



Please reply to:

Contact: Christeen Abee
Service: Committee Services
Direct Line: 01784 446224
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Date: 24 December 2025

Notice of meeting

Environment and Sustainability Committee

Date: Thursday, 8 January 2026

Time: 7.00 pm

Place: Council Chamber, Council Offices, Knowle Green, Staines-upon-Thames TW18 1XB

To the members of the Environment and Sustainability Committee

Councillors:

J.A. Turner (Chair)	T. Burrell	N. Islam
J.R. Boughtflower (Vice-Chair)	J.P. Caplin	A. Mathur
L. Barker	D.C. Clarke	H.R.D. Williams
M. Beecher	S.M. Doran	P.N. Woodward
M. Bing Dong	K.M. Grant	

Substitute Members: Councillors C. Bateson, S.N. Beatty, H.S. Boparai and R.V. Geach

Councillors are reminded that the Gifts and Hospitality Declaration book will be available outside the meeting room for you to record any gifts or hospitality offered to you since the last Committee meeting.

Spelthorne Borough Council, Council Offices, Knowle Green

Staines-upon-Thames TW18 1XB

www.spelthorne.gov.uk customer.services@spelthorne.gov.uk Telephone 01784 451499

Agenda

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1. Apologies and Substitutes

To receive any apologies for absence and notification of substitutions.

2. Minutes

5 - 8

To confirm as a correct record the minutes of the Environment and Sustainability Committee meeting held on 13 November 2025.

3. Disclosures of Interest

To receive any disclosures of interest from councillors in accordance with the Council's Code of Conduct for members.

4. Questions from members of the Public

The Chair, or their nominee, to answer any questions raised by members of the public in accordance with Standing Order 40.

At the time of publication of this agenda no questions were received.

5. Formal Endorsement of SCC Retrofit Strategy

9 - 102

Committee is asked to:

1. Approve the formal endorsement of Surrey County Council Retrofit Strategic Action Plan; and
2. Approve the Chair of the Environment and Sustainability Committee to sign the endorsement letter.

6. Adoption of the Spelthorne Design Code

103 - 320

Committee is asked to agree that the Spelthorne Design Code be recommended for adoption at Full Council

7. HMO Supplementary Planning Document Consultation Draft

321 - 356

Committee is asked to:

Agree that the Consultation Draft of the Spelthorne Houses in Multiple Occupation (HMO) Supplementary Planning Guidance (SPD) be published for a 4 week public consultation under Regulation 12 of the Town and Country Planning (Local Planning) Regulations 2012.

8. Budgets, Fees and Charges (E & S)

Report to follow

Committee is asked to:

1. Review the draft detailed revenue budget for 2026/27 for Environment & Sustainability Committee and agree any amendments,
2. Review the draft detailed Capital Budget for 2026/27 for Environment & Sustainability Committee; and
3. Recommend to Corporate Policy & Resources Committee to approve the proposed budgets.

9. Forward Plan **357 - 360**

A copy of the Environment & Sustainability Committee Forward Plan is attached.

10. Exclusion of Public & Press (Exemption Business)

To move the exclusion of the Press/Public for the following items, in view of the likely disclosure of exempt information within the meaning of Part 1 of Schedule 12A to the Local Government Act 1972, as amended by the Local Government (Access to Information) Act 1985 and by the Local Government (Access to information) (Variation) Order 2006.

11. Service Plans - E & S

Committee is asked to consider the Service Plans for the Environment and Sustainability Committee.

a)	Neighbourhood Services	361 - 388
b)	Spelthorne Direct Services	389 - 400
c)	Service Plan - Planning Development Management	401 - 418
d)	Strategic Planning	419 - 432

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Minutes of the Environment and Sustainability Committee
13 November 2025

Present:

Councillor M. Beecher (Chair)
Councillor K.M. Grant (Vice-Chair)

Councillors:

S.N. Beatty	D.C. Clarke	H.R.D. Williams
M. Bing Dong	A. Mathur	P.N. Woodward
T. Burrell	J.R. Sexton	
J.P. Caplin	J.A. Turner	

Apologies: Councillors S.M. Doran

In Attendance: Councillors C. Bateson

40/25 Minutes

The minutes of the meeting held on 18 September 2025 were agreed as a correct record.

41/25 Disclosures of Interest

There were none.

42/25 Questions from members of the Public

There were no questions from members of the public.

43/25 Voluntary Placement Stipend Green Initiatives Fund Application

The Committee considered a request for funding from the Green Initiatives Fund to provide a stipend of £300 each towards travel for five voluntary placement students from University of Surrey. The students would work alongside the Climate Change team for thirty days, and the stipend would cover their travel expenses via train to the Council offices. The stipend was developed following feedback from previous placement students who highlighted the lack of financial support, especially towards travel costs.

The Committee expressed their support for the student placement programme, as well as the stipend.

The Committee **resolved** to:

1. Approve the project to run up to 5 'voluntary placement' positions for Academic Year 25/26.
2. Approve the application of funding of £1,500 from the Green Initiatives Fund (GIF) to provide a stipend of £300/voluntary placement for 5 placements.

44/25 Green Initiatives Fund Bid Electric Vehicle (EV) Charge Points

The Committee considered a request for funding from the Green Initiatives Fund to further develop the operational electric vehicle charge point infrastructure on the Council's operational buildings. The funding would allow for six charge points to be installed across the sites to charge various vehicles in the Council's fleet, including Meals on Wheels delivery vans and Spelride buses.

The Committee were assured that there was enough electricity capacity at all proposed sites to handle the charging requirements.

The Committee **resolved** to:

1. Approve the project to further develop the operational electric vehicle charge point infrastructure on the Council's operational buildings, the Depot, the Greeno centre and the Fordbridge Day Centre.
2. Approve the application of funding of £64,000 from the Green Initiatives Fund (GIF) for the project.
3. Recommend that Council approve amending the Capital Programme by bringing £64,000 forwards from the EV chargers provision from 2026-27 to 2025-26.
4. Delegate authority to the Group Head of Commissioning and Transformation in consultation with the Chair of the Environment and Sustainability Committee to procure an electric vehicle charge point supplier to expand the existing operational charging network for the council and to award the contract.
5. Delegate authority to the Group Head of Corporate Governance to enter into the necessary legal documentation.

45/25 Approval of Community Infrastructure Levy (CIL) funding

The Committee considered recommendations from Local CIL and Strategic CIL Task groups to approve applications for funding towards projects in the borough. Two amendments to previously approved applications had also been submitted for consideration. The Committee were advised that payments for projects were not made until the project had been completed.

The Committee acknowledged the benefit the projects would bring to the borough and expressed their support for the various projects.

The Committee **resolved** to:

1. Approve CIL funding for the following applications, following consideration by the Strategic CIL Task Group and recommendation to the Environment and Sustainability Committee:
 - a. Strategic CIL funding applications for:
 - Surrey Police – installation of 10 ANPR cameras
 - Play area improvements and renovations in Halliford Park, Littleton Park, and Orchard Meadow
 - Ashford Park Primary School – 3G pitch, community hub and outdoor learning area
 - b. Six Local CIL applications referred from Local CIL spending boards.
2. Approve the amendments to existing, agreed CIL funding allocations, also considered by the Strategic CIL Task Group and recommended to the Committee, as follows:
 - a. To repurpose £21,065 unused funds from a previously approved in 2023 ANPR cameras bid to the current application for Surrey Police ANPR cameras, as set out in the report;
 - b. In respect of Playing Pitch improvements, for a value of £68,050 approved in 2022. There is no change to the value agreed but the number of playing pitches included has reduced, due to the lack of availability of matched funds and based on an updated assessment of need, feasibility and potential benefits.

46/25 Play Facility in Memorial Gardens, Staines-upon-Thames

The Committee considered a request for a new play facility to be built within Memorial Gardens, Staines-upon-Thames to replace the Five Swimmers' statue that had been removed. The Group Head Neighbourhood Services set out the process before implementation which included a public consultation, and planning approval. The consultation would help inform the type of equipment to be installed in the play area.

The Committee noted pre-enquiries were undertaken with key stakeholders who raised concerns about the location, and were assured that mitigation of these concerns would be explored as part of the planning process. The Committee expressed their support for the play area.

The Committee **resolved** to:

1. Agree for a new play facility to be built within Memorial Gardens, Staines-upon-Thames, to replace the Five Swimmers' statue, subject to planning approval.
2. Authorise the Group Head Neighbourhood Services to commence a planning application for the installation of a new play facility
3. Authorise the Group Head Neighbourhood Services to commence a consultation for the installation of a new play area in Memorial Gardens, Staines-upon-Thames.
4. Authorise the Group Head Neighbourhood Services to commence a procurement process for the construction and installation of a new play

facility and safety surfacing in Memorial Gardens, Staines-upon-Thames including site preparation.

5. Authorise the Group Head Neighbourhood Services to select the preferred tenderers and award the contracts not exceeding the Community Infrastructure Levy funding of £300k set out in the report.
6. Authorise the Group Head Corporate Governance to enter the contracts and necessary legal documentation for the preparation of the site and the purchase and installation of the new play equipment and safety surfacing.

47/25 Spelthorne Open Spaces and Biodiversity Strategy

The Chair requested this item be heard before item 6 on the agenda.

The Committee considered the updated Open Spaces and Biodiversity Strategy. The Group Head Neighbourhood Services advised the last Parks and Open Spaces Strategy expired in 2024, and a current strategy was required to enable the Council to bid for external funding to aid in refurbishment of parks and enhance biodiversity.

The Committee acknowledged how biodiversity initiatives improved the look of the borough. The Committee's attention was drawn to the Strategic Action Plan included in the strategy which set out future objectives.

The Committee **resolved** to approve the updated Open Spaces and Biodiversity Strategy.

48/25 Updates from Task and Finish and/or Working Groups

The Committee received updates on the work of the Community Infrastructure Levy (CIL) Task Groups, the Climate and Nature Working Group, and the Design Code Task Group.

The Committee **resolved** to note the updates.

49/25 Forward Plan

The Committee considered the Forward Plan.

The Committee **resolved** to note the forward plan for future committee business.

Meeting ended 20:16



Committee Report Checklist

Please submit the completed checklists with your report. If final draft report does not include all the information/sign offs required, your item will be delayed until the next meeting cycle.

Stage 1

Report checklist – responsibility of report owner

ITEM	Yes / No	Date
Councillor engagement / input from Chair prior to briefing	Yes	03/12/25
Commissioner engagement (if report focused on issues of concern to Commissioners such as Finance, Assets etc)	N/A	N/A
Relevant Group Head review	Yes	05/12/25
MAT+ review (to have been circulated at least 5 working days before Stage 2)	Yes	05/12/25
This item is on the Forward Plan for the relevant committee		
	Reviewed by	
Finance comments (circulate to Finance)		
Risk comments (circulate to Lee O'Neil)	L O'Neil	23/12/25
Legal comments (circulate to Legal team)	LH	11/12/25
HR comments (if applicable)		

For reports with material financial or legal implications the author should engage with the respective teams at the outset and receive input to their reports prior to asking for MO or s151 comments.

Do not forward to stage 2 unless all the above have been completed.

Stage 2

Report checklist – responsibility of report owner

ITEM	Completed by	Date
Monitoring Officer commentary – at least 5 working days before MAT	L Heron	11/12/25
S151 Officer commentary – at least 5 working days before MAT	T.Collier	10/12/25
Confirm final report cleared by MAT	Yes	23/12/25

Environment & Sustainability Committee

Thursday 8th January 2026

Title	Formal Endorsement of Surrey County Council Retrofit Strategic Action Plan
Purpose of the report	To make a decision
Report Author	Arthur Stokhuyzen: Climate & Energy Lead
Ward(s) Affected	All Wards
Exempt	No
Corporate Priority	Addressing Housing Need Resilience Environment
Recommendations	Committee is asked to: <ul style="list-style-type: none">- To approve the formal endorsement of Surrey County Council Retrofit Strategic Action Plan- To approve the Chair of the Environment & Sustainability Committee to sign the endorsement letter
Reason for Recommendation	Endorsing Surrey County Council's Retrofit Strategic Action Plan ensures Spelthorne aligns with county-wide climate commitments. Participation strengthens our position within shared funding, delivery and skills-development programmes. Formal endorsement also secures Spelthorne's role within the emerging governance structures ahead of Local Government Reorganisation, ensuring our interests are represented and future delivery remains stable.

1. Executive summary of the report (expand detail in Key Issues section below)

What is the situation	Why we want to do something
<ul style="list-style-type: none">• A coordinated county-wide Retrofit Strategic Action Plan has been developed through the Local Area Retrofit Accelerator to address retrofit issues and guide unified action.• Retrofit activity across the county is currently fragmented.	<ul style="list-style-type: none">• The strategy aims to reduce emissions, improve energy efficiency in homes, and help meet Surrey-wide and national Net Zero commitments.• To support residents by cutting energy bills.• To coordinate efforts, unlock funding, grow local skills and supply chains, and ensure consistent, effective retrofit delivery across the county.

This is what we want to do about it	These are the next steps
<ul style="list-style-type: none"> Endorse the Surrey Retrofit Strategic Action Plan to align Spelthorne with a coordinated, county-wide retrofit approach. Participate in shared governance, funding programmes, and delivery structures established through the Plan. Work with partners to expand local retrofit capacity, improve resident access to advice and support, and accelerate upgrades to homes across the borough. 	<ul style="list-style-type: none"> Submit the Plan to the Environment & Sustainability Committee for formal endorsement. That the Chair of the Environment and Sustainability Committee sign the Spelthorne BC Letter of Endorsement (Appendix A)

2. Key issues

- 2.1 The Surrey Retrofit Strategic Action Plan (Appendix B) and supporting Appendix (Appendix C) set out a county-wide approach to increasing the scale and coordination of home retrofit activity.
- 2.2 The Plan aims to ensure that Surrey residents live in homes that are warm, healthy, affordable to run and low carbon. Retrofit for homes means upgrading existing buildings to improve energy efficiency and reduce carbon emissions. This typically involves measures like adding insulation, replacing inefficient heating systems, installing renewable energy technologies, and improving ventilation to make homes warmer, healthier, and more sustainable.
- 2.3 The Plan has been produced through the Local Area Retrofit Accelerator (LARA). LARA is an initiative funded by the MCS Foundation aimed at accelerating home energy retrofits at scale by supporting local authorities and community groups with tools, data, and guidance to deliver area-based retrofit programs efficiently.
- 2.4 Surrey faces significant challenges linked to the condition and performance of its housing stock, including around 330,000 homes rated EPC D or below and rising levels of fuel poverty. The Plan proposes coordinated measures to improve access to advice, build resident confidence, grow local supply chain capacity and increase take-up of funding and finance options.
- 2.5 It also sets out actions to support skills development, improve the use of data, and strengthen partnership working so delivery can be scaled effectively and fairly across the county.
- 2.6 Endorsing the Plan would align Spelthorne with a shared strategic approach and ensure the borough can influence how retrofit activity is governed and delivered across Surrey.
- 2.7 Not endorsing the Plan would limit Spelthorne's ability to participate in joint structures, including Warm Homes programme coordination and future arrangements linked to Local Government Reorganisation.

- 2.8 The Plan places strong emphasis on consistent messaging, shared delivery models and improved coordination between partners, which is important given the current fragmented landscape of schemes and variable supply chain capacity. This would help prevent delivery issues arising from funding schemes that has been seen with the Energy Company Obligation (ECO) initiative.
- 2.9 These elements aim to avoid duplication, make better use of collective resources, and ensure residents receive reliable and joined-up support.
- 2.10 The Plan includes priority early actions, such as establishing an ‘interim backbone organisation’, agreeing roles and responsibilities, strengthening monitoring arrangements and creating thematic forums to support ongoing partnership working.
- 2.11 Endorsement would allow Spelthorne to contribute to these arrangements and benefit from the collective capacity, investment opportunities and efficiencies created through joint working.
- 2.12 Specifically, Spelthorne will benefit from:
 - (a) Helping meet borough-wide net zero commitments.
 - (b) Improving the quality of housing across Spelthorne.
 - (c) Supporting economic development of the retrofit market and creating local jobs.
- 2.13 Taking further advantage of national funding streams (e.g., Warm Homes Grant).
 - (a) Access to shared resources and expertise.
- 2.14 The Council would support implementation through communications, outreach and community engagement using existing staff resources, helping to ensure residents receive clear, consistent and trusted information.
- 2.15 Specifically, it will contribute to the following goals:
 - (a) 1.2D: Supporting data-sharing initiatives by providing local housing and EPC data to improve targeting of retrofit interventions.
 - (b) 2.1: Promoting trusted advice channels through council communications.
 - (c) 2.1.2B: Partnering with community groups (e.g., Zero Carbon Guildford) to deliver home energy visits and workshops locally.
 - (d) 2.1.2: Developing targeted outreach for vulnerable households facing higher barriers, ensuring inclusivity.
 - (e) 4.1.1A: Encouraging council procurement policies that prioritize accredited local installers.
- 2.16 These benefits and contributions are included in the Spelthorne BC Letter of Endorsement (Appendix A) which it is recommended that the Chair of the Committee signs.

3. Options appraisal and proposal

3.1 **Option 1 (Recommended):** Full Endorsement of the Surrey Retrofit Strategic Action Plan

- 3.2 The Council formally endorses the Plan and commits to participating in shared governance, delivery, and monitoring arrangements.
- 3.3 Option 2: Do not endorse the Strategy
- 3.4 Spelthorne Borough Council takes no formal position on the Surrey Retrofit Strategic Action Plan.
- 3.5 Option 3: Partial endorsement of the Strategy (support in principle)
- 3.6 The Council notes the Plan and agrees with its direction but stops short of formal endorsement

4. Risk implications

Risk	Description	Mitigation
Lack of coordination if SBC does not endorse the Plan	Without endorsement, Spelthorne may be excluded from county-wide governance and delivery structures, leading to fragmented retrofit activity and missed opportunities.	Endorse the Plan to ensure alignment, influence, and access to shared resources.
Increased demand on SBC staff time	Supporting comms, outreach, and community development may place additional pressure on existing staff capacity.	Activities will be delivered within existing resourcing; clear work planning and prioritisation will be managed internally.
Failure to maximise available funding	Inconsistent engagement could limit SBC's ability to benefit from Warm Homes funding and future Government/industry finance.	Full participation in county-level coordination and implementation to ensure strong funding alignment.
Supply chain and skills shortages	Insufficient installer capacity and skills could delay delivery of retrofit projects for residents.	Work within the Surrey-wide approach to grow the local supply chain and engage training providers.
Reputational risk	Not endorsing the Plan could signal a lack of commitment to climate targets and fuel poverty reduction.	Endorse the Plan to demonstrate leadership and alignment with Surrey-wide climate action.
Quality Assurance	Historically, retrofit upgrade schemes have been poorly delivered leaving disappointed customers and adverse media attention.	SCC has a strong accountability feedback loop to ensure quality control and customer satisfaction
LGR transition uncertainty	Without involvement in shared governance, SBC may lose influence during the transition to new unitary authorities.	Endorse the Plan to secure a place within interim governance structures and shape future delivery.

Data and monitoring challenges	Lack of consistent data across partners may limit effective monitoring and reporting.	
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5. Financial implications

- 5.1 There are no direct financial implications arising from endorsement of the Surrey Retrofit Strategic Action Plan.
- 5.2 Officer time will be required to support communications, outreach, community development and participation in governance structures; however, this will be absorbed within existing staffing resources and has already been considered within current workloads.

6. Legal comments

- 6.1 There are no immediate legal implications arising from endorsing the Action Plan.

Corporate implications

7. S151 Officer comments

- 7.1 The S151 Officer confirms that all financial implications have been taken into account and that the recommendations are fully funded from within the current and 2026-27 budget.

8. Monitoring Officer comments

- 8.1 The Monitoring Officer to confirm that the relevant legal implications have been taken into account.

9. Procurement comments

- 9.1 There are no procurement considerations with this approval

10. Equality and Diversity

- 10.1 The Surrey Retrofit Strategic Action Plan places strong emphasis on inclusive delivery, recognising that some households face greater barriers to accessing retrofit support, including low-income residents, older people, disabled residents, and those who may be digitally excluded.
- 10.2 Endorsing the Plan supports a coordinated, county-wide approach designed to improve equity by targeting fuel-poor households, expanding access to advice, and ensuring vulnerable groups benefit from improved home comfort, reduced bills, and better health outcomes.

10.3 There are no identified negative equality impacts arising from endorsement, and actions taken under the Plan are expected to contribute positively to reducing inequalities across the borough.

11. Sustainability/Climate Change Implications

11.1 The Surrey Retrofit Strategic Action Plan directly supports the Council's climate objectives by accelerating improvements to the energy efficiency of homes, reducing carbon emissions, and increasing climate resilience across the borough.

12. Other considerations

12.1 Officer resourcing required to support communications, outreach and community development activity has already been considered within existing capacity, and there are no further considerations identified at this stage.

13. Timetable for implementation

13.1 Environment & Sustainability Committee: 8th January
13.2 Formal endorsement: 13th January
13.3 Send endorsement to SCC: 14th January
13.4 Strategy Commencement: 27th January

14. Contact

14.1 Please contact Climate & Energy Lead: Arthur Stokhuyzen
(a.stokhuyzen@spelthorne.gov.uk)

Please submit any material questions to the Committee Chair and Officer Contact by two days in advance of the meeting.

Appendices:

Appendix A: Spelthorne BC Letter of endorsement

Appendix B: Surrey Retrofit Strategic Action Plan

Appendix C: Surrey Retrofit Strategic Action Plan Appendix

Spelthorne Borough Council

Knowle Green, TW18 1XB

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Netzero@spelthorne.gov.uk

[Date]

Carolyn McKenzie
Director – Environment & Planning
Surrey County Council
Victoria Gate
Chobham Road
Woking
GU21 6JD

Endorsement for the Surrey Retrofit Strategic Action Plan.

Dear Carolyn,

As Chair of Environment & Sustainability Committee from Spelthorne Borough Council, I am writing to endorse our support for the Surrey Retrofit Strategic Action Plan (the “Plan”).

The Plan has been strongly supported by local stakeholders and sets out a coordinated, place-based approach to accelerate home retrofit, reduce fuel poverty and increase environmental sustainability across Surrey.

Developed through the Local Area Retrofit Accelerator (LARA) Pilot, the Plan brings together a broad coalition of local stakeholders, united by a shared commitment to deliver retrofit and unlock wider local economic and social benefits through collective action.

This Plan aligns with and supports our existing policies and commitments such as Climate Change Strategy, Corporate Priorities: Environment, Addressing Housing Need and Resilience.

We will benefit in particular from:

- Helping Spelthorne BC meet borough-wide net zero commitments
- Improving the quality of housing across Spelthorne BC
- Supporting economic development of the retrofit market and supporting the creation of local jobs
- Takes advantage of national funding streams (Warm Homes Grant)
- Access to shared resources and expertise.

In addition, we are well-positioned to contribute to:

- 1.2D: Support data-sharing initiatives (Action 1.2D) by providing local housing and EPC data to improve targeting of retrofit interventions
- 2.1A: Promote trusted advice channels through council communications
- 2.1H: Partner with community groups (e.g., Zero Carbon Guildford) to deliver home energy visits and workshops locally

- 2.1.2: Develop targeted outreach for vulnerable households facing higher barriers, ensuring inclusivity
- 4.: Encourage council procurement policies that prioritize accredited local installers

Spelthorne BC has already worked on the following key projects that support local retrofit:

- Support SCC with Solar Together communications
- Promoting funding grants (Warm Homes Grant, ECO4)
- Working with community groups on promoting home improvement works

and is able to bring learnings from these to support the Plan's implementation.

Whilst we note from the Plan that commitment of resources is voluntary and non-binding, we have the following relevant expertise / skills in-house to support this Plan's implementation:

- Communications
- Community outreach
- Retrofit Expertise

We believe the Surrey Retrofit Strategic Action Plan, combined with stakeholder partners' expertise in local retrofit, presents a unique opportunity to collaborate and develop relevant projects that will drive the sustainable growth of retrofit across Surrey.

Spelthorne BC intends to support overall delivery of the Plan by:

- Working collaboratively on projects launched to achieve the Goals
- Sharing learning with partners
- Attending relevant forums and stakeholder workshops/events set up under the Plan
- Publicly promoting achievements of projects
- Supporting future funding bids

We're excited about the opportunities the Surrey Retrofit Strategic Action Plan creates and look forward to working together to turn ambitions into real, lasting impact for our communities.

I enclose with this letter a digital version of our logo for inclusion in the endorsements page of the Plan.

Your sincerely,

[Signature]
[Printed Name]
[Job title]



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[Cover page]

Surrey Retrofit Strategic Action Plan

2025 to 2028

Autumn 2025

[Image(s)]

Contents

1. Executive Summary
2. Definitions
3. The Surrey Retrofit Strategic Action Plan
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6. Shared Principles
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8. Goals
9. Priority Actions – moving from plan to implementation
10. Conclusion: A Collective Commitment

1. Executive summary

Retrofit is defined by the Centre for Sustainable Energy as referring to ‘any improvement work on an existing building to improve its energy efficiency, making it easier to heat, able to retain that heat for longer, and replacing fossil fuels with renewable energy.’ Wider definitions that consider the impacts of a warming climate may also include improvements to water use efficiency, cooling and other climate resilience measures, e.g. flooding protection, within the scope of retrofit.

The Surrey Retrofit Strategic Action Plan (the “Plan”) has been developed via the Local Area Retrofit Accelerator (LARA). Surrey is one of four UK ‘localities’ participating in LARA, which is delivered by the MCS Foundation, a charity funded by Government to oversee the MCS standards scheme and which now has an expanded remit to drive innovation to accelerate building retrofit. LARA is funded by the MCS Foundation, the Greater Southeast Net Zero Hub and the Aurora Foundation. It takes place at a pivotal moment for the national retrofit sector, with full details of the Government’s Warm Homes Plan due in Autumn 2025.

In Surrey, the retrofit sector represents a £9bn market opportunity to 2050, directly supporting a potential almost 2,900 jobs, though with a skills gap of over 2,100 full-time roles in terms of the additional installers, (heat pump) engineers, electricians, assessors, and coordinators required to deliver the improvements at the scale required. This aligns with commitments in the [Surrey Skills Plan](#) which highlights ‘the need for green skills, particularly in technical roles’, as key to ‘capturing the inclusive economic growth potential of a greener economy’, and [Surrey’s Economic Future](#) outlines ‘Capturing the potential of a greener economy’ as one of its four priorities, to ensure Surrey institutions ‘remain at the leading edge’ to ‘drive new economic opportunities’.

In Surrey’s residential sector alone, there are almost 330,000 homes (65% of total) that have poor energy performance (energy rated D or below), and energy use in these homes is responsible for 30% of Surrey’s carbon emissions. A 66% reduction in emissions from housing is required by 2035 to reach Net Zero by 2050, as set out in Surrey’s [Climate Change Strategy](#) and aligned with the UK’s legally binding requirement under the Climate Change Act. At the same time, 41,800 Surrey households (8.4% of total) are in fuel poverty and home energy upgrades could provide much needed long-term improved outcomes for these households. More on Surrey’s unique local context can be found in the Appendix as well as in a Locality Assessment published alongside this Plan.

The Plan sets out a three-year roadmap to accelerate home retrofit across Surrey, uniting a range of local partners around a shared vision so that more can be achieved together. By establishing a strategic framework including a mission statement, key strategic goals, shared principles to live and work by, and outcomes to be targeted, the Plan provides a platform for coordinated, structured delivery, supported by good governance and oversight to ensure transparency and effective collaboration.

The Plan is a catalyst for action, not just on home energy efficiency, but for building a more resilient, prosperous, and inclusive Surrey. With coordinated leadership, collaborative delivery, and ongoing support from government, industry, and communities, Surrey can become a model for retrofit at scale, delivering real-world benefits for households, the local economy, and the environment.

2. Definitions

The terms used in this document are defined as follows:

Retrofit: Any improvement work on an existing building to improve its energy efficiency, making it easier to heat, able to retain that heat for longer, and replacing fossil fuels with renewable energy.

'Good' or 'deep' retrofit: These terms may have different meanings in different contexts. For example, retrofit of a private rented sector property may be deemed 'good enough' in a regulatory sense if it enables the property to meet the minimum compliant energy rating in the sector at that time, but it may not be objectively a 'good' or 'deep' retrofit that makes the property low carbon or even affordable to run for the occupant. In the context of Surrey's Climate Change Strategy, a 'good' retrofit is one that sets a home on a pathway to net zero by 2050. For consistency of measuring progress against the Plan, where the data is available, signatories may want to agree to measure 'good' or 'deep' against one or a combination of technical performance standards or other metrics.

Households 'facing higher/lower barriers': These terms are intended to capture a variety of household circumstances that mean different approaches are needed to support them under Goals 2 and 3. For Goal 2, an example household comprising one or more vulnerable, disabled, elderly, or digitally excluded members are likely to be 'harder to reach' by conventional means and therefore face 'higher barriers' to improving their homes. For Goal 3, households with middle-to-higher incomes are not the target of limited grant-funded schemes and may face 'lower barriers' overall to engaging with retrofit financially, though may still require a trusted finance option to unlock cash from their assets if they lack savings.

Interim Backbone Organisation: A dedicated entity to 'hold' the Plan and facilitate communication, coordination, and resource mobilisation among signatories aimed at achieving the Plan's shared vision. The interim organisation will be succeeded by a new entity in the long-term.

Interim Steering Group: A dedicated governance committee providing oversight for implementing the Plan's shared vision and made up of a representative group of organisations of at least one of each key stakeholder type, e.g. local authority, social landlord, community group, training provider, industry/business.

Place-based approach: A collaborative approach for addressing local issues in the long-term by working within a specific geographic area, physical setting and/or social context to understand and meet its unique needs. Often involves joint work across policy areas to address complex problems.

Systems-based approach: An approach that thinks about problems and solutions by considering the entire system in which they exist, rather than the system's individual parts. By examining how different elements of the system interact, it informs where an intervention in the system, e.g. allocating funding towards a particular part, could be most transformative for the system as a whole, whilst also seeking to avoid unintended negative consequences.

Wider stakeholder network: Refers to the larger group of individuals and organisations with influence and/or impact over retrofit outcomes in Surrey who may not currently be involved in formal governance structures such as the Interim Steering Group.

Any other terms, acronyms or references are expanded on in the text of the Plan or in the accompanying Appendix.

3. The Surrey Retrofit Strategic Action Plan

The Plan sets out how Surrey can make progress in tackling carbon emissions from the heating and cooling of domestic buildings and the alleviation of fuel poverty. It's a plan to support growth within the green economy whilst creating skilled and well-paid jobs and making decisions that balance economic, social and environmental considerations. These themes are captured in the Vision and Mission and articulated in the Goals and Actions to achieve them.

The Plan was developed as part of the Local Area Retrofit Accelerator (LARA) project during Winter 2024/25 and Spring 2025. LARA takes a systems- and place-based approach to tackling retrofit, in a collaborative process bringing stakeholders together from across the retrofit system in Surrey to co-develop the Plan. It used theory of change methods including baselining and visioning to agree a set of actions expected to achieve goals that lead to desired outcomes which unlock benefits for communities.

More details on LARA and the co-creation of the Plan, and the full detail behind each Action and Goal, including context, assumptions, approach, resources required, links to other actions, proposed sequencing, strategic fit and expected beneficiaries, is provided in the Appendix.

The Plan is summarised in the 'House Plan' diagram in Figure 5. Figures 1-4 show each of the four strategic goals set out along with their associated actions.

