

# Reigate & Banstead 2025

## Public consultation summary, summer 2019

### About the consultation

Reigate & Banstead Borough Council consulted residents and stakeholders on its draft Five Year Plan, Reigate & Banstead 2025, from 22 July to 16 September 2019.

The purpose was to ask stakeholders – that is residents, businesses operating in the borough, others visiting the borough such as volunteers and shoppers and organisations that the council works in partnership with – whether they supported the draft plan, whether they objected to anything in the plan and whether anything was missing from it.

The draft plan was developed taking into account local evidence, input from council officers, local councillors and partner organisations. It was agreed by the council's Executive in July 2019.

The consultation included a public survey and a series of meetings. Participants also had the option of giving feedback via a dedicated email address or by letter; some people also commented on social media.

There were 673 responses to the survey, a further 23 people commented on social media (though they were also encouraged to complete the survey), and there were 68 comments made across the six stakeholder meetings.

Statutory and other agencies including Natural England, Sussex and East Surrey Health Care Trust, North Horsham and Mid Sussex CCG, Highways England, the Environment Agency, Horley Town Council and Salfords & Sidlow Parish Council provided written responses. A small number of other residents also emailed comments.

### Overview of survey participants

673 people participated in the survey. Around 380 people completed most or all of the survey; others completed some but not all questions.

The survey asked various (optional) questions to collect demographic information. Around 330 people provided this. The following summarises the characteristics of those who did provide information<sup>1</sup>:

- 59% were female
- 41% were male
- 5.7% were under 25
- 4.1% were 75 or over
- 13.8% said they were limited a little or a lot by long term health problems or disability.
- 21.3% said they provided unpaid care to family or friends.
- 88.2% described their ethnicity as white British; 5.1% as another white ethnic background.

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<sup>1</sup> These percentages exclude those who ticked the 'Prefer not to say' boxes and hence are slightly different to those shown on charts later in this report.

- 5.7% said they had a non-white ethnic background.

Demographic data was not collected through other aspects of the consultation, such as the meetings.

Survey participants taking part on behalf of a company or organisation were invited to tell us the name of who they were responding for.

Over 90% (91.1%, 613) of respondents said they live in the borough. 27.8% (188) work in the borough. There is some cross-over of these two groups: 146 (21.7%) respondents both live and work in Reigate & Banstead. A handful of respondents said they were visitors and 14 had some other interest in the area such as volunteering here, responding on behalf of a local organisation or were planning agents.

The survey was also open to Reigate & Banstead staff, although did not require people to identify that they worked for the Council.

Although 673 people began the survey, a number dropped out as the survey progressed. 546 responded to Q2 (proposed vision), 358 to 382 answered the questions about the objectives and commitments. These are nevertheless good numbers and participants made good use of the opportunity to leave comments, with many questions attracting over 100 comments each. In total, over 1,000 comments were left via the survey. The 23 comments made on social media are also considered in this report.

The survey included 10 questions about the plan and included multiple choice questions. The subject matter required thought. Whilst key information about the plan was included within the survey to assist participants, ideally they would have needed to have read some of the supporting information to more fully understand the plan content. Those factors might have deterred some people from completing all survey questions. SurveyMonkey estimated the survey should take participants 12 minutes. Looking at those who completed the bulk of the survey, the typical time spent was just over eight minutes.

The survey was publicised through social media, local media (promoted to local newspapers and radio), the council's website and business newsletter, at community locations such as community centres, leisure centres and libraries, through direct emails to over 500 local partners, organisations and other contacts, and internally to staff.

### Overview of consultation events

Council representatives attended six meetings with interest groups such as residents' associations, business groups, town and parish councils, the Reigate & Banstead Youth Council and deaf residents, plus events with staff. Approximately 60 people took part in external meetings, either representing themselves or participating on behalf of a wider group.

The format for each meeting was to provide a verbal introduction or short presentation about the draft plan, followed by a question and answer session and inviting comments. All comments were collected and included for consideration alongside the survey results and other feedback. Annex 1 summarises the comments made at these meetings.

**Accessibility:** The survey was hosted on SurveyMonkey which is accessible to screen reader users. The supporting documentation was also provided on the council's website in a format accessible to screen readers.

Deaf residents were invited to a British Sign Language interpreted meeting to find out more about the plan, ask questions and provide comments.

Paper copies of the survey and supporting information was provided at community locations such as libraries and community centres to reach people who may not be online. These copies were tagged by location and a number were completed and returned.

## Overall results picture

The survey and comments showed, overall, broad support for the plan. Where participants were asked to rate proposed objectives and commitments either on a five point scale or with a 'yes, no, to some extent' response, the most frequently given score was the most positive, 'strongly support' or 'yes' for all but a few of the proposals. Some aspects of the plan, however, were more universally supported than others.

The comments and ratings show several further key points:

- References to commercialism prompted concerns among a significant minority of participants, either because they said they did not know what the term means or because they are wholly or partially against a local authority operating commercially.
- Housing, particularly affordable housing, also prompted numerous comments. These included around what the council means by affordable housing as well as the appropriate level of housing and balancing new homes with new infrastructure.
- Participants voiced a number of concerns and frustrations that are already known to the council and these appear to impact on their support for aspects of the plan – even when these issues were not directly related to the plan. Issues such as condition of roads, on-street parking restrictions, levels of council tax, council officers' and members' remuneration, street lighting, social care, schools, health and police services, were frequently mentioned in comments. Although Reigate & Banstead has some influence over these, several fall mainly within the remit of partners such as the county council, police or health service.
- Participants report that they are generally willing to help deliver the plan through the ways suggested in the draft plan: buying locally, recycling and so on, although formal volunteering received the lowest score of 35.6% (compared to the most popular option, visiting parks, at 83.8%).
- The overall thrust of participant's views and levels of support do not change substantially according to age, gender, location and so on. Commercialism and housing continue to be concerns across the various sub-groups of participants discussed in this report.

