



## Headley



## Introduction

Headley, Surrey is located 20 miles south of London on the slopes of the North Downs, within both the London Green Belt and the Surrey Hills Area of Outstanding Natural Beauty. A large portion of the land is owned by the National Trust, Surrey Wildlife Trust and private nature reserves and the village was mentioned in the Domesday Book.

The majority of the population commute to work and school as there is little employment and no schools in the Village. The village has an active Church, a shop which offers a delivery service for locally sourced foods, a Village Hall and pub and there are many activities run by volunteers through the Church, Village Hall Committee, WI and other groups. Other services and facilities provided in the village are builders, decorators, blacksmith's, garden maintenance, livery yards and riding tuition.

Headley is served by buses which run to Leatherhead, Dorking and Box Hill with a connection available to Epsom. The last remaining Defence Services Medical Rehabilitation Centre is located at Headley Court.



## Key Facts

<b>County:</b>	<b>Surrey</b>
<b>District:</b>	<b>Mole Valley</b>
<b>Population:</b>	<b>563</b>
<b>Plan Complete:</b>	<b>2006</b>



## The Process

In 2004, representatives from the Parish Council and members of the community attended a presentation by Surrey Community Action on the benefits of Community Led Plans.

At the Annual Headley Village Meeting in May 2004, with the support of the

Parish Council, the village decided to engage in the process of producing such a Plan and volunteers were recruited. Members of the community came forward, including children and young people, to offer their skills in design, IT, analysis, communication and project management to form a Steering Group for the project.

The next step was a Community Consultation Day, which was held close to Valentine's Day in spring 2005. Surrey Community Action supported the Steering Group at this event to gather ideas on the topics to be included in a village questionnaire and continued to offer facilitation and support throughout the Plan process. 240 questionnaires were hand delivered and collected from all households. 64% were completed and returned for analysis.

The results were collated and proposed actions to be included in the Parish Plan were discussed at a second Village Consultation Day.

The final document was distributed in December 2006 to all households within the community.

## What is a Community Led Plan?

A Community Led Plan is a process that underpins a community's vision for itself across all aspects of social, environmental and economic life. It celebrates positive features and activities, highlights local needs and contains a detailed action plan to help meet those needs.

These plans are produced by and for communities, based on a detailed survey and consultation which is widely inclusive, prompts action and influences others. Good plans; use the Community Led Planning Toolkit framework, are supported by external facilitators from the Rural Community Action Network and include a robust evaluation process that ensures their quality.



# Community L

## Achievements to date



### Services

#### Revert to weekly refuse collection

- ▶ Headley PC is working with the local press to lobby the LA to revert to weekly rubbish collection.

#### Establish glass collection

- ▶ Glass collection established Jan 2008.

#### Provide cash back facility in village

- ▶ Cheque cashing now available in the Village Shop and cash back facility installed in the local pub.

#### Improve Police Presence

- ▶ Dedicated officer assigned to Headley, who attends meetings, patrols regularly and has a mobile number which is made available to the community.

#### Improve Access to Utilities

- ▶ A report has been produced and discussions are taking place with providers to find a solution to the Broadband and mobile phone challenges.
- ▶ Fulcrum is giving a presentation at the Headley Annual Meeting to outline the process involved in connecting Headley to mains gas.

### Environment

#### Twice yearly litter pick

- ▶ Headley Clean Up day established and first event held in July 2007.

#### Enter Surrey Village of the Year

- ▶ Won "Building Community Life" section of the Awards in 2007.

#### Footpath/Bridleway Maintenance

- ▶ Headley PC have a good relationship with Surrey CC and have produced a report which is under discussion. Paths maintained twice during the growing season; once by PC and once by SCC.
- ▶ Working in partnership with Headley Heath Riders Association to address the issues of additional Horse Margins and with local landowners to link up Bridleways and widen some for dual access.

#### Lobby for resurfacing of M25

- ▶ PC in discussion with the Highways Agency and are planning how to work in partnership with Ashted, Reigate & Banstead residents, who are affected by the noise from the M25.

### Local Development

#### Support for Conservation Tourism

- ▶ Village map has been produced.

#### Need for affordable housing

- ▶ Surrey Community Action's Rural Housing Enabler supported the PC to undertake an Affordable Housing Needs Survey. A 24% response to the survey showed that 78% of respondents were in favour of a 2nd phase of affordable housing for local people. A number of villagers in need of affordable housing were evidenced from the survey. Working with Surrey CA to find suitable sites and a 2nd Consultation meeting is to be held.

