

Our vision for the Borough by 2020 is a long-term one. Change is part of modern life and over the coming years we can expect a great deal of change in the Borough.

The rate and pace of this change will present us with many exciting opportunities and challenges. By setting out our vision we can ensure that whatever changes occur we keep sight of what is most important to improving the quality of life for people in the Borough.

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A Community Plan

for Reigate & Banstead 2020



Foreword

I am pleased to welcome you to this Community Plan, the sustainable community strategy for Reigate & Banstead. This Community Plan aims to improve every aspect of daily life for people who live in, work in and visit the Borough.

Our vision for the Borough by 2020 is a long-term one. Change is part of modern life and over the coming years we can expect a great deal of change in the Borough. The rate and pace of change will present us with many exciting opportunities and challenges. By setting out our vision we can ensure that whenever changes occur we keep sight of what is most important to improving the quality of life for people in the Borough.

The Borough is an attractive place to live and we want to keep it that way. We will protect what is best with regard to character and assets, whilst allowing development that improves existing areas, creates opportunities, and enhances the image of the Borough.

To improve the quality of life everyone needs to play a part. We all need to take greater responsibility for our surroundings and ourselves to become communities of people working together, making a contribution and helping others.

We recognise that public services will continue to face financial pressures. To be able to continue delivering high quality services, we will need to work together more closely and better understand the needs of the people. Our communities will also need to be well informed so that they can influence the decisions that affect their lives.

Only by working together can we achieve our vision for the Borough and continue to make it a better place to live for all. You can rely on public services to strive to offer the best service possible, and with everyone's help we can achieve even more.

Chairman of The Partnership for Reigate & Banstead

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Introduction

The Partnership for Reigate & Banstead approved the first **Community Plan for the Borough in September 2003**. At that time the Partnership agreed to review the Plan during 2006/7. The majority of the actions in the first Plan have now been delivered so a new Plan is needed to form the baseline for further engagement with service providers about planning for sustainable growth in the Borough.

The new Plan has a longer timeframe to 2020. It focuses on key objectives that residents have told us matter most. By setting down long-term ambitions for the future we are creating a blueprint for on-going partnership working.

Why do we have a Community Plan?

We need a document like the community plan to help all organisations align their work. By identifying, agreeing and describing outcomes we can be sure that we are all contributing to common goals; helping us to work together rather than in isolation making real change a reality.

The aim of the Community Plan is to improve the coordination of services that affect our daily lives and communities to ensure they meet the needs and aspirations of our communities and to help our communities to realise their potential. By working together we can all contribute to promoting and improving the economic, social and environmental well-being in the Borough.

We recognise that wider policy and environmental issues influence the Borough. This Community Plan is informed by global, national and regional drivers and has links to the Surrey Community Plan and Local Area Agreement.

What is The Partnership for Reigate & Banstead?

Our Partnership is drawn from representatives of the public, private and voluntary sector, faith groups and private business representatives. Its membership will continue to change to reflect changes in the Borough. The Partnership brings together many people and organisations. It brings together their ideas, information and resources to identify key priorities and work streams.

Our Plan provides a robust foundation for partnership working. It will influence the work of the whole partnership. This will include the Council's Local Development Framework for the Borough that sets the policies for building and development. It is by planning and working together, we hope to deliver real improvements in the Borough.

How will the Community Plan be delivered?

The Community Plan provides the 'big picture' for the future of the Borough. To help make the right thing happen at the right time working groups will develop action plans for each theme. These action plans will provide more detailed information about projects and targets that will bring about real improvement, they will be reviewed each year to ensure progress is being made.



Working Together

The Partnership for Reigate & Banstead will not deliver improvements to the Borough without the support of local communities.

The people who live in, work in, study in and visit the Borough all have a role to play. We hope to inspire you to join in and help to make a positive change in your community.

The Borough's economy and the wider Surrey economy is successful. With an ever changing and uncertain UK and global economy we need to carefully manage and plan how best to ensure our economic performance continues.

