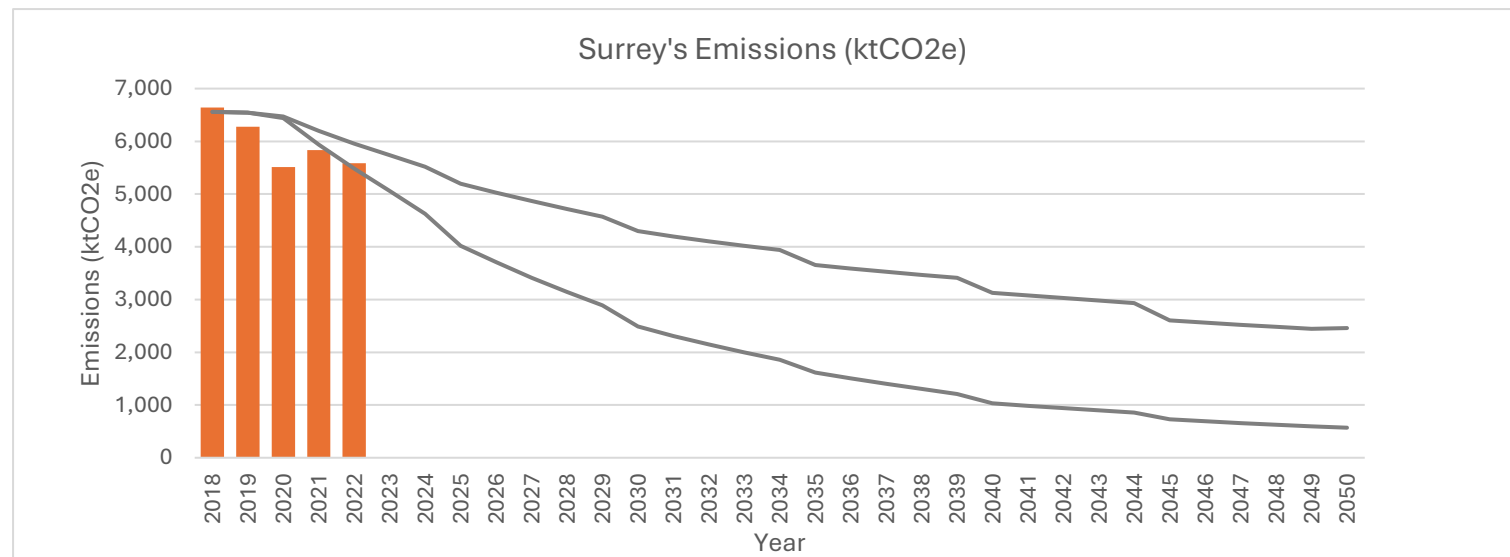
<sup>1</sup> [Final Climate Change Delivery Plan Full Document 2022.pdf](#)

## 2. Progress against net zero targets

Since declaring a Climate Emergency in 2019, Surrey County Council and partners set a target to achieve a 20-40% reduction in carbon emissions across the county by 2025. Latest estimates show that 5,600,000 tonnes of carbon was emitted in Surrey - a 16% decrease from 2018, see figure 1. This means that the county remains on track to meet its 2050 net-zero target, but with a high risk of progress slowing in future years.

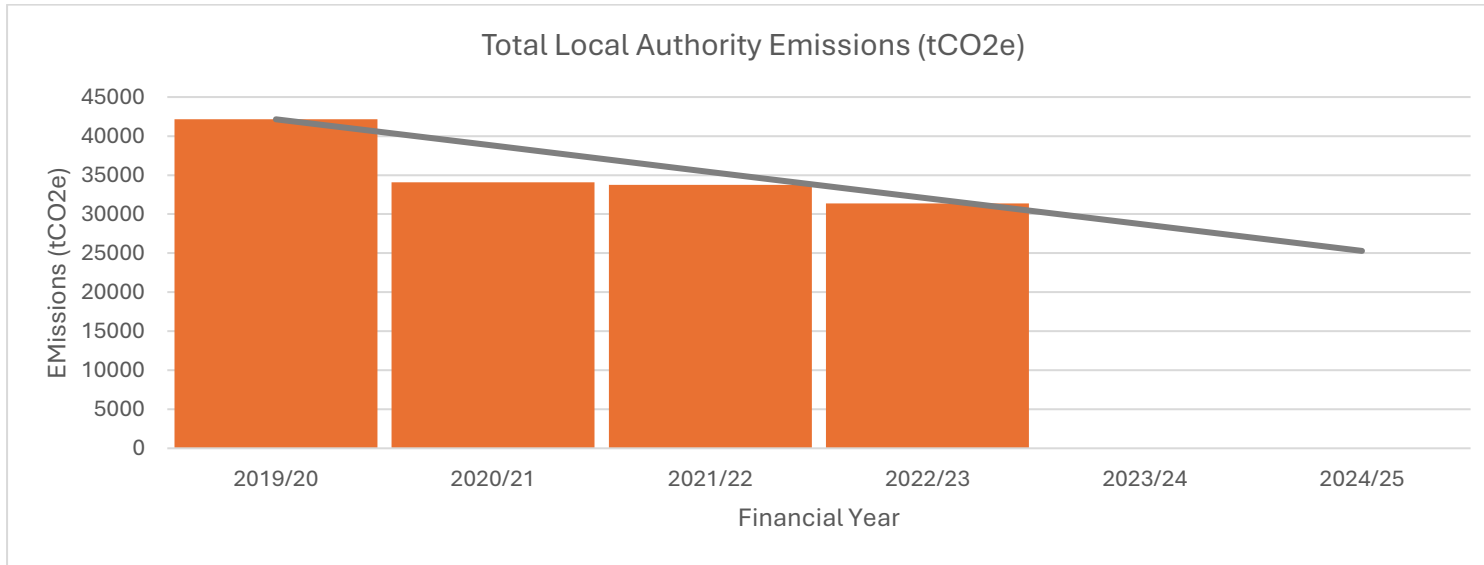
Local authorities<sup>2</sup> in Surrey set a target to deliver a 40% carbon emission reduction across their organisations by 2025/6. In 2023/24, 31,000 tonnes of carbon were emitted by the local authorities, representing a 26% decrease compared to 2018/19, see figure 2. Although collectively Surrey's local authorities remain on track overall, 6/12 local authorities increased emissions. There is a high risk of local authorities' emissions reduction going off track next year without significant further funding.

Figure 1: Graph showing Surrey's emissions over time, with the grey lines show the range of ambition in line with net-zero targets.



<sup>2</sup> Including Surrey's 11 Borough and District Councils and Surrey County Council.

Figure 2: Progress of Local Authorities' emissions over time



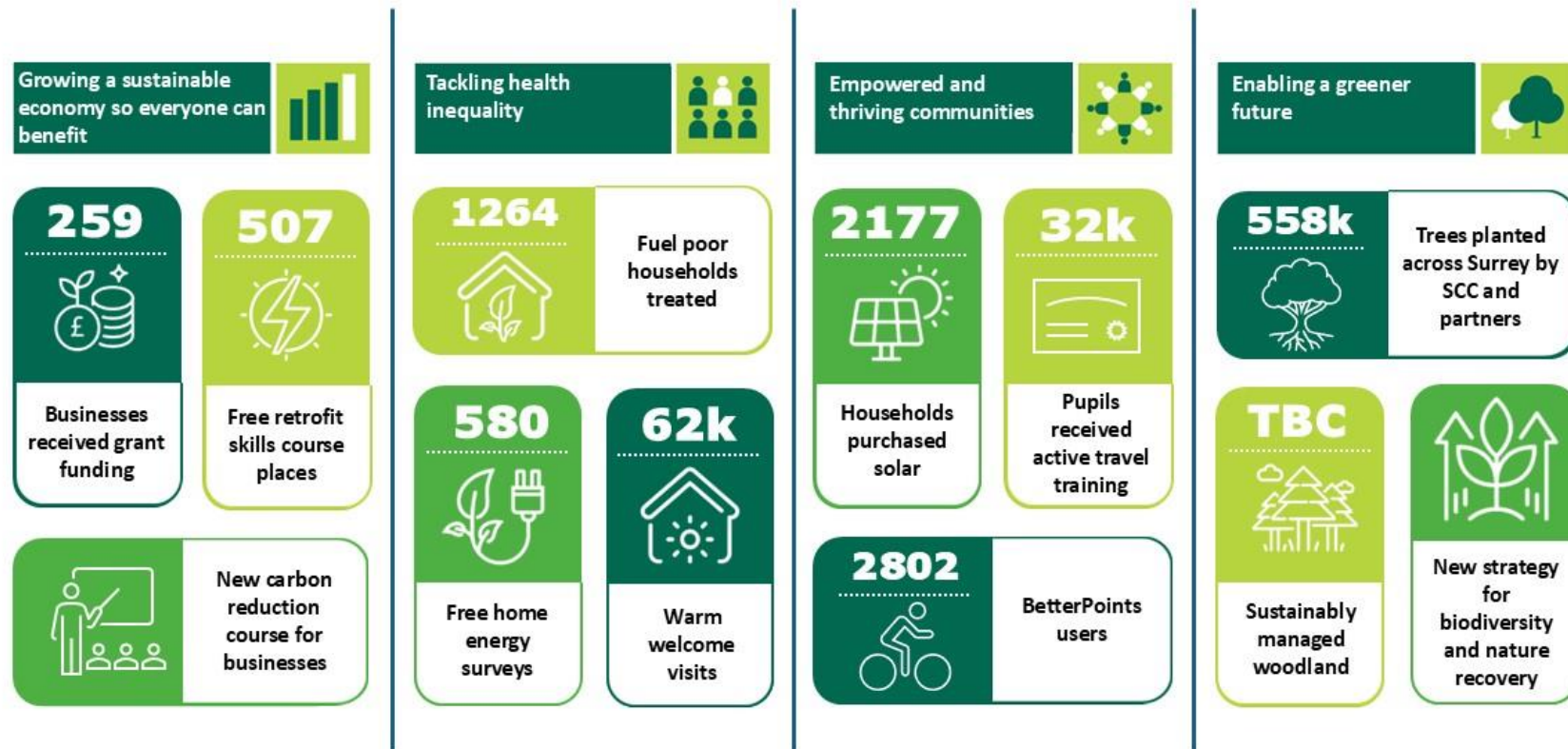
On track, but with high risk of not staying on track without further funding.



### 3. How the Delivery Plan has benefitted Surrey residents

Local authorities, working with many partners, have supported a wide range of actions to help residents and businesses make sustainable choices and be protected from the impacts of climate change. Not only has this resulted in carbon savings but it has also delivered a vast number of health, economic and community benefits for Surrey's residents and businesses and helped ensure that no one is left behind, see figure 3.

Figure 3: How progress impacts Surrey County Council's across the four strategic priorities





#### 4. Examples of project successes in 2023/24

The Fuel Poverty programme has increased its services with the help of £0.9M of external funding. In addition to the continuing success of Warm Welcome Services, which provide community spaces, winter essentials and energy advice, the Surrey Fire & Rescue Service has begun to supply Safe & Well Visits, and the Home Energy Advice Taskforce (HEAT) project has provided additional home energy advice to help Surrey's most vulnerable residents to reduce their energy bills.