### Transport

#### Traffic calming measures

- ▶ 40 mph signs approved.
- ▶ Vehicle Activated Sign introduced.
- ▶ Equipment sourced and actively seeking volunteers for Community Speedwatch.
- ▶ PC is consulting on possible traffic calming options in Clay Lane.

#### Improvements to bus services

- ▶ The PC has raised the issue of revising the routes and time of the last bus with Surrey County Council and also the length and width of the buses. Surrey CC has limited funding to disburse but it is hoped that the Community Partnership Initiative will help raise the profile of this issue.

#### Volunteer Car Scheme

- ▶ Volunteer Car Scheme set up.



# Community Led Plan Case Study



## Social

### Arrange computer courses

▶ Surrey CC has funded the set up of The Headley Computer Club, and the installation of wire free broadband in the Village Hall. A resident facilitated the donation of software and volunteered his time and skills to run the club.

### Gardening Club

▶ Members of the new gardening club are supporting the Headley Village Flower Show Team.

### Social Committee

▶ A Village Social Committee was formed to develop and organise social activities open to all.

### Good Neighbour Scheme

▶ Good neighbour scheme is in operation.



## In the Works...

- ▶ PC working with Mole Valley District Council and residents living in neighbouring Reigate & Banstead District to curb the noise and annoyance from the Headley Clay Pigeon Shooting Club.
- ▶ Headley Children's Playground – PC investigating the future provision or updating of the equipment in the children's playground.
- ▶ Surrey Village of Year competition 2008.

## Community Benefits

▶ For the first time in 30 years seats on the Parish Council were contested and several new Parish Councillors have been elected.

▶ Engagement with the Plan process has brought the community together.

▶ Residents are interested in what is going on. Existing organisations have been revitalised, new clubs have been set up and a nucleus of new volunteers have emerged.

▶ Prior to the process the Defence Services Medical Rehabilitation Centre at Headley Court was virtually a separate community but now closer links have been developed.



## Local Authority Engagement

As a direct result of the Community Plan, Headley was approached to join the Community Partnership initiative, a multi-agency partnership with the Police, Mole Valley District Council and Surrey County Council.

This partnership provides a forum for the community to share ideas, problems and suggestions with elected representatives and officers regarding delivery of public services in Headley.

Meetings are held quarterly.



# Community Led Plan Case Study

## Going Forward

Headley Parish Council has adopted the Plan and uses it to inform and direct many of their activities. The action plan is a living document with progress regularly reviewed and monitored by the Parish Council.

The wider community is kept informed through various sources including; the Parish Council newsletter, published three times a year and hand delivered to every household, the Parish Church monthly magazine, the Headley website, and the Parish noticeboards.

Further interaction with the community is encouraged through the Community Partnership forum piloted in Headley by Mole Valley District Council.

### Lessons Learned

- ▶ Time should not be underestimated as the process invariably takes longer than you think.
- ▶ Care needs to be taken in the wording of the questions to allow options to be explored.
- ▶ There is real strength in joint working.
- ▶ It is beneficial if volunteers have good IT skills.
- ▶ Data input is a very time consuming job.



### Key Advice for Others

Use best practice to learn from what others have done. It would be really useful to have your questionnaire and action plan reviewed by other communities who have “been there and done that” before you publish them.

“ *Headley is a splendid example of a thriving and developing community. Through its parish plan it found out what people really wanted, elected parish councillors who are going to make it happen and have ensured that people know what is going on.* ”

**Surrey Village of the Year Judging Panel Report**

- ▶ Questionnaire should be short and succinct.
- ▶ Printing costs are expensive.
- ▶ Core group of dedicated personnel essential.
- ▶ Involve, communicate and work with as much of the community as possible.

This case study forms part of a series evaluating the impacts and benefits of Community Led Plans across the South East. It has been funded and produced by the South East Rural Community Councils (SERCC) in partnership with Surrey Community Action. Both are members of the national Rural Community Action Network. [www.acre.org.uk](http://www.acre.org.uk)



### Further Information

[www.headleysurrey.org.uk](http://www.headleysurrey.org.uk)  
[www.surreyca.org.uk](http://www.surreyca.org.uk)  
[www.sercc.org.uk](http://www.sercc.org.uk)