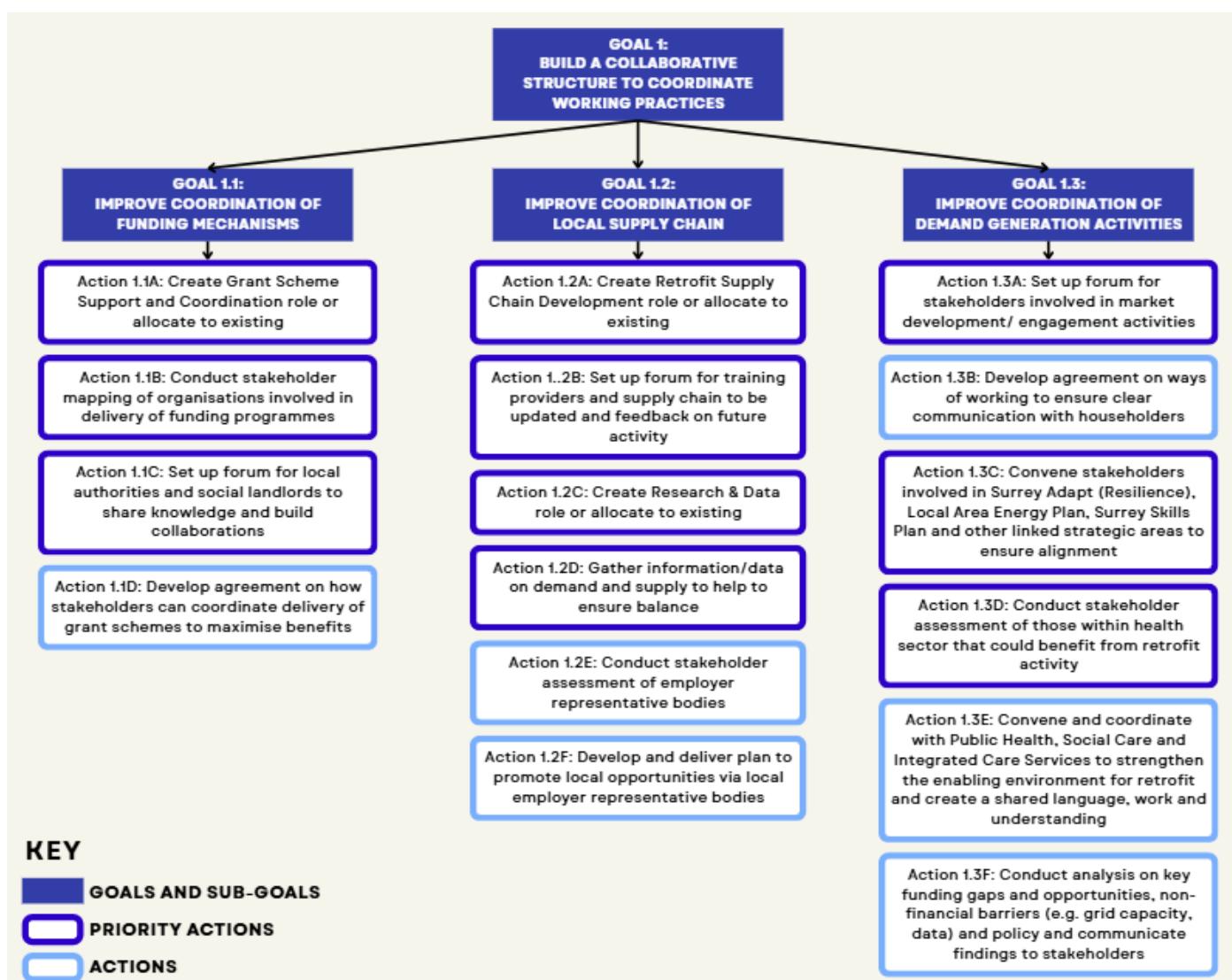


Figure 1: Goal 1

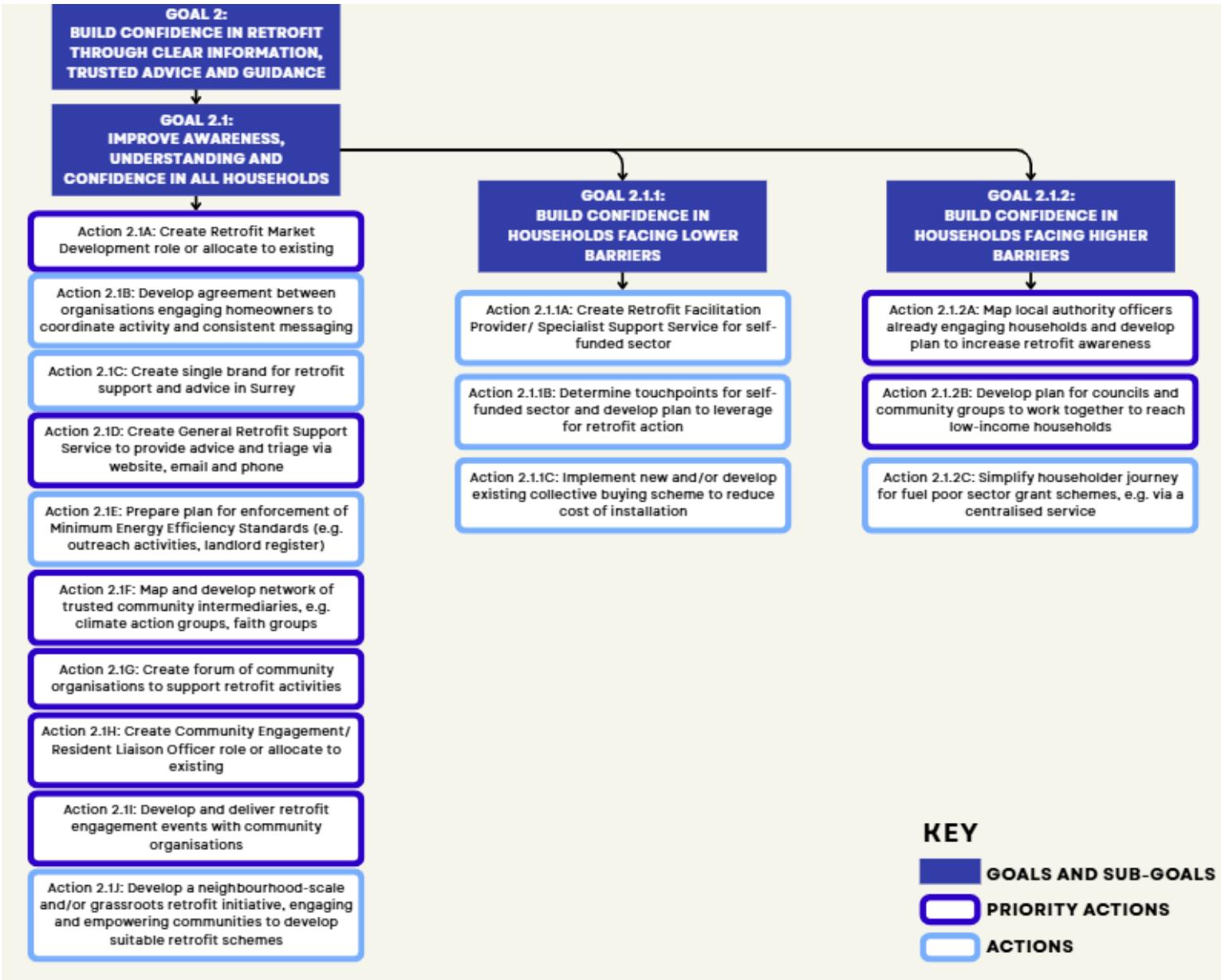


Figure 2: Goal 2

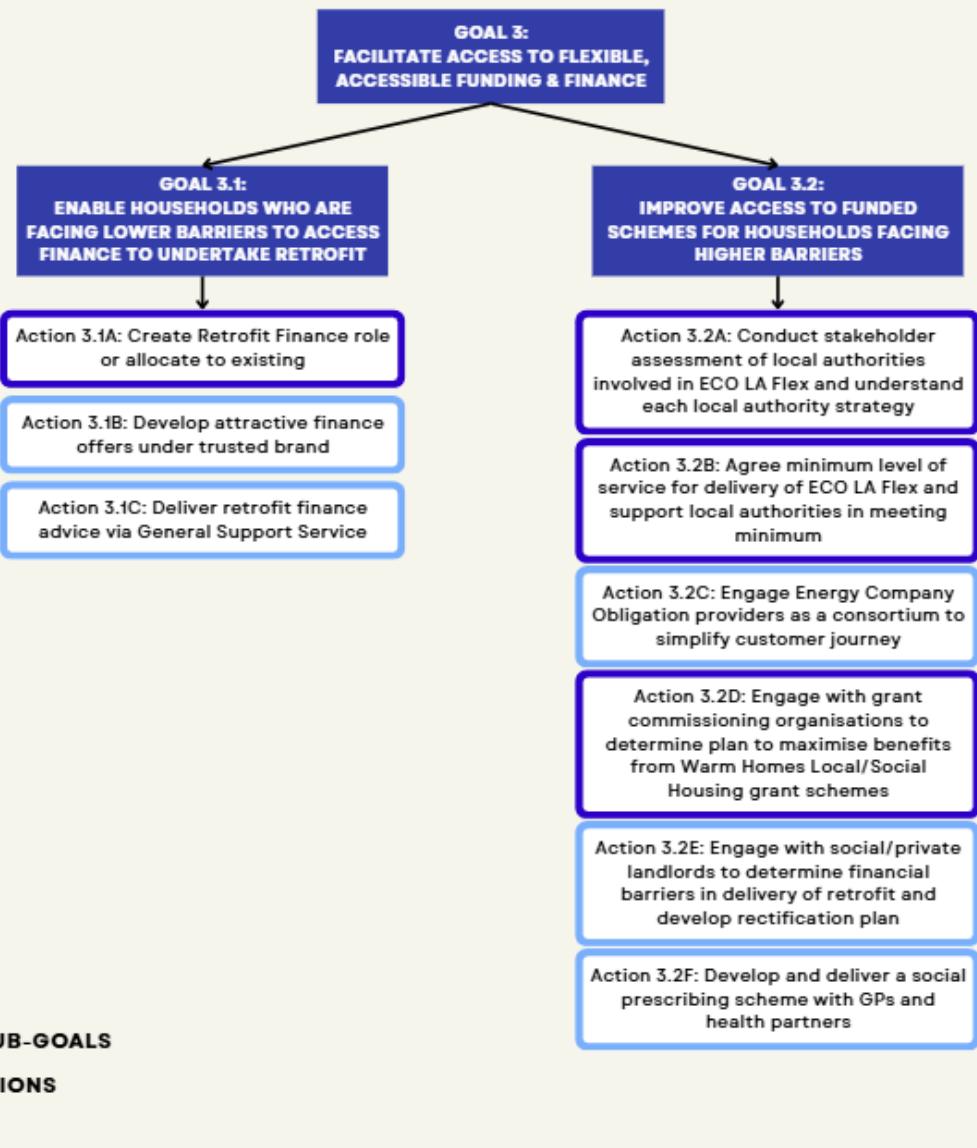


Figure 3: Goal 3

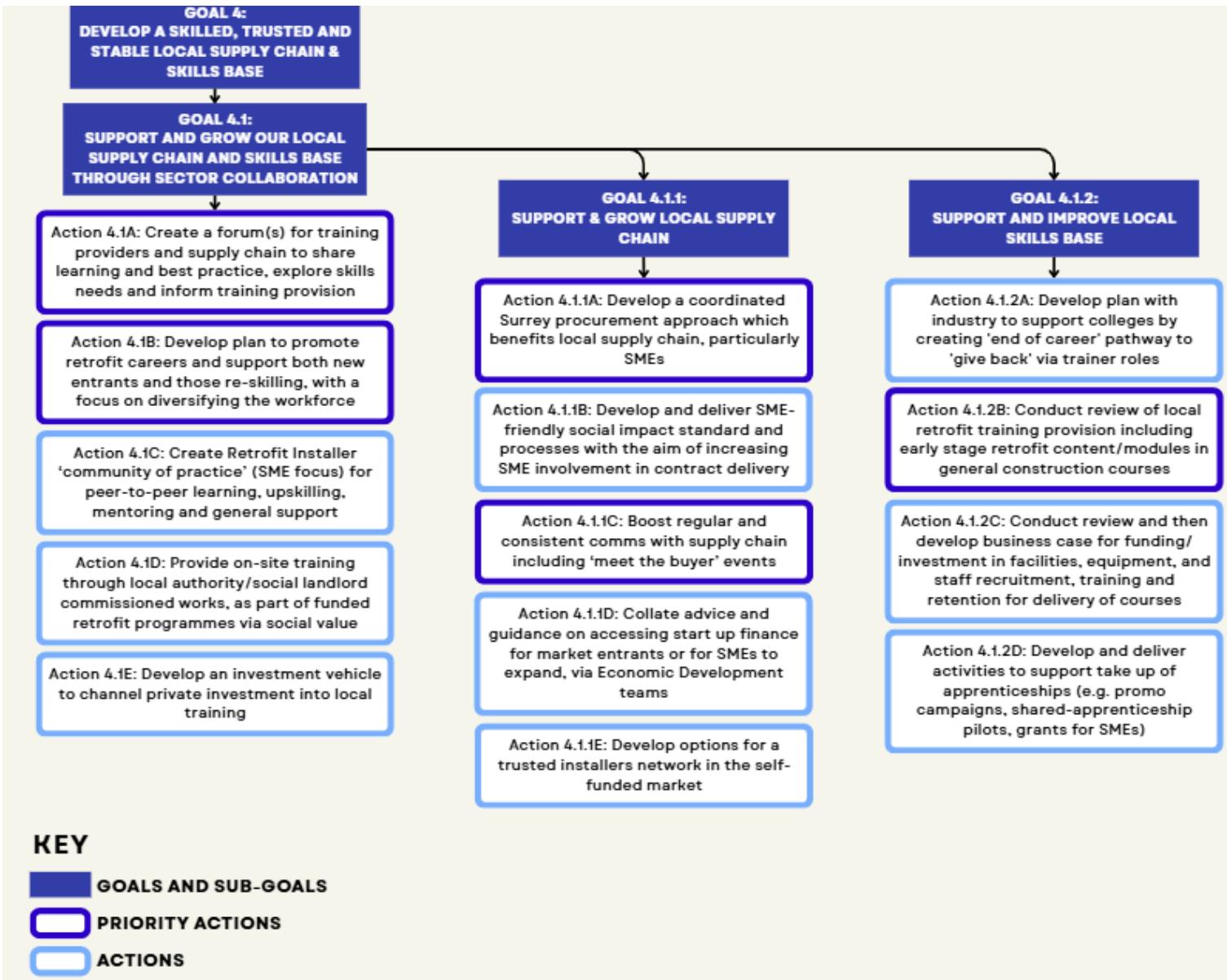


Figure 4: Goal 4

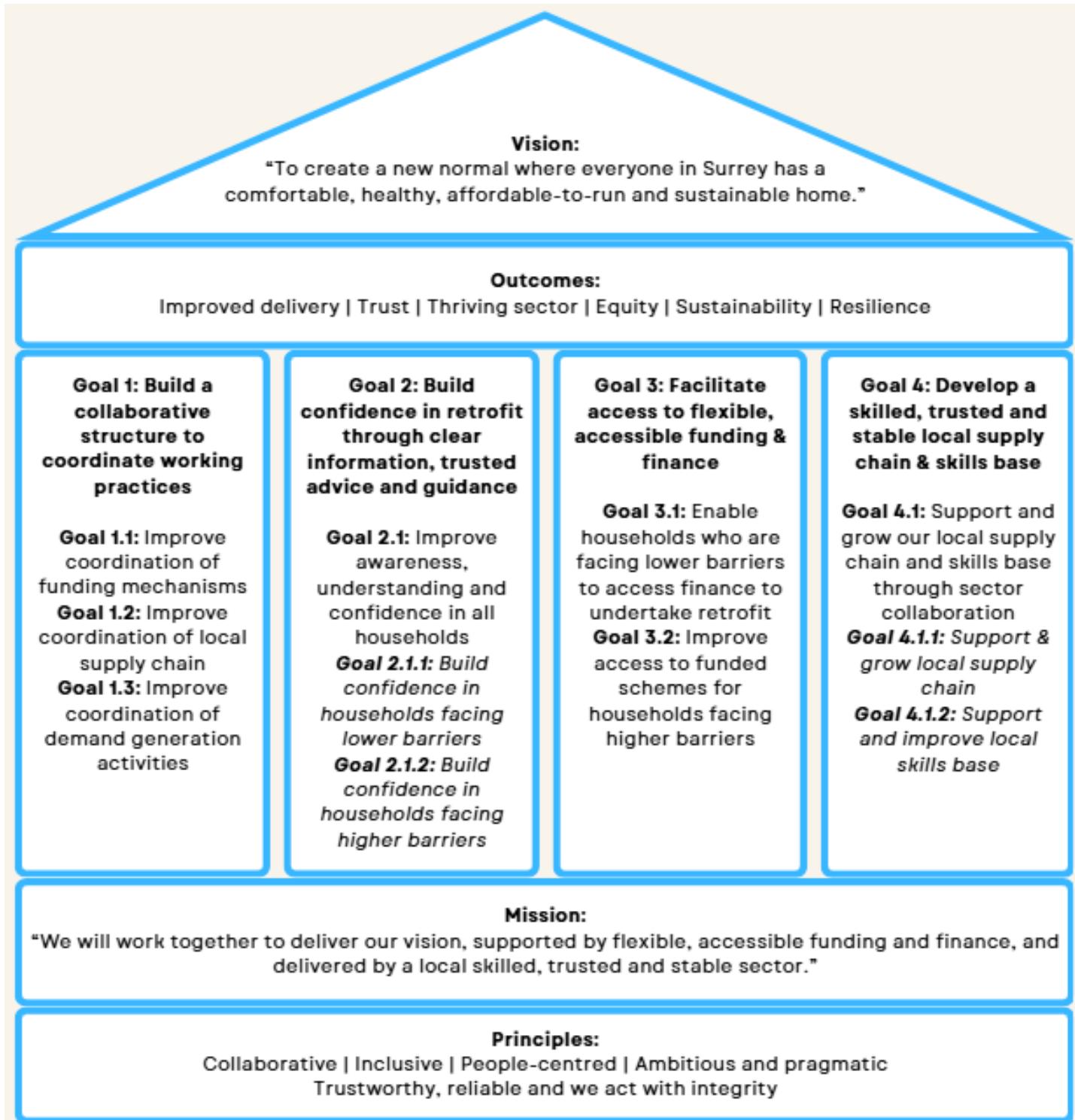


Figure 5: The 'House Plan', with the 'roof' representing the Vision and Outcomes, supported by the strategic Goals, and with the Mission statement and Principles providing the 'foundation'.

The Plan is endorsed by

[INSERT LOGOS IN FINAL GRAPHIC DESIGNED VERSION]

4. Vision & Mission

Vision: “To create a new normal where everyone in Surrey has a comfortable, healthy, affordable-to-run and sustainable home.”

Mission statement: “We will work together to deliver our vision, supported by flexible, accessible funding and finance, and delivered by a local skilled, trusted and stable sector.”

5. SWOT analysis summary

The Plan is underpinned by the comprehensive Locality Assessment and a Shared Understanding exercise that mapped the current state of the retrofit system in Surrey (as of Spring 2025). This includes identifying and recognising our county's unique Strengths, Weaknesses, Opportunities and Threats ("SWOT").

The SWOT provides a context for the Plan's recommended actions to sit within, addressing weaknesses while amplifying strengths, maximising opportunities and being prepared to mitigate the potential impact of threats. The full SWOT analysis is captured in the Appendix, along with detail under each recommended Action on how it directly links to and addresses the relevant SWOT elements identified in Surrey. The analysis is summarised here.

Strengths

Strengths include the collaborative networks already in place for instance between local authorities, community groups and training providers. Successful grant funding delivery in both private and social housing, strong homeowner demand for solar PV and battery measures along with small but growing numbers of new low carbon heating installations, and community-led energy advice initiatives all provide a platform for success.

Weaknesses

Weaknesses within our control to address involve a lack of cohesion between local stakeholders' plans, public hesitation to act, skills gaps and a lack of demand for retrofit courses. Those outside of our direct control include resource limitations, the unreliability of Energy Performance Certificates (EPCs), historically overly complex grant scheme eligibility requirements, a lack of compelling finance offers for the many homeowners without upfront capital to spend, inconsistent data and insufficient powers to support those in the private rented sector (PRS).

Opportunities

Opportunities identified include the latest round of strong grant funding allocations, growing consumer trust in established local brands, compelling case studies, building stronger relationships with social housing providers, promoting local quality jobs, promised EPC and PRS reforms, more insightful use of higher quality data, potential efficiencies resulting from Devolution, and the health and social care benefits of retrofit that could unlock new avenues for cross-sector working.

Threats

Threats stem from competing resource pressures, supply chain constraints, regulatory delays, inconsistent quality assurance regimes, and the urgency of climate change response. Misinformation and shifts in political backing or funding priorities could slow progress, so these will need to be carefully managed through effective governance and a clear, adaptable Plan.

6. Shared Principles

The following five core principles will guide all actions and commitments by signatories to the Plan. Any resulting governance agreements between signatories to the Plan will formally ensure they remain front and centre.

1: Collaborative: Actively work together, align efforts and share resources

2: Inclusive: All communities, sectors, and voices involved

3: People-centred: Designing solutions around residents' needs

4. Ambitious and pragmatic: Setting bold goals while delivering practical, achievable solutions that work locally

5: Trustworthy, reliable and we act with integrity: Building confidence through honesty and delivering on promises

7. Outcomes

The Plan is designed to deliver measurable improvements in the following areas:

Improved delivery – Effective partnerships, coordinated delivery, and expanded resources

Trust – Increase in collective understanding of the benefits of retrofit, with households confident that retrofit is worth the hassle, whilst supported by a coherent and consolidated group of reliable advice sources

Thriving sector – Sustainable growth of a suitably sized and skilled workforce that reflects the diverse communities it serves, with private investment unlocked at scale

Equity – More homes meet occupants' basic needs for health, comfort and affordability

Sustainability – More homes use energy efficiently with low carbon emissions

Resilience – Homes fit for changes in the future climate and environment

The outcomes are interdependent and will be collectively delivered across all Plan goals, reflecting the systems-based approach at the heart of this work. Progress will be monitored through a series of Key Performance Indicators (KPIs) which will be defined as part of the priority action to finalise the Monitoring, Evaluation, Accountability and Learning (MEAL) framework, a key requirement for determining what is working and what isn't (see **Section 9**).

We would expect the following may be part of the KPI suite:

- Increase in accessibility of trusted services, funding and finance, evidenced by socio-economic data of those accessing services
- Percentage increase in no. homes per year receiving 'good' or 'deep' retrofit (see definition in Section 2)
- Complaint volumes via delivered services
- Evidence of increased partnership working such as number of joint funding agreements, agreed ways of working, or attendance at forums
- Increased level of investment in retrofit
- Increase of people employed in retrofit careers
- Increase of accredited installers (e.g. MCS)
- Increase of MCS accredited low carbon technology installations per year
- Proportion of works carried out by 'local' installers and SMEs
- Numbers completing related training courses within Surrey
- Numbers of newly qualified securing relevant employment
- Reduction in fuel poverty
- Increase of community energy organisations and/or community owned renewables

- Average EPC rating increase across the Surrey region
- Decrease in carbon emissions from domestic properties
- Estimated household bill savings from installed measures
- Improved local housing-related health data

Some KPIs may rely on proxies where direct measurement is challenging, e.g. assessing 'effective partnerships'.

8. Goals

The following goals and sub-goals have been determined:

- 1. Build a collaborative structure to coordinate working practices**
 - 1.1. Improve coordination of funding mechanisms
 - 1.2. Improve coordination of local supply chain
 - 1.3. Improve coordination of demand generation activities
- 2. Build confidence in retrofit through clear information, trusted advice & guidance**
 - 2.1. Improve awareness, understanding and confidence in all households
 - 2.1.1. Build confidence in households facing lower barriers
 - 2.1.2. Build confidence in households facing higher barriers
- 3. Facilitate access to flexible, accessible funding & finance**
 - 3.1. Enable those who are facing lower barriers to access finance to undertake retrofit
 - 3.2. Improve access for households facing higher barriers to funded schemes
- 4. Develop a skilled, trusted and stable local supply chain & skills base**
 - 4.1. Support and grow our local supply chain and skills base through sector collaboration
 - 4.1.1. Support & grow local supply chain
 - 4.1.2. Support and improve local skills base

Goal 1: Build a collaborative structure to coordinate working practices

Rationale: This goal highlights a key aspect of the Plan: that collaboration and coordination can achieve better outcomes. The goal focuses on funding (1.1), supply chain (1.2) and demand generation (1.3) aspects of the system. The actions sitting under this goal work to put the structure in place for collaboration and coordination and keep it in place during the Plan's lifetime. The collaborative structures themselves, once set up, will need to be open to regular review to ensure inclusivity of stakeholders, voices and perspectives, and this principle should be enshrined in the respective Terms of Reference.

Assumptions: The goal assumes that, for a given input of resources, the collaboration of local stakeholders and effective coordination of their activities can indeed achieve increased scale and better outcomes. It assumes that each stakeholder will be able to identify and realise a benefit from working together, thus providing the motivation to ensure they deliver the relevant part(s) of the Plan. It also assumes that funding and other resources are key drivers for retrofit activity, that improvements to the supply chain can be made and that demand can be increased.

Goal 2: Build confidence in retrofit through clear information, trusted advice and guidance

Rationale: This goal reflects potential mistrust of retrofit measures and their benefits and conflicting or dishonest advice, and the fact retrofit isn't a normalised activity. The goal hopes to counter this through improving awareness

(2.1) and specific actions for those where retrofit is easier (2.1.1), due to economic and ownership conditions, and for those that are finding it more difficult (2.1.2).

Assumptions: The goal assumes that, through the provision of information and support, confidence can be grown, and action can be galvanized. Economic conditions will have a significant impact on the ability to deliver this goal. The goal also assumes that any short-term increase in demand resulting from the success of the actions that sit under this goal can be delivered by the existing supply chain or with minimal formal training.

Goal 3: Facilitate access to flexible, accessible funding & finance

Rationale: This goal highlights the need for economic stimulus to achieve market growth, whether that be from private investment or institutional funding. The sub-goals cover both the need to provide financial options for middle income households, whether they be products for those in a position to take on debt or other innovative non-debt products (3.1), and the need for long-term grant funding options for those most at risk of being left behind (3.2). For the former, the actions have a focus on ensuring finance options are attractive and low cost. For the latter, the focus is on existing funding schemes such as the Warm Homes Local Grant and the Energy Company Obligation, the latter being historically under performing and so would benefit from local improvement.

Assumptions: This goal assumes that some homeowners will take up finance offerings to undertake retrofit in their homes, hence an initial source of lending or other non-debt product may be advantageous to encourage scaling of the market. There is mixed evidence on households' appetite to take on debt for retrofit, with some successful case studies, therefore stakeholders will need to be sure of the rationale for any specific action. There is also the assumption that grant funding will be taken up by those eligible and actions in other areas of the Plan can support this by building trust and empowerment in communities.

Goal 4: Develop a skilled, trusted and stable local supply chain & skills base

Rationale: This goal helps to balance the demand-orientated actions under other goals by developing capacity within the supply chain (4.1). This is important to ensure quality of work delivered is high, technical performance gaps are minimised, benefits are realised, and households' confidence grows that their needs and aspirations will be fulfilled, thus increasing demand, which in-turn boosts supplier confidence to move into and grow in the sector, creating a virtuous circle of sustainable sector growth. The sub-goals highlight both the need to grow the local supply chain (4.1.1) and to support and improve the local skills base (4.1.2).

Assumptions: The goal assumes that a sector can be developed particularly when demand is developing from a low, grants orientated base. It also assumes that skills can be delivered by the local population and economy.

9. Priority Actions – moving from Plan to Implementation

The Plan provides a high-level list of actions to be completed to achieve each goal. These can be viewed in Figures 1-4 in Section 3, with full detail provided in the Appendix. Moving forwards, the high-level actions list will need to be developed with the input of stakeholders into a more detailed implementation plan and timeline, including identifying and plotting a roadmap to securing sustainable investment to close funding gaps.

Surrey stakeholders are already doing fantastic work in this growing sector, as outlined in the Locality Assessment and the detailed SWOT analysis in the Appendix, and the Plan will seek further early interventions to build on this work, refine and coordinate delivery models where it makes sense to, and scale successful approaches. Accordingly, several priority actions are to be completed as follows. Many of these can be completed well in advance of 1st April 2027, the first day of the new unitary authorities in Surrey post Local Government Reorganisation (LGR).

1. (Interim) Backbone organisation

Timeline: September 2025 →

Effective implementation of the Plan requires it to be ‘held’ by one organisation, referred to as the ‘backbone organisation’; a dedicated entity facilitating communication, coordination, and resource mobilisation among participating stakeholders aimed at achieving the Plan’s shared vision. In the short term, the role of Interim Backbone Organisation will be taken on by Surrey County Council (SCC).

2. Set up interim steering group

Timeline: September 2025 →

To ensure democratic decision-making processes, an Interim Steering Group (the “Group”) will be set up which will hold and steer the endorsement process for the Plan and progress the next steps to agreement of an implementation plan. The Group will be made up of one or more of each key stakeholder type. Terms of Reference have been drafted, and the Group’s first meeting took place in October 2025.

The Group includes membership from SCC as interim backbone organisation; however, the Group need to steward the Plan’s implementation progress during LGR such that the unitary councils that succeed SCC are prepared to take up the mantle of Interim Backbone Organisation(s) and grasp the opportunities presented by LGR. Not all the Plan’s recommended actions are within the control of the local authorities, hence the Plan is to be co-owned and delivered by endorsing stakeholders, with oversight of the Group.

In the medium term, a successor governance structure and delivery vehicle (legal entity or other) will be constituted, replacing both the Interim Steering Group and the Interim Backbone Organisation(s) for the long-term. This entity will take the Plan forward at pace and deliver it in partnership with Surrey’s new unitary councils, Mayoral Strategic Authority (MSA), and other endorsing stakeholders. The Interim Steering Group will be responsible for agreeing, implementing and communicating this successor structure with a clear route explained on how the wider stakeholder network can contribute.

3. Warm Homes funding

Timeline: September 2025 →

Local authorities and social landlords across Surrey have secured around £28.3m funding from Government and match funding under the Warm Homes Plan. These programmes offer a significant opportunity to embed

collaborative and coordinated ways of working, in particular to maximise growth, experience and expertise in the local supply chain. Hence, they represent a cornerstone around which to build the Plan’s implementation. This is represented by **Action 3.2D** in the Plan – see the Appendix for more information.

4. MEAL Framework

Timeline: November 2025 →

A key part of delivering the Plan is determining what is working and what isn’t working, and developing amplification or rectification plans respectively, via a Monitoring, Evaluation, Accountability and Learning (MEAL) framework, with progress against the Plan reviewed at least once per year. System change can be difficult to monitor and be confident of the connection between cause and effect. However, it is essential to understand whether a project or programme under the Plan is having the intended impact and report this to stakeholders and external bodies such as funders.

The Interim Steering Group will oversee the next steps to setting up the Plan’s MEAL framework. Section 5.3 of the Appendix provides further information.

5. Data Management

Timeline: November 2025 →

Data can be important in developing the correct course of action and in determining performance of a given action. Processes will be put in place to ensure data is gathered and shared. **Action 1.2D** is an example of a priority action that seek to improve the use of data and insights derived from data.

6. Roles

Timeline (subject to change pending ratification timeline):

- Q1-2026 – Review capacity
- Q2-2026 – Draft job descriptions
- Q3-2026 – Recruit

A key aspect of the Plan is to establish dedicated roles to increase capacity and skills and drive forward the Plan’s goals. These do not necessarily need to be new positions within an organisation and could be allocated to existing roles or recruited on a part time basis initially, dependent on funding and other factors. A priority action is for the backbone organisation to review capacity across the system and, working with stakeholders, determine job descriptions and where the role will sit. Some of the roles could be held by the same person or one role could be shared across roles across an organisation.

In an ideal scenario, the Plan includes the following roles:

- Grants Scheme Support & Coordination: Working to increase access to grants and coordinate delivery of schemes between stakeholders (**Action 1.1A**)
- Retrofit Supply Chain Development: Supporting development of the supply chain in terms of capacity and quality (**Action 1.2A**)
- Research & Data: Carrying out research activities and collating data on retrofit performance across the system (**Action 1.2C**)

- Retrofit Market Development: Supporting delivery of advice and support services to households across tenures (**Action 2.1A**)
- Community Engagement: Supporting work to engage with community organisations and manage activity (**Action 2.1H**)
- Retrofit Finance: Leading on work to deliver finance actions and coordinating activity across the system (**Action 3.1A**)

7. Forums

Timeline: January 2026 →

A key assumption of the Plan is that coordination and collaboration can enable more to be delivered for the same input. The Plan assumes that, to do this, bringing together stakeholders is an important action. To this end there are several actions relating to the setting up of forums and action groups. Their respective Terms of Reference should ensure forum membership is regularly reviewed to ensure inclusivity.

8. Other actions to prioritise

The full set of actions to prioritise over the next 12 months are highlighted in dark blue in Figures 1-4.

9. Conclusion: A Collective Commitment

The Surrey Retrofit Strategic Action Plan is not just a plan – it is a commitment to action, setting the foundation for lasting change in the way Surrey homes are adapted for a low-carbon, equitable and climate-resilient future.

Whilst commitment of resources is voluntary and non-binding, signatories to the Plan are expected to contribute to its implementation in the spirit of sustained collaboration and in the recognition that aligning resources and expertise where possible could and should yield greater outcomes.

The journey ahead will require collective determination and learning together to scale the most successful and innovative approaches and delivery models. The good news is that progress on several of the Plan's recommended actions is already underway, with stakeholders working in partnership to scale positive results.

Recent examples include the over 1,400 fuel poor private households receiving retrofit under Surrey's local authority-led grant schemes; the over 3,000 self-funded households installing rooftop solar via the Solar Together scheme; the combined over £28m secured to deliver the Warm Homes Plan in Surrey's private and social housing sectors; the over 2,000 households since 2024 that have received a home energy visit from trusted community intermediaries like Zero Carbon Guildford and Energy Action Redhill & Reigate; or the investments already being made in future retrofit training provision such as Brooklands College's new Low Carbon Centre.

From promising but uncoordinated first steps in recent years, the Plan provides a clear path forward – now it is up to all of us to work together to turn ambition into impact.

With governance structures in place, stakeholder relationships strengthened, and much more work to be done, Surrey now has the opportunity to demonstrate that we can come together to deliver meaningful results for people and planet. To create a new normal where everyone in Surrey has a comfortable, healthy, affordable-to-run and sustainable home.

[BACK COVER WITH ACKNOWLEDGEMENTS]

Surrey Retrofit Strategic Action Plan - The Appendix

To ensure a clear and focused Surrey Retrofit Strategic Action Plan (the “Plan”) document [hyperlink], detailed information and background to do with the Plan’s development is housed instead in this Appendix. While some elements of the Plan co-developed during the Local Area Retrofit Accelerator (LARA) stakeholder workshops have been summarised in the main document, they are included in full in this Appendix for transparency, including methodology, decision-making processes and rationale. This may be of use to aid development of more detailed action plans and planning for allocation of resources and next steps.

Contents

1. Background
2. Vision and Mission
3. SWOT analysis detail
4. Shared Principles
5. Outcomes
6. Goals and Actions: Detail and rationale

1. Background

- 1.1. The Surrey Retrofit Strategic Action Plan (the “Plan”) sets out a systems-led, place-based roadmap to accelerate home retrofit and decarbonisation across Surrey. Developed through the Local Area Retrofit Accelerator (LARA) Pilot, this Plan unites a range of local stakeholders around a shared belief in cutting carbon emissions from heating and cooling homes, reducing fuel poverty, and delivering wider local economic and social benefits. Surrey is one of four 'localities' participating in the LARA Pilot, convened by the MCS Foundation. The other localities were Hertfordshire, The East Midlands Combined Counties, and the Liverpool City Region. While each locality benefited from shared learning and process developments through the pilot, the resulting Local Retrofit Strategies are entirely independent from each other.
- 1.2. Why a system, place-based approach? Tackling home retrofit at scale demands more than isolated projects, it requires systemic change. The approach takes a whole-system view across six pillars: community, skills and training, homes, low carbon technology, financial resourcing and governance. It recognises that stakeholders need to collaborate and coordinate to create lasting, scalable impact. It is grounded in the unique characteristics and challenges of Surrey as a region, leveraging the expertise and energy of local partners while aligning with national net zero ambitions.
- 1.3. Between January and July 2025, over 40 organisations collaborated through a structured co-design process involving workshops, working groups, and stakeholder interviews. This included representation from local authorities, community groups, supply chain, social landlords, training providers, financial sector, and national partners. Together, they developed a shared vision and mission, agreed principles, determined strengths, weaknesses, opportunities and threats to accelerating retrofit in the region and developed a suite of coordinated goals and actions.
- 1.4. The collective vision is “To create a new normal where everyone in Surrey has a comfortable, healthy, affordable-to-run and sustainable home.”
- 1.5. The mission is “We will work together to deliver our vision, supported by flexible, accessible funding and finance, and delivered by a local skilled, trusted and stable sector.”
- 1.6. The approach is underpinned by five shared principles:
 - Collaborative
 - Inclusive
 - People-centred
 - Ambitious and pragmatic
 - Trustworthy, reliable and we act with integrity
- 1.7. Early delivery of priority actions will be an important first step to kick start the delivery of the Plan including improving public advice services, workforce development, and coordinated use of existing funding streams (e.g., the government’s Warm Homes scheme).
- 1.8. The Plan is a theory of change. In other words, a framework outlining how and why a specific intervention, programme, or policy is expected to lead to desired changes or outcomes. The Plan details a range of interventions and actions that need to be carried out to achieve goals and associated outcomes. For each action and goal, the why is set out in the rationale and assumptions. Then the Monitoring, Evaluation, Accountability and Learning (MEAL) section details how you can determine whether the theory is working or not.
- 1.9. The LARA Pilot is being delivered by the MCS Foundation in partnership with the National Retrofit Hub and the UK Green Building Council. The pilot is funded by the MCS Foundation, Greater South East Net Zero Hub and the Aurora Foundation. The MCS Foundation is a charity working to decarbonise homes, heat, and energy in the UK.