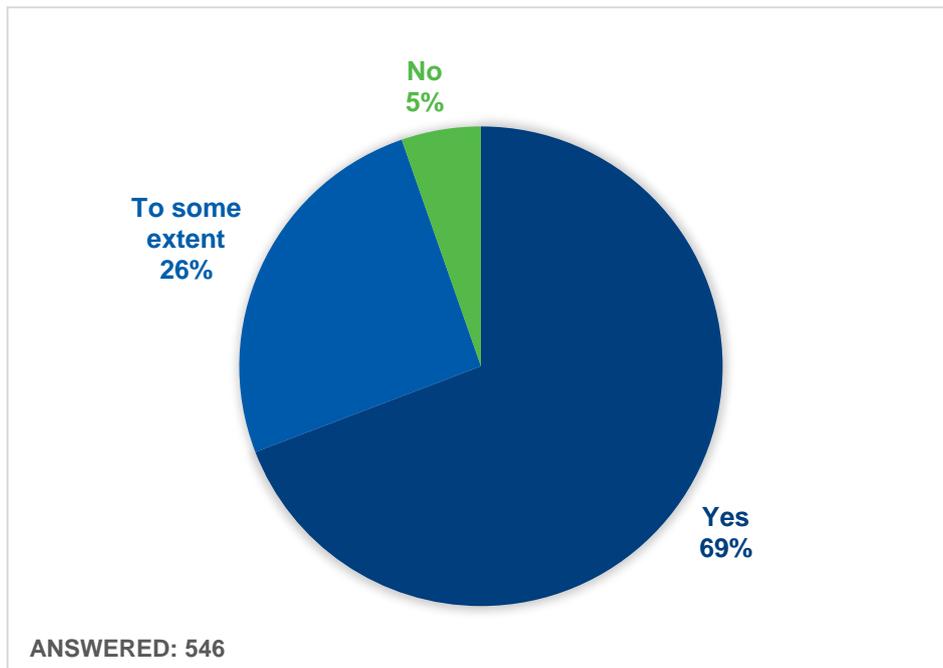
## Support for the proposed plan

This section looks at support for the sections of the plan in more detail.

### Vision

Participants were shown the proposed vision and were asked 'Do you agree with our proposed vision for Reigate & Banstead Borough Council?'

546 people answered. 69% said they agreed. Around a quarter agreed to some extent and the remaining 5% said they did not agree.



There were 149 comments in this section. The biggest concern (56 comments) was around the proposal for the council to operate as an increasingly commercial organisation. Concerns, broadly, were around what this meant and whether it was an appropriate approach for a borough council or the public sector in general.

Other key themes in this section were around climate change and the environment (21 comments), ranging from people who either thought it wasn't appropriate or feasible for the council to be involved in these areas to those who were highly supportive or had practical suggestions and those who were critical that the plan did not go far enough.

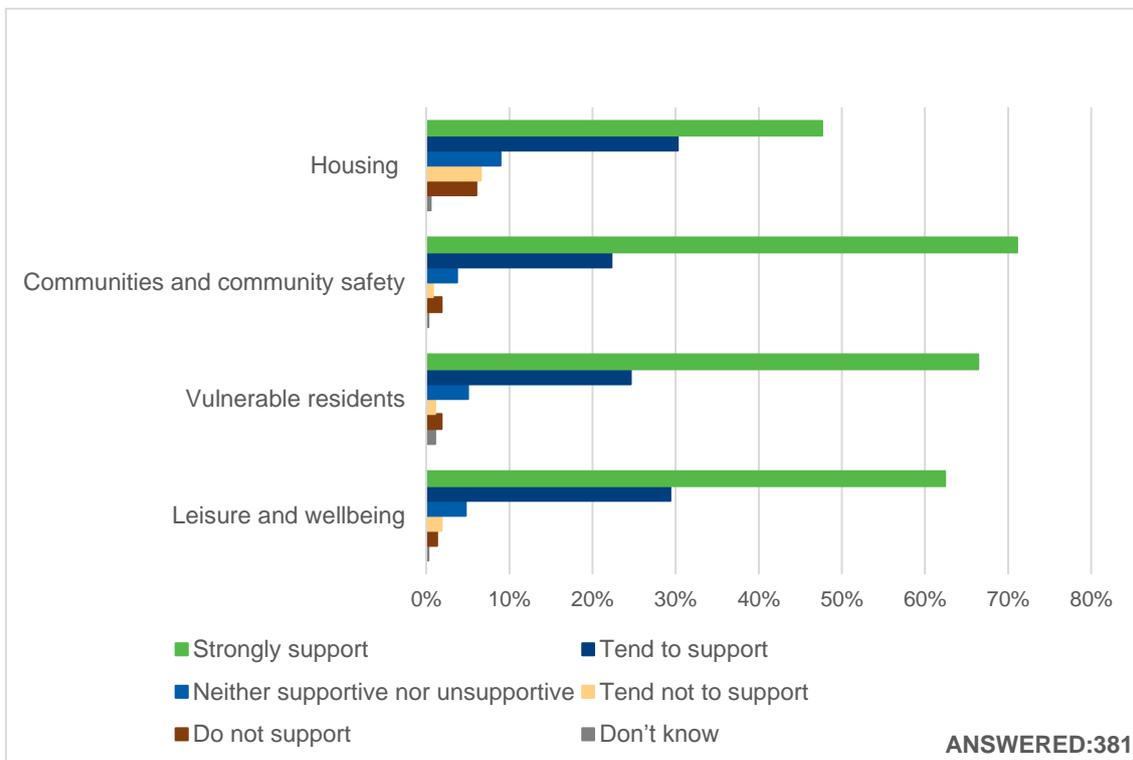
Remaining comments related to all aspects of the vision, other parts of the plan and services outside the council's remit.