By working more closely on cross border issues with a variety of partners, across a number of sub regions such as the Gatwick Diamond and London Fringe, we will maximise our ability to deliver continued economic success and prosperity. This will result in a high quality of life for the residents and other people who visit the Borough.

Our Vision and Themes for the Future

Reigate & Banstead is a busy and thriving Borough. Our location, with the Surrey Hills Area of Outstanding Natural Beauty crossing our Borough, an abundance of heritage and excellent transport links to London and the South Coast make the Borough a popular place to live, work and visit.

Our vision demonstrates the importance of working in partnership to deliver improvements in the Borough. During the next 15 years we will all experience significant change as the Borough adjusts to growth through new housing and employment development and the supporting infrastructure. In the Borough this will include the regeneration of Redhill and Horley town centres, Preston, Merstham and the development of two new neighbourhoods in Horley. These exciting projects will deliver real improvements for everyone.

Your Community Plan will help to transform places into communities by bringing together the right services and by encouraging us all to take an active role in our local community.

Vision

Reigate & Banstead will be one of the most desirable and attractive areas in the region. It will be a place where:

- **People who live in, work in and visit the Borough enjoy the benefits of a prosperous economy.**
- **Neighbourhoods are renewed, improved and supported by effective service, infrastructure and transport options.**
- **The wellbeing of communities is supported by accessible health, leisure, education and information services.**
- **People enjoy active, healthy and diverse lifestyles and take personal responsibility.**
- **The environment and green space is maintained and enhanced for the future.**



A Profile of Reigate & Banstead



Our Location

The combination of our rich and diverse landscape, unique character, and accessible transport network make this a popular area.

The Borough is located between London and the South Coast and contains a large Area of Outstanding Natural Beauty. It has a number of commons and lowland heath including Sites of Special Scientific Interest.

Our location has brought challenges and opportunities for the Borough. Our close transport links to the M25, M23 and Gatwick Airport along with travel to work patterns have led to increased traffic congestion. Our proximity to Gatwick Airport has also raised air quality issues.

Our location has contributed to the creation of a strong and thriving economy coupled with strong pressure for development.

This section highlights the issues, opportunities and challenges in the Borough that have informed the Vision and priorities for the Borough. It provides us with the starting point for delivering your Community Plan and will help us to measure our success.

Our Population

We have a strong and thriving population. The Borough has around 127,200 residents, more than other East Surrey authorities, forming just over 54,000 households. At the time of the 2001 Census, the overall percentage of people identifying themselves as white British was 95% and the single largest ethnic group in the Borough identified themselves as Asian or Asian British and represent 2.1% of our population.

Our population will continue to grow steadily and at the same time will become more diverse. Households are becoming smaller. Just over 29% of households contain only one person. This trend towards smaller households is linked to changes in household structures and to the fact we enjoy longer than average life expectancy. The Borough age structure is similar to the national picture although we have a slightly higher number of children aged under 10 years and people aged over 80 years. Overall, our older population is predicted to increase by up to 40% by 2026.

Opportunities for Growth

We are progressing a number of opportunities across the Borough to realise our aspirations and ability to ensure the Borough remains competitive and productive over time.

We will explore new ways of working with partners and agencies to deliver New Growth Point and Regeneration projects. These projects will lead to improvements to transport networks, with better accessibility and decongestion to some roads of strategic importance. The future role of our Town Centres will offer modern infrastructure supporting business. We will explore new ways of increasing energy and water efficiency. This will help us to meet the supply and demand for energy in the Borough, ensuring we have a sustainable energy supply readily available for use.

In Horley, the development of two new neighbourhoods will bring significant change, whilst the regeneration of the Town Centre will improve facilities, accessibility and increase vibrancy. The regeneration of Redhill Town Centre and development of housing to the north of this area will transform the area. In Preston and Merstham, the regeneration of old facilities, housing and the landscape will provide new opportunities for community development.