1.10. The 'House Plan' (Figure 1 in the main document) visually captures the core outputs of the LARA Pilot co-design process in a familiar and relevant structure. It also reflects the systems approach needed to accelerate retrofit, that the house is only as strong as the sum of its parts. The foundations, our mission and principles provide stability and direction, anchoring and guiding our collective action. The pillars represent the goals and sub-goals, holding the structure upright. The vision and outcomes form the roof, which protects and provides a clear sense of purpose, uniting and covering all our efforts beneath it.

1.11. The Plan was developed as part of the Local Area Retrofit Accelerator pilot (the "Pilot"). This initiative aimed to take a systems approach to tackling retrofit. A systems approach is a way of thinking about problems and solutions by considering the entire system, rather than just individual parts. It's a holistic and interdisciplinary method that emphasizes how different elements interact. The Pilot also aimed to take a place-based approach. This is an approach using a collaborative process to address the needs of a community by working together to improve the quality of life. It involves understanding a place's social context and physical setting. In this context the place was Surrey and stakeholders from across the retrofit system in Surrey were invited to co-develop the Plan.

1.12. The Plan came from a series of workshops and working groups attended by actors involved in retrofit within Surrey between January and July 2025. The Pilot team carried out research to help inform decisions and facilitated conversations enabling the Plan to emerge. Surrey County Council were the lead organisation for the process. The Pilot team worked closely with Surrey County Council from the start. Working with Surrey County Council, an extensive list of stakeholders was developed.

1.13. Interviews were held with a sample of stakeholders and findings were combined with desk-based research to build a picture of the area, the Locality Assessment. This then guided work at the first workshop to develop a Shared Understanding of how the local retrofit system is working currently. From this, the attendees started to develop themes for a vision. This was then honed by one of the working groups (smaller groups of workshop attendees getting together between workshops) and approved at the next workshop. Once the vision was in place, the stakeholders could start to develop the goals and actions needed. Importantly, they also agreed on the shared principles needed to ensure they can work together and achieve the vision.

1.14. The workshops and working groups form stage 2 of the process, also known as 'Co-design' – see figure 2. The MCS Foundation has completed the 'Understanding the system' phase for the whole of England which has determined key stakeholders to have involved in stage 2. Stage 1 saw the Foundation working with the lead organisation, Surrey County Council, on a stakeholder assessment. Stage 3 is the implementation of the Plan followed by stage 4 to learn and reflect before starting the process again.

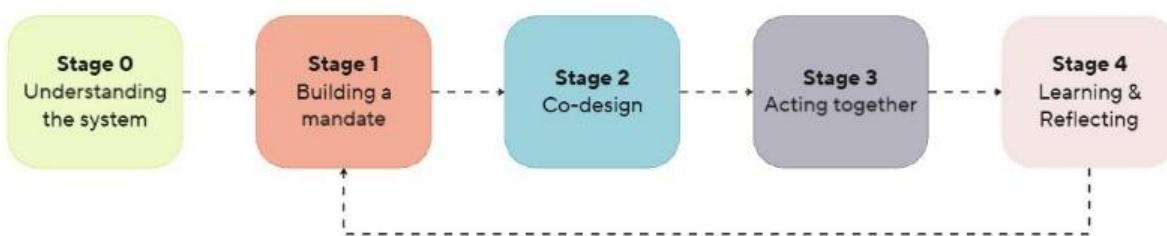


Figure 2: LARA Pilot: Co-design process

1.15. The Plan has the following defined terms:

- **ACTIONS:** **Things done** by people and organisations in Surrey in support of goals, by individuals or groups.
- **GOALS:** Something Surrey **hopes to achieve** which is formed of multiple actions and achieved by multiple parties.
- **MISSION:** **How the work** needed to achieve the vision will be taken forward.
- **OUTCOMES:** The **result of something**, or the consequence of it, is the outcome.

- PLAN: A **plan** for Surrey made up of multiple goals (under which sit actions) toward a wider mission and vision.
- VISION: One sentence that describes the **future-facing, longer term ambition** of the Plan and offers inspiration and motivation.

1.16. The Pilot was funded and led by The MCS Foundation, a charity working to decarbonise all homes in the UK. Additional funding was provided by the Aurora Trust and the Greater South East Net Zero Hub.

1.17. The Pilot has been delivered in partnership with Ashden, National Retrofit Hub and the UK Green Building Council. The Pilot team would also like to thank Cara Jenkinson from Ashden, Rachna Leveque from Catapult, Helen Cross from Deloitte LLP, James Clarke from The Energy Saving Trust, Nikki Dekker from the Greater South East Net Zero Hub, Georgia Aristide-Oke from Innovate UK, Emma Lower from Lendology, Alex Duley from MCS Foundation, Anna Hollyman, David Adams, Joanne Wheeler, Kirsty Girvan, and Tosca Herson from UKGBC and Justin MacMillian from Which? who all supported the workshops held in Surrey. The workshops were designed by Dark Matter Labs and Collaborate CIC and delivered by The MCS Foundation and Collaborate CIC.

1.18. The biggest thank you goes to all the workshop and working group attendees. A considerable amount of time and energy was given to the project, highlighting the importance of the vision and delivery of this Plan.

Accent Housing	National Wealth Fund
Activate Learning	NESCOT College
Aura Retrofit	NHS Surrey Heartlands ICB
Brooklands College	National Independent Consumer Organisation
Circular Dorking	Raven Housing Trust
Community Energy Pathways	Raven Renewables
Diocese of Guildford	Reigate and Banstead Borough Council
Elmbridge Borough Council	Runnymede Borough Council
Energy Action Redhill and Reigate	Samsung
Epsom & Ewell Borough Council	Soltherm
Essex County Council	Spelthorne Borough Council
Furness	Scottish and Southern Electricity Networks
Good People	Surrey Climate Commission
Greater South East Net Zero Hub	Surrey Community Action
HACT	Surrey County Council
Happy Energy	Sustain Change.Org
Ichoosr	Tandridge District Council
Instagroup	Surrey Community Energy
Lendology	Waverley Borough Council
MIT Skills	Your Energy Your Way
National Energy Foundation	Zero Carbon Guilford

2. Vision & Mission

2.1. Overview

- 2.1.1. Work on the vision started during Workshop 1, attended by local authorities, training providers, social landlords, community energy organisations, government organisations and the supply chain. Please [see Workshop 1 report](#) for more information.
- 2.1.2. The vision exercise revealed several key themes shaping individual and organisational aspirations as per the below synthesised statements from the workshop (also see the Workshop 1 report). These included:
 - 2.1.2.1. **High standards and trust** – establishing respected industry, trusted advice, consumer confidence, high standards, performance
 - 2.1.2.2. **Delivery** – skilled workforce, coordinated approach, delivery models
 - 2.1.2.3. **Collective action, collaboration and ownership** – collaboration, people, engaged, empowered stakeholders, joining components into a whole
 - 2.1.2.4. **Consumer benefits** – support for residents, affordability, reduced fuel bills, quality, access for all, healthier, comfortable living
 - 2.1.2.5. **Social outcomes** – diversity, social equity, every home matters, healthy homes, better health
 - 2.1.2.6. **Long-term strategy** – net zero, investment, carbon reduction
 - 2.1.2.7. **The future** – a new normal, positive vision, better future, households that want retrofit, future-proofing, move the frame, legacy and opportunity for change
 - 2.1.2.8.** **Financial considerations and market positioning** – broader perspective, people in the middle are stuck, aspirations, investable propositions
- 2.1.3. A working group was set up to refine the vision and this was presented at Workshop 2 and the final vision was agreed. [See Workshop 2 report](#) for more information.

3. Strengths, Weaknesses, Opportunities, Threats (SWOT)

3.1. Introduction

- 3.1.1. The SWOT was developed over several phases. The Pilot team conducted qualitative and quantitative research published in the Locality Assessment with data gathered through desk-based research and stakeholder interviews. The Locality Assessment informed the workshops, particularly the Shared Understanding and set a baseline understanding of Surrey's retrofit system. The Locality Assessment report [\[insert link\]](#) details specific geographic and demographic information about the locality. It also provides insight into activity within the locality in relation to each of the six pillars of a retrofit system, as developed by Dark Matter Labs. The 'six pillars' are a tool to understand a system, and are as follows:
 - Community:
 - Awareness and appetite for retrofitting from residents
 - Trust building
 - Participation & engagement

- Skills and Training:
 - Market size and quality of works
 - Range of different programmes, tenures & building typologies
 - Skills pipeline needed for future works
- Homes:
 - Building types and tenures across the area
 - Approach to carbon and energy saving
- Low carbon technology:
 - Heat pump 'readiness'
 - Energy generation & storage
 - Planning & infrastructure e.g. grid constraints
- Financial resourcing:
 - Funding and finance
 - Variations across tenures & delivery models
 - Impacts on quality retrofit works e.g. user-centred service models
- Governance
 - Ownership and governance structures
 - Procurement policy e.g. community wealth building

3.1.2. After Workshop 1, the Shared Understanding Working Group met to start creating and refining a SWOT based on the Locality Assessment and outputs from the workshop. The Shared Understanding group came to Workshop 2 with a draft Vision statement and SWOT analysis, that was reviewed, critiqued and revised during the course of the workshop. The SWOT highlighted the county's strengths in collaborative networks, green skills programmes, and successful grant funding, while finding challenges such as resource limitations, skills gaps, and public hesitation. Opportunities included community engagement, local supply chains, and collective purchasing, counterbalanced by threats like funding uncertainty, supply chain constraints, and regulatory delays. This was reviewed and revised by the group and a revised SWOT put to stakeholders in Workshop 3 for approval, with 98% of stakeholders agreeing with the final presentation.

3.2. Strengths

3.2.1. Strength 1: Solar Together and the Furbnow one-stop shop (OSS) pilot have both proven there is demand for retrofit in Surrey

- Further information: Solar Together provides a trusted group-buying scheme that helps residents access solar PV and battery storage at competitive prices, supporting the scale-up of local renewable energy in Surrey. 3,000 installs and £23m invested to date demonstrates considerable appetite from Surrey homeowners for retrofit. The OSS pilot meanwhile has seen over 150 Surrey households pay for a whole-house assessment and, to date, 30 have now begun deep retrofit of their homes, with Furbnow's expert coordination support.
- Response: Actions under subgoals: 1.3, 2.1, 2.1.1, 4.1, 4.1.1

3.2.2. Strength 2: A group purchasing model for heat pumps is being piloted in Surrey in 2025/26

- Further information: The scheme will offer residents a trusted, group-buying model to access competitively priced heat pumps from pre-vetted installers.
- Response: Actions under subgoals: 1.3, 2.1, 2.1.1, 4.1, 4.1.1

3.2.3. Strength 3: Several active and well-established community energy groups. Already delivering energy advice, so ready to take customers deeper into retrofit support.

- Further information: Several active and well-established community energy groups are operating in Surrey, already providing trusted energy advice and creating networks to engage residents and provide retrofit guidance to increase uptake. Zero Carbon Guildford's Home Energy Advice Team (HEAT) delivered over 2,000 home visits since December 2023 and has secured another two years' funding to continue the service in partnership with Circular Dorking and Energy Action Redhill and Reigate.
- Response: Actions under subgoals: 1.3, 2.1, 2.1.1, 2.1.2, 3.1, 3.2

3.2.4. Strength 4: Some housing archetype data

- Further information: Archetype data provides a foundation for identifying, at scale, priority property types, allowing the tailoring of retrofit solutions and targeting of interventions more effectively. This supports faster, evidence-based delivery.
- Response: Actions under subgoals: 1.3, 2.1, 2.1.1, 2.1.2, 3.1

3.2.5. Strength 5: Prior good collaboration with stakeholders around Surrey Retrofit Skills Roadmap and Skills Bootcamps

- Further information: Previous collaboration demonstrates the ability to coordinate partners and deliver targeted training, providing a foundation to scale up retrofit skills provision quickly and effectively. The newly launched second phase of Bootcamps takes a stronger focus on testing competency and improving employment outcomes for graduates.
- Response: Actions under subgoals: 1.2, 4.1, 4.1.1

3.2.6. Strength 6: Some success with hosting Energy Showcase Events

- Further information: Energy showcase events create a transparent, interactive forum that builds trust and awareness, helping residents make informed retrofit choices. These regular events offer residents the chance to quiz experts and see real-world examples.
- Response: Actions under subgoals: 1.3, 2.1, 2.1.1, 2.1.2, 3.2

3.2.7. Strength 7: More households are opening their homes via Nesta's Visit a Heat Pump scheme

- Further information: Hosted by Nesta, the Visit a Heat Pump scheme is an open-house event hosting platform that lets residents see, hear and experience a working heat pump installation and affords them the opportunity to ask practical questions about performance, noise, running costs and maintenance, and installation experiences. This approach builds trust and confidence in retrofit measures and supports informed decision making. As of July 2025, there are 35 open homes registered across nearly all parts of Surrey, meaning interested residents will not have to travel far to visit their nearest.
- Response: Actions under subgoals: 2.1, 2.1.1, 2.1.2, 3.1

3.2.8. Strength 8: Local authorities can work well together e.g. on climate and retrofit

- Further information: local authorities in Surrey have a track record of working well together on climate and retrofit initiatives, creating a strong foundation for coordinated action, shared resources, and consistent messaging.
- Response: Actions under subgoals: 1.1, 1.2, 1.3, 2.1

3.2.9. Strength 9: Growing sector with lots of opportunities

- Further information: The growth of the retrofit sector presents Surrey with an opportunity to attract new businesses, investment, and skilled workers all supporting local economic growth. The Skills Bootcamps backed by Surrey County Council and local colleges are already training new installers, showing how sector growth creates jobs while supporting faster retrofit roll-out.
- Response: Actions under subgoals: 1.2, 1.3, 2.1

3.2.10. Strength 10: BUS uptake is growing and Government is removing non-financial barriers to heat pump installs too

- Further information: There were almost double the number of Boiler Upgrade Scheme (BUS) redemptions (heat pump installs) in Surrey in 2024/25 compared to 2023/24. Moreover, homeowners can now access the full £7,500 Boiler Upgrade Scheme grant for heat pumps without having to install loft or cavity wall insulation first and, in May 2025, planning permission barriers were reduced including the '1 metre boundary' rule. This has removed barriers, helping even more households switch to heat pumps in 2025/26.
- Response: Actions under subgoals: 2.1, 2.1.1, 3.1, 4.1, 4.1.1

3.2.11. Strength 11: Slight improvement in knowledge about heat pumps in recent years

- Further information: Even small rises in public knowledge and familiarity of heat pumps help speed retrofit by shifting more homeowners into the 'ready-to-consider' zone. With around 329,000 (approximately 65%) of Surrey homes at SAP D or below, a modest increase of homeowner knowledge could potentially mobilise tens of thousands of additional households toward heat pump adoption. This is sorely needed as the monthly rate of heat pump installations in Surrey will need to increase to be on average 40 times higher over the next 25 years than it has been over the last 3 years of the BUS scheme.
- Response: Actions under subgoals: 2.1, 2.1.1, 2.1.2, 3.1, 3.2, 4.1, 4.1.1.

3.2.12. Strength 12: Performance on fuel poor and social housing grant schemes delivery

- Further information: Successfully managing multi-million-pound funding programmes shows systems are in place to deliver retrofit in Surrey, and there is scope for future expansion. Examples include the £2.8m worth of upgrades delivered through HUG2; the almost £7m being delivered in social housing through the Social Housing Decarbonisation Fund (SHDF) Wave 2.2; and the success in securing a combined £28.3m via the Warm Homes Plan (£13.9m Local Grant and a total of £14.4m from the Social Housing Fund, including match funding) to support energy efficiency updates to thousands more properties. Other housing providers operating in the area are also gaining experience delivering retrofit in their stock outside of Surrey.
- Response: Actions under subgoals: 1.1, 3.2

3.2.13. Strength 13: Good relationship between borough and district councils and social landlords

- Further information: Surrey's boroughs and social landlords have worked together to secure funding, share property data, and streamline installations. A good relationship

between borough and district councils, and social landlords in Surrey enables joined-up planning, faster project delivery, and coordinated retrofit programmes maximising impact. Other benefits include the alignment of priorities, reduction of administrative barriers, and ability to scale retrofit efforts effectively.

- Response: Actions under subgoals: 1.1, 1.2, 1.3, 2.1, 4.1, 4.1.1

3.2.14. Strength 14: Quality controls ensuring good installers

- Further information: All installers delivering work through previous Action Surrey schemes must meet strict standards and have accreditation with bodies including MCS and Trustmark. Solar Together and Furbnow installers are similarly vetted and undergo comprehensive assessments. These controls mean Surrey residents accessing retrofit measures through trusted schemes benefit from reliable installers, better-quality outcomes, and recourse if issues arise. This provision increases public confidence, reduces failure rates, and supports sustainable market growth.
- Response: Actions under subgoals: 4.1, 4.1.2

3.2.15. Strength 15: Better data on heat pump and solar rollout, and EV chargers and batteries is available through the SSEN and UKPN public data stores at substation level

- Further information: This level of data provides granular insight into where low-carbon technologies are being deployed, enabling targeted planning, faster capacity allocation, and smarter rollout strategies across Surrey. Evidence based targeting can help authorities plan smarter and prioritise investment.
- Response: Actions under subgoals: 1.2

3.2.16. Strength 16: £38m of investment already secured via government grant or private investment, excluding social housing.

- Further information: The fact that £38m has already been leveraged for domestic retrofit (excluding social housing) via local authorities' climate change strategies shows that the region has a proven ability to secure significant funding, coordinate delivery, and mobilise retrofit at scale.
- Response: Actions under subgoals: 3.2

3.2.17. Strength 17: Good Practice in Woking on heat networks can be a model for other towns

- Further information: Woking's heat network successes in terms of attracting funding, its delivery and operation and pioneering nature is a potential blueprint for retrofit Acceleration.
- Response: none

3.2.18. Strength 18: Some councils have good relationships with social landlords

- Further information: Some Boroughs and Districts have good relationships with social landlords through historic joint working. These relationships can be built on to help to ensure retrofit delivery is coordinated both locally and strategically, maximising impact across social housing and aligning with Surrey's broader climate goals.
- Response: Actions under subgoals: 1.1, 4.1, 4.1.1

3.3. Weaknesses

3.3.1. Weakness 1: Hesitancy of local authorities to make decisions

- Further information: Hesitancy among local authorities to make decisions slows down the pace of retrofit delivery, creates uncertainty for supply chains, and risks missing funding opportunities, holding back wider rollout. Surrey's success in schemes like Solar Together and HUG2 shows what's possible with decisive leadership.
- Response: Actions under subgoals: 1.1, 1.2, 1.3, 2.1,

3.3.2. Weakness 2: Lack of cohesion of different local authorities' separate plans.

- Further information: In Surrey, boroughs, districts, and the county council have their own climate and energy plans, which are often developed independently. Coordinated county-wide retrofit action requires collective buy-in and alignment from every council, otherwise, efforts could remain fragmented. A county-wide retrofit Plan that aligns with existing local authority plans, whilst maximising the opportunities from Local Government Reorganisation, can provide clear, shared priorities, consistent messaging, and delivery pathways will address this weakness., shared priorities, consistent messaging, and delivery pathways will address this weakness.
- Response: Actions under subgoals: 1.1, 1.3, 2.1, 4.1

3.3.3. Weakness 3: Lack of personnel within stakeholders (particularly local authorities)

- Further information: A shortage of personnel, both within local authorities and the wider retrofit supply chain limits capacity to plan, coordinate, and deliver retrofit schemes at the necessary scale and pace, directly slowing progress. Issues including capacity gaps, delivery bottlenecks, install capacity shortages, burnout and knowledge loss will prevail unless personnel shortages are addressed.
- Response: Actions under subgoals: 1.1, 1.2, 1.3,

3.3.4. Weakness 4: Low take up of retrofit courses in Surrey; lack of understanding about the barriers to take up

- Further information: Low take-up of retrofit training courses, combined with insufficient understanding of the barriers preventing participation, can limit workforce growth and slow delivery capacity, making it harder to meet retrofit targets at scale.
- Response: Actions under subgoals: 1.2, 3.2, 4.1, 4.1.2

3.3.5. Weakness 5: EPC ratings are unreliable

- Further information: EPC ratings (Energy Performance Certificates) are often inaccurate, or out of date, meaning retrofit decisions can be poorly targeted, funding may not reach the right homes, and residents or landlords lack reliable information to act with confidence. Supplementing EPCs with archetype data, in-home assessments, and smarter diagnostics could help overcome this barrier.
- Response: Actions under subgoals: 2.1, 2.1.1, 2.1.2

3.3.6. Weakness 6: EPC methodology is discredited for heat pumps and other renewables

- Further information: The current EPC methodology often underestimates the performance of heat pumps and other renewable technologies making them appear less effective or cost-efficient than they are. This undermines public confidence, creates misleading signals for homeowners and landlords, and can limit eligibility for funding schemes tied to EPC ratings

- Response: Actions under subgoals: 2.1, 2.1.1, 2.1.2

3.3.7. Weakness 7: Inconsistent training

- Further information: Inconsistent training provision undermines workforce quality, slows retrofit delivery, increases installation risks, and reduces public trust; highlighting the urgent need for standardised, high-quality training aligned with market needs.
- Response: Actions under subgoals: 1.2, 4.1, 4.1.2

3.3.8. Weakness 8: Lack of finance offer for middle audience segment who are said to make up 80% of residents.

- Further information: The lack of accessible finance offers for Surrey's middle-income households which are estimated to make up around 80% of residents is a critical weakness that slows mass retrofit uptake, limits market growth, and risks deepening inequalities. Unlocking tailored finance solutions is essential to scale retrofit at pace.
- Response: Actions under subgoals: 3.1

3.3.9. Weakness 9: High compliance requirements of grant schemes with lots of complexity

- Further information: The high complexity and strict compliance requirements in relation to retrofit grant schemes creates significant barriers for residents, SMEs, and delivery partners, slowing uptake, increasing administrative burdens, and undermining the pace and scale of retrofit.
- Response: Actions under subgoals: 1.1, 1.2, 1.3, 2.1, 3.2

3.3.10. Weakness 10: Surrey County Council has little direct control over private landlords and limited relationship with social landlords, who have competing priorities

- Further information: Surrey County Council's limited direct control over private landlords and limited relationship with social landlords, combined with their competing operational priorities, creates a fragmented retrofit landscape, making it harder to align housing decarbonisation across tenures with county-wide climate goals and slowing progress. Despite this, as per strength 18, Surrey County Council could build good working relationships with both private landlords and social landlords in the region.
- Response: Actions under subgoals: 1.1

3.3.11. Weakness 11: Not all data is openly shared

- Further information: When organisations don't share data, and there is limited open access to rich housing stock data, it causes delays and obstructions which hamper progress, drive up costs and add administrative burdens. All these add to the difficulty to pursue a systemic approach to accelerating retrofit.
- Response: Actions under subgoals: 1.1, 1.2, 1.3

3.3.12. Weakness 12: Data quality when it comes to housing stock

- Further information: Poor housing stock data weakens retrofit efforts by making it difficult to accurately identify property types, condition, tenure and energy performance, leading to delays, the installation of inappropriate measures and inefficient use of resources.
- Response: Actions under subgoals: 1.1, 1.3

3.3.13. Weakness 13: While many community groups are willing to participate as advocates, they are limited by capacity and resources and need support to professionalise.

- Further information: Many community groups are enthusiastic about accelerating retrofit and are willing to act as advocates, however their impact is constrained by limited capacity and resources. Additional support for these groups may be required to leverage their expertise and often trusted local voice.
- Response: Actions under subgoals: 1.1, 2.1, 2.1.2, 3.2

3.3.14. Weakness 14: Lack of vehicle to leverage private investment into sector to accelerate mass uptake

- Further information: The absence of a structured vehicle to leverage private investment significantly limits the scale and pace of retrofit delivery. Without a clear, trusted mechanism to attract and deploy private investment at scale, it is difficult to mobilise the funding needed for mass retrofit, limiting market growth, stalling delivery beyond public grant schemes, and slowing progress toward county-wide decarbonisation targets.
- Response: Actions under subgoals: 3.2

3.4. Opportunities

3.4.1. Opportunity 1: Surrey councils engaging more private and social landlords

- Further information: Engaging more private and social landlords across Surrey represents a key opportunity to scale retrofit delivery, target priority homes, attract additional funding, and support workforce growth. The expected introduction of a tightened (to EPC C rather than EPC E) Minimum Energy Efficiency Standard (MEES) in 2026 by Government can provide additional leverage provided LAs also receive proportionate funding to enforce it.
- Response: Actions under subgoals: 1.1, 1.3

3.4.2. Opportunity 2: Local authorities are a trusted brand

- Further information: local authorities' status as a trusted brand presents a significant opportunity to drive retrofit uptake across Surrey; helping residents navigate the retrofit market, boost confidence in measures, and build momentum towards large-scale delivery. Solar Together Surrey, Action Surrey, and Surrey HEAT service are specific examples of how Surrey's local authorities have successfully used their trusted brands to promote retrofit.
- Response: Actions under subgoals: 1.1, 2.1, 2.1.1, 2.1.2,

3.4.3. Opportunity 3: Some conservation organisations are against solar farms and wind turbines. Opportunity to engage with them to actively set some decarbonisation goals for themselves.

- Further information: Opposition from influential groups limits the deployment of large-scale renewable energy within Surrey, constrains decarbonisation options, and risks polarising public debate. However, engaging these groups to take ownership of alternative decarbonisation actions, including retrofit, presents an opportunity to align landscape protection with climate goals and foster constructive collaboration.
- Response: Actions under subgoals: 2.1

3.4.4. Opportunity 4: UK law to be Net Zero by 2050

- Further information: Net Zero 2050 is a powerful unifying target. It provides a unifying legal framework, creating the conditions for policy certainty, investment mobilisation, and coordinated action over time. It enables Surrey to set credible interim targets, breaking retrofit into manageable phases with measurable progress. Surrey County Council (SCC) and other local stakeholders have made ambitious commitments to align with Net Zero by 2050, with interim targets in SCC's Climate Change Strategy that include a commitment to reduce carbon emissions from housing by 66% by 2035.
- Response: Actions under subgoals: 1.1, 2.1

3.4.5. Opportunity 5: Huge potential retrofit market

- Further information: Surrey's large, diverse housing market with over 500,000 domestic properties and substantial population size create a significant opportunity to scale retrofit delivery, providing the critical mass needed to grow the supply chains, attract investment, and normalise energy efficiency and low-carbon technologies across communities.
- Response: Actions under subgoals: 1.1, 1.2, 3.1, 4.1, 4.1.1

3.4.6. Opportunity 6: Opportunity to connect social housing providers in the area, building relationships for future collaboration

- Further information: Connecting and building stronger relationships between social housing providers in Surrey presents a key opportunity to coordinate retrofit delivery, secure funding, grow the supply chain, and decarbonise social homes more efficiently, laying the foundations for long-term, large-scale collaboration.
- Response: Actions under subgoals: 1.1, 1.3, 4.1, 4.1.1

3.4.7. Opportunity 7: Community energy groups are well placed to reach people with bespoke support from vulnerable to able to pay

- Further information: Community energy groups across Surrey are uniquely placed to reach residents with trusted, tailored retrofit support; whether vulnerable or able-to-pay, providing a major opportunity to drive uptake by meeting people where they are and building confidence in retrofit. The HEAT team's securing of an additional 2 years' funding is a fantastic opportunity to build on their over 2,000 home visits to date.
- Response: Actions under subgoals: 1.1, 2.1, 2.1.1, 2.1.2, 3.2

3.4.8. Opportunity 8: Funded schemes for retrofit measures

- Further information: Surrey's deployment of multiple funded retrofit schemes in recent years shines a light on what is possible when engaging with funded schemes and grants focusing on helping fuel poor, inefficient households. The upcoming Warm Homes Plan offers Surrey an opportunity to further accelerate domestic retrofit beyond what has already been achieved, with a total £28.3m pledged across the Local Grant and Social Housing Fund.
- Response: Actions under subgoals: 1.1, 2.1, 2.1.2, 3.2, 4.1, 4.1.1

3.4.9. Opportunity 9: Social value requirements in contracts between public sector and contractors

- Further information: Surrey County Council builds in a minimum 10% social value contribution into contracts. Requiring suppliers to deliver additional social, economic, or environmental benefits through contracts creates a clear mechanism to align procurement with Surrey's retrofit and climate priorities, leveraging wider outcomes

such as local jobs, skills development, and community engagement and benefit alongside carbon reduction.

- Response: Actions under subgoals: 1.1, 1.2, 2.1, 2.1.2, 4.1, 4.1.1

3.4.10. Opportunity 10: Regular accurate information made available in local press and events; Stress case studies with real people

- Further information: Providing consistent, accurate information through trusted local channels, combined with relatable case studies from real Surrey residents builds public confidence, normalises retrofit, and helps overcome misinformation, making it easier to drive uptake of retrofit measures.
- Response: Actions under subgoals: 1.3, 2.1, 2.1.1, 2.1.2

3.4.11. Opportunity 11: Opportunity to engage tenants in a democratic process around this

- Further information: Engaging tenants in a democratic, participatory process around retrofit decisions builds trust, increases acceptance of works, and empowers residents to shape solutions that work for them. This could help reduce resistance, improve satisfaction, and accelerate the delivery of social housing decarbonisation across Surrey.
- Response: Actions under subgoal: 2.1

3.4.12. Opportunity 12: Forums that strengthen the link between skills providers with employers such as the Surrey GSAP

- Further information: Strengthening forums like the Surrey Green Skills Advisory Panel (GSAP), which had its inaugural meeting in July 2025, connects skills providers with employers and presents a major opportunity to accelerate retrofit by ensuring training is aligned with market needs, building a reliable local workforce, and supporting scalable, high-quality delivery across Surrey.
- Response: Actions under subgoals: 1.2, 4.1, 4.1.2

3.4.13. Opportunity 13: Data identified as a key to understanding the use of low carbon technologies in people's homes through smart monitoring

- Further information: Digital tools and smart data platforms provide real-time insights into energy performance, enabling more targeted, efficient, and impactful retrofit delivery across Surrey. Solutions like Switchee demonstrate how technology can support proactive decision-making, tenant engagement, and better outcomes, particularly in social housing.
- Response: Actions under subgoals: 1.3

3.4.14. Opportunity 14: Devolution may create efficiencies in terms of funding and lead to the right decisions at the right level

- Further information: Gaining greater control over funding and decision-making could create significant efficiencies in retrofit delivery by simplifying access to resources, aligning priorities, and enabling more strategic, coordinated use of public and private investment, as well as more responsive, coherent, and accountable retrofit delivery at pace. The Government's Devolution White Paper promises a consolidated budget via Integrated Settlement for new Mayoral Strategic Authorities (MSA) with devolution of retrofit funding by 2028 and a clear role for the MSA in the wider energy system, including Local Area Energy Planning (LAEP), heat network zoning, and green jobs and skills coordination. In February 2025, Surrey was selected for the Local Government Reorganisation fast track.

- Response: Actions under subgoals: 1.1

3.4.15. Opportunity 15: Broaden understanding of low Carbon Technologies. e.g. rainwater harvesting, battery storage, solar PV, Heat pumps etc

- Further information: Expanding public understanding of the full range of low carbon technologies including solar PV, battery storage, heat pumps, and insulation empowers more residents to take informed action, supports integrated whole-home retrofit, and increases demand across Surrey, helping to normalise low-carbon living.
- Response: Actions under subgoals: 1.3, 2.1, 2.1.1, 2.1.2, 3.1, 4.1

3.4.16. Opportunity 16: Devolution could lead to right decisions at right level

- Further information: Surrey's devolution plans; unitisation, mayoral leadership and devolved funding could present a significant opportunity to accelerate retrofit in the region, and could lead to more responsive, coherent, and accountable retrofit delivery at pace.
- Response: Actions under subgoals: 1.1

3.4.17. Opportunity 17: Work by University of Surrey on intertwined stakeholder ownership model for climate action that breaks down silos

- Further information: Ongoing work being undertaken by the University of Surrey with input from Surrey County Council, with the goal of a more linked up stakeholder ownership model, namely 'mesh governance', for accelerating climate action and breaking down silos (see Climate Action Network study on multi-level climate governance in Surrey, examining how distributed decision-making across parishes, boroughs, and county can mesh together more effectively).
- Response: Actions under subgoals: 2.1, 4.1

3.4.18. Opportunity 18: To use this as an opportunity to encourage an improvement in data quality of housing stock

- Further information: Retrofit programmes create a valuable opportunity to improve the quality, consistency, and completeness of housing stock data. This provides the intelligence needed to better target future retrofit, prioritise investment, track progress, and plan area-based delivery more efficiently across Surrey.
- Response: Actions under subgoals: 1.3

3.4.19. Opportunity 19: Warm Homes Local Grant (WHLG) allocation is an opportunity to expand fuel poor offer, with longer term programme (3 years) announced, that should be slightly more straightforward to administer, and with potential positive spillover for wider programme

- Further information: The WHLG provides Surrey with a new, multi-year funding stream to support fuel-poor households with energy efficiency improvements. Its longer timeframe, simplified administration, and potential to complement wider retrofit schemes make it a strategic opportunity to tackle fuel poverty and generate momentum for broader retrofit uptake across the county.
- Response: Actions under subgoals: 1.1, 1.3, 3.2

3.5. Threats

3.5.1. Threat 1: Community groups lack a mandate to operate in this space and without a mandate there is no power or funding.