Actions to support middle-income residents to save energy and retrofit their homes have also increased, including another successful round of the Solar Together group-buying scheme to help residents to purchase more affordable solar panels, which reduces their reliance on volatile energy prices and results in lower energy bills.

The award-winning actions to increase green skills in Surrey have helped hundreds of people to complete a variety of green skills courses, to increase their job prospects and help fill skill gaps in Surrey.

There has been a substantial increase in community engagement and support, which has resulted in successes such as 98 schools achieving Eco-Schools Green Flag accreditation, making Surrey the best in the country. Alongside this, many school pupils have been trained in cycling and walking and new residents have signed up to the BetterPoints app rewarding them for low-carbon journeys and supporting local businesses too. There have been many successful Council-Community collaborative projects, and there has been an increased readership of the Council's Greener Matters communications.

There has also been a continuation of tree planting across the county to meet the Council's target to plant 1.2M trees by 2030. The council has expanded its focus on improving biodiversity and resilience in Surrey through improved land

##### **BetterPoints vouchers helping Surrey businesses:**

Since joining, over £600 in sales have been generated through vouchers redeemed in the app and their additional spend, particularly over winter time.

*"It's brought new customers in, particularly sixth formers and those linked with the local active travel group, which we weren't getting huge numbers of beforehand. It has boosted sales too with people coming in to use their BetterPoints voucher but then staying to have a coffee as well."*



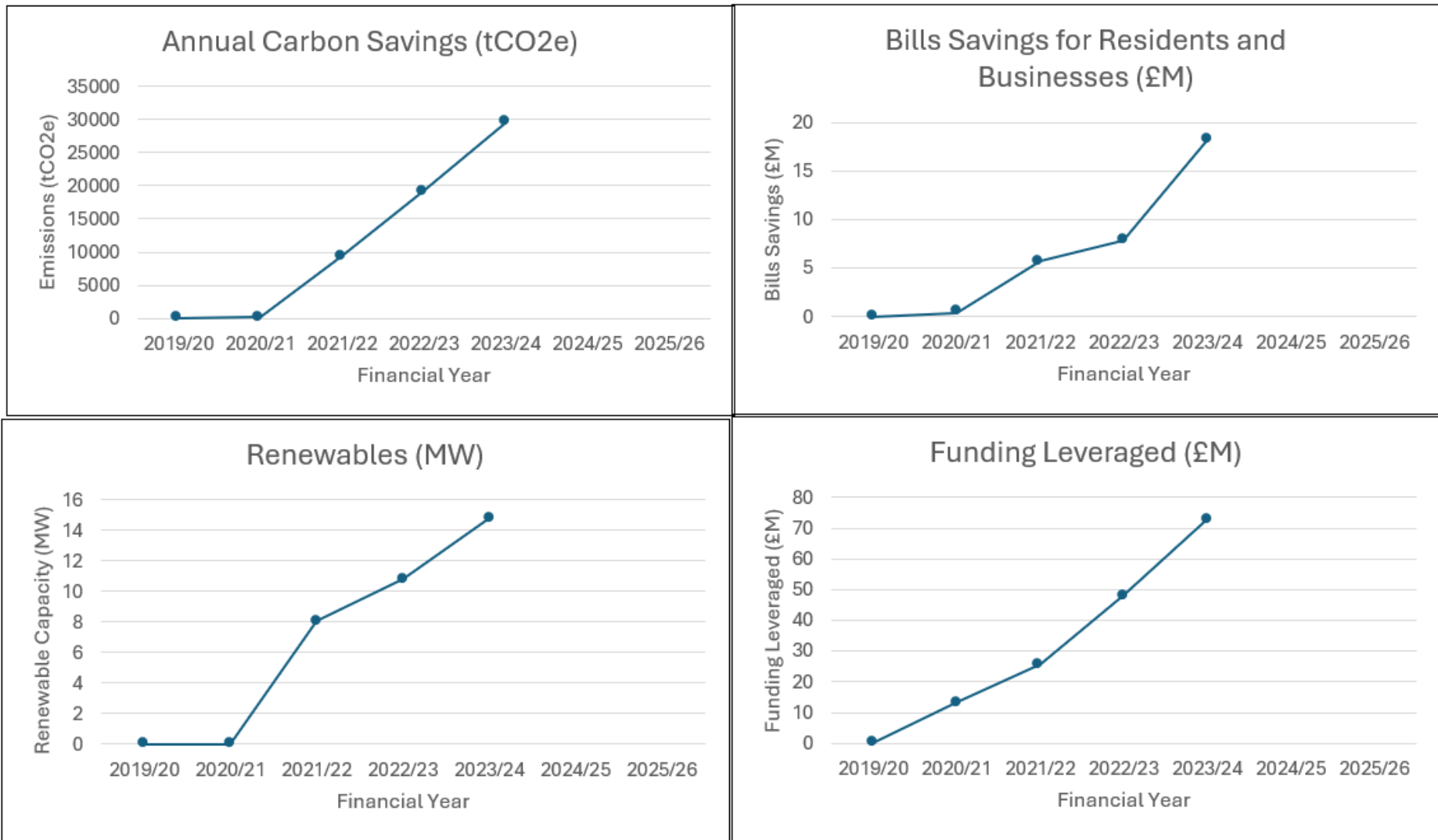
Ben – Founder of Dylan's

management of Council land, the launch of the Surrey Climate Change Adaptation and Resilience Strategy and the developing Local Nature Recovery Strategy.

## 5. Total Benefits

Actions across the nine sections of the Delivery Plan have so far resulted in carbon savings of 30,000 tonnes, added 14 MW of renewable energy capacity (equivalent to powering 9,000 households), and bill savings of around £18M per year for residents, businesses and the public sector. This was funded by both Local Authorities and £70M of external funding from grants and the private sector.

Figure 3: Summary of cumulative benefits across Surrey



## 6. Challenges, Risks and Recommendations

Despite this great progress, the move towards low carbon lifestyles is not going fast enough for Surrey to stay on track to reach net zero in future. National Government policies and funding, the choices made by residents and businesses and many other factors beyond the control of Local Authorities have a strong impact on Surrey's ability to meet net-zero by 2050. It is also important to recognise that the financial position of Local Authorities is extremely challenging. Based on these risks and challenges, Surrey County Council is recommended to focus on the following actions in 2024/2025:

**(1) Energy efficiency and resilience within the home:** In recognition of a 26% rise in fuel poverty, residents being more vulnerable to the impact of high energy prices, and high retrofit costs, the council will continue to deliver Warm Welcome services, the new Local Authority Retrofit Scheme, and expand our household retrofit support offer through the development of the One Stop Shop, Solar Together, community energy schemes and a Surrey-wide retrofit strategy. Although these projects support some aspects of supporting residents to adapt to climate change impacts, they currently do not address all climate risks.

**(2) Ways to reduce the impact of travel:** Delivering new infrastructure to support a public transport and increasing active travel remains extremely challenging, resulting in a slower reduction in private vehicles. The council will focus on the Rights of Way Improvement Programme to improve access, deliver active travel and EV charging infrastructure where feasible, and take actions to enable a transition to low carbon and healthier travel options.

**(3) Nature recovery and climate resilience:** With biodiversity still in peril, and residents and wildlife more exposed to the risks of climate change, developing a Local Nature Recovery Strategy and delivering Biodiversity Net-Gain will continue to be a priority, alongside new flood protection measures and climate change risk and vulnerability assessments across the Surrey landscape.

**(4) Supporting residents and businesses:** With 1/3 of all carbon emissions dependent on the choices residents and businesses make, the council will continue to deliver business grants, support green skills, develop Council-Community projects such as the Home Energy Advice Taskforce, develop a peer-to-peer inspired digital platform and support Parish & Town Councils to take action on biodiversity and climate change.

**(5) Expanded lobbying efforts:** It is necessary to highlight to National Government where key funding and policy gaps hamper local delivery. Working closely with the new national Government, the council will continue to lobby to get the best outcomes for residents, businesses and nature in Surrey.

## Annex - Progress of key projects

### How to read this Annex

The actions in the Greener Futures Climate Change Delivery Plan 2021-2025 have been divided into 9 sections: Fuel poor households; able to pay households; active travel; public transport; businesses; communities; planning, placemaking and infrastructure; trees and land management; and Local Authorities. Each section will address the following:

What needs to happen in Surrey by 2025: A description of how Surrey needs to change in order to be on track to meet net-zero targets. Trends for key Surrey-wide indicators and other factors are used to assess the likelihood that change is happening fast enough to be in keeping with the net-zero target. The section is given a risk rating of red (off-track), amber (likely to go off track) or green (on-track).

Role of Local Authorities: This section describes the unique role that Local Authorities play in supporting climate action. It has not been possible to identify all action that takes place in Surrey to mitigate climate change, so the report focuses on the additional projects that Local Authorities have undertaken themselves and with partners.

Progress of key projects: Through the use of unique metrics, the progress of key projects already in delivery are compared with the level of ambition needed for 2025/26, as envisaged at the start of the Delivery Plan. A red, amber or green (RAG) rating has been added to show the extent to which projects are delivering what was originally anticipated, and next steps are given to show how these projects are looking to develop in 2024/25.

Additional Impact: This section shows collectively the benefits delivered for residents, businesses, community groups and the public sector since the Delivery Plan was published.



## 1. Fuel Poor Households

### What needs to happen in Surrey by 2025

*Risk of not meeting the desired pace and scale: red*

Fully decarbonising fuel poor households through retrofit measures such as insulation, renewable energy and low carbon heating would also result in much lower energy bills for these residents. All fuel poor households will require financial support to decarbonise, the Delivery Plan set a target of 6542 households supported to decarbonise by 2025<sup>3</sup>, to be in line with net zero by 2050.

As of 2022, approximately Surrey 41,000 households met the criteria to be classed as fuel poor<sup>4</sup>, which is a 26% increase since 2021 and there will be many more additional households that are struggling to afford energy bills. This is due in large part to the economic downturn coupled with exceptionally high energy prices. Therefore, support from household retrofit grant schemes such as ECO<sup>5</sup>, Home Upgrade Grant<sup>6</sup> and the Great British Insulation Scheme<sup>7</sup> need to reach more households and result in deeper retrofit to achieve greater energy and bill savings. Furthermore, these schemes need longer-term funding with less fragmented and complex delivery mechanisms to be able to support more residents.