Our Health & Wellbeing

Most of us enjoy healthy lives. On average the Borough has lower than average levels of early deaths caused by heart disease, strokes and cancer and has lower than average illnesses related to smoking, alcohol, and drugs.

However, the problems of ill health and mental health are not evenly distributed and some of our households do experience poorer health outcomes. These are related to a number of factors including age, deprivation levels, education, lifestyle and access to health services and facilities.

Healthier life styles and advances in medical practice have led to increased life expectancy, but increasing age is linked to a greater likelihood of developing dementia, physical or sensory disability.

Our Economy

Reigate & Banstead is an affluent area with high employment and a buoyant economy. Our location within the Gatwick Diamond influences our economy. The majority of occupations are based in the managerial, professional and technical fields. Our main industry is service, particularly retail, distribution, hotels and restaurants, businesses such as finance and IT and public services such as education, administration and health.

Over 79% of men and 65% of women aged 17 to 74 are economically active. Most people travel to work by car. More people commute out of the Borough for work than commute into the Borough and around a third of the working population live and work in the Borough. Our local economy needs to be able to support population growth.

The percentage of people with no qualifications (20%) is significantly lower than the national average figure (29%) and the percentage of well-qualified people (56%) is significantly higher than the national average (47%). Borough residents achieve a high level of academic attainment, but there are concerns in the business community about levels of vocational and work based skills amongst school leavers.



Our Communities

Our communities have high expectations of services and of their quality of life now and in the future. The Borough is a relatively affluent area with low crime rates and very low levels of unemployment. Neighbourhoods in the Borough vary in size and character, from more densely populated towns through to small villages in semi rural locations. As a consequence distances from local services varies and has led to more reliance on the car.

The general economic prosperity in the Borough masks local variations. A number of our residents live in some of the most deprived areas in Surrey. We know that some of these people are not realising their potential and this impacts on the community as a whole. By improving the life chances of those residents we can improve the quality of life of the community as a whole.

Your Environment



Climate Change

Our natural environment is at risk from climate change and we all need to take action to reduce this change.

At the wider level we need to make changes to the design and construction of new buildings, how and where we generate energy, and how we travel around the Borough. But making a difference is not simply about changing the big things. We can all make small changes in our lives that will make a big difference such as reducing and recycling our waste. We all need to “think globally and act locally”.

All this can be done whilst looking after what we have got. Locally distinctive building materials and existing and new wildlife habitats can be combined with advances in new technology to enable a truly distinctive and sustainable legacy for future generations.

Your Environment is about maintaining a sustainable environment for future generations. Reigate & Banstead enjoys an attractive natural environment and unique local heritage. It is surrounded by countryside and has a varied landscape that takes in the Surrey Hills Area of Outstanding Natural Beauty and many heaths, parks and green spaces. It also contains valuable wildlife habitats that are locally, nationally and internationally important. The Borough is a busy place offering a high and rewarding quality of life. However these aspects of Borough life are at risk from the growing pressure to develop, increasing levels of traffic congestion, pollution, and a growing population. All these issues together must be managed and balanced to exploit the positive impacts and to reduce the negative, protecting our Borough and the quality of life enjoyed by all.

Our Priorities

Green Spaces Are Your Places – encouraging us all to use, enjoy and protect the Borough’s countryside, open spaces and parks

- Improve access to the local countryside and green spaces so that everyone has the opportunity to use these places for leisure, learning, and enjoyment.
- Encourage involvement in environmental education and conservation projects.
- Increase pride and interest in our unique local heritage and places of interest.
- Design wildlife habitats into new developments so that the natural environment is more diverse than today.
- Continue to protect the very best examples of landscape character and built heritage so that the Borough maintains its unique identity.
- Combine locally distinctive building materials with advances in new technology to enable a truly distinctive and sustainable local environment for future generations.