Those who answered 'no' or 'to some extent' to this question were slightly more likely to be male than female and tended a little more to negative responses through the rest of the survey than overall.

### People Theme

Generally, participants were supportive of the proposed People objectives. This ranged from a combined 93% strongly or tending to support the communities and

community safety objective down to 78% strongly or tending to support the housing objective. Although it is worth noting that the housing objective was among the three objectives (along with commercial activities and financial sustainability) with the lowest level of support, at nearly 80% approval, clearly the vast majority of respondents were comfortable with this objective. In addition, the comments left don't suggest that participants were in principle against the delivery of homes that can be afforded by local people.



This chart shows the level of response for each People objective.

56 of the 121 comments provided in response to the question which asked about the level of support for objectives touched on housing as a concern. Participants voiced a range of issues: affordability and how this is defined, homelessness, the capacity of infrastructure to meet the needs of new housing. A number of comments related to housebuilding generally (as opposed to the plan's objectives about the council's direct role in housing delivery):

“Services in the borough such as education and health centres are already oversubscribed. High-volume additional low-cost housing is only going to exacerbate this problem.” Reigate resident, female, 45-54.

“Stop the building of large areas of housing by large companies and calling them “affordable housing” when the future and younger generations cannot afford deposits for these houses let alone mortgages” Resident who also works in the borough.

“It is a shame that the 180+ new flats going up in Redhill do not have any specifically earmarked for affordable housing. I gather that some units will be "clawed back" for affordable housing if possible. Efforts must continue to avoid this happening again with developments currently being planned. I appreciate that this is a slow moving problem but I have no doubt that not securing any affordable units in the new blocks at the outset sends a message to the local community that housing is not a priority.” Female Redhill resident, 35-44.

There were also numerous comments around the vulnerable residents proposal. While many were supportive of the desire to do more for vulnerable residents (mentioning elderly people, and people with disabilities, health or mental health problems), others queried how being vulnerable would be defined and if this means service reduction for 'non-vulnerable' residents.

"I'm all for helping those in need (those who have disabilities, trouble working) but I don't agree with council tax going towards those who CANNOT be bothered to work - hence the tend not to agree choice. Please can you relook at the people who are getting free homes and privileges within the area ..." Horley resident, female, age 18-24.

And

"... supporting vulnerable people sounds great but when you say "targeted support" is this corporate-speak for reducing support so it's only available in the most dire cases?" Female resident, 25-34.

Although not necessarily identified as vulnerable, services for young people were mentioned frequently.

Participants were asked if they had suggestions of additional specific activities the council should be doing to support its People objectives. 176 people responded to this question, very often with suggestions outside the council's usual remit, that aligned better with other parts of the draft plan or at least overlapped them. Leisure and sports facilities, clubs and services for young people, shopping, housing for specific groups (young families), affordable housing, parking, sustainable transport, children's centres, volunteering and help for elderly people are just a selection of the topics raised.

On social media, comments under the People theme related mainly to affordable housing and to vulnerable people.



Social media comments were in response to the posts promoted by the council, some of which centred around particular aspects of the plan or featured photos of e.g. homes, high streets, community events and, as such may have influenced people’s comments. Again, as well as what the council could do, issues raised included those outside the direct control of Reigate & Banstead.

“In your plans we have to ensure that there is a provision of social rented accommodation as for many private rented accommodation is still way too expensive.” Facebook comment.