### Role of Local Authorities

- (1) Maximise the delivery of retrofit grant funding available to deliver long-term improvements to the energy efficiency of fuel-poor households– a key factor in reducing fuel poverty. *Key projects: Home Upgrade Grants (HUG), Local Authority Retrofit Scheme, ECO flex.*
- (2) Focus on key neighbourhoods most likely to be impacted fuel-poverty, work with the community to offer warm, welcoming spaces for those in need, coupled with advice and support to reduce energy bills and improve mental and physical health. *Key projects: Energy bill campaigns and Warm Welcome Services.*

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<sup>3</sup> Based on 2019 estimates

<sup>4</sup> [Fuel Poverty & related statistics | Surrey-i](#)

<sup>5</sup> <https://www.ofgem.gov.uk/environmental-and-social-schemes/energy-company-obligation-eco>

<sup>6</sup> <https://www.gov.uk/apply-home-upgrade-grant>

<sup>7</sup> <https://www.gov.uk/apply-great-british-insulation-scheme>

(3) Support private landlords and social housing providers to decarbonise their properties which results in lower energy bills for their tenants and healthier homes. *Key projects: Social housing, Landlord engagement, Landlord loans.*

## Progress of key projects

Table 1: Progress of fuel poor homes projects

Project	Progress in 2021/22	Progress in 2022/23	Progress in 2023/24	Cumulative Total by 2023/24	Ambition by 2025/26	RAG	Next steps in 2024/25
<b>Home<sup>8</sup> Upgrade Grants</b>	<b>594</b> Homes treated	<b>429</b> Homes treated	<b>241</b> Homes treated	<b>1264</b> Homes treated	<b>2444</b> Homes treated	Red	Retrofit of fuel poor households through available grant funding will continue, and the council will actively work to reduce barriers to effective delivery as Local Authorities prepare for the launch of the new grant-funded Local Authority Retrofit Scheme in 2025 (LARS).
<b>Warm Welcome services</b>	-	<b>21,921</b> visits	<b>46,365</b> visits	<b>68,286</b> visits	Not yet established	Green	Work with community groups will continue, focusing on key neighbourhoods. £921,000 of grant funding has been secured for the whole Fuel Poverty Programme, so Warm Welcome Services will expand and support more residents. Front line staff such as care workers and volunteers at Warm Welcome venues will be trained to give energy and fuel poverty advice and receive direct referrals to Citizens Advice.

<sup>8</sup> And other similar grants such as Local Authority Delivery (LAD) and Sustainable Warmth grants.

Changes to the national grant funding available meant that Local Authorities could only provide retrofit funding to fuel poor households that were off-gas (not connected to the gas-grid) through the HUG2 scheme. This resulted in a slower rate of fuel poor households retrofit in 2023/24 compared to previous years. Despite the increased administrative requirements of a more complex scheme, Surrey Local Authorities' HUG 2 programme has performed well, administering 15% of all grant funding offered across the UK in 2023/24.

Plans to create an “ECO flex” offer to expand the eligibility for Surrey residents to take advantage of the ECO insulation funding scheme are in progress and are expected to launch in 2024/25.

Warm Welcome services refined their approach in 2023/24 resulting in a large increase in the support provided to residents. The number of hubs was reduced from 130 to 84, targeted at areas known to need higher levels of support. Warm Welcome services expanded by partnering with Surrey Fire and Rescue Service to provide 3393 enhanced Safe & Well home visits to vulnerable people. During these enhanced Safe & Well home visits, staff were able to check homes for signs of damp and cold, distribute fuel vouchers, electric blankets, and heaters, and directed residents to further support, in addition to the usual fire safety support.

Efforts to accelerate action with social and private landlords, including landlord engagement on Minimum Energy Efficiency Standards and a joint bid for Social Housing Decarbonisation Fund have been largely unsuccessful, and require further resources to make a significant impact.

#### **Case study- Energy advice sessions as part of the Warm Welcome Services:**



*“[We] delivered a session yesterday afternoon, there were lots of people who need some in depth advice, one lady in particular is undergoing cancer treatment and needed some relief with her bills, I called her energy supplier on her behalf, and they have agreed to pause her billing for a few months to allow her some breathing space. So, a very successful outcome, thanks again for your support in helping that come together.” – Volunteer, Warm Welcome Service*

## Additional Impact



**1,339t**

Annual carbon  
saved



**£13.1M**

Funding  
leveraged



**£0.85M**

Annual bill  
savings



**84**

Warm Welcome  
hubs

Local Authorities, through their delivery partner Action Surrey, have maximised the distribution of all available retrofit funding in 2023/24. Aggregating the grant funding for Boroughs and Districts using Action Surrey as a single point of delivery has improved the efficiency and effectiveness of delivery, at minimal net cost to Local Authorities.

Households that applied to the scheme get a huge financial saving on their energy bill – on average £700 per year for the approximately 25 years the measures will be in place. This amounts to annual bill savings of £0.85M per year as well as a significant carbon saving of 1339 tonnes.

Warm Welcome services provided energy advice to 4,707 residents, 9,224 meals, 8,926 winter essential items, and £28,350 of food vouchers. Alongside carbon and financial benefits, Warm Welcome Services provided excellent community support, with many attendees in earlier months returning as volunteers to help others in the position they had been in previously.

## 2. Households

### What needs to happen in Surrey by 2025

*Risk of not meeting the desired pace and scale: red*

Domestic energy emissions reduced by 12%, but still made up 29% of all emissions in Surrey in 2023. This is likely due to a combination of reduction in gas-use in homes, and the decarbonisation of the electricity grid. To increase the pace of domestic decarbonisation, key actions include increasing energy efficiency, switching to low carbon heating and installing solar PV. As options for low carbon gas heating are very limited, it is necessary to reduce reliance on gas heating.

The Delivery Plan set a target of at least 13% (64,000) of households being more energy efficient and having low carbon heating by 2025. No official figures were found for Surrey, but the rate of take-up of low carbon heating is likely to be low.

The Delivery Plan set a target to increase renewable energy capacity in Surrey by 1,244MW by 2025 to reach net zero by 2050. Current solar deployment in Surrey is around 94MW, which falls short of the target.

More action from Government is needed to unlock capacity constraints in the electricity grid which stall renewable projects and ensure new buildings are net-zero from the start. Householders should be supported to retrofit their homes with renewables, low carbon heating and insulation, allowing them to take advantage of lower bills and energy independence.

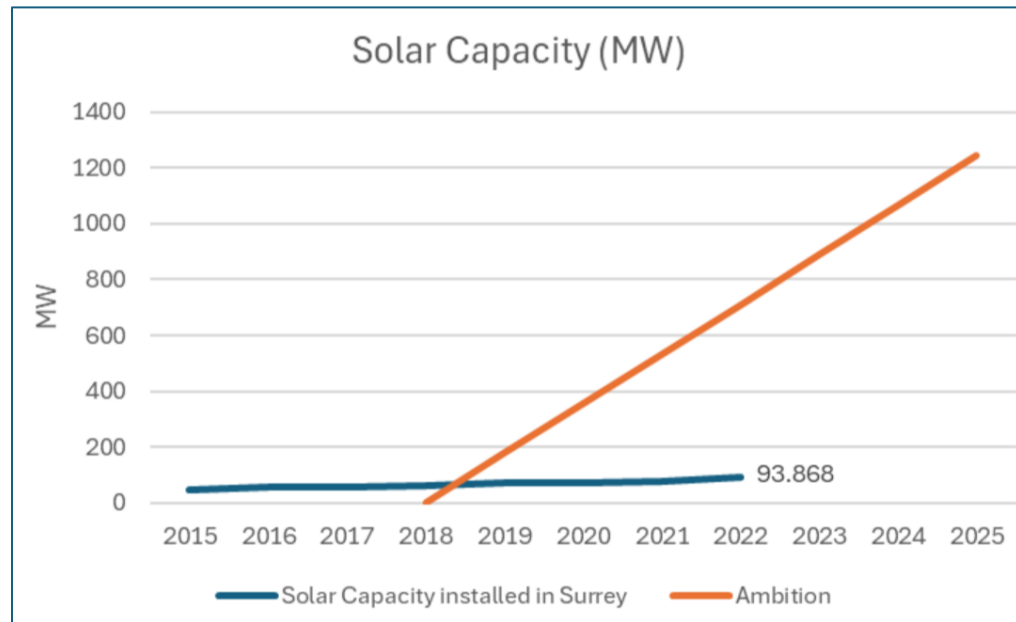


Figure 4: Graph showing the rate of solar capacity installation needed in Surrey compared with what has been installed

## Role of Local Authorities

- (1) To make it more affordable for householders to purchase solar panels to reduce their bills and take control of their energy needs.  
*Key projects: Solar Together Scheme*
- (2) To fill a gap in the market to make it simpler for householders to understand how to retrofit their homes in the best and most cost-effective way, and help them to efficiently access expert advice, services or support. *Key projects: Local Energy Advice Demonstrator (including One Stop Shop, Home Energy Advice Taskforce and Resident Loan Scheme).*
- (3) To play a key coordination role, bringing together community action with service providers and industry to stimulate the retrofit market and increase green jobs. *Key projects: Skills Bootcamps, Retrofit Strategy*
- (4) To support households to retrofit who are neither able-to-pay nor eligible for fuel poverty schemes, by catalysing innovative green finance mechanisms to help spread the upfront cost of retrofit. *Key projects: Resident Loan Scheme.*

## Progress of key projects

Table 2: Progress of households projects

Project	Progress in 2021/22	Progress in 2022/23	Progress in 2023/24	Cumulative Total by 2023/24	Ambition by 2025/26	RAG	Next steps
<b>Solar Together</b>	<b>5.6 MW</b> Solar installed	<b>0.7 MW</b> Solar installed	<b>4.0 MW</b> Solar installed	<b>10.3 MW</b> Solar installed	<b>25.0 MW</b> Solar installed	Green	A third phase of Solar Together is taking place in 2024/25, with the aim for a fourth phase later in 2024/25. It is expected that each phase will have similar results to the second phase.



<p><b>Local Energy Advice Demonstrator (LEAD)</b></p>	-	-	<p><b>580</b> Households reached</p>	<p><b>580</b> Households reached</p>	<p><b>3750</b> Households reached</p>	<p><b>Green</b></p>	<p>LEAD will continue until March 2025 when the grant funding ends. Sub-projects including the Home Energy Advice Taskforce will continue delivery in 2024/25, and the One Stop Shop will be launched in November 2024. The development of a Resident Loan Scheme will stay on pause until market conditions improve.</p>
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The commitment from the 2023/24 Climate Change Progress Assessment to continue to stimulate an increase in residents investing in solar PV was carried out through delivering phase 2 of Solar Together. Similar levels of participation were achieved compared to phase 1 with 991 households participating to have solar panels, batteries and/or EV charge points installed, see case study below.

Last year the council committed to expand our offering on household retrofit and won £0.7M grant funding to develop the Local Energy Advice Demonstrator (LEAD) with three new services. This includes the set-up of the Home Energy Advice Taskforce, with feedback showing an excellent service has been provided. focusing mostly on hard-to-reach residents and hard-to-treat properties, the service

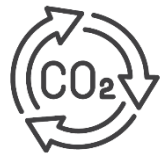
**Case study: Surrey resident Ruth accessed solar through Solar Together**

*"I've wanted solar panels forever because for one environmentally it's the right thing to do... I felt I would have confidence in their due diligence... Obviously satisfied with the actual installation itself!"*



provides free energy advice and light-touch energy efficiency measures e.g. draught proofing. The second new service is the development of the “Home Energy Improvement One-Stop Shop” to improve the customer journey on retrofit through centralised expert advice, certified household retrofit surveys, vetted installers and quality assured installations. This innovative service is due to launch in November 2024. High borrowing rates have made the business case to develop a resident loan scheme more challenging, putting a pause on the third part of the project.