- Further information: Community groups are well placed to engage residents and support retrofit, but without a formal mandate such as recognised roles in delivery programmes, clear political backing, or access to funding, their ability to contribute is limited. This weakens Surrey's resource capacity, and ability to build public trust, drive behaviour change, and deliver retrofit at the neighbourhood level.
- Response: Actions under subgoals: 1.3, 2.1, 2.1.1, 2.1.2, 3.2

3.5.2. Threat 2: Social landlords prioritising other elements over this work due to a lack of resources

- Further information: social landlords face competing pressures. Prioritising other pressures over retrofit due to resource constraints could delay the decarbonisation of social housing in Surrey, limit funding uptake, and weaken retrofit delivery and progress towards the county's climate targets.
- Response: Actions under subgoals: 1.1, 1.3, 4.1, 4.1.2

3.5.3. Threat 3: Inconsistent quality assurance/ checks in place

- Further information: Inconsistent quality assurance (QA) and checks across retrofit schemes undermine installation standards, reduce resident trust, and risk poor performance outcomes resulting in slow uptake, damage to the sector's reputation, and increased likelihood of retrofit delivery stagnating.
- Response: Actions under subgoals: 2.1

3.5.4. Threat 4: Plans are derailed by inaccurate data re. housing stock

- Further information: Inaccurate, outdated, or incomplete data on Surrey's housing stock undermines effective planning, targeting, and delivery of retrofit programmes; leading to wasted resources, missed opportunities, and delays in scaling up home retrofit.
- Response: Actions under subgoals: 1.3

3.5.5. Threat 5: Some Gas Safe qualified engineers are actively dissuading residents from fitting heat pumps; a national problem

- Further information: Gas Safe registered engineers are a trusted source for heating advice, especially for boiler replacements. When they actively dissuade residents from adopting heat pumps, whether due to lack of knowledge, vested interests, or misconceptions, it undermines public confidence in low-carbon heating and slows heat pump uptake.
- Response: Actions under subgoals: 2.1, 2.1.1, 4.1

3.5.6. Threat 6: Active lobbying by the gas industry in the press has a major impact on residents' appetite for low carbon technology

- Further information: Active lobbying and media campaigns promoting fossil fuel options over low carbon alternatives create confusion and undermine public confidence, posing a significant threat to retrofit uptake and slowing retrofit progress.
- Response: Actions under subgoals: 2.1, 2.1.1, 2.1.2

3.5.7. Threat 7: Surrey doesn't yet have a Local Area Energy Plan

- Further information: The absence of a Local Area Energy Plan (LAEP) is a key threat to accelerating retrofit, limiting the ability to strategically target interventions, align with grid capacity, and plan infrastructure upgrades, which increases costs, delays delivery, and reduces market confidence in low-carbon transition programmes.
- Response: Actions under subgoal: 1.3

3.5.8. Threat 8: Devolution uncertainties

- Further information: Devolution uncertainties present a threat to accelerating retrofit by delaying strategic decisions, weakening collaboration, reducing market confidence, and risking disruption to funding and delivery structures. Uncertainty limits Surrey's ability to progress initiatives like LAEPs.
- Response: Actions under subgoals: 1.1, 1.3

3.5.9. Threat 9: Council/public sector funding landscape is always uncertain, which constrains ability of councils to invest own money, leading to overreliance on grants

- Further information: Uncertainty in public sector funding can constrain public sector funding and investment in retrofit, leading to overreliance on short-term, competitive grants. Stable, long-term funding would enable coordinated, area-based delivery. Fragmented delivery caused by inconsistent funding can reduce public awareness, trust, and political will to prioritise retrofit.
- Response: Actions under subgoals: 1.1, 1.3

3.5.10. Threat 10: Schemes starting and stopping

- Further information: The frequent starting and stopping of retrofit schemes undermines delivery momentum, damages public trust, weakens the supply chain, and prevents scalable, efficient retrofit programmes. Short-lived schemes make it extremely difficult to implement coordinated, long-term neighbourhood or whole-street retrofit programmes and increase delivery costs.
- Response: Actions under subgoals: 1.1, 3.2, 4.1, 4.1.1

3.5.11. Threat 11: OFGEM pricing rules continue to make heat pumps only slightly cheaper than gas boilers without time of use tariffs

- Further information: Current pricing rules which keep electricity costs high relative to gas, limit the economic case for heat pumps. Reforming levy structures alongside wider access to time-of-use tariffs, is critical to unlocking affordable, large-scale heat pump uptake.
- Response: Actions under subgoals: 2.1, 2.1.1, 2.1.2, 3.2

3.5.12. Threat 12: Homeowners don't want to take out loans for retrofit

- Further information: In Surrey, where homeownership rates are high and many residents are financially comfortable, the reluctance of homeowners to take on personal loans for retrofit is a significant barrier. Even among affluent groups, resistance to borrowing slows uptake of retrofit measures, limiting the potential to decarbonise Surrey's large owner-occupied housing stock.
- Response: Actions under subgoals: 3.1, 3.2

4. Shared Principles

4.1. Introduction

- 4.1.1. During Workshop 2, participants engaged in a systems simulation game to explore principles and strategies for collaborative retrofit initiatives in Surrey. The exercise highlighted challenges such as siloed actions, lack of coordination, and minimal strategic oversight in Round 1. This evolved into greater collaboration, shared goals, and efficient resource use in Round 2. Groups then used this learning to reflect on real-life changes they want to see in Surrey's retrofit system.
- 4.1.2. Key principles for a better retrofit system were found, including equity, sustainability, collaboration, and accountability. Priorities found included shared vision, workforce upskilling, community engagement, targeted funding, and innovative financing models. The follow-up discussions emphasised leveraging local resources, fostering partnerships, and applying insights to real-world challenges to drive systemic change and accelerate retrofitting efforts effectively.
- 4.1.3. These shared principles will guide all activity by signatories to the Plan. The governance agreements between signatories to the Plan will formally ensure their importance. The principles below have influenced the goals and actions and are critical in achieving the vision.

4.2. Principles Selection

- 4.2.1. During Workshop 2, participants engaged in a systems simulation game to explore principles and strategies for collaborative retrofit initiatives in Surrey. The simulation aimed to create an engaging and collaborative setting for participants to: Simulate teamwork in a dynamic environment, explore actionable ideas relevant to Surrey, test different approaches to change, identify key priorities, and foster experimentation and creativity in problem-solving. The exercise highlighted challenges like the need for: greater levels of coordination, a common goal to avoid action in self-interest and coordination of efforts in round 1. This evolved into greater collaboration, shared goals, and efficient resource use and a reflection that a coordinating body is required to direct retrofit in Round 2. Groups then used this learning to reflect on real-life changes they want to see in Surrey's retrofit system.
- 4.2.2. Key principles for a better retrofit system were identified, including: collaborative, inclusive, people-centred, ambitious and pragmatic and trustworthy, reliable and we act with integrity.

5. Outcomes

5.1. Outcomes Identified

- 5.1.1. During Workshop 3, time permitted for participants to engage in only a relatively short exercise to begin to develop potential Outcomes, with the outputs of this exercise listed below. It was acknowledged they would require further refinement.
 - Consortiums working well to deliver efficiencies, expectations and built trusting relationships
 - Coherent menu of grant schemes for all requiring them
 - Good understanding of grant schemes across system
 - Finance options available for supply chain development and training

- Coordinated homeowner communications being delivered by range of system partners including public health
- Exponential growth of interest in funded schemes and installation of measures
- People know where to go for retrofit advice and have confidence in the advice
- People feel the benefits of retrofit are relevant to them and worth the hassle
- People aware of and able to access finance and grants i.e. feel empowered to do something to help themselves
- People talking about the positives of retrofit
- Private investment in retrofit is unlocked and being made
- Residents actively accessing independent advice (technical, grants, finance) through a single point
- Suitably sized and skilled local supply chain
- Diverse supply chain

5.1.2. These outputs were then summarised into a more concise set of Outcomes for the first draft of the main Plan document, with the results below:

- Increased trust, knowledge and confidence
- Effective partnerships
- Coordinated delivery
- Expanded resources
- Sustainable sector growth
- Inclusive empowerment
- Future-fit homes

5.1.3. These were then further revised once more, with oversight of the Interim Steering Group, to produce the final set of Outcomes in the main Plan document.

5.2. Outcomes Tracking

5.2.1. See the main Plan document for suggested quantitative KPIs and qualitative metrics.

5.3. Monitoring, Evaluation, Accountability and Learning (MEAL) Framework

5.3.1. A key part of delivering the Plan is determining what is working and what isn't working and developing amplification or rectification plans respectively. System change can be difficult to monitor and be confident of the connection between cause and effect. However, it is important to try and understand the impact being made and report this to stakeholders and external bodies such as funders.

5.3.2. A MEAL Framework is a structured approach to track progress and assess the effectiveness of an intervention. It outlines how data will be collected, analysed, and used to inform decision-making and improve outcomes. The framework helps ensure that efforts are on track, resources are used efficiently, and intended results are achieved.

5.3.3. A MEAL framework will need to be developed for the Plan based on the metrics set out above and in appendix 1 a template framework is provided for completion. A recommended framework is the [Build Upon framework](#) which UKGBC and the European GBC co-developed to help cities and local authorities consistently measure the broad benefits of retrofit. The Interim Steering Group will oversee the development of this framework. This will include agreeing an appropriate progress reporting and communication schedule.

6. Goals and Actions

6.1. Introduction

6.1.1. The following goals and sub-goals have been determined by the workshop stakeholders:

- 1. Build a collaborative structure to coordinate working practices**
 - 1.1. Improve coordination of funding mechanisms
 - 1.2. Improve coordination of local supply chain
 - 1.3. Improve coordination of demand generation activities
- 2. Build confidence in retrofit through clear information, trusted advice & guidance**
 - 2.1. Improve awareness, understanding and confidence in all households
 - 2.1.1. Build confidence in households facing lower barriers
 - 2.1.2. Build confidence in households facing higher barriers
- 3. Facilitate access to flexible, accessible funding & finance**
 - 3.1. Enable those who are facing lower barriers to access finance to undertake retrofit
 - 3.2. Improve access for households facing higher barriers to funded schemes
- 4. Develop a skilled, trusted and stable local supply chain & skills base**
 - 4.1. Support and grow our local supply chain and skills base through sector collaboration
 - 4.1.1. Support & grow local supply chain
 - 4.1.2. Support and improve local skills base

Note, see the Definitions section in the main Plan document for more information on how 'households facing lower/higher barriers' are defined.

6.1.2. The Pilot team took the findings from Workshop 2 and started drafting potential actions reflecting where stakeholders want to be, the vision, and the agreed priorities and principles. Indicative actions were presented, refined and reviewed at Workshop 3. Following the conclusion of the three workshops, the MCS Foundation and Surrey County Council leads reviewed the actions outputted by the workshops and agreed on actions to take forward.

6.1.3. Each action has the following further information:

- **CONTEXT/ ASUMPTIONS:** The problem or issue the action is planning to affect and the assumptions made to justify the desired action
- **APPROACH:** High-level plan of how the action could be completed
- **RESOURCES:** Estimated resources needed to deliver the action in terms of money, roles and stakeholders involved

- LINKS: Actions that need to be completed beforehand or are importantly linked
- STRATEGIC FIT: Which element of the SWOT the action responds to
- DIRECT BENEFICIARIES: Who the ‘direct beneficiaries’ that will see the primary benefit of the action are

6.2. Priority Actions

6.2.1. The Plan provides a high-level list of actions to be completed to achieve each goal. Information is given on the actions that need to be completed prior to an action (pre-actions or ‘PA’).

However, stakeholders will need to develop a more detailed timeline at the appropriate time. Initial recommended priority actions are set out in the main Plan document with additional detail below as appropriate.

6.2.1.1. Set up interim steering group

6.1.1.1.1. See main Plan document

6.2.1.2. Backbone organisation

6.2.1.2.1. The effective delivery of the Plan will require it to be ‘held’ by one organisation which is referred to as the ‘backbone’ organisation. A backbone organisation is a ‘dedicated entity that provides support and coordination for collaborative initiatives aimed at achieving a shared goal, often within a community or sector. It acts as a central hub, facilitating communication, strategy development, and resource mobilization among participating organisations.’ The Plan requires collaboration and cooperation to succeed and assumes democratic decision-making processes. However, it is likely progress will be difficult without the backbone organisation.

6.2.1.2.2. During Workshop 3 it was agreed that in the medium-to-longer term a ‘hybrid model’ would be pursued whereby a new entity would perform the operations of the ‘backbone organisation’, succeeding SCC and the Interim Steering Group, and will mobilise the Plan implementation at pace. The hybrid model may combine an entity such as a Community Interest Company (CIC) for oversight and strategic direction and to provide the functions of backbone organisation; a Special Purpose Vehicle (SPV) for project-specific investment and management; and a forum(s) for wider consultation with the stakeholder network. As above, the Interim Steering Group will be tasked with agreeing, implementing and communicating this successor structure with a clear route explained on how the wider network can contribute.

6.2.1.2.3. In the short term, this role and the interim backbone organisation will be taken on by Surrey County Council.

6.2.1.3. Roles

6.2.1.3.1. See main Plan document

6.2.1.4. MEAL Framework

6.2.1.4.1. **Section 5.3** provides guidance on setting up a Monitoring, Evaluation, Accountability and Learning (MEAL) framework.

6.2.1.5. Warm Homes funding

6.2.1.5.1. See main Plan document. It is important to convene grant recipient organisations to determine project scope and look for ways to work together. Such activity could be through coordinated procurements, joint procurements, centralised delivery teams, partnership delivery or working in the same delivery locations. See action 3.2D for more information.

6.2.1.6. Forums

6.2.1.6.1. See main Plan document

6.2.1.7. Data Management

6.2.1.7.1. See main Plan document. The work can utilise best practice frameworks such as LETI¹ or the Build Upon framework² to understand the use of low carbon technologies in people's homes.

6.3. Sub-goal 1.1: Improve coordination of funding mechanisms

6.3.1. **Strategic fit** (across all goal actions):

- Strengths: 8, 12, 13, 18
- Weaknesses: 1,2, 3, 9, 10, 11, 12, 13
- Opportunities: 1, 2, 4, 5

6.3.2. Action 1.1 A: Create Grant Scheme Support and Coordination role or allocate to existing

6.3.2.1. **Context/ Assumptions:**

- Resource is needed to ensure funding opportunities are realised by as many organisations in the locality as possible and that efficiencies are maximised
- Coordination of grant schemes can achieve better outcomes
- Grant schemes are available that support achievement of the vision

6.3.2.2. **Approach:** Backbone organisation to develop job description, agree with Interim Steering Group, consult with stakeholders, and agree whether role will be recruited to or allocated to existing.

6.3.2.3. **Resources:**

- Money: c. £40k per year
- Roles: Backbone organisation
- Stakeholder(s): All

¹ <https://www.leti.uk/>

² <https://ukgbc.org/resources/build-upon-framework-capturing-the-benefits-of-building-renovation/>

6.3.2.4. **Links:**

- Pre-action(s): None

6.3.2.5. **Strategic fit:**

- Strengths: 12, 13
- Opportunities: 1
- Direct beneficiaries: Local authorities, social landlords

6.3.3. Action 1.1 B: Conduct stakeholder mapping of organisations involved in delivery of funding programmes

6.3.3.1. **Context/ Assumptions:**

- Several organisations in the locality are involved in funded retrofit programmes but there isn't a central database of this knowledge
- Understanding who is delivering funded retrofit activity will help to deliver better outcomes

6.3.3.2. **Approach:** Grant Scheme Support and Coordination role supported by Research & Data role to conduct stakeholder assessment (see priority roles in 7.2.1.1), review with Interim Steering Group and then all stakeholders and put in place processes to ensure continual flow of information going forward.

6.3.3.3. **Resources:**

- Money: To be determined
- Roles: Grant Scheme Support and Coordination, Research & Data roles
- Stakeholders: Community energy organisations, health, local authorities, social landlords

6.3.3.4. **Links:**

- Pre-action(s): 1.1A

6.3.3.5. **Strategic fit:**

- Opportunities: 1
- Direct beneficiaries: Local authorities, social landlords

6.3.4. Action 1.1 C: Set up forum for local authorities and social landlords to share knowledge and build collaborations

6.3.4.1. **Context/ Assumptions:**

- Local authorities and social landlords are currently involved with the majority of retrofit activity
- A forum can be an effective way to exchange information and build collaborations
- Collaboration and sharing knowledge deliver better outcomes for all

6.3.4.2. **Approach:** Grant Scheme Support and Coordination role uses information from action 1.1B to develop forum, acts as secretariat for forum, develops draft terms and conditions, approved by Interim Steering Group and forum membership, with data collected and disseminated by Research & Data role. Terms of Reference should ensure forum membership is regularly reviewed to ensure inclusivity.

6.3.4.3. **Resources:**

- Money: To be determined
- Roles: Grant Scheme Support and Coordination, Research & Data roles
- Stakeholder(s): Local authorities, social landlords

6.3.4.4. **Links:**

- Pre-action(s): 1.1B

6.3.4.5. **Strategic fit:**

- Strengths: 8, 12, 13, 18
- Weaknesses: 2, 3, 10
- Opportunities: 1, 6, 8, 9, 19
- Threats: 2
- Direct beneficiaries: Local authorities, social landlords

6.3.5. Action 1.1 D: Develop agreement on how stakeholders can coordinate delivery of grant schemes to maximise benefits

6.3.5.1. **Context/ Assumptions:**

- Coordination of grant schemes can achieve better outcomes
- An agreement can be found to enable the achievement of better outcomes
- Funding agreement terms will allow for coordination activity

6.3.5.2. **Approach:** Grant Scheme Support and Coordination role to consult with grant delivery stakeholders and develop coordination plan, agree with Interim Steering Group, consult with stakeholders and implement.

6.3.5.3. **Resources:**

- Money: To be determined
- Roles: Grant Scheme Support and Coordination role
- Stakeholder(s): Community energy organisations, health, local authorities, social landlords

6.3.5.4. **Links:**

- Pre-action(s): 1.1C

6.3.5.5. **Strategic fit:**

- Strengths: 8, 12, 13, 18
- Weaknesses: 1, 2, 9, 10, 11, 12, 13

- Opportunities: 1, 4, 5, 6, 8, 9, 14, 16, 19
- Threats: 2, 8, 10
- Direct beneficiaries: Homeowners, tenants, local authorities, social landlords

6.4. Sub-goal 1.2: Improve coordination of local supply chain

6.4.1. **Strategic fit** (across all goal actions):

- Strengths: 5, 8, 9, 13, 15
- Weaknesses: 1, 3, 4, 7, 9, 11
- Opportunities: 5, 9, 12

6.4.2. Action 1.2 A: Create Retrofit Supply Chain Development role or allocate to existing

6.4.2.1. **Context/ Assumptions:**

- Resource is needed to ensure the supply chain capacity is increased in line with demand and quality is improved
- Interventions can be made which help to support growth in supply chain capacity and improve capacity

6.4.2.2. **Approach:** Backbone organisation to develop job description, agree with Interim Steering Group, consult with stakeholders, and agree whether role will be recruited to or allocated to existing.

6.4.2.3. **Resources:**

- Money: c. £40k per year
- Roles: Backbone organisation
- Stakeholder(s): All

6.4.2.4. **Links:**

- Pre-action(s): None

6.4.2.5. **Strategic fit:**

- Opportunities: 5
- Direct beneficiaries: Supply chain, training providers

6.4.3. Action 1.2 B: Set up forum for training providers and supply chain to be updated and feedback on future activity

6.4.3.1. **Context/ Assumptions:**

- By bringing together training providers and supply chain we can improve outcomes
- A forum can be an effective way to exchange information and build collaborations

- Collaboration and sharing knowledge deliver better outcomes for all

6.4.3.2. **Approach:** Retrofit Supply Chain role uses information from Co-design phase and further research by the Research & Data role to develop forum, acts as secretariat for forum, develops draft terms and conditions, approved by Interim Steering Group and forum membership. Terms of Reference should ensure forum membership is regularly reviewed to ensure inclusivity.

6.4.3.3. **Resources:**

- Money: To be determined
- Role(s): Retrofit Supply Chain and Research & Data roles
- Stakeholder(s): Supply chain, training providers

6.4.3.4. **Links:**

- Pre-action(s): 1.2A

6.4.3.5. **Strategic fit:**

- Strengths: 5, 8, 9
- Weaknesses: 4, 7, 9,
- Opportunities: 5, 9, 12
- Direct beneficiaries: Supply chain, training providers

6.4.4. Action 1.2 C: Create Research & Data role or allocate to existing

6.4.4.1. **Context/ Assumptions:**

- Resource is needed to research best practice and system information and collate and process data
- Interventions can be made which can increase the flow of system intelligence
- Knowledge and data can improve outcomes

6.4.4.2. **Approach:** Backbone organisation to develop job description, agree with Interim Steering Group, consult with stakeholders, and agree whether role will be recruited to or allocated to existing.

6.4.4.3. **Resources:**

- Money: c. £40k per year
- Role(s): Backbone organisation
- Stakeholder(s): All

6.4.4.4. **Links:**

- Pre-action(s): None

6.4.4.5. **Strategic fit:**

- Strengths: 4, 15
- Weaknesses: 11, 12
- Opportunities: 4, 10, 13

- Threats: 4

6.4.5. Action 1.2 D: Gather information/data on demand and supply to help to ensure balance

6.4.5.1. **Context/ Assumptions:**

- Stakeholders across the system have data which when gathered can be used to determine levels of demand and supply
- Demand data can be used to infer optimum levels of supply required
- Working to balance supply and demand can improve outcomes

6.4.5.2. **Approach:** Research & Data role to conduct stakeholder assessment to determine potential sources of data, engage with sources to understand what's possible, develop plan for review and approval by Interim Steering Group and implement.

6.4.5.3. **Resources:**

- Money: To be determined
- Role(s): Research & Data role
- Stakeholder(s): Community energy organisations, health, local authority, social landlords, supply chain, training providers

6.4.5.4. **Links:**

- Pre-action(s): 1.2C

6.4.5.5. **Strategic fit:**

- Strengths: 5, 15
- Weaknesses: 11
- Direct beneficiaries: Supply chain

6.4.6. Action 1.2 E: Conduct stakeholder assessment of employer representative bodies

6.4.6.1. **Context/ Assumptions:**

- Organisations such as chambers of commerce, Federation of Small Businesses, Business Leaders Forum can be useful in disseminating information to support delivery of supply chain outcomes
- Intermediary organisations can be engaged with

6.4.6.2. **Approach:** Research & Data role research intermediary organisations, Retrofit Supply Chain role engages with organisations and develops and implements collaboration plans.

6.4.6.3. **Resources:**

- Money: To be determined
- Role(s): Retrofit Supply Chain and Research & Data roles
- Stakeholder(s): Supply chain

6.4.6.4. **Links:**

- Pre-action(s): 1.2A

6.4.6.5. **Strategic fit:**

- Strengths: 5
- Weaknesses: 4
- Direct beneficiaries: Supply chain

6.4.7. Action 1.2 F: Develop and deliver plan to promote local opportunities via local employer representative bodies

6.4.7.1. **Context/ Assumptions:**

- Organisations such as chambers of commerce, Federation of Small Businesses, Business Leaders Forum can be useful in disseminating information to support delivery of supply chain outcomes

6.4.7.2. **Approach:** Retrofit Supply Chain role disseminates information on retrofit supply chain opportunities via employer representative bodies.

6.4.7.3. **Resources:**

- Money: To be determined
- Role(s): Retrofit Supply Chain role
- Stakeholder(s): Supply chain

6.4.7.4. **Links:**

- Pre-action(s): 1.2E

6.4.7.5. **Strategic fit:**

- Weaknesses: 4
- Opportunities: 5, 9
- Direct beneficiaries: Supply chain

6.5. Sub-goal 1.3: Improve coordination of demand generation activities

6.5.1. **Strategic fit (across all goal actions):**

- Strengths: 1, 2, 3, 4, 6, 8, 9, 13
- Weaknesses: 1, 2, 3, 9, 11, 12
- Opportunities: 1, 6, 10, 13, 15, 18, 19
- Threats: 1, 2, 4, 8, 9

6.5.2. Action 1.3 A: Set up forum for stakeholders involved in market development/ engagement activities

6.5.2.1. **Context/ Assumptions:**

- A range of organisations are engaging households to develop interest in taking up retrofit measures or broader home improvement measures which could be utilised
- By bringing together those involved in market development activities we can improve outcomes
- A forum can be an effective way to exchange information and build collaborations
- Collaboration and sharing knowledge deliver better outcomes for all

6.5.2.2. **Approach:** Retrofit Market Development and Research & Data role to conduct stakeholder assessment of local system to determine who is involved in activities, engage and consult on forum format and terms of reference, prepare draft plan and terms of reference and agree with Interim Steering Group and stakeholders, then implement. Terms of Reference should ensure forum membership is regularly reviewed to ensure inclusivity.

6.5.2.3. **Resources:**

- Money: To be determined
- Role(s): Retrofit Market Development and Research & Data role
- Stakeholder(s): Community energy organisations, community organisations, health, local authorities, social landlords

6.5.2.4. **Links:**

- Pre-action(s): 1.2C, 2.1A

6.5.2.5. **Strategic fit:**

- Strengths: 1, 2, 3, 8, 9, 13
- Weaknesses: 2
- Opportunities: 1, 6, 19
- Direct beneficiaries: Community energy organisations, community organisations, health, local authorities, social landlords

6.5.3. Action 1.3 B: Develop agreement on ways of working to ensure clear communication with householders

6.5.3.1. **Context/ Assumptions:**

- A lack of clarity and consistency across system communications to households is reducing efficiencies and hindering achievement of better outcomes
- Stakeholders involved in communications can agree a way of working together
- Agreeing on ways of working together can improve outcomes

6.5.3.2. **Approach:** Research & Data role to research national best practice, Retrofit Market Development to then consult with stakeholders to develop options paper, agree with Interim Steering Group preferred options, agree with stakeholders and set up and start pilot.

6.5.3.3. **Resources:**

- Money: To be determined

- Role(s): Retrofit Market Development and Research & Data roles
- Stakeholder(s): Community energy organisations, community organisations, health, local authorities, social landlords

6.5.3.4. **Links:**

- Pre-action(s): 1.3A

6.5.3.5. **Strategic fit:**

- Strengths: 3, 8, 13
- Weaknesses: 1, 2, 3, 9, 11, 12
- Opportunities: 1, 10, 19
- Threats: 1
- Direct beneficiaries: Homeowners, community energy organisations, community organisations, health, local authorities, social landlords

6.5.4. Action 1.3 C: Convene stakeholders involved in Surrey Adapt (Resilience), Local Area Energy Plan, Surrey Skills Plan and other linked strategic areas to ensure alignment

6.5.4.1. **Context/ Assumptions:**

- Several strategic areas, such as the Surrey Adapt strategy, the Local Area Energy Plan, Heat Network Zoning, the Surrey Skills Plan, Fuel Poverty Strategy, and the Health and Wellbeing Strategy, have overlap with the Retrofit Strategic Action Plan; by ensuring alignment, we can harness opportunities for collaboration and greater efficiencies in delivery across joint priorities.

6.5.4.2. **Approach:** Retrofit Market Development role to engage with initiatives and determine potential areas for collaboration, consult with relevant stakeholders, agree plan and implement.

6.5.4.3. **Resources:**

- Money: To be determined
- Role(s): Retrofit Market Development role
- Stakeholder(s): Local authorities, DNOs, training providers, health

6.5.4.4. **Links:**

- Pre-action(s): 1.3A

6.5.4.5. **Strategic fit:**

- Strengths: 8, 17
- Weaknesses: 1, 3
- Opportunities: 4, 14
- Threats: 7
- Direct beneficiaries: Local authorities, DNOs, training providers, health

6.5.5. Action 1.3 D: Conduct stakeholder assessment of those within health sector that could benefit from retrofit activity

6.5.5.1. **Context/ Assumptions:**

- There is activity within the health sector that overlaps with the Retrofit Strategic Action Plan and has shared desired outcomes

6.5.5.2. **Approach:** Research & Data and Retrofit Market Development roles to conduct stakeholder assessment of health system and produce report for Interim Steering Group.

6.5.5.3. **Resources:**

- Money: To be determined
- Role(s): Retrofit Market Development and Research & Data roles
- Stakeholder(s): Health, local authorities

6.5.5.4. **Links:**

- Pre-action(s): 1.2C, 2.1A

6.5.5.5. **Strategic fit:**

- Strengths: 8
- Opportunities: 19
- Direct beneficiaries: Local authorities, public health

6.5.6. Action 1.3 E: Convene and coordinate with Public Health, Social Care and Integrated Care Services to strengthen the enabling environment for retrofit and create a shared language, work and understanding

6.5.6.1. **Context/ Assumptions:**

- There is activity within the health sector that overlaps with the Retrofit Strategic Action Plan and has shared desired outcomes
- Collaboration can deliver better outcomes for all

6.5.6.2. **Approach:** Research & Data role to research best practice, Retrofit Market Development role to work with stakeholders to determine areas for coordination and collaboration, develop plan and agree with Interim Steering Group and relevant stakeholders and implement.

6.5.6.3. **Resources:**

- Money: To be determined
- Role(s): Retrofit Market Development and Research & Data roles
- Stakeholder(s): Health, local authorities

6.5.6.4. **Links:**

- Pre-action(s): 1.3D

6.5.6.5. **Strategic fit:**

- Strengths: 8

- Weaknesses: 2, 3
- Threats: 8, 9
- Direct beneficiaries: Homeowners, tenants, local authorities, public health

6.5.7. Action 1.3 F: Conduct analysis on key funding gaps and opportunities, non-financial barriers (e.g. grid capacity, data) and policy and communicate findings to stakeholders

6.5.7.1. **Context/ Assumptions:**

- By understanding the range of barriers to increasing rates of retrofit, actions can be developed to minimise their effect on the system
- By determining the opportunities that, for example, Heat Network Zoning & the Local Area Energy Plan will unlock stakeholders can ensure appropriate coordination of retrofit investment and action across Surrey.

6.5.7.2. **Approach:** Research & Data role to consult with stakeholders and build picture of funding gaps, opportunities and barriers, work with Retrofit Market Development to prepare report and disseminate to stakeholders.

6.5.7.3. **Resources:**

- Money: To be determined
- Role(s): Retrofit Market Development and Research & Data roles
- Stakeholder(s): All

6.5.7.4. **Links:**

- Pre-action(s): 1.2C, 1.3A, 2.1A

6.5.7.5. **Strategic fit:**

- Strengths: 3, 13, 15, 17
- Weaknesses: 2, 5, 6, 11, 12
- Opportunities: 4, 10, 13, 14, 15, 18
- Threats: 2, 4
- Direct beneficiaries: Local authorities, social landlords

6.6. Sub-goal 2.1: Improve awareness, understanding and confidence in all households

6.6.1. **Strategic fit (across all goal actions):**

- Strengths: 1, 2, 3, 4, 6, 7, 8, 9, 10, 11, 13
- Weaknesses: 1, 2, 5, 6, 9, 13
- Opportunities: 2, 3, 4, 7, 8, 9, 10, 15, 17
- Threats: 1, 3, 5, 6, 11

6.6.2. Action 2.1 A: Create Retrofit Market Development role or allocate to existing

6.6.2.1. **Context/ Assumptions:**

- Resource is needed to help develop and deliver actions to increase demand for retrofit measures
- Interventions can be made which help to support growth in demand

6.6.2.2. **Approach:** Backbone organisation to develop job description, agree with Interim Steering Group, consult with stakeholders, and agree whether role will be recruited to or allocated to existing.

6.6.2.3. **Resources:**

- Money: c. £40k per year
- Role(s): Backbone organisation
- Stakeholder(s): All

6.6.2.4. **Links:**

- Pre-action(s): None

6.6.2.5. **Strategic fit:**

- Weaknesses: 3
- Direct beneficiaries: Community organisations, local authorities, social landlords

6.6.3. Action 2.1 B: Develop agreement between organisations engaging homeowners to coordinate activity and consistent messaging

6.6.3.1. **Context/ Assumptions:**

- A range of organisations are engaging households to develop interest in taking up retrofit measures or broader home improvement measures which could be utilised
- By coordinating activity, better outcomes can be achieved

6.6.3.2. **Approach:** Retrofit Market Development role to consult with relevant stakeholders and understand activity, determine areas of potential improvement/coordination, agree plan with stakeholders and Interim Steering Group and implement.

6.6.3.3. **Resources:**

- Money: To be determined
- Role(s): Retrofit Market Development role
- Stakeholder(s): Community energy organisations, community organisations, health, local authorities, social landlords

6.6.3.4. **Links:**

- Pre-action(s): 2.1A

6.6.3.5. **Strategic fit:**

- Strengths: 3, 8, 13, 18
- Weaknesses: 2, 3, 13

- Opportunities: 2, 3, 4, 6, 7, 10
- Threats: 1
- Direct beneficiaries: Homeowners, tenants, community organisations, health, local authorities

6.6.4. Action 2.1 C: Create single brand for retrofit support and advice in Surrey

6.6.4.1. **Context/ Assumptions:**

- A single brand can improve communication effectiveness with householders
- Assumes a single brand can be agreed by system stakeholders
- Should include a review of the local/national quality assurance and remediation regime, and promote positive case studies and good practice to mitigate risks of poor retrofit.

6.6.4.2. **Approach:** Research & Data role to determine best practice, Retrofit Market Development role to then prepare business case and engage stakeholders to secure agreement on way forward, develop plan and agree with Interim Steering Group, deliver plan.

6.6.4.3. **Resources:**

- Money: To be determined
- Role(s): Research & Data and Retrofit Market Development role
- Stakeholder(s): Community energy organisations, community organisations, health, local authorities, private landlords, social landlords

6.6.4.4. **Links:**

- Pre-action(s): 2.1B

6.6.4.5. **Strategic fit:**

- Strengths: 3, 8, 13, 18
- Weaknesses: 13
- Opportunities: 6, 10, 17
- Threats: 1, 3
- Direct beneficiaries: Homeowners, tenants, local authorities, community organisations, health, private landlords, social landlords

6.6.5. Action 2.1 D: Create General Retrofit Support Service to provide advice and triage via website, email and phone

6.6.5.1. **Context/ Assumptions:**

- Providing a central advice service can help to increase engagement with retrofit by homeowners and households and deliver action
- A support service can be delivered

6.6.5.2. **Approach:** Research & Data role to determine best practice report, Retrofit Market Development role to prepare options paper and agree with Interim Steering Group, then consult with stakeholders, agree preferred plan and implement.

