



SURREY HEATH BOROUGH COUNCIL

Surrey Heath Borough Council

RECRUITMENT PACK



July 2022

Surrey Heath Borough Council
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A Message from the Chief Executive

Thank you for your interest in this role at the Council. This is a fantastic opportunity for an exceptional individual with the drive and talent for delivery. Someone grounded in public service values and a desire to support the success of others.

I wanted to let you know that alongside our clear ambition, we are also a friendly and collaborative organisation where our staff feel really proud of the work that they do and the difference they make every day to the lives of our communities. This makes Surrey Heath a very special place to work.

I hope in the pages below we are able to give you a flavour of what Surrey Heath has to offer. If this excites your interest, I'd be delighted to receive your application.

Best wishes



Damian Roberts
Chief Executive



Surrey Heath House - Alan Meeks

Surrey Heath

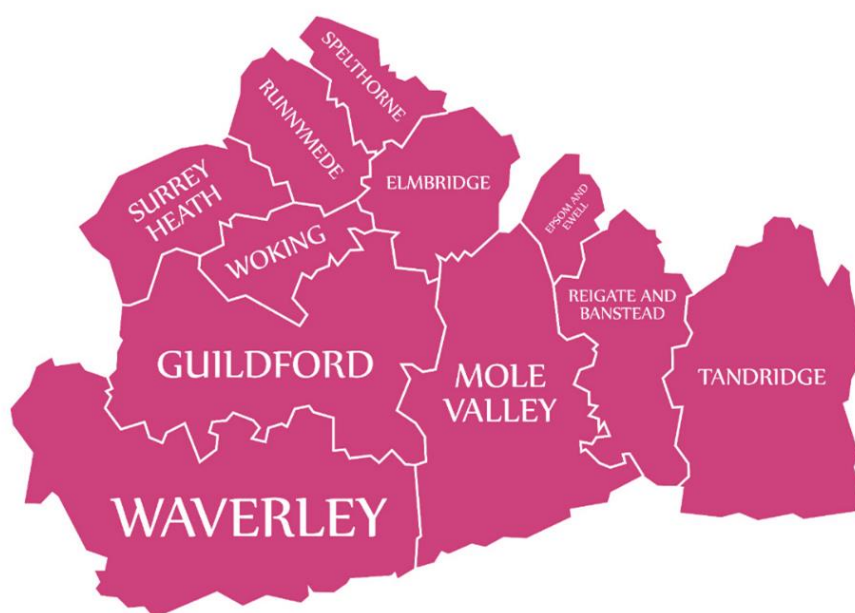
Situated in North West Surrey, with a population of 88,000, Surrey Heath is a beautiful place to live and work. We rank first in the Home Counties for wellbeing (NOMIS 2019) and first in England and Wales for tree coverage (Bluesky). Combine that with close proximity to London and our ambitious regeneration programme for Camberley town centre (the Borough's largest town), and we have a lot to offer.

The borough covers 36.5 square miles in north west Surrey, on the border of both Berkshire and Hampshire and is a contrast of urban and rural environments. The area has unique military heritage with the Royal Military Academy Sandhurst, where all Officers in the British Army are trained, and Deepcut Barracks.



Generally an affluent area, people who work here have the second highest average weekly wage in the South East. But having enough homes for people that need them and are affordable is a challenge when balanced against the need to maintain the green nature of the borough and the extensive specially protected heathland (SPA).

We know a number of our residents and their families that are struggling, a situation made more challenging by the Covid-19 pandemic. In some parts of the Borough there is a life-expectancy gap of up to 11 years and with the number of older people expected to rise more in Surrey Heath than other places over the next five years, we have to re-focus our priorities.



Surrey District Councils

Surrey Heath Borough Council

We are one of the smallest Boroughs in the country with 35 elected members, and 250 staff with a strong ethos for public service.

We recognise that nothing can be achieved in isolation, and we have a strong foundation in Surrey Heath of partnership working.

We have an excellent track record of financial management and during almost a decade of austerity and cuts in Local Government funding, Surrey Heath has managed to protect frontline



services and continue to invest in priority initiatives. However, during the same period the Council's budget has had a growing reliance on income from commercial rents including rents from the retail sector, which can no longer be sustained at previous levels.