### Additional impact



**2005t**

Annual carbon  
saved



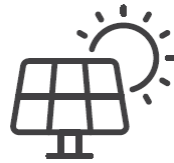
**£18M**

Funding  
leveraged



**£1.3M**

Annual bill  
savings



**2177**

Households  
reached

Since the project began, at no net cost to the Council, the Solar Together project has contributed to about 1/3 of the solar deployment across Surrey in 2023/24, making a key contribution to Surrey’s transition to low carbon energy. Cumulatively, the project has enabled residents to make annual bill savings of around £1.3M and stimulated around £17M to the market as solar panels were purchased.

Residents who participated in Solar Together phase 2 saved money on their solar panels (compared to equivalent products on the market) and will benefit from a reduction in energy bills of around £1,380 a year for up to 25 years and be protected from potential future energy price rises. On average, each household will save nearly 1 tonne of carbon per year.

It is too early to estimate the impact of the Local Energy Advice Demonstrator.

### 3. Active Travel

#### What needs to happen in Surrey by 2025

*Risk of not meeting the desired pace and scale: Red*

Carbon emissions from transport made up 44% of Surrey’s emissions in 2023 compared to a national average of 29%<sup>9</sup>. Whereas Surrey County Council’s Local Transport Plan<sup>10</sup> seeks a carbon emission reduction of between 16 and 31%, emissions from transport have risen for three consecutive years following the low travel emissions in 2020 due to Covid-19 restrictions.

The number of people cycling increased in 2023, however this was alongside a general increase in travel and does not signal a significant shift away from private vehicles towards modes of active and sustainable travel. Surrey continues to have high reliance on cars, high levels of through traffic, as well as proportionately low use of public transport, walking and cycling per head of population.

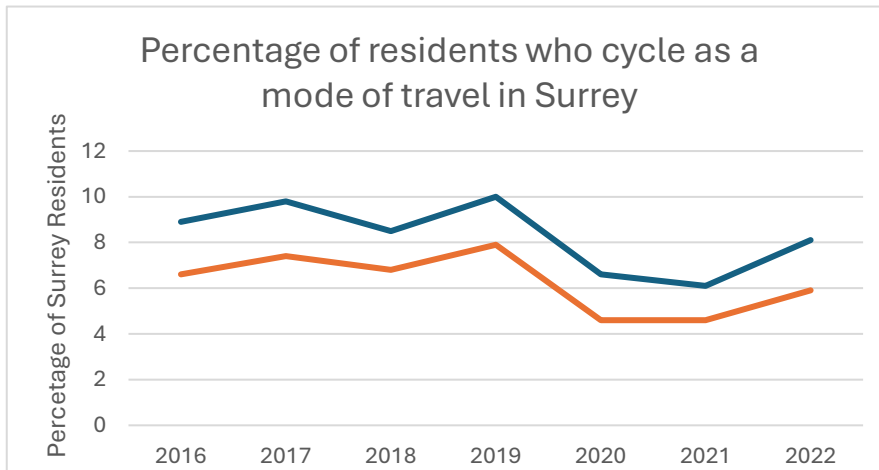


Figure 4: Percentage of residents who cycle as a mode of travel over time

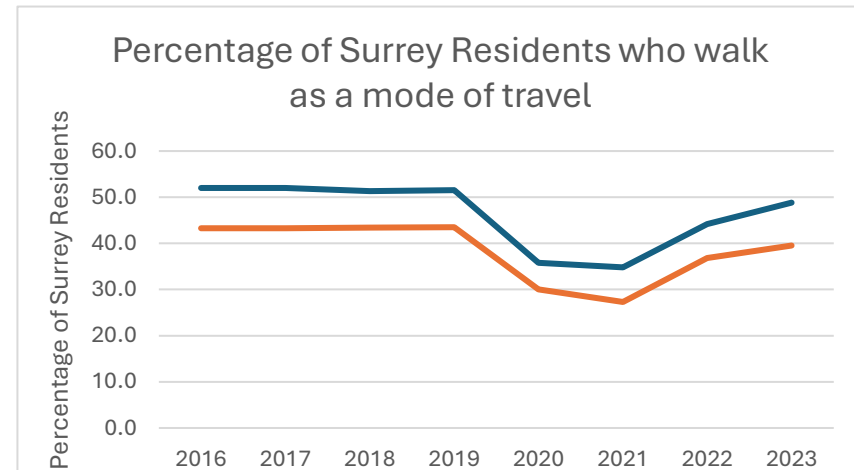


Figure 5: Percentage of residents who walk as a mode of travel over time

<sup>9</sup> [2023 UK greenhouse gas emissions, provisional figures \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

<sup>10</sup> [Local Transport Plan \(LTP4\) - Surrey County Council \(surreycc.gov.uk\)](https://surreycc.gov.uk)

The data suggests the need for infrastructure improvement to develop safer cycling and walking routes, improved public transport services, alongside deterrents for private car use where possible.

## Role of local authorities

- (1) Surrey County Council are the responsible Authority for Highways and should work with Boroughs and Districts to ensure that the road network supports residents and businesses to choose low carbon travel options. *Key projects: Local Cycling and Walking Infrastructure Plans, Local Street Improvement Programme, network management and maintenance, Healthy Streets planning guidance, road safety measures outside of schools.*
- (2) Promote the benefits of active travel to residents, businesses and communities. *Key projects: BetterPoints and transport engagement campaigns, school cycling and walking training, support to develop school travel plans.*
- (3) Put in place measures to reduce the use of private and/or high polluting vehicles. *Key projects: 20mph Zones, Mobility hubs, road user charging.*

## Progress of key projects 2023-24

Table 3: Progress of active travel projects

Project	Progress in 2021/22	Progress in 2022/23	Progress in 2023/24	Cumulative Total by 2023/24	Ambition by 2025/26	RAG	Next steps
Active travel infrastructure	-	13 km new cycle path	0 km new cycle path	13 km new cycle path	76 km new cycle path	Red	£3.2 million secured for the Guildford to Godalming Greenway, construction starting early 2025. Funding will be sought for the next suite of priority routes.

<b>Active travel engagement</b>	-	<b>1558</b> BetterPoints users	<b>2802</b> BetterPoints users	<b>2802</b> BetterPoints users	Not yet established	<b>Green</b>	Improve social media marketing and increase engagement with local businesses and community groups. More work on improving incentive strategies to engage BetterPoints app users, while continuing the alignment of rewards with council and national-supported campaigns.
<b>Cycle training for school pupils</b>	-	<b>10850</b> students trained	<b>11622</b> students trained	<b>22472</b> students trained	<b>44000</b> students trained	<b>Amber</b>	The scheme is planned to continue and maintain numbers of pupils trained unless further funding is made available.
<b>Walking training for school pupils</b>	<b>910</b> students trained	<b>3850</b> students trained	<b>4365</b> students trained	<b>9125</b> students trained	<b>15500</b> students trained	<b>Amber</b>	80% of schools have rebooked in 2023/24. The scheme will expand, the goal is to train 6500 students in 2024/25. From Spring term 2025, students on free school meals will not be charged to participate.
<b>School travel plans</b>	-	<b>58</b> schools with plans	<b>70</b> schools with plans	<b>70</b> schools with plans	<b>115</b> schools with plans	<b>Amber</b>	Focusing on maintaining the current number of schools with travel plans and upgrading them to higher levels of plans. More intense work with select schools to improve travel plans and increase modal shift to active travel.
<b>Road safety outside of schools</b>	-	<b>2</b> measures installed	<b>12</b> measures installed	<b>14</b> measures installed	<b>50</b> measures installed	<b>Green</b>	A £3 million investment programme for schemes outside schools to support more walking and cycling will result in 29 schemes being installed by the end of 2024/25 consisting of signalised or zebra crossings, traffic calming, 20 mph schemes, footway widening and a pilot of the first 'School Street' in Surrey.

Working with Borough and District Councils, Surrey County Council has been developing a county-wide programme of Local Cycling and Walking Plans (LCWIPs), of which 6 have been completed. 8 out of 13 areas were in feasibility stage, with 40 prioritised routes in feasibility stage. Whilst many routes have been planned or are under construction, no new cycle routes have been built in 2023/24 due to funding prioritisation and some public opposition. At the end of 2023/24, 12 road safety measures outside schools were in place, with another nine due to be implemented in the summer of 2024. Surrey County Council has recently updated its policy in relation to 20 mph speed limits as part of a new Vision Zero Road Safety Strategy. The new policy is more flexible to make it easier and less expensive to implement more 20 mph schemes focussing on schools, town centres and residential areas after careful consultation with local people.

There has been a continued focus on encouraging residents to do more cycling and walking through social media campaigns and encouraging use of the BetterPoints app. The 2,800 users of the app are rewarded with points when they use sustainable modes of



#### **BetterPoints vouchers helping Surrey businesses:**

Since joining in Year 1 of Surrey's Greener Future, over £600 in sales have been generated through vouchers redeemed in the app and their additional spend, particularly over wintertime, has been *'really valuable'* to the business. Since joining BetterPoints as a business in Year 1 of Surrey's Greener Future BetterPoints programme, over £600 in sales have been generated through vouchers redeemed in the app and their additional spend, particularly over wintertime, has been *'really valuable'* to the business.

*"It's brought new customers in, particularly sixth formers and those linked with the local active travel group, which we weren't getting huge numbers of beforehand. It has boosted sales too with people coming in to use their BetterPoints voucher but then staying to have a coffee as well."*

*Ben – Founder of Dylan's Ice Cream*



travel which they can exchange for a gift voucher or charity donation. School travel plans and walking, and cycling training has been highly successful in schools, helping pupils to safely walk and cycle to school instead of relying on a car. In addition to providing cycle training to school pupils, 479 adults received cycle training in 2023/24.

### Additional impact



**177t**

Annual carbon saved



**£0.25M**

Funding leveraged



**2,802**

Residents engaged



**22,472**

Pupils trained

In order to make a significant impact on carbon emissions and air pollution in Surrey, road infrastructure changes are needed to enable residents and businesses to prioritise walking and cycling over private motor vehicle use. This is because an overall reduction in road traffic is essential for decarbonisation, and safety is the single largest reason why more people do not cycle regularly.

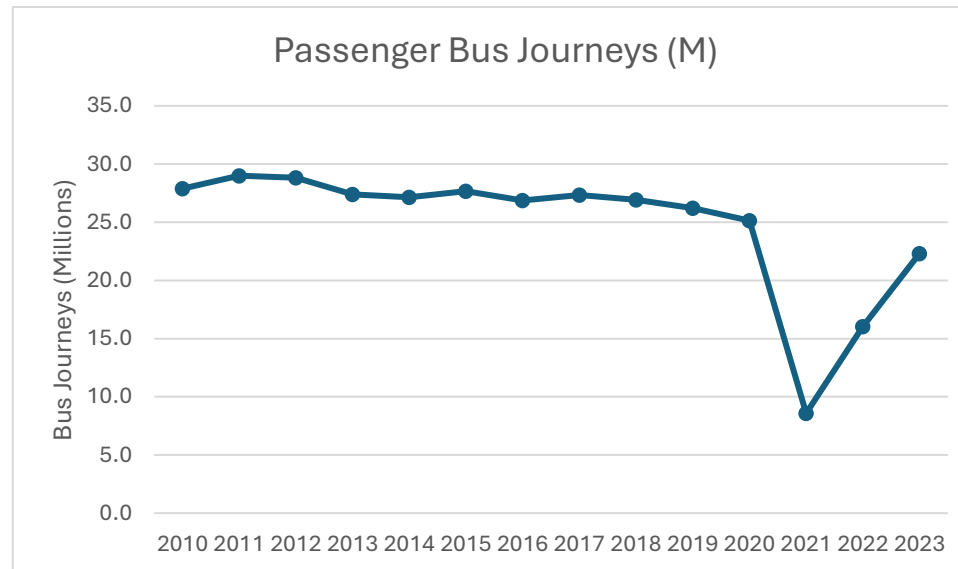
Whilst there will be indirect health, economic and carbon benefits of supporting schools to develop travel plans, undertake cycling and walking training and have road safety measures installed, it has not been possible to measure them. The cycle training in schools is funded by Surrey County Council, central government, and fees to schools. But to increase cycle training, central government funding must increase.