6.6.5.3. **Resources:**

- Money: To be determined
- Role(s): Research & Data and Retrofit Market Development role
- Stakeholder(s): Community energy organisations, community organisations, health, local authorities, private landlords, social landlords

6.6.5.4. **Links:**

- Pre-action(s): 2.1C

6.6.5.5. **Strategic fit:**

- Strengths: 3, 8, 13, 18
- Threats: 1
- Direct beneficiaries: Homeowners, tenants, local authorities, community organisations, health, private landlords, social landlords

6.6.6. Action 2.1 E: Prepare plan for enforcement of Minimum Energy Efficiency Standards (e.g. outreach activities, landlord register)

6.6.6.1. **Context/ Assumptions:**

- The Minimum Energy Efficiency Standards (MEES) in the private rented sector are expected to be tightened to a minimum energy rating of C (rather than E in its existing form) in the short to medium term
- This regulation can act as a stimulator of retrofit activity within the private rental market but requires enforcement
- Initiatives can be delivered to leverage the regulatory change and deliver better outcomes

6.6.6.2. **Approach:** Retrofit Market Development role to conduct stakeholder assessment of local authorities and private rental sector to determine points of contact, research activity under previous MEES round, Research & Data role to determine best practice nationally, Retrofit Market Development role to prepare options paper and consult with stakeholders, agree way forward and confirm with Interim Steering Group.

6.6.6.3. **Resources:**

- Money: To be determined
- Role(s): Research & Data and Retrofit Market Development role
- Stakeholder(s): Local authorities (Trading Standards and/or Environmental Health), private landlords, social landlords

6.6.6.4. **Links:**

- Pre-action(s): 2.1A

6.6.6.5. **Strategic fit:**

- Strengths: 8, 11, 13
- Weaknesses: 3, 5, 6, 11, 14
- Opportunities: 2
- Direct beneficiaries: Tenants, local authorities, community organisations, health, private landlords

6.6.7. Action 2.1 F: Map and develop network of trusted community intermediaries, e.g. climate action groups, faith groups

6.6.7.1. **Context/ Assumptions:**

- Community organisations have levels of trust with residents that can be mobilised for the promotion of and engagement with retrofit measures
- Many people lack trust and confidence in retrofit measures and schemes to deliver measures
- Community organisations can be mapped and understood

6.6.7.2. **Approach:** Research & Data role to conduct stakeholder assessment exercise supported by Retrofit Market Development role and produce report for the Interim Steering Group and then wider dissemination.

6.6.7.3. **Resources:**

- Money: To be determined
- Role(s): Research & Data and Retrofit Market Development role
- Stakeholder(s): Community energy organisations, community organisations, health, local authorities

6.6.7.4. **Links:**

- Pre-action(s): 2.1A

6.6.7.5. **Strategic fit:**

- Strengths: 3
- Weaknesses: 13
- Opportunities: 2, 7
- Threats: 1
- Direct beneficiaries: Homeowners, tenants, local authorities, community organisations, health

6.6.8. Action 2.1 G: Create forum of community organisations to support retrofit activities

6.6.8.1. **Context/ Assumptions:**

- Community organisations have levels of trust with residents that can be mobilised for the promotion of and engagement with retrofit measures
- Many people lack trust and confidence in retrofit measures and schemes to deliver measures

- There is overlap between the objectives of community organisations and the Retrofit Strategic Action Plan which can be mobilised for joint activity

6.6.8.2. **Approach:** Retrofit Market Development role uses information from action 2.1F to develop forum, acts as secretariat for forum, develops draft terms and conditions, approved by Interim Steering Group and forum membership

6.6.8.3. **Resources:**

- Money: To be determined
- Role(s): Retrofit Market Development role
- Stakeholder(s): Community energy organisations, community organisations

6.6.8.4. **Links:**

- Pre-action(s): 2.1F

6.6.8.5. **Strategic fit:**

- Strengths: 3
- Weaknesses: 9, 13
- Opportunities: 2, 7
- Threats: 1, 5, 6, 10, 12
- Direct beneficiaries: Local authorities, community organisations, health

6.6.9. Action 2.1 H: Create Community Engagement/ Resident Liaison Officer role or allocate to existing

6.6.9.1. **Context/ Assumptions:**

- Engaging with households directly and with community organisations can improve outcomes
- Resource is needed to maximise the opportunities of direct and community-level engagement

6.6.9.2. **Approach:** Backbone organisation to develop job description, agree with Interim Steering Group, consult with stakeholders, and agree whether role will be recruited to or allocated to existing.

6.6.9.3. **Resources:**

- Money: c. £40k
- Role(s): Backbone organisation
- Stakeholder(s): All

6.6.9.4. **Links:**

- Pre-action(s): 2.1G

6.6.9.5. **Strategic fit:**

- Strengths: 3
- Weaknesses: 3, 9, 13

- Opportunities: 2, 7, 11
- Threats: 1
- Direct beneficiaries: Homeowners, tenants, local authorities, community organisations, health, social landlords

6.6.10. Action 2.1 I: Develop and deliver retrofit engagement events with community organisations

6.6.10.1. **Context/ Assumptions:**

- Community organisations have levels of trust with residents that can be mobilised for the promotion of and engagement with retrofit measures
- Many people lack trust and confidence in retrofit measures and schemes to deliver measures
- By delivering events with trusted partners within communities we can develop interest and engagement with retrofit

6.6.10.2. **Approach:** Community Engagement role works with Research & Data, Retrofit Market Development roles and community organisations to develop plan based on best practice, plan agreed with Interim Steering Group and implemented.

6.6.10.3. **Resources:**

- Money: To be determined
- Role(s): Community Engagement, Research & Data, Retrofit Market Development roles
- Stakeholder(s): Community energy organisations, community organisations

6.6.10.4. **Links:**

- Pre-action(s): 2.1F

6.6.10.5. **Strategic fit:**

- Strengths: 1, 2, 3, 6, 7, 11
- Weaknesses: 3, 9, 13
- Opportunities: 2, 5, 7, 11
- Threats: 1, 12
- Direct beneficiaries: Homeowners, tenants, private landlords, local authorities, community organisations, health

6.6.11. Action 2.1 J: Develop a neighbourhood-scale and/or grassroots retrofit initiative, engaging and empowering communities to develop suitable retrofit schemes

6.6.11.1. **Context/ Assumptions:**

- Emerging research on benefits of taking a 'place-based' approach to delivering retrofit schemes
- Place-based not yet a clearly defined term but incorporates taking a hyper-local, systems approach and meeting communities where they are with a strong focus on empowering households

- Assumes a place-based approach can deliver better outcomes
- Surrey's pilot Neighbourhood Area Committees (NACs) could provide a test bed for such an initiative and/or form a key part of the Plan's delivery framework, particularly around progress tracking and engagement efforts.

6.6.11.2. **Approach:** Research & Data role to determine best practice, Retrofit Market Development role to consult with stakeholders on pilot approach, agree proposal with Interim Steering Group and then stakeholders prior to implementation.

6.6.11.3. **Resources:**

- Money: To be determined
- Role(s): Research & Data, Retrofit Market Development and Community Engagement roles
- Stakeholder(s): Community (energy) organisations, health, local authorities, private landlords, social landlords, supply chain, training providers

6.6.11.4. **Links:**

- Pre-action(s): 2.1G, 2.1H, 2.1I

6.6.11.5. **Strategic fit:**

- Strengths: 3, 8, 9, 12, 13, 18
- Weaknesses: 2, 13
- Opportunities: 2, 5, 11
- Threats: 12
- Direct beneficiaries: Homeowners, tenants, community (energy) organisations, health, local authorities, private landlords, social landlords, supply chain

6.7. Sub-goal 2.1.1: Build confidence in households facing lower barriers

6.7.1. **Strategic fit (across all goal actions):**

- Strengths: 1, 2, 3, 4, 6, 7, 10, 11
- Weaknesses: 5, 6
- Opportunities: 2, 7, 10, 15
- Threats: 1, 5, 6, 11

6.7.2. Action 2.1.1 A: Create Retrofit Facilitation Provider/ Specialist Support Service for self-funded sector

6.7.2.1. **Context/ Assumptions:**

- There exists a market within Surrey for specialist technical assistance for homeowners, providing impartial, expert assessment, procurement, design project management, and/or evaluation services, independent of installers.
- This market can help develop the business to consumer, micro to SME element of the supply chain which is critical to widespread take up of measures.

- Surrey's pilot of such a service in 2024/2025 can be optimised and scaled.

6.7.2.2. **Approach:** Research & Data role to research best practice and current service provision, Retrofit Market Development role to prepare options paper and consult with stakeholders, then proposal put forward to Interim Steering Group for approval and implementation.

6.7.2.3. **Resources:**

- Money: To be determined
- Role(s): Research & Data and Retrofit Market Development roles
- Stakeholder(s): Community (energy) organisations, local authorities, supply chain

6.7.2.4. **Links:**

- Pre-action(s): 2.1A

6.7.2.5. **Strategic fit:**

- Strengths: 3, 9, 10, 11, 14
- Weaknesses: 2, 3, 5, 6, 9, 13, 14
- Opportunities: 5, 15
- Threats: 3, 5, 10, 12
- Direct beneficiaries: Homeowners, community (energy) organisations, local authorities, private landlords, supply chain

6.7.3. Action 2.1.1 B: Determine touchpoints for self-funded sector and develop plan to leverage for retrofit action

6.7.3.1. **Context/ Assumptions:**

- There are touchpoints, such as buying a house, installing a kitchen, receiving council tax reminders, which could be utilised as trigger points to deliver engagement/action
- Key stakeholders involved at such touchpoints can be mobilised to promote simultaneous retrofit planning

6.7.3.2. **Approach:** Research & Data role to research best practice and determine touch points in local system, Retrofit Market Development to develop mobilisation plan with stakeholders and agree plan with Interim Steering Group, then implement.

6.7.3.3. **Resources:**

- Money: To be determined
- Role(s): Research & Data and Retrofit Market Development roles
- Stakeholder(s): Community organisations, health, local authorities, private landlords, social landlords, supply chain

6.7.3.4. **Links:**

- Pre-action(s): 2.1A

6.7.3.5. **Strategic fit:**

- Strengths: 7, 9

- Weaknesses: 8, 14
- Opportunities: 5, 10
- Threats: 5, 6, 10, 11, 12
- Direct beneficiaries: Homeowners, community (energy) organisations, health, local authorities, private landlords, supply chain

6.7.4. Action 2.1.1 C: Implement new and/or develop existing collective buying scheme to reduce cost of installation

6.7.4.1. **Context/ Assumptions:**

- By aggregating demand for retrofit measures cost savings in delivery can be found
- Service providers, such as Solar Together, are available to deliver
- Quality assurance can be delivered through collective buying schemes

6.7.4.2. **Approach:** Retrofit Market Development role to determine service providers and develop options paper for consultation with stakeholders, then agree final plan with Interim Steering Group and implement.

6.7.4.3. **Resources:**

- Money: To be determined
- Role(s): Retrofit Market Development role
- Stakeholder(s): Community (energy) organisations, local authorities, private landlords, social landlords, supply chain

6.7.4.4. **Links:**

- Pre-action(s): 2.1A

6.7.4.5. **Strategic fit:**

- Strengths: 1, 2
- Threats: 12
- Direct beneficiaries: Homeowners, community (energy) organisations, local authorities, private landlords, social landlords, supply chain

6.8. Sub-goal 2.1.2: Build confidence in households facing higher barriers

6.8.1.1. Strategic fit (across all goal actions):

- Strengths: 3, 4, 6, 7, 11
- Weaknesses: 5, 6, 13
- Opportunities: 2, 7, 8, 9, 10, 15
- Threats: 1, 6, 11

6.8.2. Action 2.1.2 A: Map local authority officers already engaging households and develop plan to increase retrofit awareness

6.8.2.1. **Context/ Assumptions:**

- Several local authority services have an overlap with retrofit such as environmental health, building control and planning
- Engagement with these services could lead to opportunities to engage service users in retrofit and deliver better outcomes
- Officers will be interested in engaging when benefits can be determined

6.8.2.2. **Approach:** Research & Data role to determine services, Retrofit Market Development officer to determine benefits for each service, then consult with services to develop mobilisation plan, agree with Interim Steering Group and implement.

6.8.2.3. **Resources:**

- Money: To be determined
- Role(s): Research & Data and Retrofit Market Development roles
- Stakeholder(s): Local authorities

6.8.2.4. **Links:**

- Pre-action(s): 2.1A

6.8.2.5. **Strategic fit:**

- Strengths: 8, 9, 11, 13
- Weaknesses: 1, 2, 3, 9
- Opportunities: 2, 4, 8, 9, 17
- Threats: 8, 9
- Direct beneficiaries: Homeowners, tenants, public health, local authorities, private landlords

6.8.3. Action 2.1.2 B: Develop plan for councils and community groups to work together to reach low-income households

6.8.3.1. **Context/ Assumptions:**

- Both councils and community groups are engaging with low-income households
- By working together better outcomes can be achieved
- Low-income households can take up retrofit measures, in combination with grants schemes

6.8.3.2. **Approach:** Community Engagement Role to engage with relevant council departments and community groups to develop joint initiatives and ways of working, develop and agree plan with Interim Steering Group and implement.

6.8.3.3. **Resources:**

- Money: To be determined
- Role(s): Community Engagement

- Stakeholder(s): Community energy organisations, community organisations, local authorities

6.8.3.4. **Links:**

- Pre-action(s): 2.1G, 2.1H, 2.1I

6.8.3.5. **Strategic fit:**

- Strengths: 3, 13
- Weaknesses: 1, 2, 3, 13
- Opportunities: 7
- Threats: 1, 8, 9
- Direct beneficiaries: Homeowners, tenants, private landlords, social landlords, local authorities, community (energy) organisations, health

6.8.4. Action 2.1.2 C: Simplify householder journey for fuel poor sector grant schemes, e.g. via a centralised service

6.8.4.1. **Context/ Assumptions:**

- A 'managing agent' function contracts with and manages suppliers of services (assessment, procurement, design, project management, evaluation) or may have in-house team, taking on responsibility for delivery of overall specification
- Risks related to managing agent models can be effectively managed
- Alternative delivery/business models may prove more cost-effective or have a better risk profile
- Surrey's LAs (as the Surrey Consortium) currently host a managing agent function in-house within SCC for some schemes (e.g. WHLG) and contract external agents for others (e.g. ECO4 Flex).

6.8.4.2. **Approach:** Research & Data role to review best practice, Retrofit Market Development and Retrofit Supply Chain Development roles to develop options paper and consult with stakeholders and Interim Steering Group to recommend any changes to existing model.

6.8.4.3. **Resources:**

- Money: To be determined
- Role(s): Research & Data, Retrofit Supply Chain Development and Retrofit Market Development roles
- Stakeholder(s): Community energy organisations, local authorities, social landlords, supply chain

6.8.4.4. **Links:**

- Pre-action(s): 2.1A

6.8.4.5. **Strategic fit:**

- Strengths: 8, 9, 12, 13, 18
- Weaknesses: 1, 2, 3
- Opportunities: 2, 3, 4, 6, 8, 9, 14, 16

- Threats: 8, 9
- Direct beneficiaries: Homeowners, tenants, private landlords, social landlords, local authorities, community (energy) organisations, health, supply chain

6.9. Sub-goal 3.1: Enable households who are facing lower barriers to access finance to undertake retrofit

6.9.1. **Strategic fit** (across all goal actions):

- Strengths: 3, 4, 7, 10, 11
- Weaknesses: 8
- Opportunities: 5, 15
- Threats: 12

6.9.2. Action 3.1 A: Create Retrofit Finance role or allocate to existing

6.9.2.1. **Context/ Assumptions:**

- Resource is needed to help develop and deliver actions to increase the availability of finance for retrofit measures
- Interventions can be made which help to support growth in financial measures
- The provision of finance will increase take up of retrofit measures

6.9.2.2. **Approach:** Backbone organisation to develop job description, agree with Interim Steering Group, consult with stakeholders, and agree whether role will be recruited to or allocated to existing.

6.9.2.3. **Resources:**

- Money: To be determined
- Role(s): Backbone organisation
- Stakeholder(s): All

6.9.2.4. **Links:**

- Pre-action(s): None

6.9.2.5. **Strategic fit:**

- Weaknesses: 8
- Opportunities: 5
- Threats: 12
- Direct beneficiaries: Private landlords, social landlords, local authorities, community (energy) organisations, supply chain

6.9.3. Action 3.1 B: Develop attractive finance offers under trusted brand

6.9.3.1. **Context/ Assumptions:**

- Attractive financial offers such as a revolving low interest loan scheme or energy as a service can be developed and deliver beneficial outcomes
- Interventions can be made which help to support growth in financial measures
- The provision of finance will increase take up of retrofit measures

6.9.3.2. **Approach:** Research & Data role to determine best practice, Retrofit Finance role to expand to incorporate current service provision, develop business case for review by the Interim Steering Group before wider consultation and agreement on delivery plan.

6.9.3.3. **Resources:**

- Money: To be determined
- Role(s): Research & Data and Retrofit Finance roles
- Stakeholder(s): Community energy organisations, finance providers, local authorities, social landlords

6.9.3.4. **Links:**

- Pre-action(s): 1.2C, 3.1A, 2.1C, 3.2E

6.9.3.5. **Strategic fit:**

- Weaknesses: 8
- Opportunities: 5
- Threats: 12
- Direct beneficiaries: Homeowners, private landlords, social landlords, local authorities, community (energy) organisations

6.9.4. Action 3.1 C: Deliver retrofit finance advice via General Support Service

6.9.4.1. **Context/ Assumptions:**

- The provision of finance will increase take up of retrofit measures
- Finance advice can be a regulated matter and therefore requires careful consideration

6.9.4.2. **Approach:** Retrofit Finance role to determine levels of finance advice which can be provided and will increase take up of retrofit measures, consult with stakeholders on options and then agree implementation plan with Interim Steering Group.

6.9.4.3. **Resources:**

- Money: To be determined
- Role(s): Retrofit Finance role
- Stakeholder(s): Finance experts, local authorities

6.9.4.4. **Links:**

- Pre-action(s): 2.1D, 3.1A

6.9.4.5. **Strategic fit:**

- Weaknesses: 8

- Opportunities: 5
- Threats: 12
- Direct beneficiaries: Homeowners, private landlords, local authorities, community (energy) organisations

6.10. Sub-goal 3.2: Improve access to funded schemes for households facing higher barriers

6.10.1. **Strategic fit** (across all goal actions):

- Strengths: 3, 6, 11, 12, 16
- Weaknesses: 4, 9, 13, 14
- Opportunities: 7, 8, 19
- Threats: 1, 10, 11, 12

6.10.2. Action 3.2 A: Conduct stakeholder assessment of local authorities involved in ECO LA Flex and understand each local authority strategy

6.10.2.1. **Context/ Assumptions:**

- Energy Company Obligation Local Authority Flex (ECO LA Flex) scheme is often under utilised
- ECO LA Flex can support delivery of retrofit measures

6.10.2.2. **Approach:** Research & Data role and Grant Scheme Support & Coordination to conduct stakeholder assessment and determine current provision and report to Interim Steering Group on findings.

6.10.2.3. **Resources:**

- Money: To be determined
- Role(s): Research & Data and Grant Scheme Support & Coordination roles
- Stakeholder(s): Supply chain, local authorities

6.10.2.4. **Links:**

- Pre-action(s): 1.1A, 1.1B, 1.2C

6.10.2.5. **Strategic fit:**

- Strengths: 12, 13, 18
- Weaknesses: 1, 2, 3, 10
- Opportunities: 8
- Direct beneficiaries: Local authorities, supply chain

6.10.3. Action 3.2 B: Agree minimum level of service for delivery of ECO LA Flex and support local authorities in meeting minimum

6.10.3.1. **Context/ Assumptions:**

- Energy Company Obligation Local Authority Flex (ECO LA Flex) scheme is often under utilised
- ECO LA Flex can support delivery of retrofit measures
- Best practice is available for replication
- Local authorities can be supported in improving strategies

6.10.3.2. **Approach:** Research & Data role to determine best practice, Grant Scheme Support & Coordination to develop options for improving services in consultation with stakeholders, review and agree improvement plan with Interim Steering Group.

6.10.3.3. **Resources:**

- Money: To be determined
- Role(s): Research & Data and Grant Scheme Support & Coordination roles
- Stakeholder(s): Supply chain, local authorities

6.10.3.4. **Links:**

- Pre-action(s): 1.1A, 1.2C, 3.2A

6.10.3.5. **Strategic fit:**

- Strengths: 12, 13, 18
- Weaknesses: 1, 2, 3, 10
- Opportunities: 8, 17
- Direct beneficiaries: Homeowners, tenants, private landlords, local authorities, supply chain

6.10.4. Action 3.2 C: Engage Energy Company Obligation providers as a consortium to simplify customer journey

6.10.4.1. **Context/ Assumptions:**

- Energy Company Obligation (ECO) grant scheme is often underutilised, and this could be rectified by greater levels of coordination and collaboration
- Lead generation is often an area of difficulty for ECO providers with local stakeholders often better suited to this activity
- There are often 'rogue traders' operating under the ECO term, confusing homeowners and creating distrust
- ECO providers will benefit from coordinated local activity

6.10.4.2. **Approach:** Grant Scheme Support & Coordination role to consult with local authorities and social landlords on current provision and develop improvement plan with ECO providers for approval by Interim Steering Group and then implementation.

6.10.4.3. **Resources:**

- Money: To be determined
- Role(s): Grant Scheme Support & Coordination role
- Stakeholder(s): Energy providers, local authorities, social landlords, supply chain

6.10.4.4. **Links:**

- Pre-action(s): 1.1A

6.10.4.5. **Strategic fit:**

- Strengths: 12, 13, 18
- Weaknesses: 1, 2, 3, 9, 10
- Opportunities: 8
- Threats: 10, 12
- Direct beneficiaries: Homeowners, tenants, private landlords, social landlords, local authorities, supply chain, energy companies

6.10.5. Action 3.2 D: Engage with grant commissioning organisations to determine plan to maximise benefits from Warm Homes Local/Social Housing grant schemes

6.10.5.1. **Context/ Assumptions:**

- Government's Warm Homes grant schemes offer opportunity for improving outcomes through coordination and collaboration
- Coordination and collaboration can offer benefits for all stakeholders involved and be delivered under terms of funding agreements
- Best practice available to be replicated/learnt from
- There is still time to develop plans within current funding agreement periods and project stage

6.10.5.2. **Approach:** Grant Scheme Support & Coordination role to determine who has secured funding and gather information on plans, develop options for collaborative and coordinative working, consult with stakeholders on options and agree plan with Interim Steering Group.

6.10.5.3. **Resources:**

- Money: To be determined
- Role(s): Grant Scheme Support & Coordination role
- Stakeholder(s): Local authorities, social landlords

6.10.5.4. **Links:**

- Pre-action(s): 1.1A, 1.1B

6.10.5.5. **Strategic fit:**

- Strengths: 8, 12, 13, 18
- Weaknesses: 1, 2, 3
- Opportunities: 6, 8

- Direct beneficiaries: Homeowners, tenants, private landlords, social landlords, local authorities, supply chain

6.10.6. Action 3.2 E: Engage with social/private landlords to determine financial barriers in delivery of retrofit and develop rectification plan

6.10.6.1. **Context/ Assumptions:**

- Lack of finance could be holding back social and private landlords from investing in retrofit measures
- Suitable financial offers could be developed and utilised by landlords

6.10.6.2. **Approach:** Research & Data role to determine best practice, Retrofit Market Development role and Retrofit Finance role to consult with private and social landlords on financial barriers, develop rectification plan with stakeholders, secure Interim Steering Group approval and implement.

6.10.6.3. **Resources:**

- Money: To be determined
- Role(s): Research & Data role and Retrofit Market Development role and Retrofit Finance Role
- Stakeholder(s): Finance providers, private landlords, social landlords

6.10.6.4. **Links:**

- Pre-action(s): 1.2C, 2.1A, 2.1E, 3.1A, 3.2D

6.10.6.5. **Strategic fit:**

- Strengths: 13, 18
- Direct beneficiaries: Tenants, private landlords, social landlords, local authorities

6.10.7. Action 3.2 F: Develop and deliver a social prescribing scheme with GPs and health partners

6.10.7.1. **Context/ Assumptions:**

- Retrofit can deliver health benefits and therefore can support health practitioners in improving the lives of patients
- By using health service touch points, engagement with - and use of - retrofit measures can be increased

6.10.7.2. **Approach:** Research & Data role to determine best practice, Retrofit Market Development role to consult with stakeholders on potential for utilising health service touch points, develop options paper and agree way forward with stakeholders and then Interim Steering Group.

6.10.7.3. **Resources:**

- Money: To be determined
- Role(s): Research & Data and Retrofit Market Development roles
- Stakeholder(s): Health, local authorities

6.10.7.4. **Links:**

- Pre-action(s): 1.2C, 1.3E, 2.1A

6.10.7.5. **Strategic fit:**

- Strengths: 12
- Weaknesses: 13
- Opportunities: 2, 4, 5, 7, 8, 15, 17, 19
- Threats: 12
- Direct beneficiaries: Homeowners, tenants, social landlords, local authorities, community (energy) organisation, health partners

6.11. Sub-goal 4.1: Support and grow our local supply chain and skills base through sector collaboration

6.11.1. **Strategic fit (across all goal actions):**

- Strengths: 1, 2, 5, 9, 10, 11, 13, 14, 18
- Weaknesses: 2, 4, 7
- Opportunities: 5, 6, 8, 9, 12, 15, 17
- Threats: 2, 5, 10

6.11.2. Action 4.1 A: Create a forum(s) for training providers and supply chain to share learning and best practice, explore skills needs and inform training provision

6.11.2.1. **Context/ Assumptions:**

- Communication between training providers and the supply chain could be improved
- By facilitating the exchange of information and learning, better outcomes can be delivered for all
- Strengthening existing forums such as the Surrey GSAP can ensure employers' current and future skills needs are heard and inform training provision

6.11.2.2. **Approach:** Retrofit Supply Chain Development role to engage with training providers and supply chain, determine needs and develop model to realise improvement jointly, produce business case for Interim Steering Group approval and implement.

6.11.2.3. **Resources:**

- Money: To be determined
- Role(s): Retrofit Supply Chain Development role
- Stakeholder(s): Supply chain, training providers

6.11.2.4. **Links:**

- Pre-action(s): 1.2A

6.11.2.5. **Strategic fit:**

- Strengths: 5, 9, 11
- Weaknesses: 4, 7
- Opportunities: 12
- Direct beneficiaries: Supply chain, training providers

6.11.3. Action 4.1 B: Develop plan to promote retrofit careers and support both new entrants and those re-skilling, with a focus on diversifying the workforce

6.11.3.1. **Context/ Assumptions:**

- Low take-up of retrofit training courses, combined with insufficient understanding of the barriers preventing participation, an ageing workforce, and a lack of diversity in the workforce in terms of gender, ethnicity, and disability will create capacity issues as retrofit demand increases, and will hinder engagement with retrofit from Surrey's diverse communities.
- Work is needed to start engaging younger people. Engaging careers services and coordinating retrofit careers promotional activity could help.
- Employability programmes, i.e. structured initiatives designed to help individuals improve their job readiness and secure employment, could help to engage underrepresented groups, including providing support via advice, information, and bursaries

6.11.3.2. **Approach:** Research & Data role to explore best practice for improving take-up of retrofit courses and diversity of supply chain, including a review of employability programmes and a review of Gemserv's retrofit skills roadmap analysis conducted for Surrey County Council. Retrofit Supply Chain Development role to conduct stakeholder assessment of local career's advice services, map out existing processes, determine improvements, consult with stakeholders on potential improvements and a delivery plan, then present to Interim Steering Group for approval and implement.

6.11.3.3. **Resources:**

- Money: To be determined
- Role(s): Research & Data and Retrofit Supply Chain Development roles
- Stakeholder(s): Local authorities, supply chain, training providers

6.11.3.4. **Links:**

- Pre-action(s): 1.2A, 1.2C, 4.1A

6.11.3.5. **Strategic fit:**

- Strengths: 5, 9, 11
- Weaknesses: 4, 7
- Opportunities: 5, 17
- Threats: 10
- Direct beneficiaries: Jobseekers, students, training providers, supply chain, local authorities

6.11.4. Action 4.1 C: Create Retrofit Installer ‘community of practice’ (SME focus) for peer-to-peer learning, upskilling, mentoring and general support

6.11.4.1. **Context/ Assumptions:**

- To develop capacity and quality within the installer sector, there needs to be provision of support and upskilling
- Although currently only a small amount of demand for such a service, this can be nurtured and grown as demand increases and enables quicker development of a more sustainable sector
- Assumes best practice is available for replication

6.11.4.2. **Approach:** Retrofit Supply Chain Development role to engage with installers interested in retrofit and consult on support needed, develop plan, present to Interim Steering Group and implement.

6.11.4.3. **Resources:**

- Money: To be determined
- Role(s): Retrofit Supply Chain Development role
- Stakeholder(s): Local authorities, supply chain, training providers

6.11.4.4. **Links:**

- Pre-action(s): 1.2A, 4.1A

6.11.4.5. **Strategic fit:**

- Strengths: 5, 9, 11
- Weaknesses: 4, 7
- Opportunities: 15
- Direct beneficiaries: Supply chain, local authorities, training providers, business support organisations

6.11.5. Action 4.1 D: Provide on-site training through local authority/social landlord commissioned works, as part of funded retrofit programmes via social value

6.11.5.1. **Context/ Assumptions:**

- Local authorities and social landlords will be commissioning retrofit works as part of grant-funded programmes, and these provide important learning opportunities
- Utilisation of these learning opportunities can be done without having a detrimental effect on delivery
- On-site learning opportunities can provide important skill development and sector engagement benefits

6.11.5.2. **Approach:** Research & Data role to determine best practice nationally, Retrofit Supply Chain Development role to engage with local authorities, social landlords and training providers and consult on potential activities, agree plan and then review and approve with Interim Steering Group prior to implementation.

6.11.5.3. **Resources:**

- Money: To be determined
- Role(s): Research & Data and Retrofit Supply Chain Development role
- Stakeholder(s): Local authorities, social landlords, training providers

6.11.5.4. **Links:**

- Pre-action(s): 1.2A, 1.2C, 4.1.1E

6.11.5.5. **Strategic fit:**

- Strengths: 9, 18
- Weaknesses: 7, 10
- Opportunities: 1, 9, 15
- Direct beneficiaries: Jobseekers, students, training providers, supply chain, local authorities, social landlords

6.11.6. Action 4.1 E: Develop an investment vehicle to channel private investment into local training

6.11.6.1. **Context/ Assumptions:**

- Training sector lacks adequate funding
- Manufacturers could be a source of investment whilst benefiting from promotion, sales and sector development

6.11.6.2. **Approach:** Retrofit Supply Chain Development role to engage with manufacturers to determine potential, then consult with training providers and develop pilot projects for approval by the Interim Steering Group and then implementation.

6.11.6.3. **Resources:**

- Money: To be determined
- Role(s): Retrofit Supply Chain Development role
- Stakeholder(s): Training providers, supply chain

6.11.6.4. **Links:**

- Pre-action(s): 1.2A

6.11.6.5. **Strategic fit:**

- Strengths: 9
- Weaknesses: 4, 7
- Direct beneficiaries: Students, training providers, supply chain

6.12. Sub-goal 4.1.1: Support & grow local supply chain

6.12.1. **Strategic fit** (across all goal actions):

- Strengths: 1, 2, 9, 10, 11, 13, 18
- Opportunities: 5, 6, 8, 9

- Threats: 10

6.12.2. Action 4.1.1 A: Develop a coordinated Surrey procurement approach that benefits local supply chain, particularly SMEs

6.12.2.1. Context/ Assumptions:

- Public procurement approaches are not maximising use of the local supply chain and small/medium-sized enterprises (SMEs)
- Meanwhile, local authorities and social landlords may need to procure the same services at similar times which can create sub-optimal outcomes through lack of supply chain capacity to respond to tenders and/or deliver contracts
- Assumes greater use of the local supply chain would provide better outcomes and approaches can be developed which enable an increase in use whilst complying with public sector procurement regulations
- Assumes joint procurements or coordination of procurements between commissioners could deliver better outcomes for all

6.12.2.2. Approach: Research & Data role to determine national and regional best practice, Retrofit Supply Chain Development role to conduct stakeholder engagement with procurement departments, develop forum of officers, consult with local supply chain to determine barriers, co-develop improvement plan with stakeholders, review and approve with Interim Steering Group and implement.

6.12.2.3. Resources:

- Money: To be determined
- Role(s): Research & Data and Retrofit Supply Chain Development roles
- Stakeholder(s): Local authorities, social landlords, supply chain

6.12.2.4. Links:

- Pre-action(s): 1.2A, 1.2C

6.12.2.5. Strategic fit:

- Strengths: 9, 13, 18
- Weaknesses: 2, 10
- Opportunities: 1, 5, 6, 9, 17
- Threats: 2, 8, 9
- Direct beneficiaries: Supply chain, local authorities, social landlords

6.12.3. Action 4.1.1 B: Develop and deliver SME-friendly social impact standard and processes with the aim of increasing SME involvement in contract delivery

6.12.3.1. Context/ Assumptions:

- Social impact/value can deliver increases in SME usage but effectiveness and enforcement is patchy across procurement and contract periods

- Social impact/value aspects of public procurement can be used to deliver better outcomes for commissioners, local SMEs and the system as whole
- Best practice can be replicated

6.12.3.2. **Approach:** Research & Data role to determine national best practice and regional strategies around social impact, Retrofit Supply Chain Development role to conduct stakeholder assessment of procurement departments, develop forum of officers, consult with local supply chain to determine barriers, co-develop improvement plan with stakeholders, review and approve with Interim Steering Group and implement.

6.12.3.3. **Resources:**

- Money: To be determined
- Role(s): Research & Data and Retrofit Supply Chain Development roles
- Stakeholder(s): Local authorities, social landlords, supply chain

6.12.3.4. **Links:**

- Pre-action(s): 1.2A, 1.2C

6.12.3.5. **Strategic fit:**

- Strengths: 9, 13, 18
- Weaknesses: 2
- Opportunities: 1, 5, 6, 9, 17
- Threats: 2, 9
- Direct beneficiaries: Supply chain, local authorities, social landlords

6.12.4. Action 4.1.1 C: Boost regular and consistent comms with supply chain including 'meet the buyer' events

6.12.4.1. **Context/ Assumptions:**

- Often the local supply chain isn't aware of opportunities
- Assumes engagement and awareness-raising activities can be carried out in line with public sector procurement regulations

6.12.4.2. **Approach:** The Retrofit Supply Chain Development role holder will work with procurement officers to establish processes for identifying upcoming procurements. They will then lead activities to disseminate information, consult with supply chain, develop a coordinated plan, present to and seek approval from the Interim Steering Group and implement the actions.