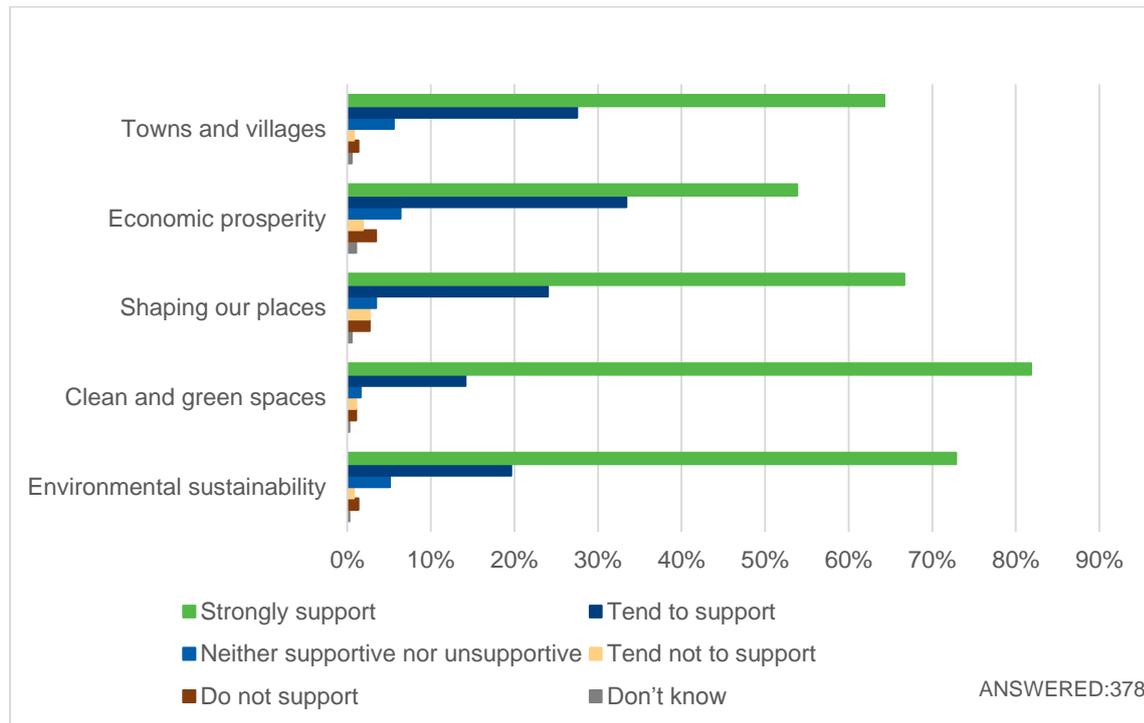
“You talk about vulnerable people and people living in poverty and yet, developers are allowed to build expensive housing, there is a complete lack of affordable housing in the borough. Children’s centres have closed, churches are holding food banks and more and more people in the borough are relying on food banks to survive. What are you doing for the most vulnerable in society? Why were children’s centres closed? Which were a huge support for families. There is no Care for those who are struggling, it’s really sad” Facebook comment.

### Place Theme

Support for the Place objectives was consistently high (over 90% combined strongly supporting or tending to support) with only the economic prosperity objective scoring less (and still highly i.e. a combined 87.3% supporting and 3.4% saying they did not support it and 1.9% rating it ‘tend not to support’).

Although both the towns and villages and the shaping our places objectives received support from over 90% of respondents, the balance between strongly support and tend to support was not as favourable as for the clean and green spaces and

environmental sustainability objectives. A number of responses suggested the need to do more to support local and independent businesses, with others suggesting specific interventions in particular town or village centres.



Few of the comments referenced the economic prosperity objective other than occasional mentions of business rates and space or support for small businesses so it is not clear what people’s reservations were about this objective compared to others. Perhaps participants simply felt that the council does not need to be involved in the local economy. As one person wrote: “Economic prosperity - have marked this lower as other initiatives (green spaces, housing, etc) will contribute to business success naturally, and clearly some savings needed.” Male Redhill resident, 25-34, who works in the borough.

Another said: “Stop development and pushing these lies that we need more jobs in the area. All it does is bring more people in putting more strain on the environment.” Male Horley residents, 55-64.

However, participants did comment on a number of other themes: they voiced concerns about building on the green belt, sustainable transport and infrastructure keeping up with new homes, fair distribution of services, investment and development across the borough’s towns.

Transport was mentioned frequently: electric vehicles and more parking but also better parking enforcement, congestion, more done to encourage cycling and improvements to public transport (both road and rail).

Horley Business Park was mentioned explicitly in only one comment. As there is not a dedicated objective to progress the business park, it is not listed in the survey itself. However, it is referenced both in the draft plan and the summary leaflet.

On social media, comments relating to the Place theme were largely about transport and cars but also refuse and recycling.

“I think most people think you'll just prioritise the status quo, cars, cars, cars #dinosaurs” Twitter comment.