## 4. Public Transport

### What needs to happen in Surrey by 2025

*Risk of not meeting the desired place and scale: Amber*

To meet net zero by 2050, there needs to be a large shift away from car travel towards public transport requiring a substantial rise in passenger numbers. Public transport must also decarbonise through the introduction of low-carbon buses. Of the 453 regular buses and 400 community minibuses in operation in Surrey, 79 need to be low carbon in order to reach net zero by 2050.



### Role of local authorities

- (1) Surrey County Council has a duty to co-ordinate and manage the bus fleet through the Environment & Transport Select Committee to deliver a high-quality bus service to Surrey residents. *Key projects: Bus Service Improvement Programme*
- (2) Lead projects that will result in an improved service and increased passenger numbers.  
*Key projects: LINK Card, Surrey Connect Digital Demand Response Transport (DDRT) and bus priority routes*

(3) In conjunction with Bus Operators, ensure that all buses and minibuses in public service are low carbon.

Key projects: Ultra Low Emission Vehicles (ULEV) Buses and Ultra Low Emission Vehicle (ULEV) minibuses

### Progress of key projects 2023-24

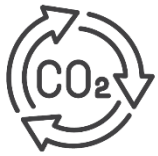
Table 4: Progress of public transport projects

<b>Project</b>	<b>Progress in 2021/22</b>	<b>Progress in 2022/23</b>	<b>Progress in 2023/24</b>	<b>Cumulative Total by 2023/24</b>	<b>Ambition by 2025/26</b>	<b>RAG</b>	<b>Next steps</b>
ULEV buses	9 ULEV buses	7 ULEV buses	0 ULEV buses	16 ULEV buses	70 ULEV buses	Amber	34 hydrogen buses arriving by end of 2024 and by 2026 there will be a further 20 electric buses. 13 of the 20 electric buses are being supplied by a British manufacturer, meaning lower emissions from transport, and support of green UK industries.
ULEV minibuses	9 ULEV minibuses	6 ULEV minibuses	0 ULEV minibuses	15 ULEV minibuses	44 ULEV minibuses	Green	By the end of 2024, there will be a total of 28 zero emission minibuses in Surrey. By end of 2025/26 there will be a total of 44 zero emission minibuses.
Surrey Connect DDRT	-	28243 Passenger miles	120872 Passenger miles	149115 Passenger miles	No ambition in place	Green	There are plans to expand services and cover more areas of Surrey in December 2024. The model is moving from door-to-door to a stop-to-stop service to improve operational efficiency.
LINK card	-	3000 LINK users	7702 LINK users	7702 LINK users	No ambition in place	Green	Keep offering 50% discount on adult bus fares for young people aged 20 and under who live in Surrey through the LINK card. The scheme is funded until summer 2026, at which point it will be up for funding renewal.

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The bus decarbonisation programme has been working hard to overcome supply chain issues which have impacted delivery dates for both hydrogen buses and electric minibuses. This includes innovative solutions to refurbish and electrify diesel buses resulting in a lower carbon footprint. There was limited development of the Surrey Connect DDRT scheme, however there is planned expansion in 2024/25, with an extra 13 buses due to be added and operating areas expanded.

### Additional impact



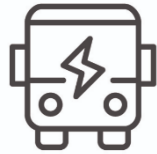
**1066t**

Annual carbon saved



**£4.1M**

Funding leveraged



**26.7M**

Passenger Journeys



**7702**

LINK card users

Surrey Connect DDRT received 95-98% positive feedback, showing that residents are incredibly happy with the service. Passengers using electric buses and minibuses are exposed to much lower levels of air pollution, and as such will have reduced risk of illness.

'I was honoured to be asked to drive the first hydrogen bus in service. I found it to be comfortable and smooth making driving this bus very enjoyable - ultimately having hydrogen to fuel makes these buses environmentally friendly for a brighter future for public transport'

Sharon Darby, route 100 driver.



## 5. Communities

### What needs to happen in Surrey by 2025

*Risk of not meeting the desired place and scale: Red*

Residents can influence around a third of all carbon emissions through their choices of energy, food, travel and shopping. Although 85% of residents believe climate action is urgent, there are many reasons why this does not always translate into choices consistent with sustainable and low carbon living. Where residents have the means and the motivation, there are many organisations seeking to inform, persuade and support sustainable living. This includes Local Authorities who play a part in delivering enabling services (seen throughout this document) and empower residents to act on reducing emissions within their communities. In addition, Local Authorities are encouraging communities to manage and plan for climate related hazards through robust communications and engagement around seasonal health hazard advice, but there is still a large gap in the implementation of climate change resilience measures in our communities that will enable adaptation to climate risks such as flooding, heatwaves etc.

### Role of Local Authorities

In line with the community vision for Surrey in 2030, Local Authorities are seeking to ensure that ‘residents live in clean, safe and green communities, where people and organisations embrace their environmental responsibilities’<sup>11</sup>. For engaging communities on climate change this means:

- (1) Through website content, newsletters, social media content and engagement events, ensure residents are aware of action they can take, and have access to the local and national services on offer that reduce barriers to living low carbon and pro-environmental lifestyles.

*Key projects: Strategic Engagement, Home Energy Advice Taskforce, Together for Surrey.*

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<sup>11</sup> As set out in the [Community vision for Surrey in 2030 - Surrey County Council \(surreycc.gov.uk\)](https://www.surreycc.gov.uk)

(2) Build the capacity and empowerment for community groups and businesses to take collective action to reduce carbon emissions and support wildlife. *Key projects: Green social prescribing, first step volunteering, Urban Biodiversity Opportunity Areas (URBOAs), Community Energy, EcoSchools. Parish & Town Council Climate Action Plans.*

## Progress of key projects 2023-24

Table 5: Progress of communities projects

<b>Project</b>	<b>Progress in 2021/22</b>	<b>Progress in 2022/23</b>	<b>Progress in 2023/24</b>	<b>Cumulative Total by 2023/24</b>	<b>Ambition by 2025/26</b>	<b>RAG</b>	<b>Next steps</b>
<b>Strategic Engagement</b>	-	<b>10789</b> <i>Link clicks</i>	<b>9850</b> <i>Link clicks</i>	<b>20,639</b> <i>Link clicks</i>	<b>40,000</b> <i>Link clicks</i>	<b>Amber</b>	The 'Together 4 Surrey' behaviour change platform is expected to launch in 2024/25. It is a community partnership project which offers tailored steps for residents in Surrey to engage in sustainable living.
<b>URBOAs</b>	-	-	<b>1</b> <i>Measures installed</i>	<b>1</b> <i>Measures installed</i>	<b>3</b> <b>Measures installed</b>	<b>Amber</b>	3 measures to support biodiversity in URBOAs will have been installed by end of 2024/25. Due to lack of staff resource, the council will offer minimal direct support to this project and will encourage communities to continue the project.
<b>Community Energy</b>	-	-	<b>8</b> <i>Directors signed up</i>	<b>8</b> <i>Directors signed up</i>	<i>Not yet established</i>	<b>Green</b>	A Surrey-wide Community Energy Company has been formed and in 2024/25 they will begin to identify sites and develop business cases for potential community energy projects.
<b>HEAT</b>	-	-	<b>550</b> <i>Home visits</i>	<b>550</b> <i>Home visits</i>	<b>2000</b> <i>Home visits</i>	<b>Green</b>	68 Energy Champions have already been trained by end 2023/24. Goal of training 100 Energy Champions by 2025/26.
<b>EcoSchools</b>	<b>73</b> <i>Green Flag EcoSchools</i>	<b>88</b> <i>Green Flag EcoSchools</i>	<b>98</b> <i>Green Flag EcoSchools</i>	<b>98</b> <i>Green Flag EcoSchools</i>	<b>100</b> <i>Green Flag EcoSchools</i>	<b>Green</b>	In 2024/25, the target will be to increase the number of schools in Surrey with EcoSchools Green Flag accreditation to 100 and maintain our position as having the most EcoSchools Green Flag awarded schools in England.



<b>First Step Volunteering</b>	-	-	-	-	-	<b>Green</b>	Continue research into environmental volunteering opportunities in Surrey. First draft of the Environment Volunteering Strategy should be ready at the start of 2025.
<b>Green Social Prescribing</b>	-	-	-	-	-	<b>Green</b>	The council has secured a new round of funding for 2024/25 for 4 green social prescribing projects.

The implementation of the Greener Futures Engagement Strategy led to more successful engagement with businesses, residents and communities in Surrey. Some key successes include improved social media campaigns reaching over 50,000 residents, the development of the 'Together 4 Surrey' behaviour change platform and the new Home Energy Advice Taskforce with 68 volunteers who delivered 550 free home energy surveys in 2023/24. The Council improved the effectiveness of community organisations through the delivery of small grants, leading 25 training or speaking events and improved communication routes. This includes a new email network of 670 individuals and organisations and an increased readership of the Greener Matters newsletter to 733 individuals.

The council also increased efforts to empower community groups to take collective action against climate change. This includes the setup of a new Community Energy Company with 9 Directors, and 'My Green Future', an environmental volunteering programme for 12 young people not in training or employment, designed to provide them with green skills to enable them to access future environmental careers. In addition, the EcoSchools programme continued, with 98 schools awarded with EcoSchools Green Flag status, the highest number for a county in England in 2023/24. There was great residential engagement within the Urban Biodiversity Opportunity Areas (URBOAS), but businesses were less engaged than expected. Due to resource constraints, it was not possible to provide support for Parish and Town Councils to develop climate and biodiversity action plans. As a part of Surrey's Green Social Prescribing scheme, a range of projects were carried out to connect people with mental health conditions to nature. One example project involved using augmented and virtual reality to allow people with limited physical access to nature the chance to experience the benefits of being outdoors.

## Additional impact



**No  
estimate**

Annual carbon  
saved



**£0.8M**

Funding  
leveraged



**98**

Green Flag  
EcoSchools



**380k**

Social media  
hits

Although it is very hard to estimate the impact of engagement, it is believed that the delivery of more strategic and effective engagement has increased the numbers of people in Surrey who have accessed services offered by the council (as mentioned in other sections of this report). People have become more informed about what they can do to support the environment, are more active in supporting community efforts and are more willing to work collaboratively with the Council.

In addition to teaching children to be stewards of the environment and complementing the curriculum, the EcoSchools programme has led to over 1,000,000 kWh of electricity savings and 387,000 kWh of gas savings for schools in the county, saving carbon and helping reduce energy bills for schools.

