

■ Background

- Many residents reported this as an important issue through interviews, meetings, questionnaire responses, website themes and focus groups.
 - In the near future Netherne on the Hill residents will be required to take an active role in the management of the development and community. Therefore the community needs information and understanding about the various steps in the planning process and how it impacts on them.
 - Many new residents are confused about who is responsible for many basic services and the divisions are complex.
 - To facilitate the introduction of appropriate and timely services, the Borough Council and other service providers need to be updated on the size and composition of the community.

■ Location(s)

- Netherne on the Hill.

■ Action

- Support residents in gaining a greater understanding of the planning process as it impacts on the development. Facilitate meetings between interested parties.
Responsibility: Reigate and Banstead Borough Council
- Investigate the development of mechanisms to feed information from the development to other service providers/stakeholders.
Responsibility: Reigate and Banstead Borough Council
- Develop Borough Council information packs with web links for new residents.
Responsibility: Reigate and Banstead Borough Council

■ Resource

- Officer time.

■ Timescale

- Residents Association meetings, Public meetings
October and November 2004 - completed.
- Information fed to partners - ongoing.
- Information pack - 2006.

■ Outcome measure/reporting

- Report back to Residents Association. Publish an article on Netherne Community web page.

■ Local Community: what you can do

- Visit the Borough Council's website www.reigate-banstead.gov.uk to find out about Planning Information and the other services the Borough Council provides. This provides links to other agencies including Surrey County Council.