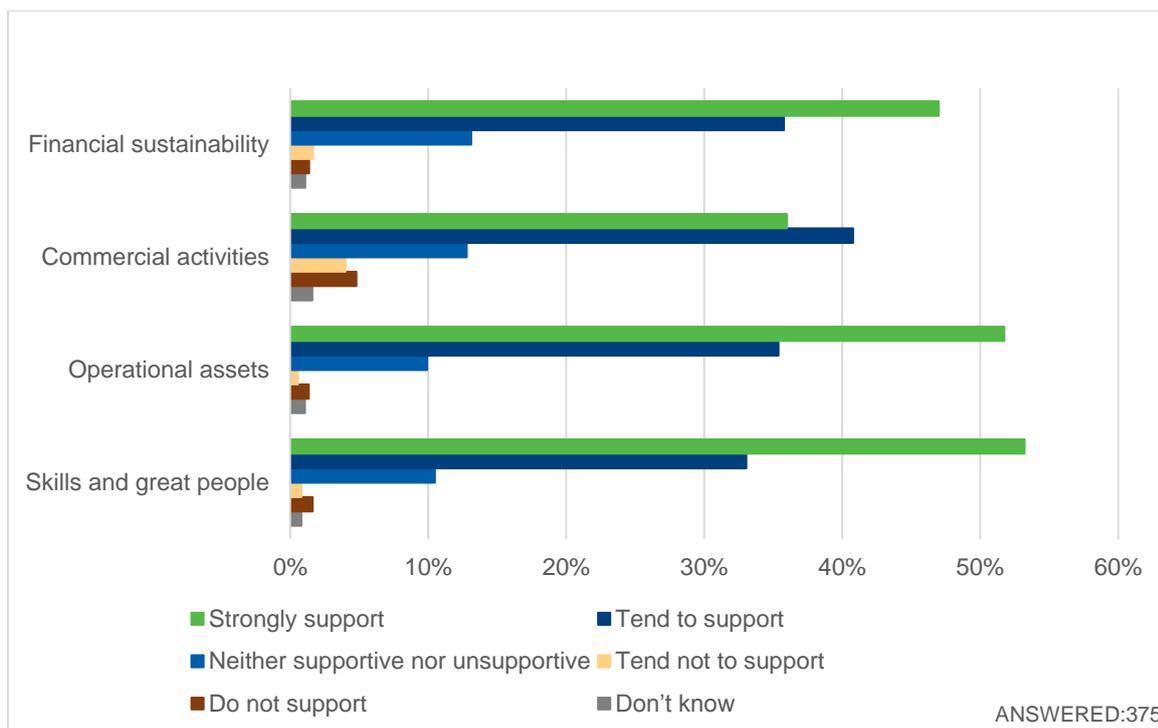


As a general theme, environmental issues came up very frequently in this section. Comments were diverse and it is not always clear what a participant's motivation was (e.g. a comment about road congestion and cycle paths could be prompted by health objectives as much as the environment).

That said, these comments suggest an interest in activities with an environmental angle: recycling, routes for pedestrians and cycling, public transport, tackling congestion, protecting green spaces, climate change, pollution, electric vehicle charging points, solar panels were all mentioned throughout the Place comments. Climate change has been widely covered in the media this year, especially over the summer months when the consultation was open, so perhaps this influenced respondents' feedback.

### Organisation Theme

Support for the proposed Organisation objectives was somewhat lower than for the other areas of the plan, which might be expected as these are not 'outward' facing objectives. Nevertheless, participants were broadly supportive of all four proposed objectives. The combined result (strongly support plus tend to support) for each objective ranged from 76.2% for commercial activities 87.2% for operational assets.



The commercial activities objective was the only objective where the leading response was not 'strongly support' ('tend to support' was the most popular with 'strongly support' a little way behind). Despite this, more than three quarters of participants gave the commercialism objective their approval. It was the least popular of the Organisation objectives, with lower support than for financial sustainability and skills and great people (despite participants leaving plenty of comments about the cost of council tax and the perception of council waste and high wages). Participants in the consultation meetings also asked about commercialism.

The following comments show the range of views around commercialism:

"taking financial risks with property is a dangerous path that the council shouldn't be exposing residents to." Male Redhill resident, 55-64

"I am concerned that becoming a more commercial organisation could lead to profit-making business rather than a service. I feel that there should be some statutory limitation on profits and that all additional income is reinvested efficiently. This will require transparent auditing." Male Redhill resident, 35-44

"We pay an extortionate amount of council tax, anything to reduce this would be a bonus." Tadworth resident, male, aged 25-34

"In a time when central government funding is far from sufficient, if commercial activity is essential to balance the books then there is little choice to explore options. However, I would say the kind of activity needs to be considered very carefully." Horley resident, female, aged 35-44 who also works in the borough.

"Funded by taxpayers. No more privatisation. People before private profiteers" Borough resident.

On social media, however, commercialism did not appear among the comments, perhaps because it was not mentioned in the council's posts. Council tax and business rates did appear though:

“Please stop putting up our council tax. £327 per month 🙄🙄🙄🙄🙄” Facebook comment.

In the survey, a few people talked about putting pressure on central government to increase funding for local government.

“Please lobby central government and co-ordinate with other councils to put pressure on central government to reverse the cuts to centrally supplied resources for councils, to support local democracy and decentralisation.” 55-64 year old woman who works in the borough.

“I recently spoke to a council employee and it seems the salaries and holiday entitlement of council employees is generous compared to other local public and private sector organisations. I know you need to attract good staff, but are you going too generous with our taxes?” Female resident from Redhill, 45-54.

## Commitments

Participants were asked if they supported the council’s eight commitments. Of the 364 people who answered, 88.2% (321) said, yes, they supported the commitments. 4 (1.2%) people said they did not and the remaining 39 (10.7%) said they were not sure or left comments.

Comments on this section do not raise significant objections to the commitments but tended to be around wanting more detail. Some people felt that they were too vague, unambitious or aspirational but lacking in substance.

## Negative responses

The survey asked participants throughout to say to what extent they supported various aspects of the proposed plans. This section looks at those who were unsupportive.

By filtering responses according to how participants answered the question, ‘To what extent do you support the proposed vision’ (Q2) we find a cohort that - in comparison to participants overall - tended to be a little more negative towards the proposed plan throughout the survey than participants as a whole. This cohort is made up of the 29 people (5.3% of the 546 who answered this question) who said that they did not support the vision and 138 (25.5%) who said they supported it to some extent.

For example, all 7 people who said they did not support the vulnerable residents objective and all 5 people who did not support the leisure objective can also be found in this cohort. Similarly, all 4 of those who did not support the clean and green spaces objective (which was otherwise the most popular objective with 81.8% strongly supporting it) are in this group.

Respondents were invited to leave a comment if they did not agree with the vision. 142 of the 149 comments were from those who did not support the vision or only supported it to some extent.

As previously discussed, of those, the single biggest theme was commercialism, ranging from people who were set against it in principle to those who wanted more information about what it meant.

The next most popular theme was the environment, with comments ranging from cycle lanes, electric charging points, recycling, the green belt and climate change as a whole.

Demographically, there is no obvious profile to the type of person who provided negative responses to one or more questions. Male participants were over-represented among those who tended to rate the vision less positively. Similarly, the proportion of those who gave postcodes at the northern and southern parts of the borough were also slightly higher among those answering 'No' and 'to some extent' to the vision question than among the overall sample.