The Green Social Prescribing programme had many mental and physical health benefits for residents, in addition to contributing to the national evidence base for Green Social Prescribing.

The Home Energy Advice Team's Energy Champions visit eligible homes in Surrey, conducting a thermal imaging survey to show the resident where they're losing heat, providing free remedial measures where appropriate, and sending recommendations for energy efficiency grants they may be eligible for along with the written HEAT Report.

*"This is an absolutely fabulous thing to do. Thank you so, so much!*

*I love the report and all your tips for further things to do. I have already told friends about it (one had his survey done yesterday) and I will be promoting it on LinkedIn. I just hope you can cope with the demand for similar reports!*

*Also very much hoping that the Government brings in incentives next week to encourage more people to do these types of sensible things."*

-Anne S, Guildford Resident



## 6. Businesses

### What needs to happen in Surrey by 2025

Commercial and industrial emissions made up 14% of Surrey's total carbon emissions in 2023/24. By 2025/26, the Delivery Plan targeted an 8%-26% reduction in emissions.

As well as the need for businesses to reduce the carbon emissions of their own operations, businesses play an essential role in providing low carbon goods and services for Surrey's residents, and in delivering the necessary system changes towards sustainable construction, energy, transport and land management. Many businesses will have significant supply chains that reach well beyond Surrey, but they have the opportunity to show leadership through working proactively to influence and reduce emissions at all stages of production. To this end, moving to a green economy presents an opportunity for Surrey businesses to reduce their energy costs and grow their business whilst delivering environmental improvements. Green jobs are predicted to grow 8% across sectors by 2030, this is a fantastic opportunity for Surrey residents that shouldn't be missed.

### Role of local authorities

- (1) Provide financial support, advice, and training to help businesses reduce their energy bills and be more sustainable. *Key projects: SCC Surrey business support, A3 EV van grant, Rural England Prosperity grant, Business Decarbonisation Loan scheme.*
- (2) Provide a key support and convening role to reduce the gaps in green skills in Surrey. *Key projects: Surrey Skills Strategy, Retrofit Skills Roadmap, careers engagement, Skills Bootcamps.*

## Progress of key projects 2023-24

Table 6: Progress businesses projects

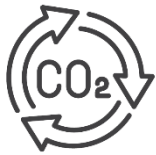
Project	Progress in 2021/22	Progress in 2022/23	Progress in 2023/24	Total so far	Ambition by 2025/26	RAG	Next steps
<b>A3 EV Van grant</b>	-	-	<b>15</b> vans delivered	<b>15</b> Vans delivered	N/a	Red	Due to low uptake, National Highways have decided to end the project, and the A3 EV van grant will close on 30 September 2024.
<b>Rural England Prosperity Fund</b>	-	-	<b>15</b> Businesses funded	<b>15</b> Businesses funded	Not yet established	Green	Rural England Prosperity Fund will deliver £1.2M of grant funding to local rural businesses across Waverley, Guildford and Tandridge by March 2025.
<b>SME Decarbonisation Loan Scheme</b>	-	-	-	-	<b>25</b> Businesses supported	Green	Phase 1 of the new SME Decarbonisation Loan Scheme is due to launch in 2024/25, offering £200,000 worth of loans to support Surrey businesses to decarbonise until March 2025.
<b>Green Skills</b>	-	<b>17</b> Participants on green courses	<b>490</b> Participants on green courses	<b>507</b> Participants on green courses	<b>500</b> Participants on green courses	Red	In 2024/25, the council with Education partners is looking to run 5 green Skills Bootcamps covering retrofit skills and carbon management courses for sustainability officers. The aim is to provide 200-250 places on these courses.

A fantastic example of Local Authorities working in partnership for the benefit of local businesses has been the development of the SME Decarbonisation Loan in 2023/24. Six Districts and Boroughs (Woking, Guildford, Waverley, Reigate and Banstead, Spelthorne and Surrey Heath) are contributing revenue funding towards the new SME Decarbonisation Loan, which includes a decarbonisation assessment, decarbonisation and carbon calculator to help local businesses to improve their energy efficiency and reduce their energy costs. The first phase of this innovative pilot will launch in 2024/25, providing £200,000 worth of loans by March 2025. The loan is targeted to create 25 jobs and save 84 tonnes of carbon and up to £67,000 in energy bills per year. Phase 2 is expected to see the delivery of £400,000 of loans between October 2025 and March 2027. In addition to the loan, businesses will also be given further support to develop a plan to reduce their carbon emissions through a free decarbonisation course and free access to a carbon calculator. By March 2025, the target is for 70 businesses to be attending the course with 45 decarbonisation plans will be developed. Further 70 businesses will be using the carbon calculator,

The LoCASE programme which provided grant funding and training courses to Small to Medium Enterprises (SME) to support them decarbonise closed in August 2023. The A3 Electric Vehicle (EV) Van grant scheme was available for eligible businesses and charities to switch from diesel vans to electric vans, however the scheme will close on 30 September 2024 due to low take-up. The Rural England Prosperity Fund provided grants to businesses and charities in the rural areas of Waverley, and businesses, charities and community groups in the rural areas of Guildford and Tandridge.

The Council won £2.5M of funding for green skills in 2023/24. Through work with both businesses and training providers, the council was able to increase the offering on green skills, offering a range of subsidised courses at different levels, focussing on green construction and low carbon retrofit e.g. heat pumps installation. Using funding won from the Department of Energy Security and Net Zero, the council worked with consultants Gemserv, to create a Surrey Retrofit Skills Roadmap for the development of the retrofit supply chain in Surrey. The Surrey retrofit skills plan has the ambition to capture the potential of a greener economy.

## Additional impact



**246t**

Annual carbon saved



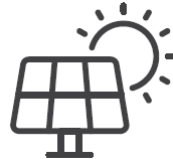
**£0.82M**

Funding leveraged



**£0.12M**

Annual bill savings



**124**

Businesses enquired

The Rural England Prosperity Fund gave grants to 15 businesses worth a total of £381,985.27 in 2023/24. The A3 EV Van Grant put 15 electric vans on the road. The LoCASE programme closed in August 2023 after awarding £2.5M of grant funding to 229 SMEs in total. Activity on green skills supported an uptick in the number of residents with access to subsidised green skills courses, using £2.5M of grant funding; working with both businesses and training providers.

### Case Study- Rural England Prosperity Fund:

The Wheatsheaf pub in Grayswood (see photo to right) had been operating for over 120 years but sadly closed during Covid. With more than 80 pubs a month closing in the UK, Mark Mizerotti and his family recognised the need for a pub in the village as there were no other village amenities, so they set about refurbishing it. The REPF grant has helped considerably with the refurbishment by awarding £50,000 towards the installation of a professional, energy efficient kitchen. The pub has now reopened and is serving high quality, locally sourced food to its customers.



## 7. Planning, Placemaking, and Infrastructure

### What needs to happen in Surrey by 2025

*Risk of not meeting the desired place and scale: Red*

Ensuring that Surrey's infrastructure, landscape and assets are resilient to the impacts of climate change is becoming more urgent as global average temperatures continue to increase and approach dangerous levels. Therefore, planning, placemaking and infrastructure underpins the delivery of the Surrey Climate Change Resilience and Adaptation Strategy, but it also plays a key role in achieving Surrey's net-zero targets. It can help residents to be protected from flooding, drought and wildfires, and enable them to live healthy, low-carbon lifestyles in thriving communities where services are easily accessible to all. But key changes are needed to achieve this vision and avoid locking in negative consequences that will need larger investment to reverse.



One example of the role that infrastructure can play in enabling low-carbon lifestyles is in increasing the accessibility of EV charge points in public places. Electric Vehicle made up 4.2% of total vehicle ownership in 2023/24 which is still not at the level needed to be on track to reach the Delivery Plan target of 28% by 2025, see figure 5. Lack of access to charging facilities is a significant barrier to switching, therefore the council’s efforts to facilitate the installation of EV chargers on public and private land must continue.

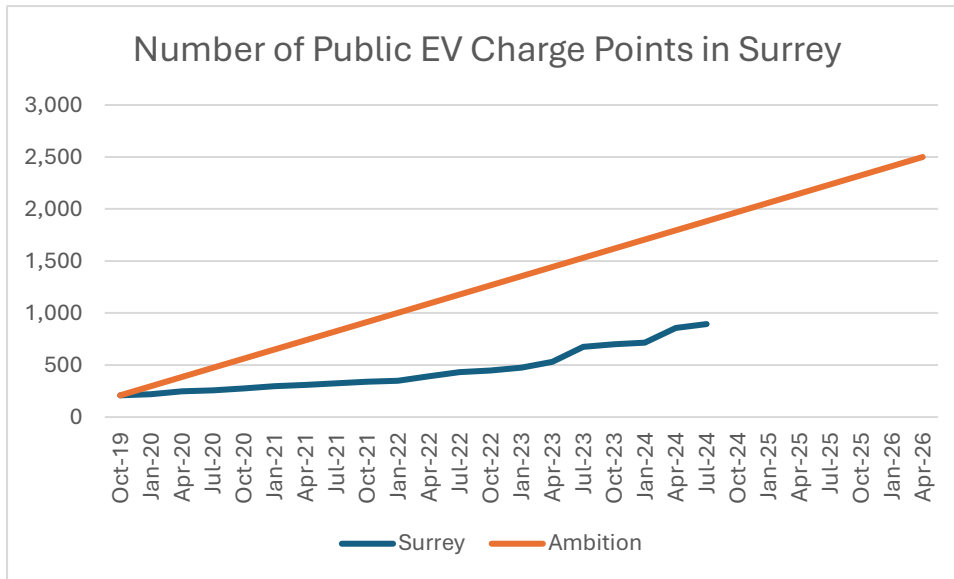


Figure 5: Number of EV charge points in Surrey against target

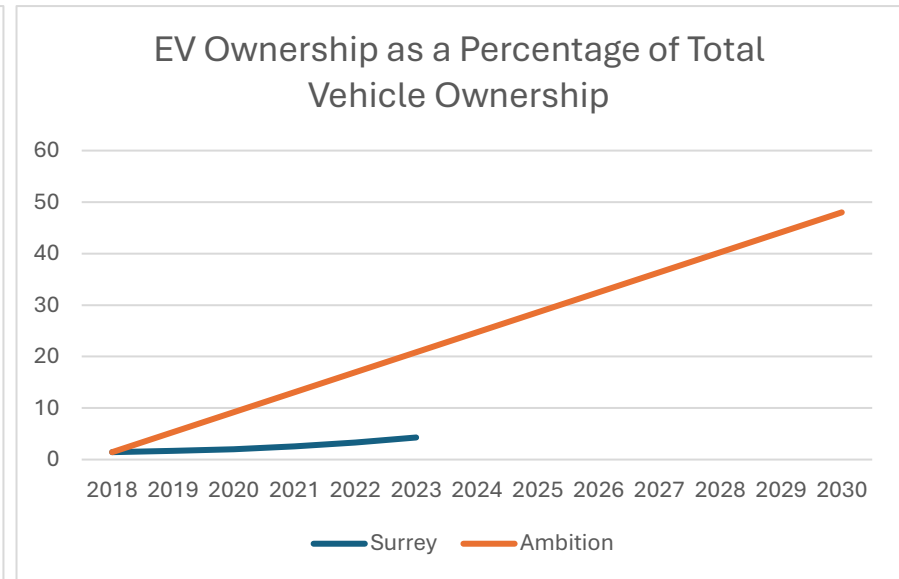


Figure 6: EV ownership as a percentage of total vehicle ownership in Surrey

### Role of Local Authorities

- (1) Local Authorities are responsible for the maintenance and management of the public realm, which means using changes in infrastructure, regeneration and the maintenance of public spaces to enable residents and businesses to live low carbon lifestyles and be protected from the negative impacts of climate change.