6.12.4.3. **Resources:**

- Money: c. £4,000 - £8,000 per annum
- Role(s): Retrofit Supply Chain Development roles
- Stakeholder(s): Local authorities, social landlords, supply chain

6.12.4.4. **Links:**

- Pre-action(s): 1.2 A, 1.2E, 1.2F, 3.2A, 3.2D, 4.1.1A, 4.1.1B

6.12.4.5. **Strategic fit:**

- Strengths: 9
- Opportunities: 5, 17
- Direct beneficiaries: Training providers, supply chain, local authorities, social landlords, business support organisations

6.12.5. Action 4.1.1 D: Collate advice and guidance on accessing start up finance for market entrants or for SMEs to expand, via Economic Development teams

6.12.5.1. **Context/ Assumptions:**

- Possible to stimulate development of new retrofit businesses or expansion of existing through provision of finance
- Existing retrofit market could support new entrants and demand activities should increase the potential

6.12.5.2. **Approach:** Research & Data role to determine best practice, Retrofit Supply Chain Development and Retrofit Finance roles to engage with local authority Economic Development departments to co-develop options, consult with supply chain, present plan Interim Steering Group for approval and implement

6.12.5.3. **Resources:**

- Money: To be determined
- Role(s): Research & Data, Retrofit Supply Chain Development and Retrofit Finance roles
- Stakeholder(s): Local authorities, supply chain

6.12.5.4. **Links:**

- Pre-action(s): 1.2A, 1.2C, 3.1A

6.12.5.5. **Strategic fit:**

- Strengths: 9
- Opportunities: 5, 9
- Direct beneficiaries: Supply chain, local authorities, business support orgs

6.12.6. Action 4.1.1 E: Develop options for a trusted installers network in the self-funded market

6.12.6.1. **Context/ Assumptions:**

- One of the barriers to getting retrofit done is a perceived lack of trust with installers by buyers
- Levels of knowledge within the installer network vary and quality can be an issue
- A service could be developed which can give homeowners reassurance over a particular installer
- Risks can be managed effectively for the network holder, homeowner and installer

- Some installers do cross over from fuel poor grants market but others may require mentoring if desire is to support SMEs to grow and to join up whole supply chain

6.12.6.2. **Approach:** Research & Data role to determine best practice, Retrofit Supply Chain Development role to consult with stakeholders on findings and develop options paper for Interim Steering Group.

6.12.6.3. **Resources:**

- Money: To be determined
- Role(s): Research & Data and Retrofit Supply Chain Development role
- Stakeholder(s): Community energy organisations, local authorities, social landlords, supply chain

6.12.6.4. **Links:**

- Pre-action(s): 1.2A, 1.2C

6.12.6.5. **Strategic fit:**

- Strengths: 9
- Opportunities: 5
- Direct beneficiaries: Homeowners, private landlords, supply chain, local authorities, community (energy) organisations

6.13. Sub-goal 4.1.2: Support and improve local skills base

6.13.1. **Strategic fit** (across all goal actions):

- Strengths: 5, 14
- Weaknesses: 4, 7
- Opportunities: 12
- Threats: 2

6.13.2. Action 4.1.2 A: Develop plan with industry to support colleges by creating 'end of career' pathway to 'give back' via trainer roles.

6.13.2.1. **Context/ Assumptions:**

- Training providers struggle to recruit tutors to deliver retrofit courses and keep up to speed with industry practices
- Due to the physical nature of retrofit work, some tradespeople can no longer do – or prefer to move away from – installation work but could transition to work as tutors in training providers and share valuable learnings

6.13.2.2. **Approach:** Retrofit Supply Chain Development role to consult with training providers on current processes, determine improvement actions, consult with supply chain, develop plan, present to Interim Steering Group for approval and implement.

6.13.2.3. **Resources:**

- Money: To be determined
- Role(s): Retrofit Supply Chain Development role
- Stakeholder(s): Supply chain, training providers

6.13.2.4. **Links:**

- Pre-action(s): 1.2A

6.13.2.5. **Strategic fit:**

- Strengths: 5
- Weaknesses: 7
- Opportunities: 5
- Threats: 5
- Direct beneficiaries: Training providers, supply chain

6.13.3. Action 4.1.2 B: Conduct review of local retrofit training provision including early stage retrofit content/modules in general construction courses.

6.13.3.1. **Context/ Assumptions:**

- Possible that construction and plumbing courses could be improved through greater incorporation of retrofit and building physics knowledge to achieve better outcomes.

6.13.3.2. **Approach:** Research & Data role to determine best practice, including review of Gemserv's study for Surrey County Council, Retrofit Supply Chain Development role to consult with training providers and supply chain and co-develop improvement plan, present to Interim Steering Group for approval and implement

6.13.3.3. **Resources:**

- Money: To be determined
- Role(s): Research & Data and Retrofit Supply Chain Development roles
- Stakeholder(s): Supply chain, training providers

6.13.3.4. **Links:**

- Pre-action(s): 1.2A, 1.2C, 4.1E

6.13.3.5. **Strategic fit:**

- Strengths: 5, 14
- Weaknesses: 4, 7
- Opportunities: 12
- Direct beneficiaries: Students, training providers, supply chain, local authorities

6.13.4. Action 4.1.2 C: Conduct review and then develop business case for funding/ investment in facilities, equipment, and staff recruitment, training and retention for delivery of courses.

6.13.4.1. **Context/ Assumptions:**

- To deliver sufficient capacity and quality in the supply chain, greater investment is needed in training provision
- Funding and investment options can be found to deliver better training provision

6.13.4.2. **Approach:** Retrofit Supply Chain Development role to build on improvement plan produced by action 4.1.2D to co-develop business case for investment with stakeholders, secure approval from Interim Steering Group and work to secure investment.

6.13.4.3. **Resources:**

- Money: To be determined
- Role(s): Retrofit Supply Chain Development roles
- Stakeholder(s): Supply chain, training providers

6.13.4.4. **Links:**

- Pre-action(s): 1.2A, 4.1.2C, 4.1.2D

6.13.4.5. **Strategic fit:**

- Strengths: 5, 14
- Weaknesses: 4, 7
- Opportunities: 12
- Direct beneficiaries: Students, training providers, supply chain

6.13.5. Action 4.1.2 D: Develop and deliver activities to support take up of apprenticeships (e.g. promo campaigns, shared-apprenticeship pilots, grants for SMEs etc)

6.13.5.1. **Context/ Assumptions:**

- Future demand is expected to increase and therefore work needs to be done to start engaging new entrants in retrofit jobs, so they are ready to work when demand increases
- Apprenticeships are a good way to engage new entrants in retrofit careers and can provide good learning outcomes
- Training providers and employers are available to work with apprentices
- Supply chain can find apprenticeships difficult, particularly for smaller organisations, and therefore need support to ensure take up

6.13.5.2. **Approach:** Research & Data role to determine best practice, Retrofit Supply Chain Development role to consult with training providers and supply chain on barriers to use of apprentices, develop improvement plan, present to Interim Steering Group for approval and implement.

6.13.5.3. **Resources:**

- Money: To be determined
- Role(s): Research & Data and Retrofit Supply Chain Development roles
- Stakeholder(s): Supply chain, training providers

6.13.5.4. **Links:**

- Pre-action(s): 1.2A, 1.2C, 4.1A, 4.1.1D

6.13.5.5. **Strategic fit:**

- Strengths: 5, 14
- Weaknesses: 4, 7
- Opportunities: 5, 12
- Direct beneficiaries: Jobseekers, students, training providers, supply chain

7. Appendix

7.1. 1. MEAL Framework





Committee Report Checklist

Please submit the completed checklists with your report. If final draft report does not include all the information/sign offs required, your item will be delayed until the next meeting cycle.

Stage 1

Report checklist – responsibility of report owner

ITEM	Yes / No	Date
Councillor engagement / input from Chair prior to briefing		
Commissioner engagement (if report focused on issues of concern to Commissioners such as Finance, Assets etc)		
Relevant Group Head review		
MAT+ review (to have been circulated at least 5 working days before Stage 2)		
This item is on the Forward Plan for the relevant committee		
	Reviewed by	
Finance comments		
Risk comments	LO	18/12/25
Legal comments	LH	12/12/25
HR comments (if applicable)		

For reports with material financial or legal implications the author should engage with the respective teams at the outset and receive input to their reports prior to asking for MO or s151 comments.

Do not forward to stage 2 unless all the above have been completed.

Stage 2

Report checklist – responsibility of report owner

ITEM	Completed by	Date
Monitoring Officer commentary – at least 5 working days before MAT	L Heron	12/12/25
S151 Officer commentary – at least 5 working days before MAT	T.Collier	8/12/25
Confirm final report cleared by MAT		

Environment & Sustainability Committee

Thursday 8th January 2026

Title	Spelthorne Design Code - Final Code for Adoption
Purpose of the report	To make a decision and a recommendation to Council
Report Author	Laura Richardson, Strategic Planning and Projects Manager
Ward(s) Affected	All Wards
Exempt	No
Exemption Reason	N/A
Corporate Priority	Community Environment
Recommendations	Committee is asked to: <ol style="list-style-type: none">1. Agree that the Spelthorne Design Code be recommended for adoption at Full Council.
Reason for Recommendation	<p>The Spelthorne Design Code (SDC) has been created in a collaboration between the public, technical stakeholders, a Task Group consisting of Members on a cross-party basis, supported by officers in the Strategic Planning Team and the consultant team, David Lock Associates and Feria Urbanism. Its purpose is to support the delivery of high-quality places. The Spelthorne Design Code aims to encourage the delivery of sustainable and locally distinctive development across the Borough.</p> <p>Following the statutory public consultation on the Spelthorne Design Code, which is a requirement under Regulation 12 of the Town and Country Planning (Local Planning) Regulations 2012 (b)(i) and was agreed at the Environment and Sustainability Committee on 17 June 2025, the Code has been amended and the final version prepared for adoption. Public, technical stakeholder, officer and Task Group feedback has fed into the final updated version, which is now proposed for adoption. The recommendation of the Committee is sought before the Spelthorne Design Code is presented to Full Council, to be considered there for adoption.</p>

1. Executive summary of the report

What is the situation	Why we want to do something
<ul style="list-style-type: none"> Spelthorne Borough Council has been preparing a Borough-wide Design Code since mid-2024. This code aims to provide clear and locally specific design guidance for new development, in accordance with the requirements of the Levelling Up and Regeneration Act 2023. This legislation mandates all local authorities to develop an area-wide Design Code to ensure the creation of high-quality places. Additionally, the Spelthorne Design Code addresses concerns from both residents and elected Members regarding the importance of high-quality design in development projects. 	<ul style="list-style-type: none"> The Government expects all Local Planning Authorities to prepare Design Codes to improve the quality, character and sustainability of development. There has been strong political support for this project with Members keen for high quality design in the borough. The Spelthorne Design Code will help ensure that new developments are well-designed, respond to local character, and deliver high-quality places that meet the needs and expectations of residents. Before the Spelthorne Design Code is presented to Full Council to seek formal adoption, a recommendation is sought from the Environment and Sustainability Committee.
This is what we want to do about it	These are the next steps
<ul style="list-style-type: none"> The recommendation of the Committee, in support of the Spelthorne Design Code is sought before the Code is presented to Full Council, to be considered there for adoption. 	<ul style="list-style-type: none"> Bring the updated Spelthorne Design Code to Full Council with a recommendation to adopt. Upon approval, the Spelthorne Design Code will be formally adopted as an SPD and used in planning decision-making.

2. Key issues

Background

2.1 A design code is “A set of illustrated design requirements that provide specific, detailed parameters for the physical development of a site or area. The graphic and written components of the code should build upon a design vision, such as a masterplan or other design and development framework for a site or area”. (National Planning Policy Framework, 2024)

2.2 Paragraph 131 of the National Planning Policy Framework (NPPF), updated in December 2024 states: “The creation of high quality, beautiful and sustainable buildings and places is fundamental to what the planning and development process should achieve. Good design is a key aspect of sustainable development, creates better places in which to live and work and helps make development acceptable to communities. Being clear about

design expectations, and how these will be tested, is essential for achieving this. So too is effective engagement between applicants, communities, local planning authorities and other interests throughout the process.”

- 2.3 The Levelling Up and Regeneration Act (2023) (LURA) sets out the legal requirement for Local Authorities (LAs) to develop area wide Design Codes, which will allow Authorities, working with their communities, to set out what good design looks like for their area and their vision for the future. Following the enactment of the LURA the updated NPPF (December 2024) sets out the national policy expectation for the development and delivery of Design Codes in Paragraphs 131 – 134.
- 2.4 As set out above, the focus on the delivery of high-quality places is expressed in national policy but is also a matter of particular concern for both our residents and elected Members.

Bespoke Design Code for Spelthorne

- 2.5 The Spelthorne Design Code has been a collaboration between the public, a Task Group consisting of Members on a cross-party basis and technical stakeholders supported by officers in the Strategic Planning Team and the consultant team.
- 2.6 The Spelthorne Design Code sets out the design requirements for proposed new development in the borough. It will ensure that new development is locally supported, sustainable and functions well for all its users. The Spelthorne Design Code will be used to determine whether planning applications are acceptable in design terms and will support the emerging Spelthorne Local Plan. It contains simple, concise, illustrated design requirements for streets, open spaces and buildings. It also sets out expectations for the process to be followed when proposals are designed.
- 2.7 From the outset, the Council has adopted a dynamic, community-focused approach to developing the Spelthorne Design Code. The Code is created through an iterative process, which is divided into five stages: Listen, Translate, Test, Statutory Consultation and Final Code for Adoption. This project includes multiple phases of community engagement, where each phase builds on the findings of the previous one, incorporating feedback loops and continuous refinement. The emphasis on deep community engagement ensures that the resulting Design Code aligns with local values and needs.

Community Engagement and Development of the Code

- 2.8 The Spelthorne Design Code has taken a community-led approach to co-produce a Design Code for the Borough with local people through active community participation. This approach will help ensure new developments which are coming forward meet the real needs of the borough’s diverse communities. Throughout the project and development of the Code, there has been continuous community involvement, both in-person and online.

Stage 1- Listen (Initial Engagement)

- 2.9 During the first stage of preparing the Code, the ‘Listen’ phase, public feedback was gathered to understand the places of Spelthorne in detail, learn about what makes it special, what the key challenges are, and how the Design Code can enhance and improve the Borough in the future. For the

online aspect of the public engagement, the Spelthorne Design Code Commonplace page, which is an online engagement hub, was set up, which has since welcomed thousands of visitors and over a four hundred subscribers keeping up to date with the latest project news.

- 2.10 One of the key features of the first stage of developing the Code was the Interactive Map on Commonplace, which enabled participants to virtually drop pins on specific locations within Spelthorne and share their thoughts and pictures about that place, area or a more specific design feature. This engagement opportunity was open to all local people for 14 weeks in autumn 2024 and received over 600 contributions.
- 2.11 In addition to online community engagement, the information gathered from local people has been enriched by in-person participation. In 6 locations across the Borough (Staines-upon-Thames Town Centre, Staines-upon-Thames Wider Area, Stanwell, Ashford, Sunbury-on-Thames and Shepperton), a series of 2-hour long Walking Tours were held, which were guided by local people to find out their opinions about local buildings, streets and spaces they liked and disliked and to gain an insight into design issues that matter to them. If local people were unable to attend, there was also a digital alternative offered and these Digital Walks, held virtually, allowed residents to share their views about different parts of the Borough that were of interest by guiding the team around an online map. This resulted in 4.5 hours of digital engagement.
- 2.12 To further ensure comprehensive community involvement, a public drop-in session with interactive activities was held in the Elmsleigh Shopping Centre in November 2024 and provided residents an opportunity to meet the Design Code Team, learn about Spelthorne in detail, engage in discussions, ask questions, and share their perspectives on what makes Spelthorne unique.
- 2.13 In order to ensure that the design of future development within Spelthorne reflects the diverse perspectives of residents, there has also been lots of youth engagement opportunities. Sessions were held at 2 local schools and Ashford Youth Club. Residents from 13-years-old and up were also welcomed to apply to join, and consequently took part in, the Spelthorne Design Code Citizens' Panel.
- 2.14 During Stage 1, a Citizens' Panel was also established as a crucial element of the Council's community engagement in the development of the Spelthorne Design Code. This Citizens' Panel was created to promote inclusivity and reflect Spelthorne's diverse demographics including age, gender, ethnicity, housing situation and geographical location, according to Census data. Any interested resident in the Borough was invited to apply and over 40 Panel members were selected, following a 7.5-week recruitment period, through a blind selection process to be demographically representative of the Borough, with members therefore representing Spelthorne's diverse communities and providing input into the creation of the Spelthorne Design Code.
- 2.15 The Citizens' Panel were actively involved in the next two stages of the project. Two Citizens' Panel focus sessions with our appointed consultants David Lock Associates and Feria Urbanism were held on 16 November 2024 and 23 November 2024. During the first workshop, public feedback that had

been gathered up until then was fed in, and Panel members explored what makes Spelthorne unique, envisioning a Borough that respects its character while embracing innovation. The second workshop focused on safety and accessibility, discussing how future development can cater to everyone's needs. Members also shared personal experiences and their vision for various edge conditions and building types, considering how development fits within its surroundings. These valuable insights were then taken to be implemented in the Code, so that design rules reflect the values and aspirations of our community.

Stage 2- Translate (First Draft Code Development)

2.16 During the second stage of the project, the 'Translate' phase, the baseline data and community engagement feedback gathered over from local communities and other key stakeholders, along with the Citizens' Panel, was translated and the draft Code developed.

Stage 3- Test (First Draft Engagement)

2.17 As part of continued community involvement, the Citizens' Panel met for a third time during the next stage of the project, the 'Test' phase', on 1 March 2025 to test the draft Code. This session was designed to engage the Citizens' Panel in reviewing and applying the draft Design Code to real-world development scenarios. The project team explained the Design Code's purpose, development and role in planning, how public feedback has shaped it, and who will use it. Panel members also tested the draft Code by reviewing past developments and applying it to real-world scenarios and example sites.

2.18 Additionally, during Stage 3, with a draft Code having been developed and tested by the Citizens' Panel, the draft Code was further tested by technical stakeholders and also local people during a public engagement opportunity for the wider community that ran for 3 weeks on Commonplace. Local people could download and view the draft Code, find out what was in the draft Spelthorne Design Code, see how the draft Code responded to the community and provide feedback to help refine and develop the Code by answering a survey, which received 45 responses.

2.19 Overall, during the above-mentioned community engagement periods, there were several active in-person participation opportunities, with 60+ hours of in-person engagement.

2.20 The draft Code was further amended following Citizens' Panel, technical stakeholder, public and Task Group member feedback, a Publication Version of the Spelthorne Design Code was developed. The Task Group met on 19 May 2025 for the final review of the publication draft of the Spelthorne Design Code and unanimously agreed that the Code could proceed to be considered by the Environment and Sustainability Committee.

2.21 The Publication Version of the Spelthorne Design Code was presented to the Environment and Sustainability Committee on 17 June 2025, who approved it for statutory consultation, subject to an amendment in the SDC to reference the recently published article by Dr J Paul in a footnote, with a caveat that the Council did not commission the report. The draft Spelthorne Design Code was updated to reflect the Committees' decision and published for consultation.

Stage 4- Statutory Consultation (Public Statutory Consultation)

2.22 The statutory public consultation on the Spelthorne Design Code - Final Draft for Consultation (May 2025) subsequently ran for 6 weeks from 24 June 2025 to 4 August 2025.

2.23 The consultation was mainly run via the Spelthorne Design Code Commonplace platform, which is the digital engagement hub. The updated draft Code was available to for the public to review by either viewing it or downloading it from the site. Physical copies of the draft Spelthorne Design Code were also available for the public to view in public libraries around the Borough and at the Council Offices during office hours.

2.24 For the public to respond to the consultation, a short survey was available on Commonplace, which contained general questions on the document overall, questions on the applicant self-assessment compliance checklists in the Code and the opportunity to provide further comments or upload document(s) to support a response. The public also had the opportunity to provide feedback on the draft Code via email or by post. Overall, there were 81 responses received to the consultation.

2.25 Promotion of the statutory consultation and feedback analysis is further detailed in the appendices (to follow).

Current Position

2.26 The Task Group met on 8 September 2025 for a review of findings from public and technical consultee feedback, following the statutory consultation. The Task Group also discussed changes proposed to be made to the Code. The Task Group met for a final time on 10 November 2025 to agree that the final version of the Spelthorne Design Code should be put forward to Environment and Sustainability Committee on 8 January 2026 for a recommendation for adoption at Full Council.

2.27 Subject to the approval of the Environment and Sustainability Committee that the final version of the Code be recommended for adoption at Full Council. Subject to the approval of the Environment and Sustainability Committee that the final version of the Code be recommended for adoption at Full Council. The Spelthorne Design Code will be put forward for adoption at Full Council alongside the Local Plan in 2026. We are in the Planning Inspector's hands regarding the timing of this. The Further Modifications consultation on the Local Plan closes on 4 January 2026. Once responses have been sent to the Planning Inspector we wait for his report and if, appropriate, will take the Local Plan through Environment and Sustainability Committee and to Council for adoption.

2.28 The Spelthorne Design Code is intended to be adopted as an SPD which is a planning policy document that builds upon, and provides more detailed guidance to, policies in the Local Plan.

2.29 An SPD forms part of the adopted development plan (also known as the Local Plan) and sets out further guidance to support the implementation of the relevant policies within the Plan. Once complete and having been subjected to the necessary period of consultation, the Spelthorne Design Code, upon adoption, can be 'hooked' onto the existing design policy within the current and emerging Spelthorne Local Plan. The Spelthorne Design Code will be a

material consideration when determining planning applications from the date of the adoption of the SPD.

2.30 The Spelthorne Design Code includes a checklist for applicants that must be submitted as part of a planning application. This checklist helps to clearly demonstrate how all required, recommended, and optional criteria in the Code have been addressed. It is essential for the Design Code document to be accessible and easy to navigate for both technical and non-technical users.

Digital Design Code

2.31 The Spelthorne Design Code team is committed to creating a digital version of the Design Code, which will highlight only the relevant sections for each specific proposal. Funding for the digital element of the Spelthorne Design Code has been secured as a one-off growth bid for 2025/26. This will enhance usability, accessibility, and the overall effectiveness of the Code in guiding development. The dynamic content will facilitate a more intuitive understanding of design principles, allowing stakeholders to explore different development options and see their real-time impacts, thereby increasing engagement and comprehension.

2.32 Additionally, the digital format will allow for easier updates and version control, enabling prompt implementation of changes and immediate dissemination of information. Version histories will be maintained and made public to ensure trust and accountability within the development process. It is anticipated that the digital version of the Spelthorne Design Code will be available upon adoption of the Code.

3. Options appraisal and proposal

3.1 **Option 1 - Recommended option:** The Committee approve the recommendation for the Spelthorne Design Code to be adopted at Full Council.

3.2 This option is recommended, as this will enable the timeline to adoption to be followed and would also allow for the Spelthorne Design Code and emerging Local Plan to be adopted simultaneously.

3.3 **Option 2 – Not Recommended:** The Committee resolve to seek further amendments to the Spelthorne Design Code before recommending the Spelthorne Design Code for adoption at Full Council.

3.4 This option is not recommended, as any delay with making further amendments to the Spelthorne Design Code would have a knock-on effect, where the adoption of the Spelthorne Design Code would be delayed, likely until spring 2026.

3.5 **Option 3 – Not Recommended:** The Committee resolve to reject the request for recommendation of the Spelthorne Design Code at Full Council.

3.6 This option is not recommended. In order to adopt the Spelthorne Design Code so that it can be considered as a material consideration in decision making, it is required to be put to Full Council with a recommendation to adopt, to then be resolved on to be adopted there. If the request is rejected, the project cannot move forward, and the Spelthorne Design Code cannot be adopted.

4. Risk implications

- 4.1 A risk register is used in projects to document, assess, and manage potential risks that could impact the project's success, ensuring proactive mitigation and response strategies. The risk register for the project is regularly monitored and updated by the Project Manager. The following risks have been considered:
- 4.2 Risk of reputational damage: Proceeding with the recommendation for the Spelthorne Design Code to be adopted at Full Council will enable the Council to maintain its reputation and demonstrate its commitment to responding to the community's needs, transparency and proactive planning.
- 4.3 Council less well equipped to take a proactive approach to managing design quality of new development and lack of clarity for developers regarding the Council's design expectations: With the adoption of the Spelthorne Design Code, the Council will be better equipped to take a proactive approach to development management. This will lead to more consistent planning outcomes and will be an opportunity to deliver high-quality, well-designed places across the Borough. Once the Spelthorne Design Code is adopted, developers can proceed with proposals that align with the Council's strategic vision for high-quality, sustainable, and inclusive places. This would also help to align with the Council's objectives for placemaking and community well-being.
- 4.4 Lack of alignment of Planning policies if adoption of Design Code is delayed: The Spelthorne Design Code is intended to support the implementation of the new Local Plan, currently under examination and anticipated to be adopted spring 2026, potentially on the same day as the Spelthorne Design Code. Timely adoption of the Spelthorne Design Code would enable alignment with the Local Plan, strengthening the overall planning framework and increasing the effectiveness of both documents in achieving comprehensive, cohesive development outcomes.
- 4.5 Risk of Design Code not being implemented following LGR: In light of Local Government Reorganisation (LGR), a new unitary authority may have other priorities. Progressing with the adoption of the Spelthorne Design Code in line with the current project programme would enable it to be implemented and ensure policy coverage for the area while the planning policies for the new unitary are in development, helping to ensure high quality design outcomes moving forward.

5. Financial implications

- 5.1 Adopting the Spelthorne Design Code would be undertaken by resources covered by existing budgets.

6. Legal comments

- 6.1 The Spelthorne Design Code has been developed in accordance with the National Model Design Code.

- 6.2 The public consultation was required under Regulation 12 of the Town and Country Planning (Local Planning) Regulations 2012.
- 6.3 Approval of supplementary planning documents is a matter for Council.

Corporate implications

7. S151 Officer comments

- 7.1 The S151 Officer confirms that all financial implications have been taken into account and that the recommendations are fully funded from within the current and draft 2026-27 budget.

8. Monitoring Officer comments

- 8.1 The Monitoring Officer confirms that the relevant legal implications have been taken into account.

9. Procurement comments

- 9.1 There are no procurement implications relating to the adoption of the code.

10. Equality and Diversity

- 10.1 This will be dealt with as an integral part of the Spelthorne Design Code.

11. Sustainability/Climate Change Implications

- 11.1 This will be dealt with as an integral part of the Spelthorne Design Code.

12. Other considerations

- 12.1 There are none.

13. Timetable for implementation

- 13.1 The project timeline and general information can be found on [Have Your Say Today - SDC - Commonplace](#)
- 13.2 The date for the Environment and Sustainability Committee, where the Spelthorne Design Code will be considered to be put forward to Full Council with a recommendation to adopt, is 8 January 2026. The Spelthorne Design Code SPD cannot be formally adopted until the Local Plan is adopted. The Spelthorne Design Code will be put forward for adoption at Full Council alongside the Local Plan in 2026. We are in the Planning Inspector's hands regarding the timing of this.

13.3 If it is agreed that the Spelthorne Design Code is recommended to be adopted at Full Council and the project proceeds on the agreed timetable, the date for the subsequent Full Council Meeting is anticipated in Spring 2026.

14. Contact

14.1 Cllr Burrell is the Design Code Task Group Chair. Other members are Cllrs Gibson, Williams and Clarke. Cllr Beecher attends the Project Board meeting as chair of the Environment and Sustainability Committee.

14.2 Queries for Officers can be emailed to the Design Code Team: designcode@spelthorne.gov.uk

14.3 Laura Richardson is the Project Lead: l.richardson@spelthorne.gov.uk

Please submit any material questions to the Committee Chair and Officer Contact by two days in advance of the meeting.

Background papers: There are none.

Appendices:

Appendix A- Spelthorne Design Code (2025)

Appendix B- Consultation Statement: Spelthorne Design Code

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SPELTHORNE
DESIGN
CODE

SPELTHORNE DESIGN CODE

SPELTHORNE BOROUGH COUNCIL

NOVEMBER 2025

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Prepared for Spelthorne Borough Council by

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The Spelthorne Design Code Project Team would like to acknowledge everyone in the community in Spelthorne who has given up time to contribute to the development of this Code, whether through walking tours, school and youth groups, online feedback, public events or as part of the Citizens Panel. Your assistance, expertise and enthusiasm has been invaluable and is much appreciated.



Introduction

- » The Spelthorne Design Code
- » What does the Design Code include?
- » How to use the Design Code
- » About Spelthorne

The Spelthorne Design Code

WHAT IS THE SPELTHORNE DESIGN CODE?

The Spelthorne Design Code has been produced to provide a framework to support high quality design in the borough, that is reflective of local character and design preferences. It sets out the design requirements for proposed new development to ensure that it is locally supported, sustainable and functions well for all.

It has been drafted to accord with national planning policies and guidance, including the National Model Design Code.

It is underpinned by an overarching Vision and Principles and more detailed Visions for each place within the Borough. The Design Code covers a range of Area Types that share similar design characteristics and issues. It places a particular focus on Areas of Change, identified by the [Local Plan](#), which are subject to more detailed Design Requirements.

The Design Code is based on wide-ranging inputs including that from the Spelthorne community, other stakeholders and a wider understanding of the places within the borough, to ensure it is locally-supported, robust and can be used in practice. The process has prioritised and been based around local engagement at every stage, including the use of an innovative Citizens Panel (a demographically representative group of Spelthorne residents), to ensure that the Code reflects and responds to community views and visions for the Borough.

HOW IT WILL BE USED TO DETERMINE PLANNING APPLICATIONS

The Design Code will be used to determine whether planning applications are acceptable in design terms and will support the emerging Spelthorne [Local Plan](#). It contains simple, concise, illustrated design requirements for streets, open spaces and buildings. It also sets out expectations for the process to be followed when proposals are designed.

Applicants for planning permission will need to demonstrate adherence to the Design Requirements in their proposals and planning applications. Whether a development meets the Design Code requirements will then be a material consideration in the determination of the planning application.

The Design Code has been produced in parallel with, and to support, the Spelthorne [Local Plan](#). Together, the [Local Plan](#) and Design Code, will support the delivery of high quality development and infrastructure in the most appropriate location. It has been adopted as a Supplementary Planning Document (SPD) to provide guidance on how proposals should achieve policy compliance.

The Code is not intended to stifle design creativity and the highest quality design, but to ensure that all development in Spelthorne demonstrates and delivers good design.

USERS

The Spelthorne Design Code is intended to be used by the following groups of users:

- Developers applying for planning permission and their design teams
- Planning officers and planning committee members assessing the suitability of proposed designs
- The wider community, seeking to understand what sort of development is supported in their local area

HOW WAS IT CREATED?

The Design Code was created through extensive community and stakeholder engagement, and in-depth urban design analysis of the existing borough and anticipated future development.

A full account of the process is set out in Appendix B.

What does the Design Code include?

The Spelthorne Design Code sets out the design requirements for proposed new development in the borough. It will ensure that new development is locally supported, sustainable and functions well for all its users.

The Design Code will be used to determine whether planning applications are acceptable in design terms, and will support the emerging Spelthorne Local Plan. It contains simple, concise, illustrated design requirements for streets, open spaces and buildings. It also sets out expectations for the process to be followed when proposals are designed. It is based on wide-ranging input including that from the local community, other stakeholders and wider understanding of the places within the borough, to ensure it is locally-supported, robust and can be used in practice.

The Spelthorne Design Code includes:

- A vision for development in the borough and its key places
- Design principles across a range of topics
- Expectations for a comprehensive and considered approach to the design process
- Tailored design requirements for different area types within the borough, covering Buildings, Open Spaces, Streets and Public Realm, Landscape and other physical aspects of the design of proposals.

Other local policy documents deal with different areas of the built and natural environment in Spelthorne.

The **Local Plan** covers:

- The amount and location of development
- The delivery of supporting infrastructure
- Policies that deal with flooding, developer obligations, affordable housing and others

Surrey County Council's **Local Transport Plan 4** covers:

- Transport policies, schemes and other transport matters

Surrey County Council also publishes the **Healthy Streets Design Code**, which sets out the requirements for the design of streets and highways. Its key requirements have been included in this Code.

The Spelthorne **Local Cycling and Walking Infrastructure Plan** identifies networks and priorities for investment to support walking, cycling and other forms of active travel in the borough.

New designs and proposals should have regard to the Surrey County Council **Local Nature Recovery Strategy (LNRS)**, ensuring green infrastructure and biodiversity enhancements align with identified local priorities for habitat restoration and species recovery.

The Spelthorne Local Plan is supported by a number of Supplementary Planning Documents (SPDs), that provide further guidance on how to implement Local Plan policies.

INFORMATION IN APPENDICES

The Design Code is supported by a series of Appendices:

Appendix A: Understanding Spelthorne Today

This appendix sets out relevant background design information about the borough today, including:

- Historic Development
- Green and Blue Infrastructure
- Movement
- Built Form
- People & Places
- Future Development
- Detailed characterisation of Spelthorne's Area Types

Appendix B: Community Engagement

This appendix sets out how the Code was created in collaboration with the community in Spelthorne.