One or two of the objectives attracted noticeably more negativity from those with Banstead postcodes (housing objective) or Horley (economic prosperity) but they are small numbers so it is not possible to draw firm conclusions. However, the Horley Town Council and Salfords & Sidlow Parish Council consultation meeting prompted several comments linked to economic prosperity in the area so perhaps this is a particular issue in that part of the borough:

“Is the borough council planning to deliver more jobs in the borough, and what consideration has been given to the housing and infrastructure impact of more people working in the borough?”

And:

“In terms of infrastructure, digital infrastructure should not be ignored – the way people work is changing and it will be important to make sure that this is supported.”

Beyond location, those unsupportive of the economic prosperity objective were more likely to be male and of working age.

There were several negative comments about the consultation, specifically about the survey. Some focussed on being asked to comment on something that they felt lacked sufficient detail for an informed response or that the objectives and commitments were too high level; others felt the survey had leading questions or that the council had already made its decision and so the consultation was not meaningful.

## **Participant characteristics**

### **Participants by gender**

Slightly more women than men took part in the survey.

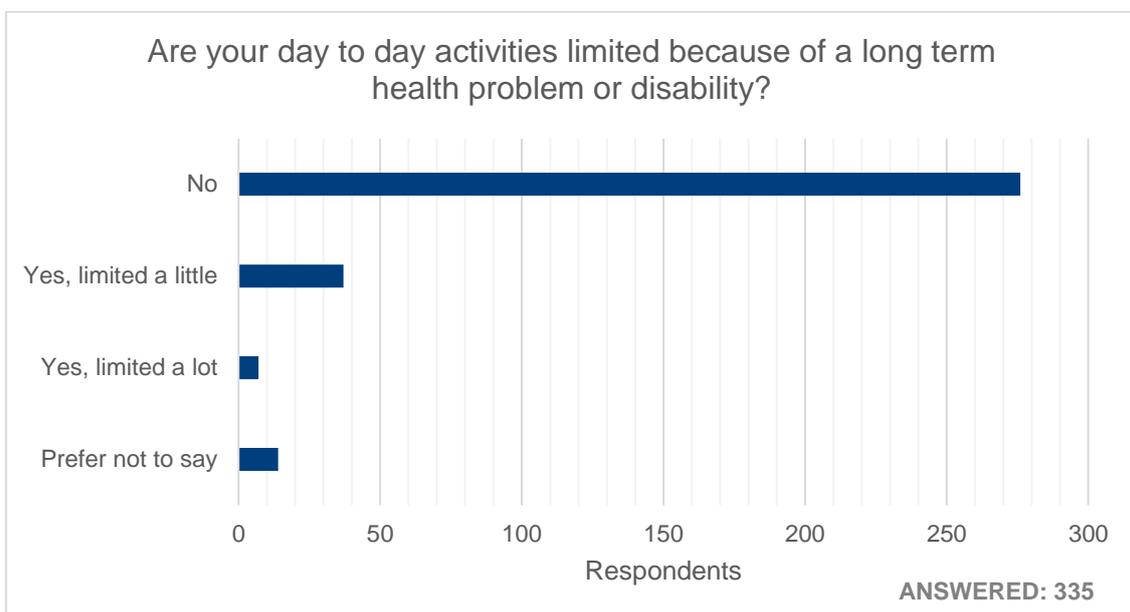
There were no distinct differences between responses from men and women; the overall picture for each objective was very similar with women edging towards the more positive ratings throughout.

Even the most noticeable differences (for the housing and environmental sustainability objectives) were small: female respondents rated the housing objective with a combined 80.9% for strongly support (52.2%) and tend to support (28.7%) compared to male respondents' rating of 75.2% (strongly support: 41.6%, tend to support: 33.6%). For environmental sustainability, 94.4% of female participants supported the objective (78.6% strongly supported, 15.8% tended to support) compared to 90% of male participants (65% strongly supported and 25% tended to support).

## Disability and ill health

The survey asked participants if their day to day activities were limited because of long term health problems or disability. Of the 334 people who answered the question, 44 people said they were limited a little (37) or a lot (7). One of the consultation meetings was specifically for the deaf community. Around 20 people took part in this meeting.

The gender split of those who reported a health problem or disability was similar to participants overall (i.e. slightly more women than men). The age profile was slightly different in that the largest group was the 65-74 age group, rather than the 35-44 and 44-54 groups which were the larger groups in the overall sample. It is worth noting however that those limited a little or a lot were not exclusively older people; all age groups were represented, two of the six under 18s who completed the survey and two of the 12 18-24 year olds are in this group.



Overall, those who reported limited activities' answers to the questions asking participants to rate the proposed objectives, vision and commitments, were broadly similar to participants as a whole. The following themes appeared:

### People

- Affordable housing dominated the comments in the People section. Ensuring sufficient supply, an appropriate definition of 'affordable' and housing being fairly targeted were the main themes.
- Support for vulnerable people was mentioned in the context of social care services being eroded, children's services, elderly care and dementia care, mental health, and causes of domestic abuse. In the meeting for local deaf people, support to help deaf residents access services, help them into work and find opportunities to socialise and be more involved in the community were also discussed.
- Need for more young people's activities

- Other comments were around general issues or services relevant to all but that might have more impact on people with disabilities or health issues: e.g. allotments as a vehicle to support the wellbeing of vulnerable people, lack of street lighting for deaf people who perhaps rely even more on lighting to feel safe, sport and fitness facilities for people who may find these difficult to access.