*Key projects: Priority towns, Placemaking programme, Highways & Infrastructure programme, EV charge point roll out*

(2) To ensure that local planning policies are in line with reducing carbon emissions and adapting to climate change

*Key projects: Low carbon planning policy guidance and Local Authority Local Plans*

(3) To ensure that all public spaces are designed to be low carbon, adapted and resilient to climate change impacts.

*Key projects: Low carbon planning policy guidance, Surrey Adapt*

## Progress of key projects 2023-24

Table 7: Progress of infrastructure and planning projects

Project	Progress in 2021/22	Progress in 2022/23	Progress in 2023/24	Cumulative Total by 2023/24	Ambition by 2025/26	RAG	Next steps
Public EV on street charge points	26 Points installed	66 Points installed	74 Points installed	192 Points installed	800 Points installed	Amber	300 charge points will be delivered by Connected Kerb in 2024/25. 80 of these are in the immediate delivery pipeline and 220 to be installed later in 2024/25.
Low carbon infrastructure policy	-	-	-	-	60% emissions reduction at project level.	Green	In 2024/25, tools to support the implementation of the policy will be developed including a Carbon Management Methodology, Materials Decision Matrix, assessment of future climate risks, cost-benefit analysis and long-term Road map to implement the targets set out in the policy.
Low Carbon Planning Policy guidance	-	-	-	-	Guidance in place	Green	Following extensive consultation and the development of a Surrey specific evidence base, the guidance is due to be launched in 2025.
Waste	-	-	-	-	-	Green	With the introduction of the new waste contract in 2024/25, a target of 10% contamination has been set to increase the volume of waste recycled.

74 EV charging points were installed in 2023/24, and there are 80 charge points in the immediate pipeline, with more to be installed throughout 2024/25. Many of the projects in this section are long-term, and so results will be seen in future years.

The first draft of the Low Carbon and Climate Resilient Infrastructure policy has been developed in 2023/24 and tools to support its implementation will be developed in 2024/25 and 2025/26. The policy sets out standards and targets to minimise emissions through low carbon design and ensure Highways Infrastructure assets are future proofed against future climate risks.

The Low Carbon Planning Policy guidance has been developed in collaboration with District and Borough Councils in 2023/24 and will be in the late stages of development in 2024/25. When published it will support the development of consistent and high-quality climate change policies within Local Authorities' Local Plans.

### ***The new Surrey Climate Change Adaptation & Resilience Strategy***

Surrey Climate Change Adaptation and Resilience Strategy (Surrey Adapt) was approved by Surrey County Council's Cabinet in October 2023 and was launched in January 2024. This strategy coordinates Surrey's response to climate impacts and risks in a 2°C and 4°C warmer world and outline the responsibilities of Surrey County Council and key partners. Uniquely, Surrey is one of few counties with a stand-alone adaptation strategy, highlighting the importance placed on enhancing climate resilience for the organisation, and the residents of Surrey. More detailed action plans and risk assessments are currently being undertaken for the directorates and services of the council, which will inform an internal adaptation action plan. Both the strategy and action plan will enable the council to reduce the Corporate Risk of "*Severe weather events exacerbated by Climate Change leads to a loss of service provision and also other community-wide consequences*". Embedding and policy integration work supports the growing capabilities of the organisation to include climate change considerations into planning, policy and implementation. A variety of other policies and strategies such as the Surrey Local Flood Risk Management Strategy also enable our growing climate change resilience capabilities, with a large programme of flood alleviation schemes, sustainable urban drainage, and natural flood management programmes underway.

## Additional impact



**339t**

Annual carbon  
saved



**No  
estimate**

Funding  
leveraged



**505,000  
kWh**

EV Charging



**0**

Compatible  
Local Plans

The impacts from low-carbon policies in the Council are relatively low at the moment as they are still in development, but they are anticipated to deliver significant and long-lasting benefits once Infrastructure and planning are consistently in line with low carbon and climate resilient principles. The 'Surrey Adapt' Strategy will have huge impacts in ensuring protection for residents, businesses, and wildlife in Surrey against the effects of climate change. The reuse and repair scheme has not only seen reductions in waste in the county but has also helped in the rehabilitation of incarcerated people in Surrey through the HMP Ford bike refurbishment scheme, see case study below.

**Case study- HMP Ford bike refurbishment scheme:**

- As part of SUEZ's delivery of Social Value through the Surrey County Council waste management contract, they have worked with New Futures Network and HMP Ford to use their on-site workshops to repair bikes that have been rescued from landfill.
- Bikes that have been disposed of at Surrey community recycling centres that are in fixable condition are taken to HMP Ford, where they are refurbished in order for them to be sold in the Revive shops at SCC community recycling centres.
- As well as preventing waste, the project has given prisoners the opportunity to learn valuable skills, creating multiple paths to employment following release.
- The improved quality of the bike attracts a higher sale price ranging from £40-80 depending on brand and size, and spare parts are also sold for £10-15 where the bike can't be restored to use.
- The bikes are popular with customers who can purchase a quality bike for a fair price, help the environment whilst also supporting prisoners at HMP Ford to gain new skills.



## 8. Tree planting and Land Management

### What needs to happen in Surrey by 2025

*Risk of not meeting the desired pace and scale:* **Red**

Trees and ecosystems naturally remove carbon from the atmosphere, and as such, the maintenance of green spaces in Surrey is imperative to meet net zero goals. Climate change is the greatest threat to biodiversity and wildlife in Surrey. This poses a dual challenge, as the ecosystems that protect our communities and infrastructure from climate impacts via flood absorption, cooling and many other services, are themselves at risk from climate impacts, and therefore the ability of our ecosystems to continue to absorb carbon is also at risk. Biodiversity has decreased across the whole country, and Surrey has lost 11% of its native species in the past few decades with 51% of species in Surrey of Conservation Concern.

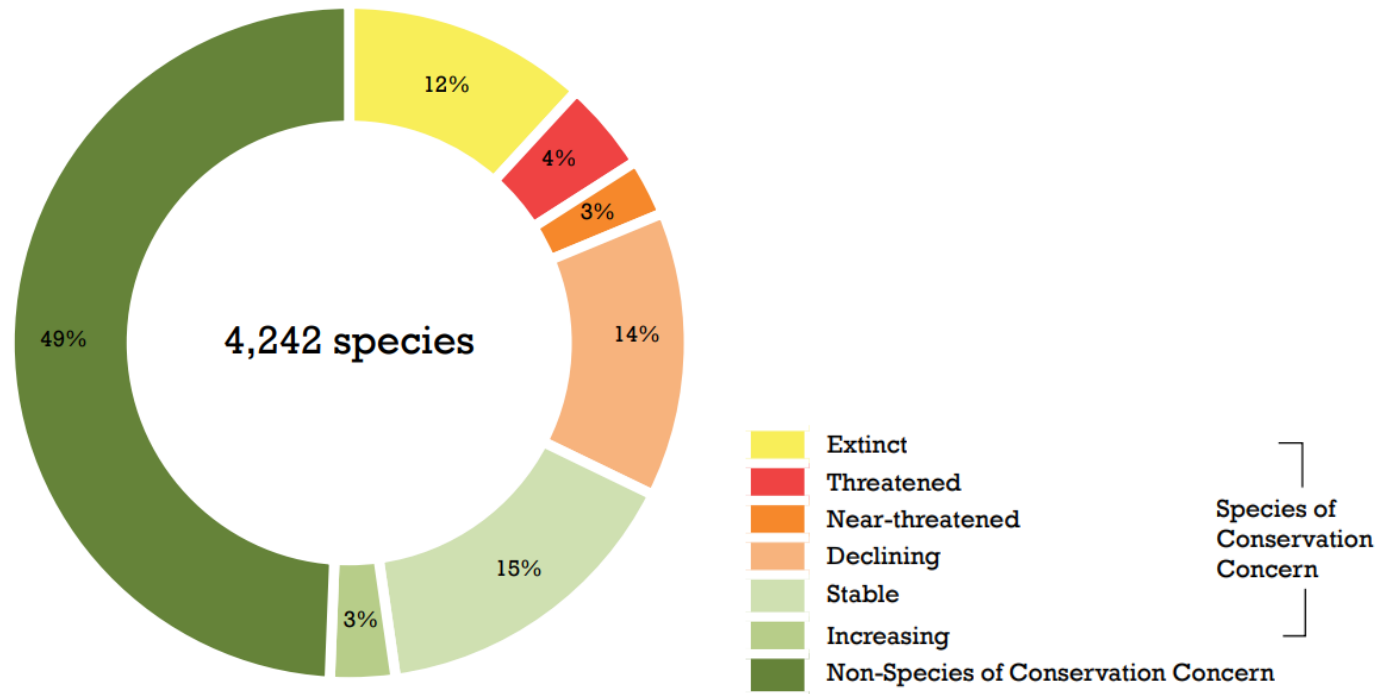


Figure 7: Endangered and threatened species in Surrey in 2017<sup>12</sup>

## Role of local authorities

(1) Responsible management of National Landscapes and countryside

*Key projects: National Landscapes*

<sup>12</sup> The State of Surrey's Nature, Surrey Nature Partnership, 2017

(2) New duty to ensure that there is Biodiversity Net Gain on land with new developments.

*Key projects: Biodiversity Net Gain, Local Nature Recovery Strategy*

(3) Support improved land use on Council owned and public land.

*Key projects: Tree planting, Farms, Land management framework, Forest management*

## Progress of key projects 2023-24

Table 8: Progress of trees and land management projects

<b>Project</b>	<b>Progress in 2021/22</b>	<b>Progress in 2022/23</b>	<b>Progress in 2023/24</b>	<b>Total so far</b>	<b>Ambition by 2025/26</b>	<b>RAG</b>	<b>Next steps</b>
<b>Tree planting (including partners)</b>	<b>135,938</b> <i>trees planted</i>	<b>96,923</b> <i>trees planted</i>	<b>78,049</b> <i>trees planted</i>	<b>558,267</b> <i>trees planted</i>	<i>Not established</i>	<b>Green</b>	Continued tree planting with a strong focus on creating and expanding new and existing community orchards and planting fruit trees within community settings
<b>Woodland management</b>	-	-	-	-	-	<b>Green</b>	Active woodland management on the SCC estate will take place in autumn/winter months 2024. In addition, there is a target to renew the woodland management plans of all 19 sites currently under review to maximise the possibility of getting funding from the Department for Environment Food and Rural Affairs
<b>Biodiversity Net Gain</b>	<i>No estimate</i>	<i>No estimate</i>	<i>No estimate</i>	<i>No estimate</i>	<i>No estimate</i>	<b>Green</b>	Surrey County Council has leveraged £27,000 funding for 24/25. Survey work will be carried out to assess for potential BNG habitat banks.