Waste not Want Not - Everyone is recycling and managing waste to reduce the need for landfill sites and improve our Borough

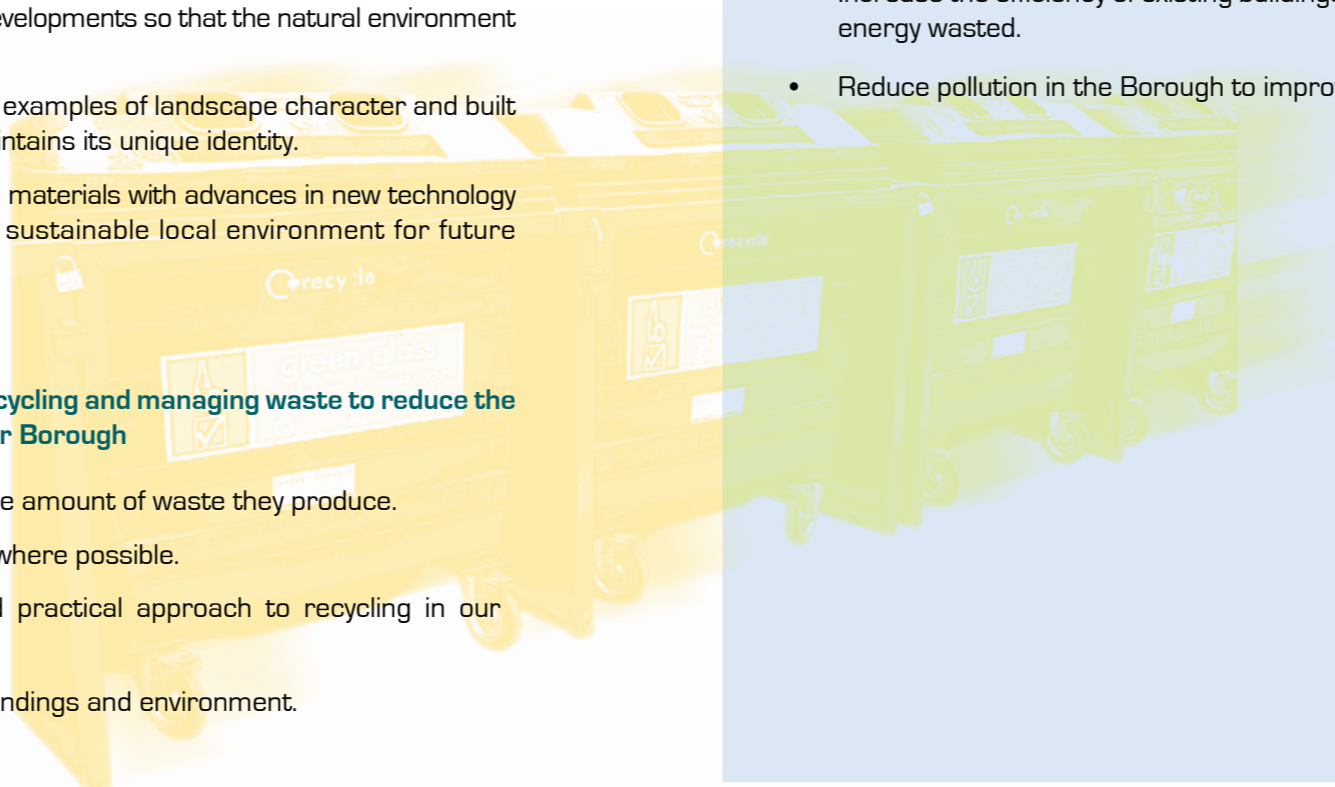
- Encourage everyone to reduce the amount of waste they produce.
- Increase the re-use of materials where possible.
- Create a positive, proactive and practical approach to recycling in our Borough.
- Increase pride in our local surroundings and environment.