### Place

- Affordable and convenient transport and driving-related issues such as roads and parking
- The balance between residential and space for businesses
- Vehicle pollution
- Disabled access to places and services and adhering to relevant legislation
- Climate change – both in terms of it being a concern and the view that tackling it was not an appropriate aim for a council.

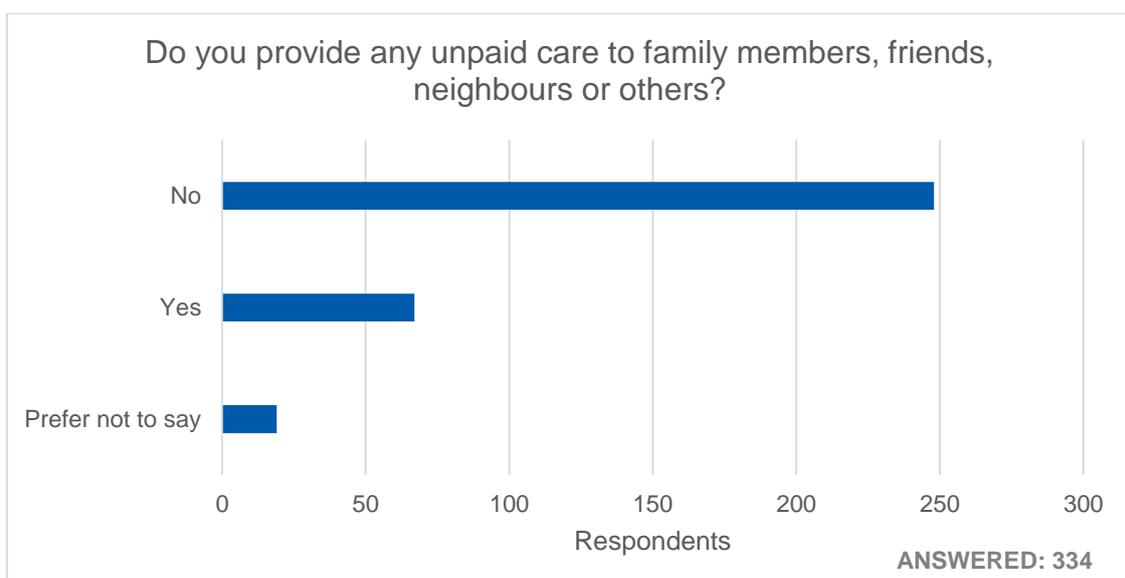
### Organisation

- Commercialism – concerns around what this means and whether it is appropriate.

### Carers

Participants were asked if they provided any unpaid care for family members, friends, neighbours or others. 67 participants said they did. Eight of those people also said they themselves were limited by a health condition or disability.

This group of 67 care providers, were mainly in the 35 to 64 age groups, five were in the 25-34 age group and the eldest was in the 91+ band. Even taking into account the fact that more women completed the survey than men, this group had significantly more women in.



This group raised concerns around needs for various groups: young people (including mention of children's centres), the elderly, affordable transport for people who do not drive, adults and children with disabilities, disabled access – specifically pavements that are in good condition and with lowered kerbs.

## Ethnicity

93.9% (293 participants) described themselves as white (including white British, white Irish and any other white).

2.6% (8) said they had a mixed ethnic background (white and black African, white and Asian and any other multi-ethnic background).

2.2% (7) described themselves as Asian (Indian, Chinese and any other Asian).

0.6% (2) described themselves as black and a further 0.6% (2) as 'any other ethnic group.'

With the numbers of non-white participants being very low, it is not appropriate to make generalisations about this sub-group's survey responses. As with participants as a whole, they generally supported the vision, objectives and commitments in the plan. Housing, economic prosperity and commercialism stood out as those objectives that received a more mixed response.

There were not comments specifically related to issues around ethnicity. Instead, comments from minority ethnic groups showed similar themes familiar from participants as a whole: commercialism, transparency and accountability, refuse and recycling, protecting green spaces / the Green Belt, environmental sustainability, housing and infrastructure, young people's activities, cycle routes. Cultural diversity received one mention from this sub-group. One participant also commented that equality was not mentioned in the plan.

## Age

### Young people's views

We collected people's ages in the survey. Members of the RBBC Youth Council also took part in a meeting with the Head of Corporate Policy to discuss the plan, ask questions and provide feedback.

12 people in the 18 to 24 age group took part in the survey, 6 people under 18 and 4 young (teenaged) people, from the Youth Council participated in the discussion. The overall cohort of 18 young people who completed the survey included both males and females and people who lived in the borough and who worked here too (all five workers were in the 18-24 age group).

Overall, the survey results show that the young people were generally supportive of the vision, objectives and commitments. Like the sample as a whole, the option to strongly support the various proposals received the highest level of support in the vast majority of questions, followed by the option to 'tend to support'.

A few proposals received a more mixed response though. These are (People) housing, vulnerable residents and (Place) leisure, economic prosperity and shaping our places. The small number of participants at this level make it problematic to draw too many conclusions, particularly as most people did not leave comments.

Support for all four Organisation proposals was more mixed but, like the responses for all participants, the commercial activities proposal was the only one where 'strongly support' was not the most popular response.

So, what do the young people's feedback answers tell us? Their priorities and concerns are not very different to the overall cohort. Where comments were left, these also reflected the concerns of respondents from other age groups. Similarly, the issues and concerns raised by the Youth Forum echoed and were as diverse as those raised by survey respondents.