We are committed to taking action on climate change, helping the increasing number of people who find themselves in poverty in Surrey Heath and increasing our focus on the health and quality of life of our residents. This means more investment to support our vibrant villages and rural communities, alongside our continuing improvements to Camberley town centre.

The Council has developed a new Five Year Strategy through extensive engagement with residents, businesses and partners under the emerging themes of Environment, Health & Quality of Life, Economy and being an effective and responsive Council.



Values and Behaviours



See the full [Values and Behaviours](#) document.

Proud to Serve – Dedicated to public service, accountable for our work, leading by example and showing passion for the community.

Customer Focus – Listens to all customers with a genuine aspiration to exceed their expectations, ensuring a truly customer focused organisation.



Innovation – Looks for and embraces new ways to meet challenges, solve problems and make improvements.

Teamwork – Builds collaborative, inclusive relationships based on mutual respect and a one-team mindset to reach shared goals.

Delivering Results – Focused on performance, delivering our priorities to an excellent standard and ensuring value for money.

Recent Project Success

Camberley Town Centre – Regeneration and Public Realm

The Council is committed to supporting and regenerating Camberley. SHBC's investments have already seen the acquisition of The Square shopping centre, commencing its refurbishment programme within the first year of ownership. Followed by an ambitious set of projects to improve the roads, pavements and street scene in the town centre including the installation of public art which following public engagement workshops. A redundant office building has also been purchased to create 116 high quality town centre apartments, with proposals to re-deliver new commercial space. As well as the rebuild of a new multi-million pound leisure centre the Council continues to develop plans for a 5.5 acre multi-use development site opposite the Royal Military Academy Sandhurst.

New multi-million pound leisure centre opened in Camberley

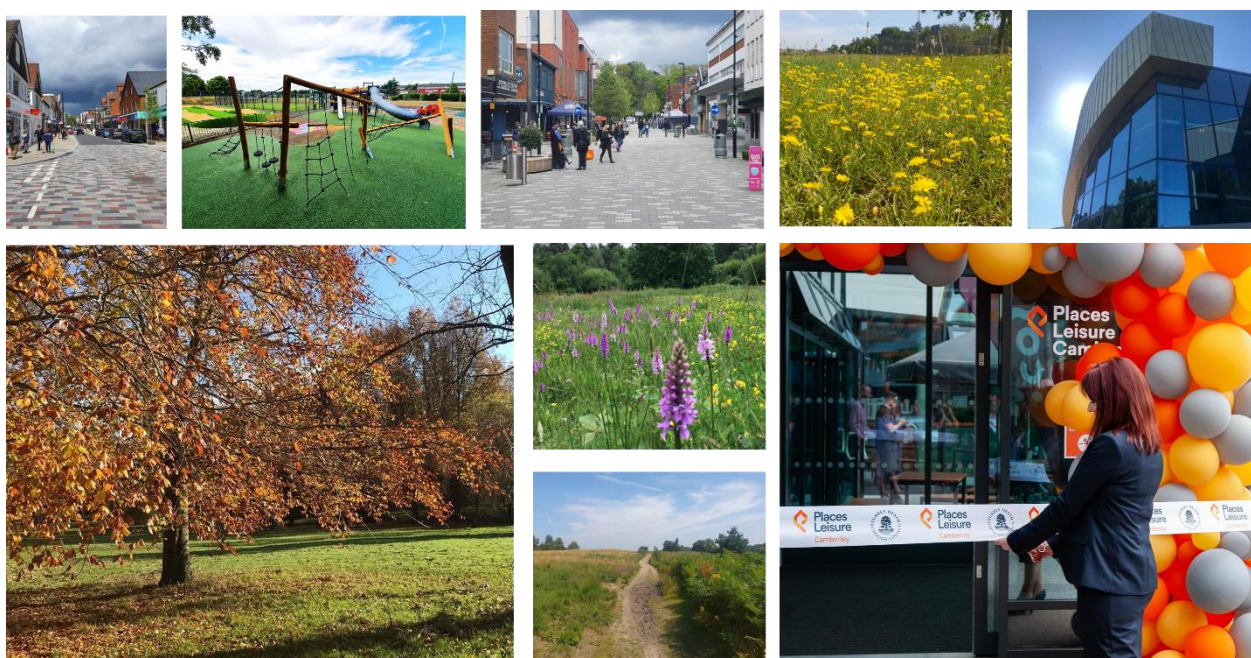
A multi-million pound, state of the art leisure centre opened in Camberley at the beginning of July 2021. The centre was successfully constructed throughout the pandemic despite the enormous challenges faced by the construction industry. The centre features a cutting edge fitness suite – equipped with the latest workout machines and apparatus, 25 metre 6-lane pool, learner pool with adjustable floor, splash zone (interactive water confidence area), eight court sports hall, group exercise studios, health suite, temperature controlled yoga studio, immersive cycling studio, a vibrant Clip 'n Climb climbing arena and a Costa Coffee Café. A fun purpose-built adventure play area is also available for families to enjoy.