Getting Around, Options Abound – making it easier and safer for everyone to travel around the Borough

- Increase access to public places and services for all.
- Encourage more travel on foot and by bicycle to improve our health, get us out in the community and reduce our car dependency.
- Develop School Travel Plans so that every pupil can travel to school easily and safely.
- Encourage intelligent public transport systems across the area to create wider, joined up, transport networks that reduce car usage.
- Develop options for smarter travel to work by working with local employers to help them reduce their workforces’ reliance on cars.

An Environment for the Future – leading more sustainable lifestyles to future proof our Borough

- Encourage sustainable lifestyles so that we all “live within our means”.
- Help everyone to take responsibility for conserving water and energy.
- Reduce the Borough’s impact on climate change by promoting zero and low carbon development in new and adapted buildings.
- Promote effective renewable energy sources to help combat climate change.
- Increase the efficiency of existing buildings to reduce the amount of water and energy wasted.
- Reduce pollution in the Borough to improve the quality of our environment.



Neighbourhoods for the Future



New Development

New development will take place in the Borough over the coming years and we recognise that improvements are needed to transport networks, water and energy supplies to accommodate it.

We will deliver these improvements through a range of measures including our New Growth Points projects. These projects will include a range of measures to support the development of sustainable communities. The delivery of housing in the Borough is reliant upon the appropriate levels of investment in social and physical infrastructure if the aim of creating sustainable communities is to be achieved.

This means linking housing and employment needs and directing development to locations already supported by transport provision, leisure, community and other essential services.

To mitigate the adverse carbon impacts of housing growth and to minimise the overall carbon footprint, it is essential that new housing be developed as exemplars of low carbon and sustainable development.

Neighbourhoods for the Future are well-designed places that meet the needs of local people and stand the test of time. This is a relatively affluent area with a strong local economy, high level of employment and a busy transport network. However, our success does come at a price. House prices are high, our roads are congested and some of our towns and neighbourhoods could meet the needs of our residents better.

Our Borough neighbourhoods are the towns, villages and places in which our communities live, work, go to school and enjoy leisure time. Neighbourhoods are places where people feel a sense of belonging and where what happens has an impact on everyday life. Creating neighbourhoods for the future is about not standing still, but working in partnership to identify the needs of the local communities.

Over the coming years the priority regeneration areas will be Horley, Preston, Merstham and Redhill and there will also be scope for work in other areas of the Borough. Understanding the changing needs of neighbourhoods and their interaction with services and facilities will help us to plan ahead and identify where improvements may need to be made in the future.

Our Priorities

Realising our Potential – improving Redhill, Horley, Preston and Merstham to meet the current and future needs of local people

- Revitalise Redhill Town Centre through the development of key sites and improved transport links, which encompass new public spaces, and integrated housing, leisure and shopping facilities.
- Regenerate Horley Town Centre through high quality residential, commercial and community developments to secure its future viability and vitality.
- Work in partnership and engage local people to change the social and physical environment of Preston to improve their quality of life.
- Join up public and voluntary sector services in Merstham through the creation of new community facilities that improve local opportunities.
- Maximise opportunities arising from the New Growth Points projects to make improvements to transport networks, energy supplies, and water efficiency to support regeneration priority areas.



Home Time – working to develop homes to suit the changing needs of the borough population

- Ensure that neighbourhoods are sustainable for the future by promoting the right mix of homes in locations that have access to transport routes, local services and facilities.
- Work in partnership to increase the number and range of affordable housing options available to key workers, people on low and moderate incomes, and young people so that our residents have the opportunity of an affordable home of their own.
- Improve and maintain the condition of homes in the Borough to give everyone the opportunity to have a decent and safe home.
- Improve the ability of vulnerable people to live independently and safely at home.

At the Heart of the Community – ensuring that services and facilities respond to the needs of the local neighbourhood

- Increase the number of shared community facilities such as health care and libraries so they are easy to access.
- Improve transport links between key services across the borough so that we can all access community based services.
- Encourage the development of voluntary and community organisations so that they are able to provide a range of services and projects to meet the diverse needs of our population.
- Support schools and colleges to develop into community resources that have services, activities and facilities available for use by students and the local community.
- Support the on-going viability of town centres and local shopping parades that contribute to the character and vitality of neighbourhoods especially in the north of the Borough.