Environment: protecting the Green belt, open spaces and avoiding overdevelopment, recycling (making it easier at home and in public spaces, traceability of recycling), stopping fracking, climate change, fly-tipping.

Housing: making housing truly affordable, ensuring subsidised or social housing goes to the 'right' people, avoiding over-development.

Transport: improving public transport options and availability, road surfaces, safe options for cyclists, safe pavements.

Place bias: comments showed the perception that some areas are disadvantaged by the council (Horley and Banstead) and others are favoured (specifically Reigate).

Things for young people to do: varied options of activities, less structured activities, affordability of leisure centres for young people, volunteer opportunities, better high streets.

Other concerns included low voter turnout, lack of local foster carers, and the future of the Harlequin Theatre.

### Older people

45 people said they were in one of the 65+ age groups. Around two thirds of this sub-group were in the 65-74 year age group, two people were 91 or over and the remaining 11 were age 76 to 90. Around a third of people aged 65 or over said their day to day life was limited by long term ill health or disability and a fifth said they provided unpaid care to friends or loved ones. Four people said they worked in the borough.

The survey results from this group of 45 were broadly similar to the overall sample, with commercialism, economic prosperity and housing raising concerns for them and the Organisation objectives in general receiving a mixed response.

Comments included the themes picked up by all age groups: commercialism, affordable housing, services for young people, parking and so on but also elder and dementia care, safer pavements (free of cyclists and uneven pavements).

## Recommendations

Although participants were largely supportive of the draft plan, there are some areas where the council has the potential to improve residents' approval of it, particularly through continued communication:

**Commercialism:** tackle the confusion of what the council means by this term and why it considers it an essential part of the council's financial sustainability.

**Environmental sustainability and climate change:** provide detail on the council's plans for this objective, the costs, targets and benefits.

**Affordable housing:** improve understanding of what is meant by affordable housing and housing that is more affordable, the council's role and its limitations.

**Services not provided by RBBC:** help residents understand the various roles of the borough council and its partners in day-to-day services such as parking, transport, health and social services.

**Future plans and consultation:** involve stakeholders, especially residents, in developing future corporate plans. Communicate updates on the current plan to residents and businesses.

## Annex 1: Feedback via email and meetings

Face to face meetings were held as follows:

- Horley Town Council
- Banstead District Federation of Residents Associations
- Redhill Business Guild
- Reigate & Banstead Youth Council
- Salfords and Sidlow Parish Council
- Event for the British Sign Language deaf community
- Banstead Business Guild

A wide range of questions and comments were raised at these events, answers to which were provided at the time wherever possible. Areas of discussion included:

<b>Horley TC and Salfords &amp; Sidlow PC</b>	
<ul style="list-style-type: none"> <li>• Ensuring complementarity between plans</li> <li>• Partnership working with large businesses</li> <li>• The infrastructure impacts of job growth</li> <li>• Digital infrastructure to support business</li> <li>• Opportunity for better communication from the council about activities and financial decisions</li> <li>• How the council can support community activities</li> </ul>	<ul style="list-style-type: none"> <li>• Plans for the council's community centres</li> <li>• Sustainable transport and rail congestion</li> <li>• Further education provision in Horley</li> <li>• Greenspace team activity in Horley</li> <li>• Monitoring the plan and reporting consultation results</li> </ul>
<b>BDFRA</b>	
<ul style="list-style-type: none"> <li>• Opportunity for good news stories to be better communicated</li> <li>• How the council could improve recycling rates</li> <li>• The council's workers scheme and apprenticeships</li> <li>• Outsourcing council activity is not supported</li> <li>• The need for commercial activity to be transparent</li> <li>• Timing of the plan consultation</li> </ul>	<ul style="list-style-type: none"> <li>• How the council can do more in relation to environmental sustainability</li> <li>• Homelessness in the borough</li> <li>• The process for allocating the 'local' community infrastructure levy element</li> <li>• Youth provision across the borough</li> <li>• SCC plans for charging at community recycling centres</li> <li>• Monitoring the plan and reporting consultation results</li> </ul>
<b>BSL event</b>	
<ul style="list-style-type: none"> <li>• BSL interpretation services at public sector / community venues</li> <li>• Hire rates at community venues</li> <li>• Street lighting</li> <li>• Making public sector communications accessible</li> <li>• Potential for BSL courses locally</li> </ul>	<ul style="list-style-type: none"> <li>• Funding for organisations supporting the deaf community</li> <li>• Street cleaning</li> <li>• Recycling bins</li> <li>• Information sharing across the public sector to support the deaf community</li> <li>• Removal of bus services</li> </ul>

**Redhill Business Guild**

- Provision of flexible office space
- Car clubs and town centre parking and parking enforcement
- Future employment development in Redhill
- The potential for a Business Improvement District in Redhill
- Place-making and investment in environmental / community projects
- Marketfield Way development proposals
- Growing the night-time economy in Redhill and supporting 'pop-up' shops

**Banstead Business Guild**

- Electric car charging points
- Parking
- Litter disposal
- The council's commercial activities

**Reigate & Banstead Youth Council**

- Horsehill oil drilling
- Cycle lanes
- Plastic recycling
- Marketfield Way development proposals
- Council communications with residents
- Foster care placements
- Street lighting
- Leisure centre use by young people
- Youth activities and what the council could do
- Youth volunteering
- The council's position re climate change
- Dealing with fly-tipping
- Supporting our high streets
- Councillor engagement with young people