Sixth highest recycling rate in the England

The latest recycling figures show Surrey Heath was ranked sixth in a list of English councils with the highest household waste recycling, compost and reuse rates in 2019/20.

The impressive result in Defra's Local Authority league table reveals Surrey Heath's recycling rate increased by 1% from last year, taking it to 62.9%. which was just 1.2% below the top performing English authority. At a local level Surrey Heath was the top recycling area in Surrey.



Award winning Parks and more trees than any other Borough

There are two premier parks in the Borough, both hold the prestigious Green Flag. Frimley Lodge Park attracts a large number of visitors with its beautiful open spaces, picnic areas, pitch and putt course, newly refurbished children's playground; as well as a miniature railway, barbecue and private hire areas. There's also a 3G all-weather football pitch, traditional football and cricket pitches, and a café.

Lightwater Country Park is predominantly heathland habitat, but there are also ponds, woodland, meadows and areas of scrub providing essential habitats to a wide variety of wildlife, birds,



mammals, plants and insects. The area of heathland within the Country Park has been designated a Site of Special Scientific Interest.

The park also offers a café, new children's playground, information point, educational service, walking trails, grazing livestock, bee hive and fishing.

We're proud of our status as the Borough with the most tree coverage in the whole of England and Wales.

Relationships with our partners

Positive and effective partnership working is a hallmark of Surrey Heath's approach to delivery, including our latest partnership with Runnymede for the operation of our wellbeing services such as community transport, our wellbeing day centre, telecare and meals at home.

But it is not only our partnership with other Councils that sets us apart. During the Covid pandemic we helped galvanise over 2,000 volunteers, who stepped forward to help others in their communities. 80% of our staff were redeployed in some way to our welfare response –stepping out of their normal roles and 'comfort zones' to protect and support the most vulnerable in our communities. The Council supported the NHS by taking all vaccination phone calls and helping residents book appointments to ensure our communities were kept safe.

What our staff say...

"Surrey Heath Borough Council has helped shape me into the person I am today, and with continuous support and opportunities, I am confident my career will only flourish here."

"I would strongly recommend Surrey Heath Borough Council to anyone."

"The friendly atmosphere allows for a non-judgmental and positive experience and I believe the Council does well in fostering collaborative working across departments."

"It is an exciting time to be joining Surrey Heath Borough Council as we develop our ambitions for the next five years, put in place new strategic partnerships and start delivery of a range of exciting new initiatives."





**"I am proud of
the work of my
team"**

Average score of 3.6 / 4
Staff Survey June 2022



**"I work with
highly capable
people"**

Average score of 3.5 / 4
Staff Survey June 2022

Our ethos is to invest in our staff; offer opportunities to individuals to grow and develop their skills and nurture our talented people. Our training and development for staff includes; A well development talent-management approach including apprenticeships, hugely successful internship programme and Local Government Association National Graduate Development programme; Internal mentoring programme; Surrey Learn Partnership providing excellent personal development opportunities; Management development programmes for aspiring, new and experienced managers; Significant investment in staff qualifications and career paths via the 'Post entry training' scheme and a wide range of e-learning, including mandatory and induction training.