Vibrant Communities

Vibrant Communities are made up of people who enjoy opportunities to live life to the full. Most of us live in safe places, enjoy good health and have good social and support networks. However, not everyone shares these benefits.

Public agencies can do a lot to improve our quality of life. Engaging with local communities to identify the issues that matter to service users is an essential part of creating vibrant communities. But, it is equally important for all of us to take personal responsibility for our own actions and become involved in our community whenever we can.

By understanding the needs of individuals and their communities we hope to make the Borough an even better place to live in, work in or visit.

Our Priorities

Safe and Sound – continuing to make the Borough a safe place to live in, work in and visit

- Increase the number of people who feel safe in the Borough by working in partnership with communities and other agencies.
- Break the cycle of offending by helping convicted lawbreakers make a positive contribution to the community..
- Establish and support neighbourhood policing so that communities can work in partnership with the police and others to identify local crime priorities.
- Continue work in partnership to reduce anti-social behaviour and ensure the safety of children and young people.
- Improve road safety for all users.
- Effectively tackle domestic violence so that everyone feels safe at home.

Learning for Life - promoting learning opportunities to improve our lives.

- Promote and develop opportunities to improve early years learning so that we unlock our children's potential.

- Create a culture of lifelong learning to encourage everyone to take up new learning and skill development opportunities throughout their lives.
- Work in partnership to reduce the literacy, numeracy and life skills gap experienced by some of the people in our community.
- Work in partnership with educational institutions and businesses to improve the work-based skills of our existing and future work force to ensure we maximise economic performance.

A Zest for Life - everyone has the opportunity to enjoy healthy and active lifestyles

- Promote the health benefits of healthy eating and an active lifestyle to reduce obesity and other health related issues.
- Reduce smoking, drug and alcohol abuse to improve our long-term health.
- Encourage activities that promote good mental health.
- Encourage participation in local cultural, leisure and sports groups to develop new skills, interests and social networks.
- Ensure that everyone can access health and social care information so they can make informed health and lifestyle choices.

It's Your Community - everyone working together to create strong and inclusive communities

- Take pride in diversity within our communities and ensure we respond to the needs of the black and ethnic minority communities and faith communities.
- Strengthen neighbourliness in our communities to increase everyone's sense of local responsibility and community pride.
- Work in partnership to expand opportunities for us to take part in high quality volunteering and learning opportunities.
- Improve facilities and options for young people so that the right activities and resources can be provided to help them take part in their community.
- Increase our use and support of community venues such as village halls so that they remain viable and vibrant.



Quality of Life

Many of us have increasingly busy and pressurised lives. This impacts on the time we have available to look after our health and well-being.

But, having the choice of becoming more active, being able to access information and help about health and lifestyle choices and being able to become involved in our community can improve our own quality of life and that of the community in which we live.

The Right Services in the Right Places



Service Location

The location of services is important and often it is easier for users to visit several services in the same place. We need to make the best of opportunities that will arise through regeneration to bring the right services together.

The way services are made available is also important. Technology is developing at a rapid pace and this means services and information can be provided in more ways than ever. Technology is an increasingly important tool for delivering flexible and responsive services.

The Right Services in the Right Places is about providing high quality, joined up and accessible services. Our local population is changing and public services need to be able to respond to different needs, and increasing expectations about the range and standards of services available. At the same time, public service providers must balance the needs of all sections of the community and the costs of delivering services.

We recognise that people have differing needs and have not always been able to access the full range of services. So as service providers we must ensure that the right services are provided to meet our users needs. Services need to be informed by our customers so that they can be delivered in the most effective and efficient way. Understanding the needs of individual neighbourhoods will provide public service agencies with the building blocks they need to plan and deliver their services.