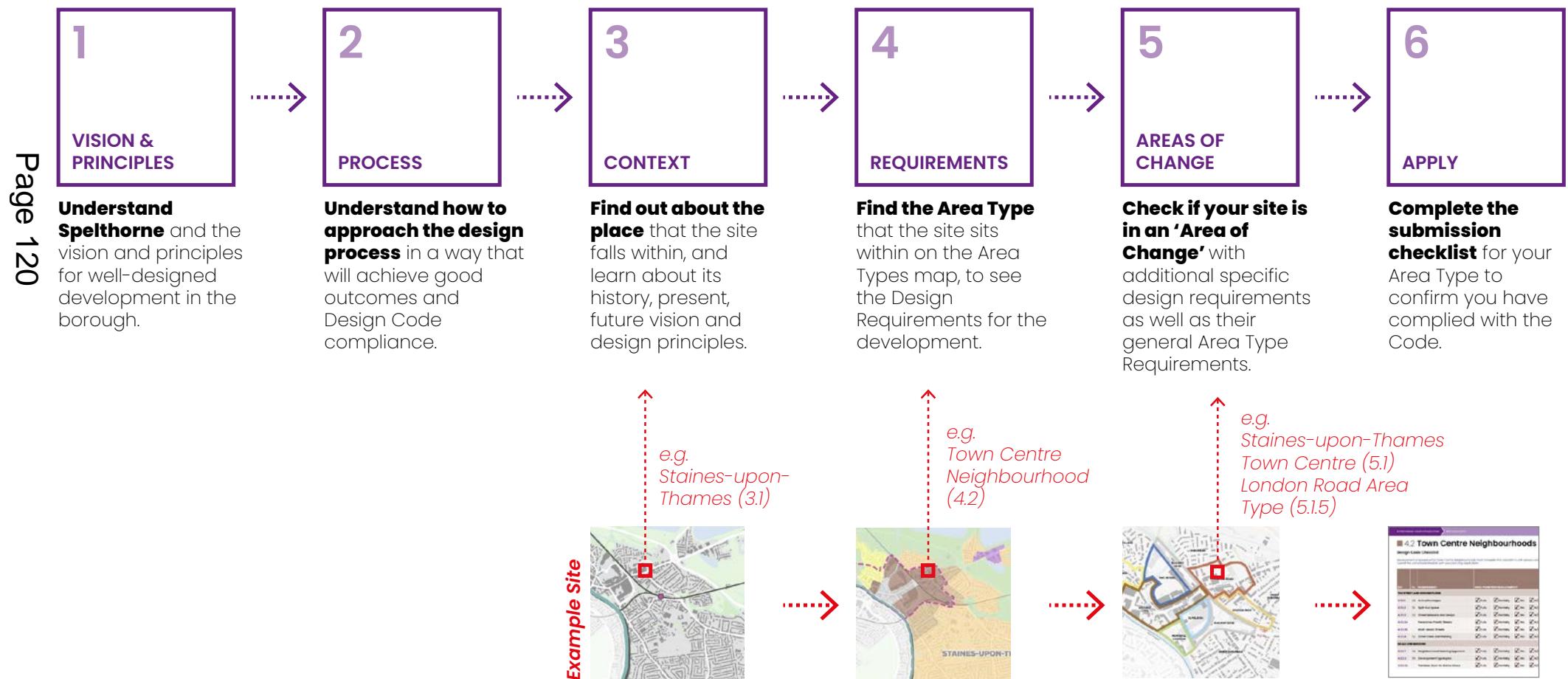
Appendix C: Residential Extensions Guidance

This appendix adds further information to the key dimensional guidance for residential extensions. It is drawn from the previous 'Design of Residential Extensions and New Residential Development' Supplementary Planning Document (SPD).

How to use the Design Code

The Design Code is divided into six chapters, shown in the flowchart, that each cover a different aspect of the design process and requirements.

Follow the flowchart to find out how to use the Code. An example site is shown to demonstrate the process of finding Places and Area Types.



FINDING THE INFORMATION YOU NEED



This icon in the Code highlights areas and themes identified as particularly important to the community.



This icon in the Code highlights where you can **find out more** about a subject in supporting appendices.

This **highlighted and underlined** text indicates that this is a key term that is defined in the glossary.

The top of each page shows the section you are in. The section numbering and the Code requirements are numbered consistently.

Example: Area Types (Chapter 4)

Chapter Area Type Theme

4 AREA TYPES 4.2 TOWN CENTRE NEIGHBOURHOODS 4.2.4 HOMES AND PRACTICALITIES

Example: Areas of Change (Chapter 5)

Chapter Area of Change Area Type

5 AREAS OF CHANGE 5.2 SUNBURY CROSS 5.2.1 THE PARADE

AREA TYPES AND AREAS OF CHANGE

The Design Code sets out Design Requirements for developments in different Area Types in Chapter 4. They are denoted by **purple text**, for ease of cross-reference.

In some parts of the borough, such as Staines-upon-Thames town centre, it is anticipated that there will be significant new development and change. These Areas of Change have additional detail and Design Requirements set out in Chapter 5.

DESIGN REQUIREMENTS

Design Requirements are set out as follows:

Aim: *an explanation as to why this set of requirements is important, and what outcome should be achieved. This Aim is particularly important for non-standard design proposals that propose innovative and high-quality approaches to achieve the same outcome (see 'Comply or Justify').*

Requirements are then arranged as follows:

- **Must:** all proposals must comply
- **Should:** all proposals should comply unless non-compliance can be justified, and demonstrating compliance will add supporting weight to the design element of the planning application decision

ADVISORY DESIGN GUIDANCE

Some parts of the Code set out guidance, best practice or design inspiration from elsewhere that could provide the basis for the development of design proposals. These are design ideas that development **could** implement, and are highlighted as such.

COMPLY OR JUSTIFY

The Design Code is to be used following a principle of '**Comply or Justify**'. Deviation from requirements set out will only be permitted with robust and evidence-based justification that any proposed design solutions still achieve the underlying Aim of the requirement.

Deviation from '**must**' requirements will require a very high level of justification.

Proposals that do not comply with these principles and fail to provide compelling justification are likely to be refused

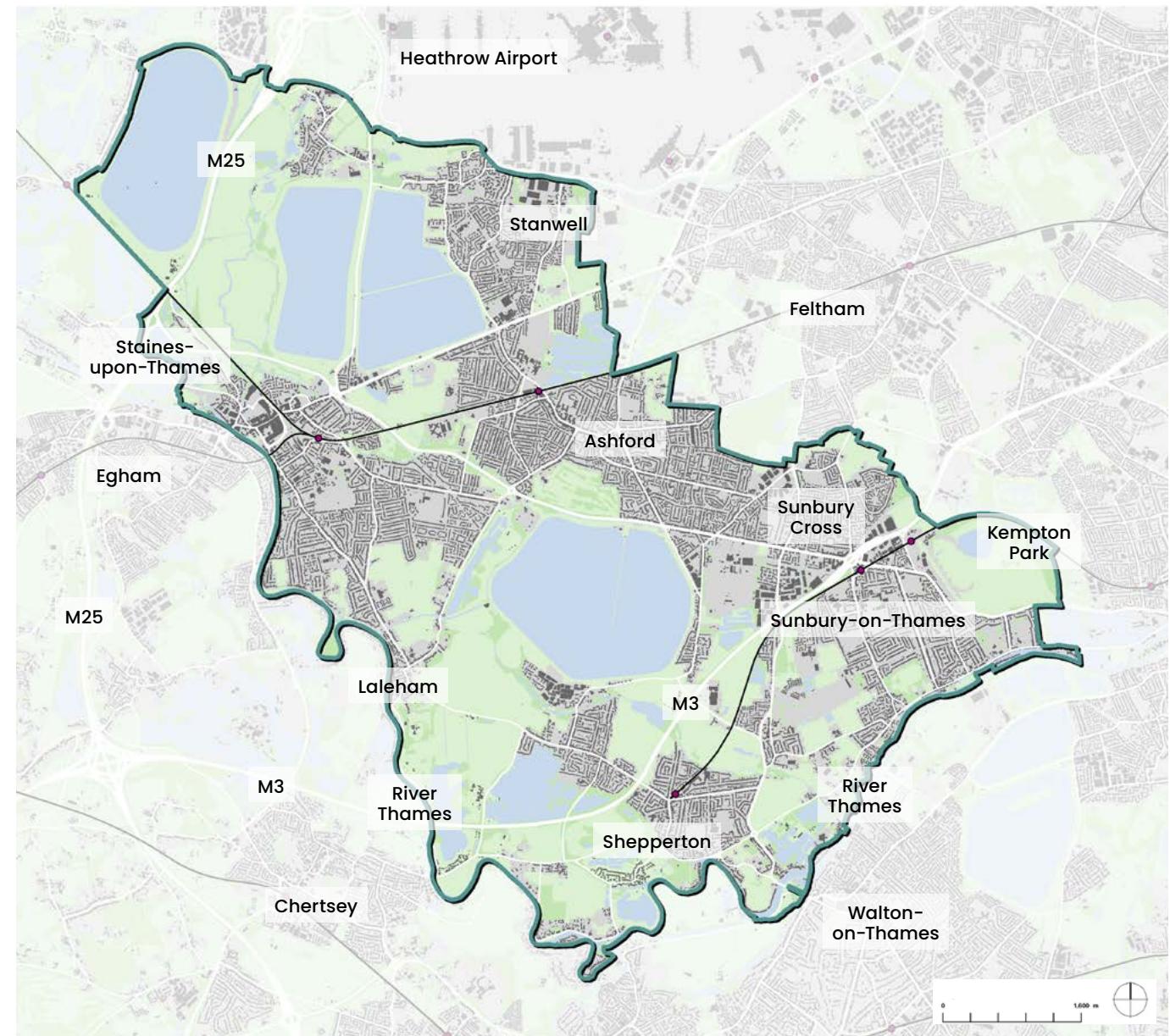
About Spelthorne

Spelthorne is a borough in the north of Surrey, on the fringes of London, with a population of around 100,000 people. It sits on the northern banks of the River Thames, and to the south of Heathrow Airport.

Until the late 19th century, the area was a predominantly rural part of the former county of Middlesex, with Staines as the main market town. The arrival of the railway and growth of London sparked several waves of suburban growth, transforming the existing towns and villages into the suburban fringes of London, balancing the attractiveness of living near a city with the green open spaces of the countryside, common to much of 'urban' Surrey and the former areas of Middlesex elsewhere on London's fringes today. Since the creation of the Metropolitan Green Belt in the early 1970s, the built-up area has changed very little. The borough's built character is strongly related to its historic development patterns.

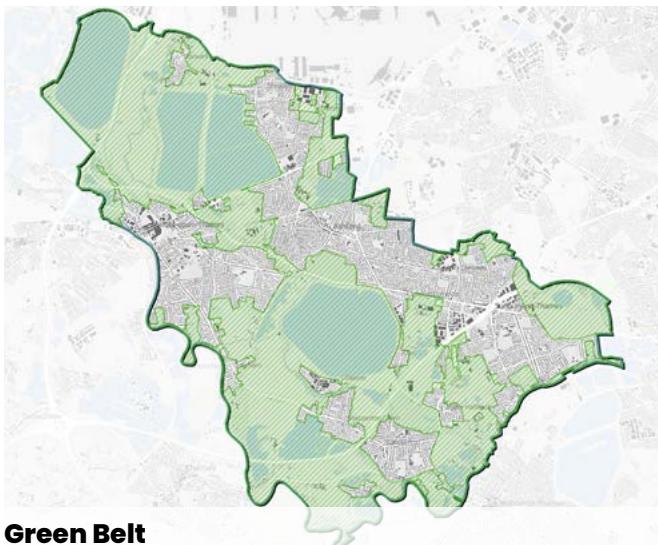
The borough hosts major infrastructure, particularly reservoirs, water supply and motorways that support London and the wider south-east. Kempton Park, Shepperton Studios and BP's offices in Sunbury are significant landmarks and destinations.

Spelthorne is likely to see significant residential-led development in the future, particularly in its well-connected town centres. Well-designed development offers a significant opportunity to create new, integrated and valued places and neighbourhoods that could provide benefit to new and existing communities.



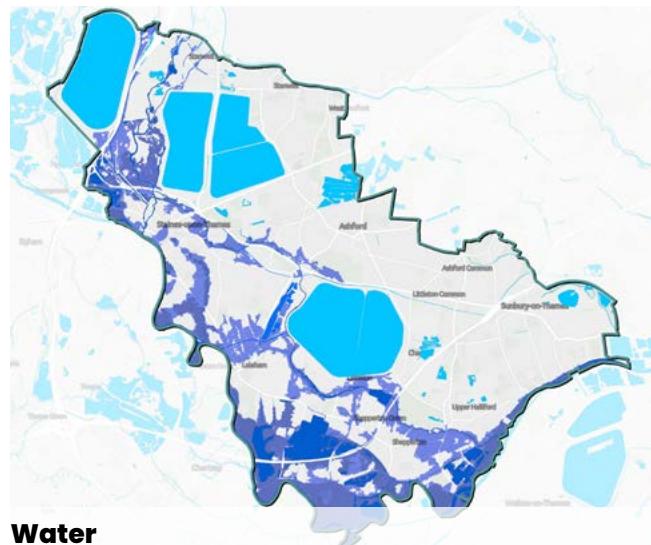
Find out more background information about the borough in Appendix A 'Understanding Spelthorne Today'.

Key features of Spelthorne



Green Belt

Much of the borough is covered by the Metropolitan Green Belt, placing a strong focus on development in existing built up areas.



Water

Bounded by the River Thames to the south, Spelthorne hosts major reservoirs and water supply infrastructure for the wider London and southeast, as well needing to manage flood risks.



Urban Morphology

Many parts of Spelthorne bear the hallmark of the era in which they were developed, with strong patterns of regular plots, straight streets and suburban development.



Attractive green open spaces

Green open spaces are much valued by the community and there are a wide variety, from parks to spaces for nature.



The River Thames

The River Thames provides an opportunity for leisure, exercise and breathing space, but in places the frontage is underused and could be improved.



Busy High Streets

Spelthorne's places are focused on bustling and vibrant high streets that provide local distinctiveness and valued retail and community provision.

The Design Vision & Borough-Wide Principles

The Design Code has drawn on the views of the local community to define what good design is in Spelthorne, and the vision for how places should look, function and engage the community (both present and future) in coming years. The vision is set out across five themes, with supporting design principles to help make it happen.



BOROUGH-WIDE DESIGN VISION

All development in Spelthorne will contribute to achieving the vision for future design of places in the borough.

BOROUGH-WIDE DESIGN PRINCIPLES

All proposals for new development in the borough **must** apply the following design principles.

Sustainable Urban Design

Blend modern infrastructure and development with heritage through sustainable, high-quality and timeless architecture and design, reflecting the borough's historic identity on the edges of both city and countryside.

- Use the Design Code and your own studies to understand what is important to conserve, what new development can learn from the past, and what the priorities for change are in the local area, before considering how to address these in your design proposals.
- Design for longevity, adaptability, ease of maintenance and to make a long-term contribution to the places of Spelthorne.
- Reflect key characteristics such as building grain, roofscapes, detailing and building lines, and avoid abrupt changes in character without a gradual transition between existing and new.

Commitment and Connections to Green Space

Protect, maintain and rejuvenate green spaces, with a focus on the importance of integrating natural areas into urban environments for residents' well-being and improved biodiversity.

- Spelthorne's historic development is strongly tied to the desire for healthy urban living, being connected to both city and nature. New development should continue to enhance this approach, with usable, accessible and welcoming green open spaces.
- Make connections to the rivers of Spelthorne for both people and nature, and provide a range of green open spaces for new and existing residents to improve provision for all.
- Respect and retain riverside settings that provide amenity, placemaking and functional benefits.
- Make streets green spaces with trees and planting to provide shade and access to nature.

WHERE DID THIS COME FROM?

The Vision for the future and Principles for change were developed by the Spelthorne Design Code Citizens Panel and wider community through the engagement process.



Connectivity

Enhance access to and the quality of public transport links, and improve the quality and safety of routes for pedestrians and cyclists.



Strong, Mixed Communities

Create inclusive places and spaces that cater to all, using design to physically and socially unite existing and new communities.



Climate Change Resilience

Mitigate the impact of development and adapt to varied risks that may be worsened by climate change, through thoughtful design and natural solutions, that can also enhance the quality of open spaces for people and nature.

- Create streets and enhance existing streets that reduce car dominance and prioritise active travel movement, particularly major arterial roads and town centre roads.
- Include supporting facilities such as cycle hubs, cycle parking, seating, water refill points
- Daily uses should be within walking distance of all homes, and all uses designed so that they can co-exist with each other, especially in Spelthorne's town centres.
- Encourage the use of riversides for walking, cycling, leisure and recreation
- Create connections between existing and new neighbourhoods
- Enhance the spaces around, and connections to railway stations
- Create healthy spaces for people, that encourage the development of a community and a range of social interaction.
- New development should feel part of the surrounding area, and encourage social interaction
- Homes and buildings should be adaptable for the future, and reflect the diversity of living needs of Spelthorne's existing and new communities. They should be practical, with enough storage and outdoor amenity space for modern living.
- Ensure all public space is safe, comfortable and secure for all.
- Reuse and refurbish existing buildings first where this will reduce lifetime carbon emissions
- Use natural and sustainable design solutions to manage increased intensity of surface water flooding events
- Seek betterment for surrounding areas where possible through the replacement of existing impermeable surfaces with more permeable materials and planting, reducing flood risk and contamination from runoff
- Design drainage features that can be managed and maintained over the long term
- Use a diverse and robust mix of native species in planting that can withstand changes in climatic conditions



The Design Process

- » The Role of Design in the Planning Process
- » Approach
- » Key Steps

The Design Process

The Role of Design in the Planning Process

The National Planning Policy Framework (NPPF) sets out the importance of design within the planning process to achieving the goal of high quality, beautiful and sustainable buildings and places. Key to this is a common understanding of design expectations, with design guides or design codes being a vital tool that all local planning authorities should prepare.

Design within the planning process is considered within the framework established by the National Design Guide (2019).



Locally-specific design codes, prepared through a process of effective community engagement such as the Spelthorne Design Code, should take into account the guidance set out in the National Model Design Code, which is based on the framework of the ten characteristics established in the National Design Guide.

The Spelthorne Design Code has been prepared in line with the National Model Design Code's guidance, and makes reference throughout to the ten characteristics of well-designed places.

Design coding is one tool available to ensure high design quality. The NPPF recognises the importance of other tools and methods available to support a good **design process**. Early engagement between applicants, the community and the local authority is supported and will lead to more successful design outcomes.

Approach

No two sites or proposals are the same, and the design process for each will vary depending on circumstances. Larger, more complex sites with more ambitious proposals will require more design thinking than smaller, simpler proposals.

Design is an iterative process – you may not get the right answer on the first try! There may be multiple ways of addressing an issue or opportunity, and many different competing requirements by different stakeholders. Use of community engagement and the council's pre-application services are encouraged to help you find the optimum solution.

However, there are a number of guiding principles to an effective design process within the planning system, that should be followed by all applicants. This section sets out those key principles. The following section on Key Steps sets out how to practically undertake an effective process, and how to integrate it within the planning application process.

All designs should be inspired first by **learning about the place and its wider context**. The Design Code sets out key information about each of the places and area types within the borough for context, and the 'Understanding Spelthorne Today' appendix provides a further, deeper understanding of place. This information should be supplemented by site visits, research, community engagement and analysis.

Think about **who you are designing for** to ensure that places are inclusive and work well for all. Different social and ethnic groups, genders, ages, abilities and other characteristics all use and experience the built environment in different ways. This can be particularly important in ensuring that places feel safe, secure and welcoming to all.

Appropriate engagement should run throughout the process, with technical stakeholders, the community and the local authority. The **right engagement at the right time** can inform and influence design proposals to be better and widely supported by all stakeholders. Good engagement should seek to build consensus and help applicants to learn from the existing and potential new community that they seek to serve.

Be **opportunity-led and positive** with proposals. Mitigating any potential harm is important, but needs to be balanced against maximising the opportunity present on a site.

Environmental sustainability should be woven throughout all design, with the expectation that development in Spelthorne is of high standards in climate change mitigation and adaptation, sustainable water management, green infrastructure and biodiversity. The Climate Change Supplementary Planning Document sets out design approaches and a design checklist.

A strong design brief and process starts with testing whether the **reuse and refurbishment of existing assets** is feasible. Re-use of existing buildings can both reduce embodied carbon emissions from construction of new buildings, but also retain the existing character and heritage of a place.

The built environment can have a significant impact on the **health and wellbeing** of its users. The creation of places that can help people to live physically active and mentally stimulating lives is of vital importance. This includes ensuring physical accessibility for all ages, prioritising active travel, making homes and buildings adaptable for all stages of life, and considering how neurodivergence needs can affect people using the public realm. It also extends to mental wellbeing: ensuring that people can meet, interact, and also relax in safety and comfort.

Often, the **details matter**, even at an early stage of design. This can be particularly important if there are key technical constraints that need to be overcome to deliver a scheme, which should be tested early in the process. It can also be important in engaging the community, where what is important to them may be quite specific.

All open spaces should have a clear and well-defined use carried through their design, which should be set out in the design proposal.

Landscape design input should be integrated into the overall design process for a site, and should be able to influence the built form as it relates to open spaces. Landscape and open space design, when considered as a holistic part of the design of schemes, can have a significant impact on the quality and success of new development.

When considering details and **architectural style**, this can take a number of forms that may be appropriate to the context. The Design Code sets out key parameters for different area types but does not prescribe architectural styles, which should be considered carefully by applicants and design teams, as it may be an area of particular interest to the local community. The architectural style and language chosen should be applied consistently. Considerations for different architectural approaches are set out in the diagram to the right. It is also possible, with a degree of design sophistication and subtlety, to blend different approaches in a transitional approach where this suits the context, picking up and re-interpreting key vernacular or traditional contextual characteristics in a modern way.

Design teams should anticipate what aspects of their proposals will need ongoing **stewardship and management**. This may be as simple as ensuring that there is accessible and sufficient storage for facilities management, or designing to ensure that highways, drainage and open space can be adopted by the local authority, through to working with wider teams to ensure long-term management financial arrangements are put in place for buildings and spaces.

Explaining your proposals to stakeholders, the community and as part of your application can make a huge difference in how they are received, and also in reaching clarity in design thinking. A wide range of **graphical communication techniques** are available which should be employed at various stages. Hand-drawn sketches can be helpful early on in exploring ideas, before resolving to detailed plans and computer-generated visualisations.



A scale of potential architectural design approaches with examples showing different applications of the approach to recent development in England.

Key Steps

An effective design process should demonstrate (as part of its submission materials within the Design & Access Statement) that it has undertaken the following key steps. They should be undertaken and supported with studies at an appropriate level of detail for the scale and context of the proposal.

Step 0: Setting the brief and appointing the team

The most important step in a good design process is the creation of a flexible, design-led project brief that responds to all planning policy, national legislation, the site and its context. This should set key parameters and expectations but also allow flexibility for change once design teams have had a chance to assess the site for capacity and potential.

As part of setting a brief, on larger proposals applicants will need to put together a specialist team appropriate to the project, with a strong design background, and all skills involved from an early stage. A co-ordinating lead will need to be put in place to ensure that trade-offs and decisions between different priorities are handled consistently and in line with the project brief. All disciplines should be involved in regular multi-disciplinary sessions to ensure that technical and other inputs into the design process are heard and considered throughout the process.



Example of a site analysis plan highlighting the most important spatial features of a site and its surrounding context. These key features should influence the resulting design.

Step 1: Understanding the site and context

A full understanding of the site from a range of perspectives is vital for developing high-quality proposals that respond properly to the context and needs of the site. This should include at a minimum an understanding of the site and local context in relation to the following themes:

Environmental and Physical Constraints:

- Water and flood issues, including surface water, fluvial flood risk and groundwater issues
- Existing Utilities
- Protected Habitats and Ecology
- Existing Green Infrastructure
- Noise, Air Quality, Contamination

Heritage, Context and Placemaking:

- Heritage Assets
- Built form and urban typologies
- Heights, **floor area ratios**, grain and key dimensions
- Historic mapping and street patterns
- Land uses
- Connectivity and Mobility:
- Active travel and public transport connectivity
- Street hierarchy

As part of this understanding and analysis process, community engagement is a vital tool to learn more about a place, its context and local ambitions or priorities. This can take a number of forms from informal meetings, to drop-in events and co-design workshops.

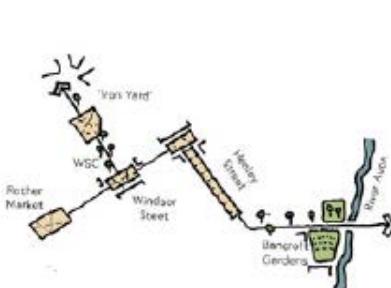
Designers are encouraged to look beyond the boundary of the site and consider how their proposals will fit within the wider context. This may help inform where key uses, streets, open spaces and built form are located more effectively than looking at a site in isolation. Drawings will be expected to include an appropriate level of contextual information on them.

Step 2: The Vision

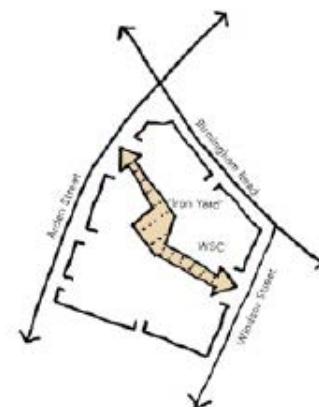
A clear vision of what the future development will be is a vital tool to keep projects on track and delivering on their promise. This could include a vision of character, function and what it might do for the existing and new community. Effective design visions are often backed up by a coherent narrative and effective, engaging concept diagrams, making reference to the surrounding context.

Community engagement to co-develop and test visions can be an important part of this step, establishing a shared approach to a site from the outset, in line with the Design Code.

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Extending a sequence of pedestrian friendly spaces



Creating a new pedestrian route through the site and improving permeability

Example of concept diagrams showing clearly the key structuring elements that drive the design, and why

Step 3: Developing and Testing Options

Design options to achieve the design vision should be prepared and explored iteratively. This will typically initially focus on massing, location of key uses, broad spatial arrangement of open spaces and relationships with surrounding areas.

Options testing through community engagement and with technical stakeholders can be a valuable part of the design process, helping everyone become involved before decisions are fixed.

Options should be appraised against the design vision, the Design Code, planning policy, their ability to achieve site opportunities, priorities learnt from community engagement and the wider brief. Engagement with the local authority through the pre-application process is encouraged.



Example options testing for a site, exploring different approaches to retaining/replacing buildings and the resulting layout changes needed.

Step 4: Site Parameters

Once a preferred option is chosen, key site parameters such as the built form envelope, access, green infrastructure and open spaces should be established and communicated through the design team, to form a basis for further work and design development. These parameters could be agreed with the council through the pre-application process, or even through an outline planning application. A site-specific Design Code may need to be prepared to guide future design teams.

Further community engagement at this stage can explain why and how this option has been chosen, and how community involvement has helped to influence this.



Example storey heights parameter plan

Step 5: Resolving the Details

For a full or reserved matters application, design teams will then begin to resolve details such as façades, materials, detailed landscape and public realm proposals and other matters. These should be within the parameters established earlier, especially if those parameters have been agreed as part of an outline planning application or other method.

At this stage more complete visualisations may help the community to understand a scheme, its materials, architectural treatments and façades, and landscape proposals.



Find out more background information about the borough in Appendix A 'Understanding Spelthorne Today'.



Example visualisation for a residential street, clearly demonstrating proposed character and use



Places Past, Present and Future

- » Staines-upon-Thames
- » Ashford
- » Sunbury-on-Thames
- » Shepperton
- » Stanwell
- » The Villages

Staines-upon-Thames

Staines-upon-Thames is the largest town of the borough, a market town on the River Thames in the northwest of Spelthorne. Historically known simply as Staines (being renamed in 2012), the town is the largest in Spelthorne with the largest shopping area, key facilities and a growing population.



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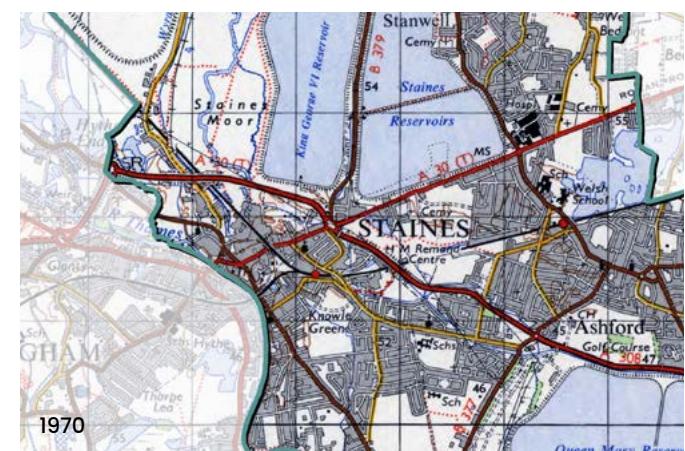
PAST

The location of Staines is likely to have originated from the position of a Roman bridge across the Thames. The earliest records of Staines as a settlement are from the town's first market, held in 1218. Construction of the current Staines bridge was completed in 1832 representing the first major development since medieval times; substantially changing the town's street pattern to accommodate the new bridge location.

The arrival of the railway in 1848 stimulated growth of the town, including residential development along London Road and Kingston Road. In 1864, the Hale Mill linoleum factory opened, becoming a key economic driver to the town and occupying up to 20 hectares of land at its height in the 1920s.

The town grew southeast in the early to mid-20th century, with widespread construction of suburban semi-detached housing which remains today. Some of the post-WWII housing was built specifically to accommodate Heathrow Airport workers, as the airport rapidly expanded.

Later 20th century development was increasingly car-oriented, and infrastructure projects included construction of the A30 bypass in the 1960s. The Elmsleigh Shopping Centre opened in 1980, along with a multi-storey car park. The closure of the Hale Mills linoleum plant in 1973 opened up availability of this site which was redeveloped in the late 1990s to become the Two Rivers Shopping Centre, along with large swathes of surface-level car parking.



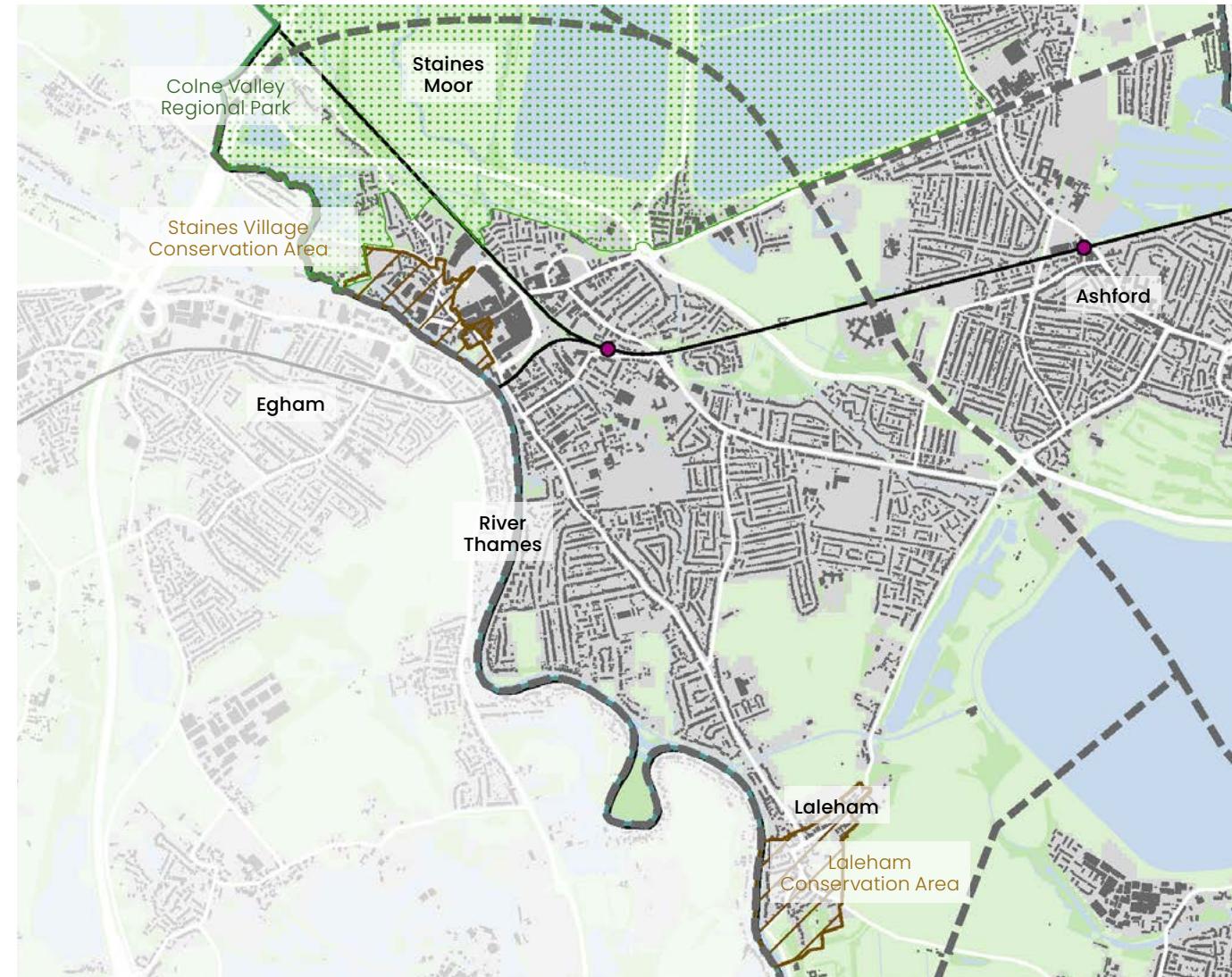
PRES

Today's urban form of Staines town centre is heavily influenced by 20th century car-oriented development, resulting in large block forms comprising shopping centres, office blocks, logistics and warehousing uses. The four-lane A308 road (Clarence Street / Thames Street) adds to the centre's car dominance, causing severance between the High Street and the Market Square. In contrast to these modern additions to the town, the High Street contains many smaller older buildings, providing a more traditional town centre character. The High Street has also been pedestrianised, improving the pedestrian experience.

Notable buildings in the town include the Renaissance style Town Hall built in 1880. Also, a large vacant department store building (formerly Debenhams) is located on the corner of the High Street and Thames Street (A308). Twenty-first century development includes the two towers (15 and 13 stories) currently being constructed on the former Masonic Hall and Telephone Exchange sites, representing some of the highest site densities in the borough to date.

In contrast, Church Street (west of the centre) has retained a distinct 'village' character despite its close proximity to 20th and 21st century developments. A fine urban grain, mixture of building types, and proximity to the Grade II* listed St Marys Church and cemetery provide a rural village feel.

A large part of Staines is protected through Conservation Area status, extending along the bank of the Thames to include St Mary's Church in the northeast, Church Street, Bridge Street, and Clarence Street. This covers the Market Square (with town hall), the entrance to the High Street, and the (currently vacant) department store building on Thames Street.



The remainder of Staines comprises largely of suburban dwellings from a range of eras; from typical 1930s semi's through to more modern, 1990s cluster-style residential layouts. The predominant housing layout in the older, southeastern part of Staines is typically regular and linear.