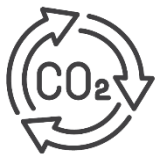


<b>Local Nature Recovery Strategy (LNRS)</b>	-	-	-	-	-	<i>Green</i>	The LNRS will continue to be developed in 2024/25, with significant engagement work planned, and the final spatial map published in July 2025.
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Tree planting has continued, with a strong focus on creating and expanding new and existing community orchards and planting fruit trees within community settings. The Land Management Plan is currently in draft, awaiting Cabinet approval in Winter 2024. The Local Nature Recovery Strategy is in development, and the product will be a spatial map of Surrey highlighting where action needs to be taken. A Biodiversity Net Gain working group has been set up, with field survey work ongoing.

Two new officers joined the council to focus on woodland management and this has resulted in 19 out of a total of 40 sites, having woodland management plans. Initially the officers have been surveying and reviewing sites, with active management happening in the autumn and winter months. There is an effort to engage more volunteer groups in supporting woodland management.

### Additional impact



**No estimate**

Annual carbon saved



**£0.16M**

Funding leveraged



**0ha**

Managed woodland



**0**

Biodiversity net gain

Protecting Surrey's wildlife will have long-term lasting impacts on the natural environment, residents' health & wellbeing, and the visitor economy in Surrey.

### **Tree Planting Workshop at Bronzefield Women's Prison, Ashford.**

Contributing towards the County Council's objective of planting 1.2 million trees by 2030, a collaborative tree planting project was delivered with Bronzefield Women's Prison. The council donated 42 feathered trees to the prison and the team attended the site to share expertise, demonstrate and teach the inmates how to plant the trees. The team also delivered a tree planting workshop to the prisoners who were undertaking a Level 1 (City & Guilds) Horticultural Qualification, which will help contribute to their course outcomes. The trees were chosen for their ornamental qualities and will enhance the currently prison grounds whilst offering canopy cover and further educational opportunities in the aftercare.

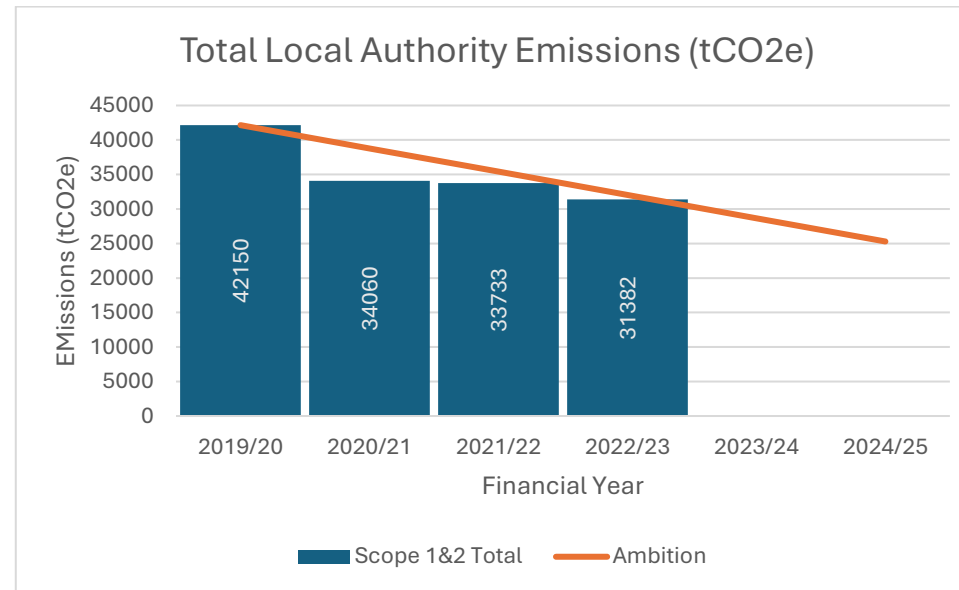


## 9. Local Authority Emissions

### What needs to happen in Surrey by 2025

*Risk of not meeting the desired place and scale:*

Public sector emissions decreased by 6% in 2023, and overall have decreased by 19% compared to the baseline year of 2018. This means the public sector, including emissions from NHS, Police, and Local Authorities were responsible for producing 4% of Surrey's total emissions in 2023.



### Role of local authorities

- (1) Most Local Authorities have committed to becoming net-zero organisations by 2030, and to make a 40% emission reduction by 2025.

*Key projects: Local Authority Estate retrofit and fleet decarbonisation programmes*

- (2) Provide services that support residents and businesses to live low carbon lifestyles and be protected from the adverse impacts of climate change.

*Key projects: Local Authority Climate Action Plans and the Greener Futures Climate Change Delivery Plan 2021-2025*

- (3) Support their staff to be exemplars within work and in their communities,

*Key projects: Carbon Literacy Training, Green Champions Network*

## Progress of key projects 2023-24

Table 9: Progress of Local Authorities projects

<b>Project</b>	<b>Progress in 2021/22</b>	<b>Progress in 2022/23</b>	<b>Progress in 2023/24</b>	<b>Cumulative Total by 2023/24</b>	<b>Ambition by 2025/26</b>
<b>Local Authority Estate Buildings retrofitted</b>	<b>11</b>	<b>14</b>	<b>16</b>	<b>41</b>	<b>130</b>
<b>Sites with EV charging</b>	<b>5</b>	<b>29</b>	<b>27</b>	<b>27</b>	<b>-</b>
<b>EV fleet</b>	<b>30</b>	<b>64</b>	<b>77</b>	<b>171</b>	<b>-</b>
<b>Solar PV capacity</b>	<b>0.0145MW</b>	<b>0.356MW</b>	<b>0.7MW</b>	<b>1.07MW</b>	<b>-</b>
<b>Green Champions Network</b>	<b>8</b>	<b>171</b>	<b>165</b>	<b>165</b>	<b>-</b>

Of the 11 out of 12 local authorities who provided information for this report, 6 have programmes in place to retrofit their estate, with 42 buildings retrofitted, 27 sites with EV charging infrastructure and 21 sites with appropriate active travel infrastructure. 7 authorities have programmes in place to decarbonise their fleet, with a total of 171 low carbon vehicles. 6 local authorities have staff travel plans in place, 5 local authorities have sustainable procurement policies in place and 162 staff are trained as carbon literate.

### Additional impact



**10,768t**

Annual carbon saved



**£11.8M**

Funding leveraged



**165**

Green Champions



**1.07MW**

Renewables

Four local authorities have won Public Sector Decarbonisation Scheme (PSDS) grant funding to support building retrofit on their estates, amounting to a total of £5.1M in 2023/24. In addition to leveraging external funding, local authorities are delivering a variety of projects to benefit residents, businesses and communities, see the case studies below:

### Epsom and Ewell: Powering up Epsom Playhouse with green energy

At Epsom & Ewell Borough Council we are working to reduce the carbon footprint of our offices and buildings and completed the installation of a solar array on the roof of Epsom Playhouse in September 2023. The Playhouse theatre, located on Ashley Avenue, has had 90 solar panels installed on the roof, along with a battery for energy storage. It is anticipated that the array will generate over 32,000 kWh of electricity annually, which will cover one third of the Playhouse's current electricity usage, contributing to powering the wide variety of events that take place at the theatre, and will save 6.9 tonnes of carbon each year.



### Elmbridge: Community Climate Action Fund

The launch of a new Elmbridge Community Climate Action Fund (ECCAF) to empower them to deliver projects that will make a tangible difference in one or more of the following areas:

- carbon emission reduction education
- energy reduction, efficiency, and renewable generation
- water and waste reduction
- biodiversity enhancement
- active travel

Up to £5,000 is available to apply for.



Mole Valley:

In February 2024, Mole Valley District Council (MVDC) Cabinet approved a funding initiative to help village and community halls reduce costs and become more energy efficient. This was made possible through the UKSPF Community Hall and Energy Efficiency Grant Scheme (CHEEGS), which focuses on decarbonisation. Ashtead Peace Memorial Hall, as part of their 'Going Greener' project, installed solar PV panels through CHEEGS funding. The team at Ashtead Peace Memorial Hall are thrilled with the results so far. The solar panels now generate most of their energy needs, and they're excited to continue with the next phase of their 'Going Greener' project, which will bring even more improvements to the hall.



Reigate and Banstead: – Household Support Fund 4

Reigate & Banstead Borough Council and Mole Valley District Council delivered this Household Support Fund 4 funded work across 131 homes to provide energy efficiency measures for people experiencing hardship. The measures reduce energy consumption and carbon emissions while providing residents with improved comfort. Mr W, a Chipstead Resident, said: *“I was very grateful for the offer of assistance from Reigate & Banstead Borough Council to help cope with my energy costs. I had a range of home energy efficient things installed, including radiator reflective panels, LED light bulbs, draft excluders and an Air Fryer. The equipment was installed efficiently with no fuss. I am looking forward to seeing a reduction in my home energy bills.”*





### Runnymede: Fleet Decarbonisation:

At Runnymede Borough Council's Environment and Sustainability Committee on the 7th of March 2024, Runnymede Councillors unanimously backed a transition from diesel to hydrotreated vegetable oil (HVO) to fuel the Council's fleet of almost 80 vehicles. Use of HVO is anticipated to cut in-scope emissions from the Council's fleet of refuse trucks, minibuses, vans, street sweepers, and more by up to 90% when compared with the diesel fuel currently used. Runnymede is the first Council in Surrey to make the switch to HVO, with the move demonstrating the Council's commitment to climate change action and protection of our environment.



### Surrey Heath:

Surrey Heath Borough Council's success in securing Sport England funding has enabled the Council and its partner Places Leisure to advance a green initiative at one of the Borough's most popular leisure venues, boosting energy efficiency and driving down carbon emissions for a more sustainable future".

-Sue McCubbin Interim Head of Environment & Leisure





### Tandridge: New Net Zero Council Homes

Six new homes at Auckland Road and Windmill Close in Caterham on the Hill have been completed for residents on Tandridge District Council's housing register and are a step towards reducing the Council's carbon footprint and promoting environmentally friendly living. The homes feature:

100% low energy lighting: Ensuring efficient and sustainable lighting.

Low-emissivity (Low-E) glazing: Minimising heat loss and maximising energy savings.

Mechanical ventilation heat recovery (MVHR): Improving air quality and energy efficiency.

Enhanced building fabric: Providing superior insulation and thermal performance.

Air source heat pumps: Offering a renewable energy solution for heating and hot water.

Photovoltaic panels: Using solar energy to power the homes.

All the new council homes are being designed with the aim of being net zero carbon with an approved programme of 200 homes. We use energy consultants to work with the architects to ensure they will be net zero.



### Waverley: Local Cycle and Walking Infrastructure Plans

Local Cycle and Walking Infrastructure Plans (LCWIPs) are key strategic documents that identify cycling and walking improvements required at the local level. Surrey County Council has a programme of developing LCWIPs for each of the county's districts and boroughs. In Waverley, the county and borough councils partnered to gather extensive community input for the LCWIP development. 2023 saw completion of the basic plans with Waverley Borough Council adopting them for planning policy in May 2024. Meanwhile, Surrey County Council is continuing to prepare detailed design of priority walking and cycle infrastructure across Waverley's 4 main settlements.



END.