Delivering the right services in the right places is about public services and the Voluntary Community Faith Sector working in partnership. Service providers need to work together to achieve this. They also need to ensure that service users understand the range of services available and how they can influence them through local decision making processes.

Our Priorities

Future Proofing our Services – ensuring our services are well planned and responsive enough to stand the test of time

- Adopt a coordinated approach to planning services and sharing information so that high quality services can continue to be delivered in the face of increasing cost pressures.
- Continue to liaise and engage with neighbourhoods to identify local issues to inform service planning and bring about shared problem solving.
- Involve our customers in service design and delivery to ensure we are responding to and meeting their needs.
- Combine resources to deliver joined up services that are streamlined and coordinated and respond to the needs of users.
- Adopt a flexible approach to the way we provide and carry out services to reflect future needs.

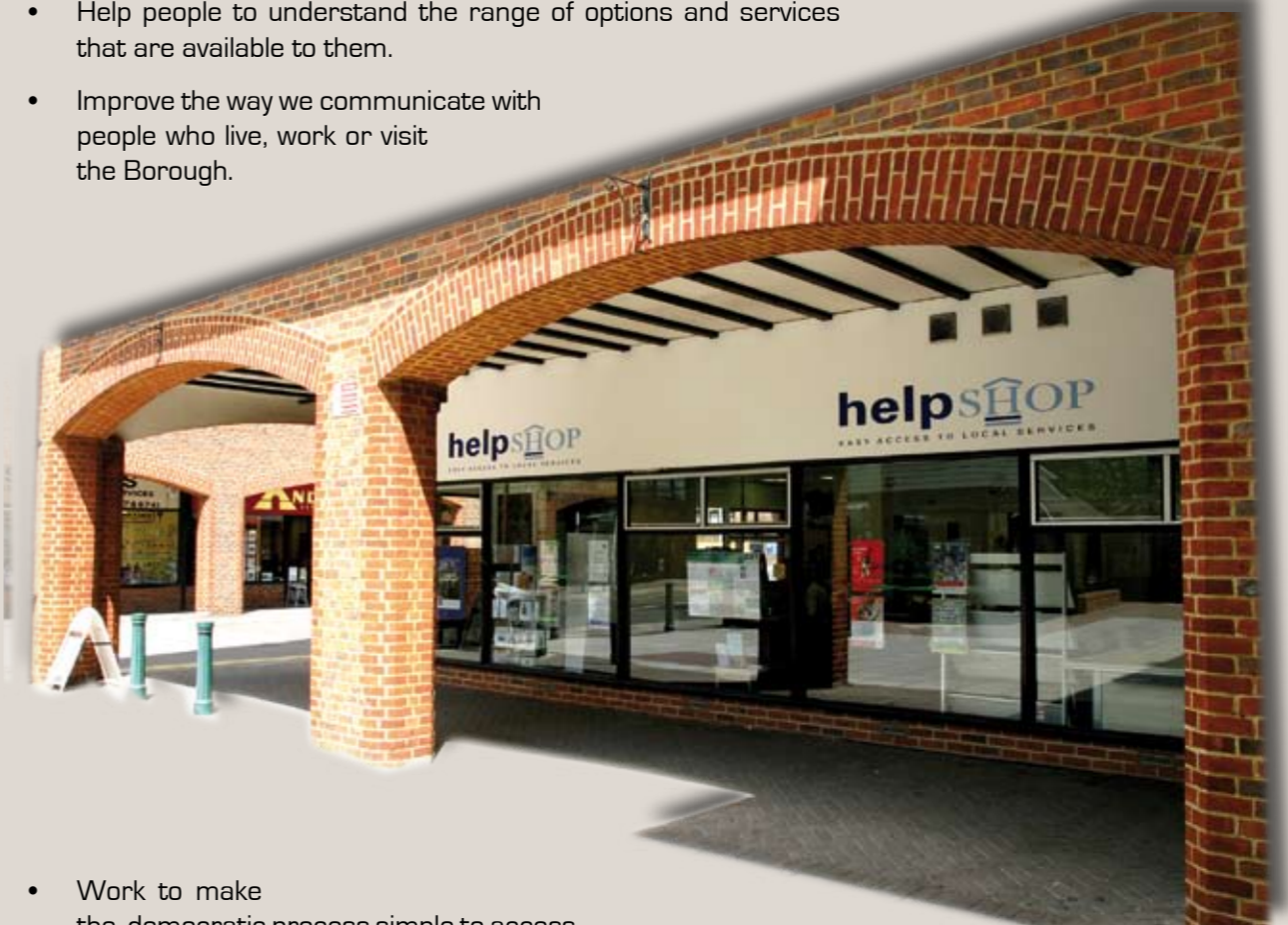
Accessible Services – improve access for service users

- Improve the network of public services buildings so that they are physically accessible and co-located where possible to make them easier to use.

- Continue to develop electronic services that allow greater access to public service organisations at a time that is convenient.
- Work in partnership to deliver high quality services that target the people who need them most and address underlying issues that affect people's quality of life.

Stay Informed – helping everyone to make informed decisions about services

- Help people to understand the range of options and services that are available to them.
- Improve the way we communicate with people who live, work or visit the Borough.

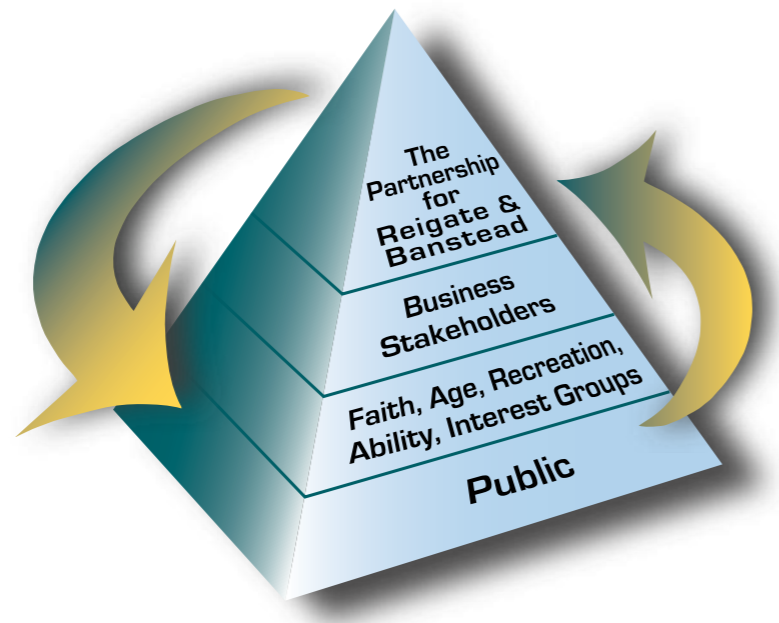


- Work to make the democratic process simple to access, easy to understand and engaging to increase interest and participation in local decision making.
- Encourage everyone to make informed decisions and take personal responsibility for their actions.

The Partnership for Reigate & Banstead

The Partnership for Reigate & Banstead has responsibility for ensuring the priorities in this Community Plan are delivered. Membership of the Partnership will change over time as priorities change but at its peak, members of the partnership will remain the same.

Our main members are local authorities, the police and health services. These are the organisations with responsibility for planning and delivering local public services having regard to national and regional, as well as local, priorities.



Other members of the Partnership, as shown on the lower tiers of the picture, will join to help understand and deliver current priorities. These members will change over time as our communities' priorities change. Having a flexible membership base means that the Partnership can respond to the current issues that are important to the community. For a list of the current Partnership for Reigate & Banstead including community and voluntary groups visit this website: www.reigate-banstead.gov.uk