Staines has strong connections to surrounding green spaces, including the Colne Valley Regional Park, Staines Moor and Shortwood Common.



Find out more background information about the borough in Appendix A 'Understanding Spelthorne Today'.

The Design Vision & Principles for Change

Staines-upon-Thames will be an inclusive, well-connected urban centre with improved riverside access, better design, and flood mitigation. Key priorities include balancing heritage, enhancing connectivity, and transforming the area into a modern, safe town with green spaces and a public riverfront.

DESIGN PRINCIPLES

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Sustainable Urban Design

- Conserve the street-level and townscape experience of areas with strong place identity
- Create new town centre neighbourhoods that are integrated with their surroundings and improve the townscape of the area



Connectivity

- Create new walking and cycling connections through new town centre neighbourhoods
- Improve the safety and security of existing paths and cycle routes



Climate Change Resilience

- Improve surface water permeability by converting impermeable hard surfaces to softer, permeable and planted spaces
- New development must not worsen fluvial, surface water or groundwater* flood risks



Commitment and Connections to Green Space

- Improve connections to the rivers, physically and visually, with improved safety and quality of spaces adjacent to the Thames
- Create new urban public open spaces to enhance the town centre



Strong, Mixed Communities

- Development that integrates new residents into the existing community, through physical links and new shared infrastructure and facilities
- Improve safety in public spaces

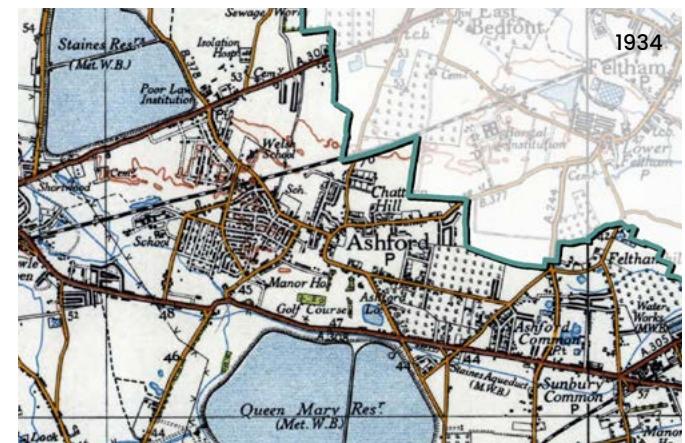
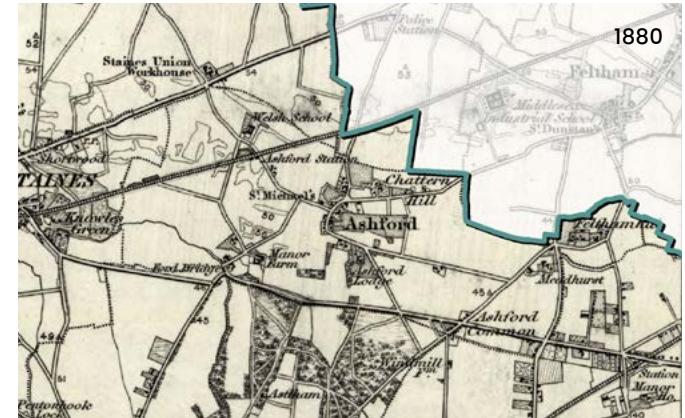
WHERE DID THIS COME FROM?

The Vision for the future and Principles for change were developed by the Spelthorne Design Code Citizens Panel and wider community through the engagement process.

* Research paper on groundwater flooding in Staines – [Paul, J.D. et al. \(2025\) 'Groundwater flooding of superficial gravels in an urbanized catchment,' Journal of Flood Risk Management, 18\(2\)](#). This academic paper was not commissioned by Spelthorne Borough Council.

Ashford

Ashford is a large town located centrally within Spelthorne. The town is predominantly suburban with a high proportion of semi-detached homes. Ashford has a well-used high street (Church Road), a railway station, and several local / neighbourhood centres spread throughout the suburban area.



PAST

Ashford was originally recorded as Exeforde on the Middlesex Domesday map. The land was held by Robert, Count of Mortain, a half-brother to William the Conqueror.

The modern-day name of Ashford derives from a crossing point over the River Ash. In 1789, this crossing was upgraded to a stone bridge by the Hampton and Staines Turnpike Trust. Today, the river is located to the south of Ashford meandering north of Staines bypass and passing under Fordbridge Roundabout.

Before the 19th century, Ashford Common was a large area of common land found in the south and east of the town. This was used during the reign of King George III for British military displays. Public rights were removed from this land in 1809 through the Inclosure Act, and much of the land is now developed.

In 1902, Ashford Manor Golf Club was established within Ashford's manorial estate. In the same year, the construction of Staines Reservoir was completed. In 1924, construction of the Queen Mary Reservoir was completed. At the time, it was the largest reservoir in the world. The reservoir was used to test submersibles during World War II.

PRESENT

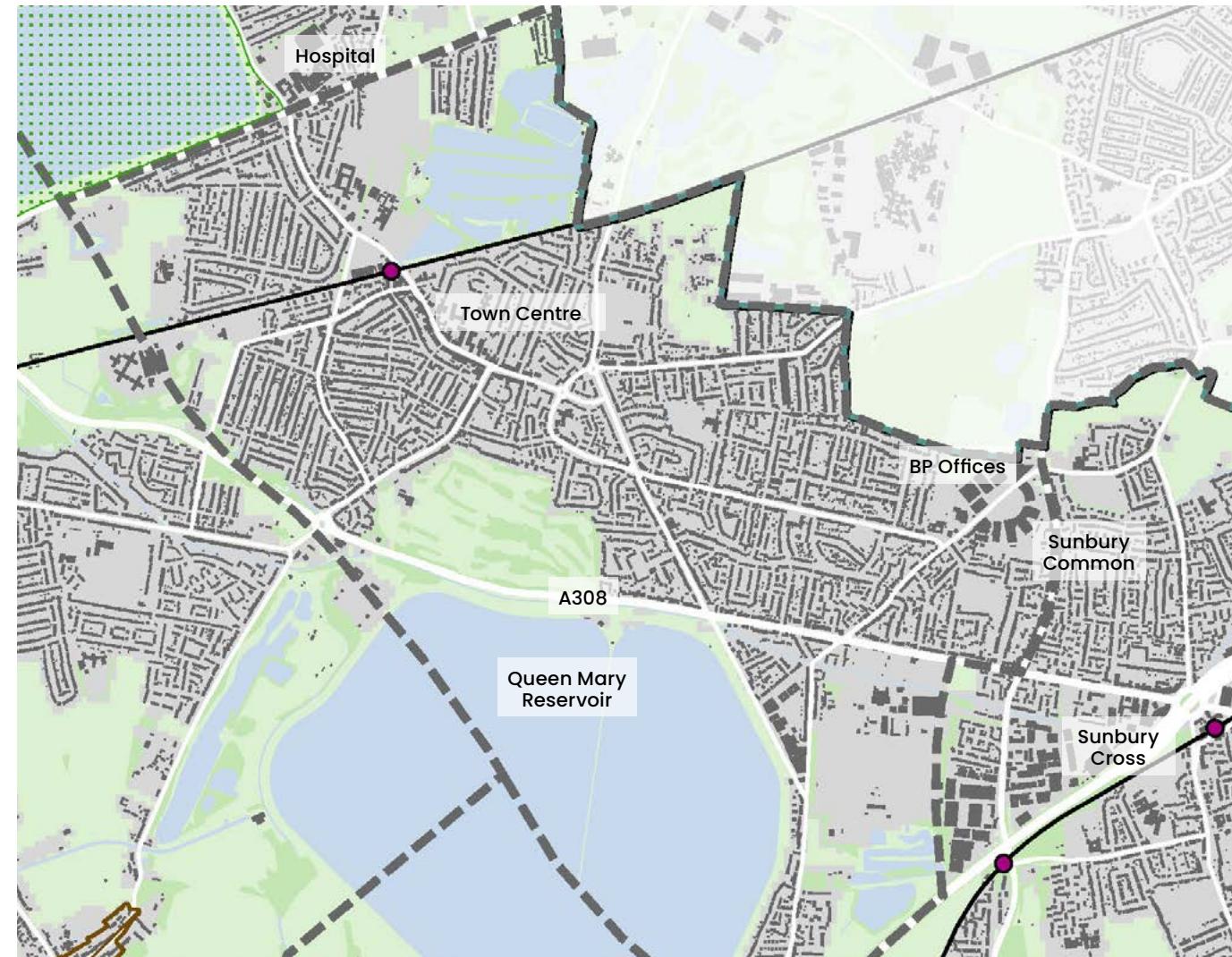
Ashford's land use is largely suburban residential. The predominant housing type is low-rise detached and semi-detached; mainly built between 1885 and 1960. A recent development north of Church Road introduces some higher densities with apartment blocks up to five stories high.

The town centre is predominantly linear in form along Church Road, extending east-west from St Matthew's Parish Church to Ashford railway station. The centre includes a wide range of shops and services including several convenience stores, takeaways, coffee shops, hairdressers, health & beauty salons, a library and a bank.

Ashford includes eight primary schools and two secondary schools. Ashford Hospital is located northwest of the A30 London Road, providing mostly day surgical and outpatients services. The prison HMP Bronzefield is also located on the edge of Ashford. This is the largest female prison in Europe.

Ashford includes several churches, including CofE churches St Matthew's (Church Road) and St Hilda's (Woodthorpe Road); and Roman Catholic church St Michael's (Fordbridge Road). The latter was designed by Sir Giles Gilbert Scott in a distinctive Romanesque Revival style, built in several stages between 1927 and 1960.

Access to green space in Ashford is limited to several relatively small green areas. These include Hengrove Park, Woodthorpe Road Play Area, Ashford Recreation Ground, and Feltham Hill Road Recreation Ground. Notably, Ashford Manor Golf Club constitutes a large proportion of the overall green space; however, this is not publicly accessible.



Find out more background information about the borough in Appendix A 'Understanding Spelthorne Today'.

The Design Vision & Principles for Change

Ashford will be a safe, community-focused area with green spaces, a revitalised High Street, local parks, and minimal high-rise development. Community feedback emphasises keeping Ashford family-friendly with a focus on youth and vibrant public spaces.

DESIGN PRINCIPLES

Page 141



Sustainable Urban Design

- Prioritise apartment development close to public transport and main streets
- A wide mix of different types of homes in new development, that integrate well and are inspired by the existing character of the town



Connectivity

- Improve walking and cycling space, especially around the High Street and station
- Successful car parking arrangements that do not add to the car dominance of streets
- Improve public realm around the station



Climate Change Resilience

- Improve surface water permeability by converting impermeable hard surfaces to softer, permeable and planted spaces
- Create more shade and cooling in streets and open spaces



Commitment and Connections to Green Space

- Trees, planting and/or street greening throughout the High Street, major roads and all public realm



Strong, Mixed Communities

- Include space for local independent businesses as a core part of the appeal and vibrancy of the town centre
- Improve safety in public spaces

WHERE DID THIS COME FROM?

The Vision for the future and Principles for change were developed by the Spelthorne Design Code Citizens Panel and wider community through the engagement process.

Sunbury-on-Thames

Sunbury-on-Thames is located in the east of Spelthorne Borough. It has a number of distinct areas including Lower Sunbury, Sunbury Common and the Sunbury Cross shopping centre. Sunbury is well provisioned with open green spaces, schools, shops and services. Sunbury train station provides direct services to central London. The town is divided by the M3 motorway.



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PAST

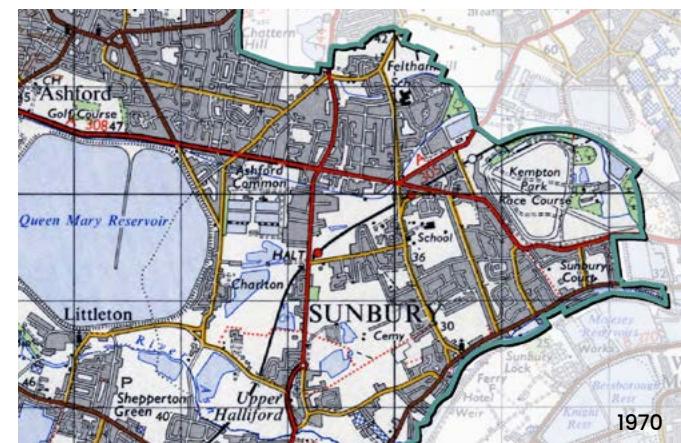
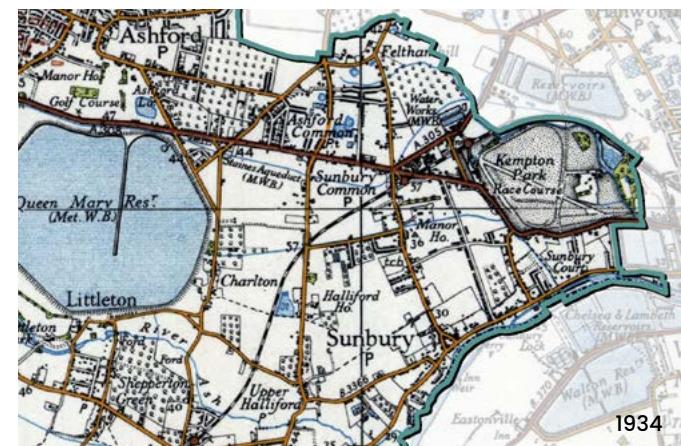
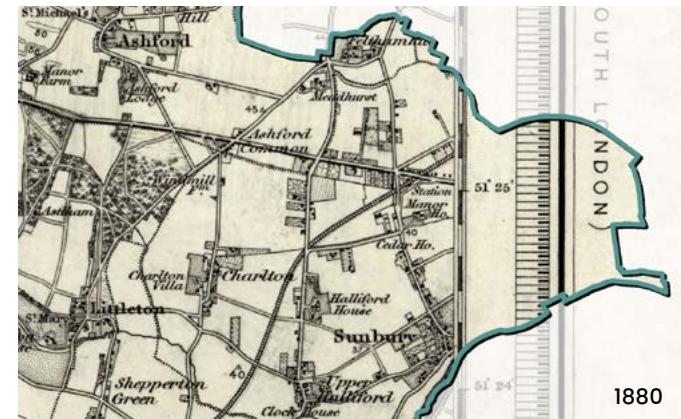
The name 'Sunbury' has an unclear origin with variations of the name included in two Anglo-Saxon charters and the later Domesday Book of 1086.

An important early development was Sunbury Park located close to the River Thames, being the site of a Tudor Manor House built for a courtier of Elizabeth I. The area along the river became a gentrified area with many large properties built by wealthy residents. These included a group of Huguenot refugees, and it is possible that French Street is named after these settlers.

Sunbury was historically based around this area. To the north, Sunbury Cross is an historic intersection of five main roads, along with

scattered/linear development along Green Street connecting to the River Thames. Until the railway arrived in Sunbury in 1864, the wider area was mainly open fields and common land. Much development took place in the interwar and post-war periods, developing Sunbury Common into a suburb with a predominance of detached and semi-detached homes.

Significant change took place in Sunbury Cross during the 1970s with the construction of the M3 junction, and of several high-rise buildings and the Sunbury Cross shopping centre.



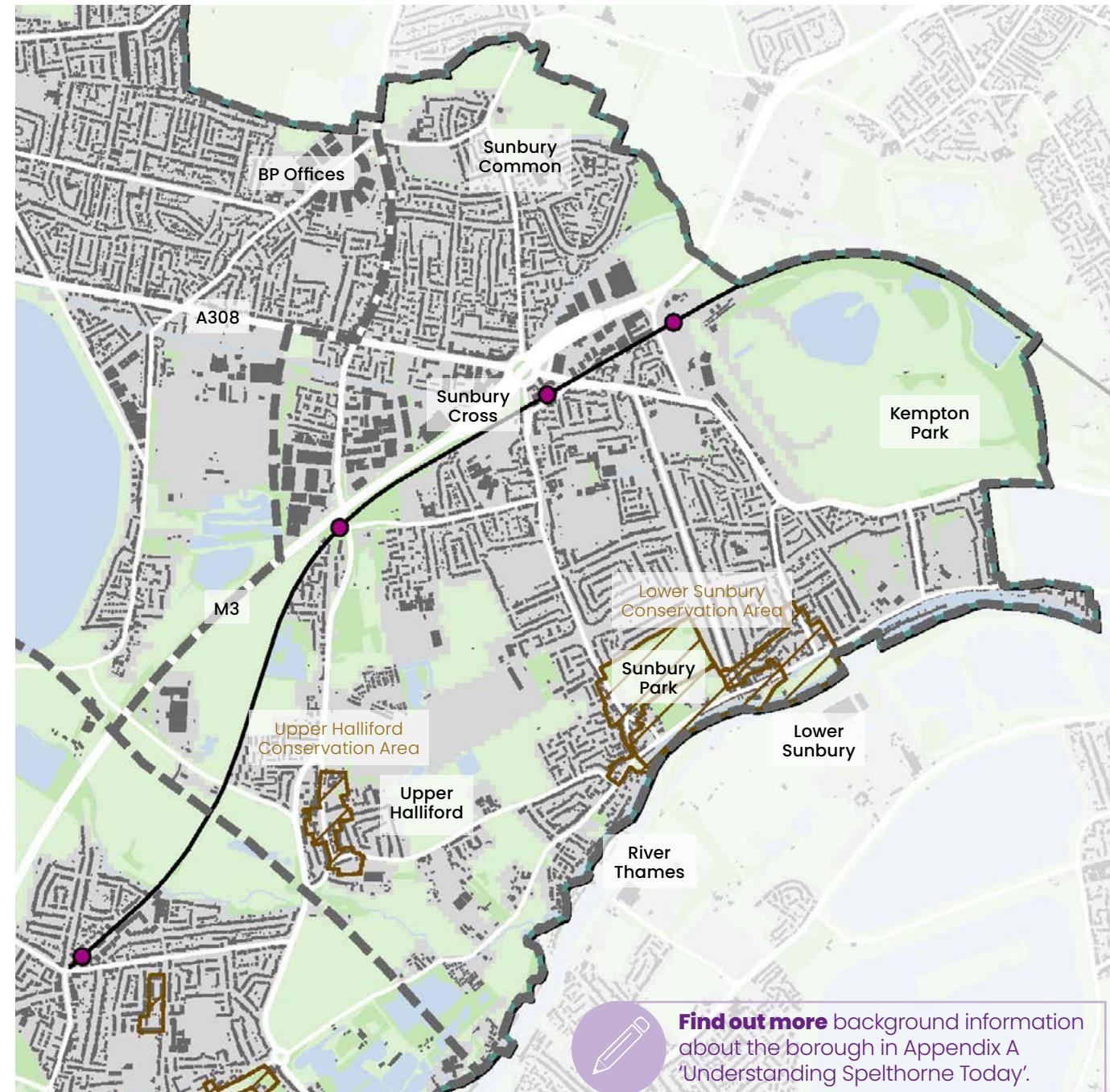
PRESENT

Sunbury's land use is predominantly suburban residential, with some urban areas and industrial areas. To the northwest this includes the British Petroleum (BP) International Centre for Business & Technology, a research and office campus.

Sunbury Cross has a more urban development form with several high-rise buildings and a shopping centre. There are a range of shops, fast food outlets, health & beauty services, convenience stores, supermarkets, and a Premier Inn hotel. Community buildings include a library and church.

There are a range of green spaces across Sunbury including Meadhurst Sports Ground, Groveley Road Recreation Ground, Kenyngton Manor Recreation Ground, Cedars Recreational Ground, Sunbury Park, and Lower Hampton Road Park. Sporting venues include the Gaflac Sports Ground, Kempton Cricket Club, Sunbury Cricket Club and Sunbury Sports Bowls Club. Adjacent to the east of Sunbury is also Kempton Park Racecourse, an 85-hectare site with equestrian racecourse involving adjoining inner and outer courses for flat and National Hunt racing.

Lower Sunbury, along the River Thames, has a contrasting 'village' feel compared to the wider area, with a range of historical properties, a finer urban grain, and adjacency to the historic Sunbury Park. Some of this area has Conservation Area status, incorporating much of Thames Street, Church Street, Sunbury Court, and part of French Street. While the manor house of Sunbury Park was demolished in post-war years, the parkland and walled gardens remain and add to the historic character of the area.



The Design Vision & Principles for Change

The different areas of **Sunbury-on-Thames** will maintain their distinctive and varied characters and a comfortable, well-designed environment with ample common spaces, reduced congestion and a welcoming atmosphere. Key priorities include improving accessibility for all, particularly those with reduced mobility. **Sunbury Cross** will become a safer, more human-scale place for residents and visitors, with reduced impact from vehicles, and reduced severance caused by infrastructure.

DESIGN PRINCIPLES

Page 144



Sustainable Urban Design

- Prioritise apartment development close to public transport and main streets
- Built form that creates human-scale environments with improved safety
- Ensure sensitive intensification of existing suburban areas



Commitment and Connections to Green Space

- Trees, planting and/or street greening throughout major roads and all public realm
- Reflect existing 'green' and verdant characters
- New well-maintained green spaces that are designed positively



Connectivity

- Reduce severance caused by infrastructure
- Improve walking and cycling provision in streets and to the rail station
- Reduce the dominance of cars in the streets
- Enhance walking and cycling connections to, from and along the River Thames
- Improve public realm around the station



Climate Change Resilience

- Improve surface water permeability by converting impermeable hard surfaces to softer, permeable and planted spaces
- Create more shade and cooling in streets and open spaces



Strong, Mixed Communities

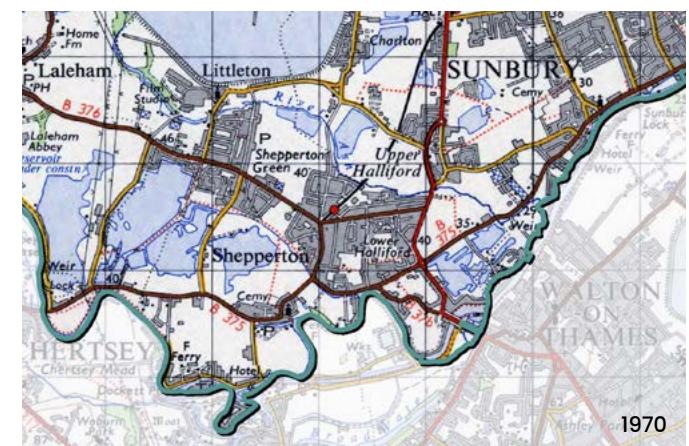
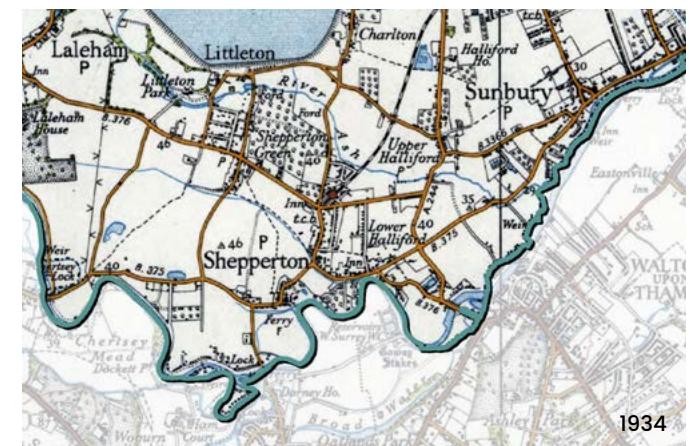
- Improve safety in public spaces
- Include a wide mix of homes, supported by community facilities

WHERE DID THIS COME FROM?

The Vision for the future and Principles for change were developed by the Spelthorne Design Code Citizens Panel and wider community through the engagement process.

Shepperton

The village of Shepperton is located to the south of the borough, characterised by a thriving high street and many attractive tree-lined residential streets. Shepperton can be divided into two distinct areas with the main built-up area to the north, and Old Shepperton to the south. The town includes various shops and cafés, as well as a railway station providing direct trains to London Waterloo.



PAST

There is evidence of human activity in Shepperton since the middle-Neolithic period, from the discovery of a penannular ring ditch in the 1980s. In 1086, the Domesday Book recorded a population of 25 households in Shepperton (then referred to as 'Scepertone').

Shepperton is strategically located nearby the River Thames which has been a vital transport route since the late 13th century. Products including grain, vegetables, and building materials were transported by the river. To aid river navigation, Shepperton Lock and Sunbury Lock were built near Shepperton in the 1810s.

Shepperton originally developed as a settlement on the River Thames; the area known as Old

Shepperton today. Church Square in Old Shepperton served as the original settlement nucleus. The square has a range of historic buildings, most notably the St Nicholas Parish Church, built in 1614. Sir Nikolaus Pevsner described the square, with its glimpse of the River Thames, as "one of the most perfect village pictures that the area has to offer".

The construction of the Shepperton branch line in 1864 led to a new focus of development away from the existing village and 1 mile to the north where Shepperton station had been constructed. This led to the formation of Shepperton town, connecting south to Old Shepperton via the high street and Church Road.

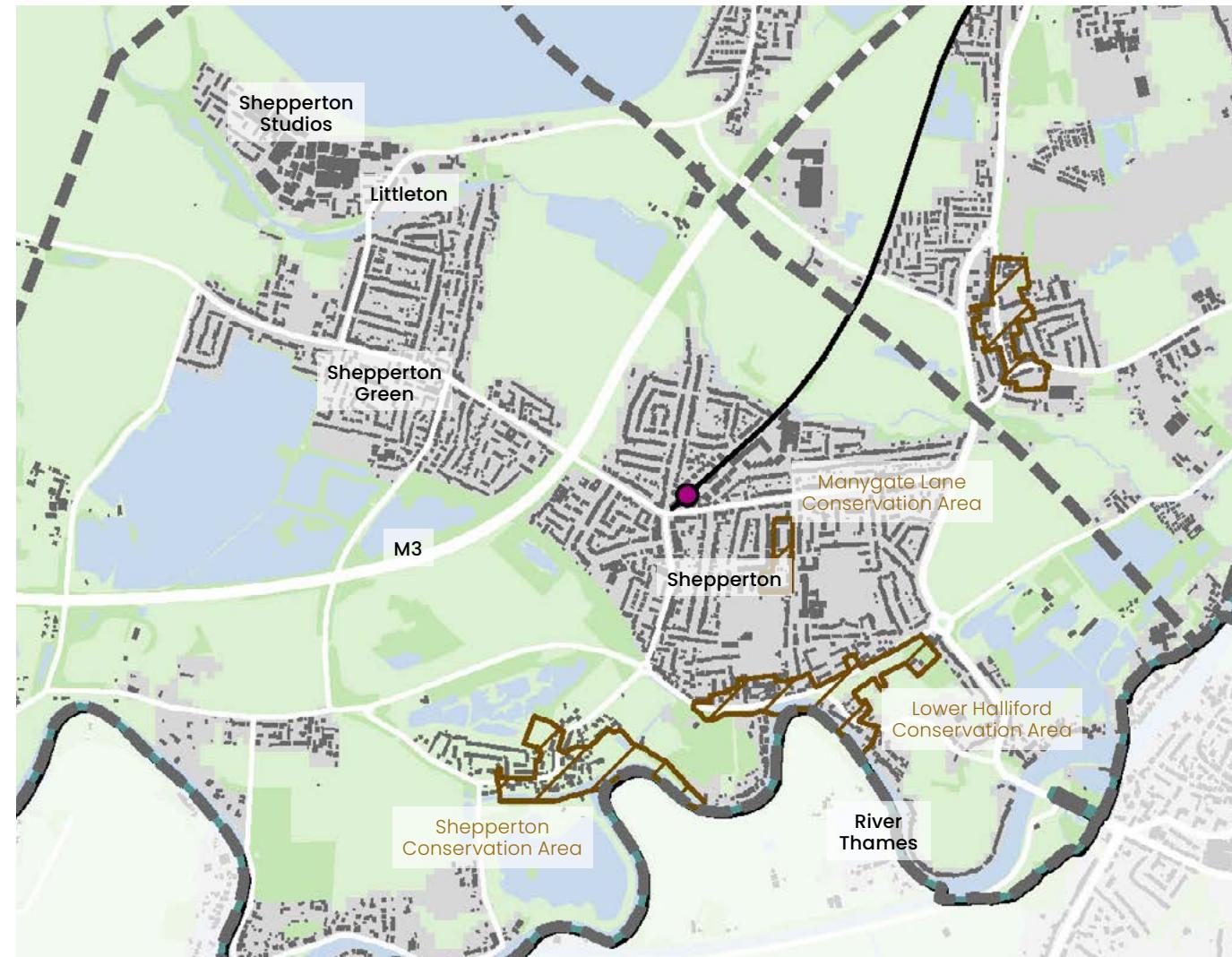
PRESENT

Shepperton's high street is a thriving centre with a wide range of shops and cafés, including independent businesses. The high street is a wide road with parking roads either side. However, there is a good sense of enclosure owing to the mature trees which line the street. There is a large mix of land uses including housing, offices, a library and a church; adding to the vibrancy of the area.

The residential areas in Shepperton are suburban developments mostly constructed in a linear pattern. Houses are mostly detached and semi-detached, along tree-lined streets. Broadlands Avenue is an attractive area with generous plot sizes and large, detached houses.

Shepperton includes three conservation areas: Old Shepperton, Lower Halliford, and the Manygate Lane estate. Old Shepperton includes several historic buildings such as the parish church, two public houses, an 18th century riverside manor, and a Grade II* listed timber framed Old Rectory building built c.1500. Lower Halliford includes several detached classical 18th century riverside houses, and the meadow along Russell Road. The Manygate Lane estate is a contrasting modernist development characterised by modular rectangular, white-painted houses from the mid-20th century.

There are several accessible green spaces in Shepperton, including Shepperton Recreation Ground and Manor Park. Unlike other areas in Spelthorne, Shepperton has close proximity to surrounding fields and rural areas, as well as Public Rights of Way providing a variety of walking routes.



Find out more background information about the borough in Appendix A 'Understanding Spelthorne Today'.

The Design Vision & Principles for Change

Shepperton will preserve its village charm while embracing well-designed new development. The community supports a new square in the centre, better cycling infrastructure along the Thames, and a semi-pedestrianised High Street that retains independent shops while supporting sustainable growth and transport.

DESIGN PRINCIPLES

Page 147



Sustainable Urban Design

- Ensure sensitive intensification of existing suburban areas reflects the existing street scene and architecture



Connectivity

- Improve walking and cycling provision in streets and to the rail station
- Reduce the dominance of cars and highway infrastructure in the streets



Climate Change Resilience

- Improve surface water permeability by converting existing impermeable hard surfaces to softer, permeable and planted spaces



Commitment and Connections to Green Space

- Reflect the existing 'green' and verdant character of the place
- Include planting, seating and high quality materials throughout the public realm



Strong, Mixed Communities

- Improve safety in public spaces
- Include a wide mix of homes, supported by community facilities

WHERE DID THIS COME FROM?

The Vision for the future and Principles for change were developed by the Spelthorne Design Code Citizens Panel and wider community through the engagement process.

Stanwell

Stanwell is a predominantly residential suburban area in the north of Spelthorne Borough, located east and northeast of the Staines Reservoirs. It is the northernmost settlement in Surrey. There is a small village centre to the north of Stanwell, with a village green, pub, church, and small range of shops and services. Stanwell is in close proximity to Heathrow Airport to the north.



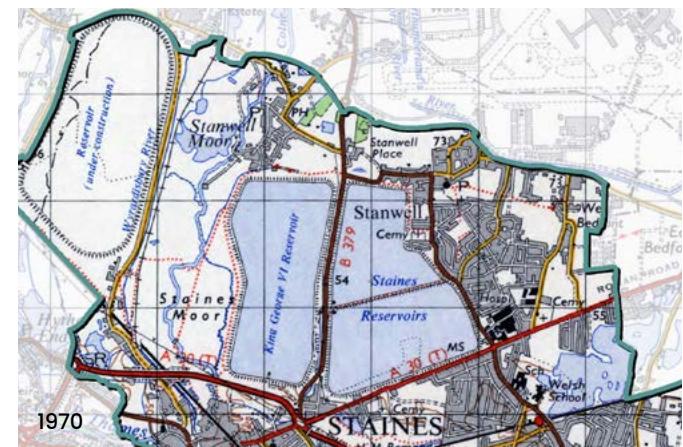
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PAST

The Domesday book of 1086 records 'Stanwelle', unusually retained by a man with an Anglo-Saxon name. In 1603, the manor of Stanwell was granted to Thomas Knyvet who helped to foil the attempt of Guy Fawkes to blow up the Houses of Parliament. Up until the 20th century the area was mainly farmland and moor land surrounding the village of Stanwell.

The extent of Stanwell was cut substantially during the 20th century with the construction of the Staines Reservoirs in 1902 and the development of Heathrow Airport (originally Harmondsworth Aerodrome) which became operational in 1930. Additionally, some land was taken west of Stanwell Moor for the construction of the M25 in the 1980s.

Large-scale construction of new homes began following World War II. Over 300 prefabricated houses were built between Town Lane and Long Lane between 1945 and 1948. Several smaller developments of terraced and semi-detached houses, including those either side of Park Road, were built since 1954 by the British Airways Staff Housing Society.



PRESENT

The suburban residential areas today comprise largely of semi-detached and terraced housing built between the 1950s to 1970s, with some early 21st century development. The urban form involves regular perimeter blocks with areas of green space distributed throughout the development.

The historic centre of Stanwell, a Conservation Area, retains a distinctive village feel from the surrounding 20th century suburban development. The urban form is nucleated, with St Mary the Virgin Church and the village serving as focal points. A variety of historic properties from different time periods adds to the village character. The centre benefits from several shops and services including a convenience store, public house, a range of takeaways and a florist.

The wider area of Stanwell also includes Stanwell Moor, a distinct settlement located north of King George VI Reservoir. Residential properties are predominantly from the mid-to-late 20th century. Stanwell Moor offers several facilities including a village hall, parade of shops, and public house.

There is a good provision of green space throughout Stanwell. This includes Village Park, Lauser Road Park, West Bedfont playing fields, Clyde Road Park, and Stanwell Moor playing fields. The wider Stanwell Moor and areas within the Colne Valley Regional Park have future potential for improved access.

While Stanwell is in close proximity to Heathrow Airport, there is limited access between the settlement and the airport due to the perimeter road and adjacent watercourses. In January 2025, the government invited Heathrow Airport to bring forward proposals for a third runway. While details of the proposed airport expansion are not yet known, these plans have the potential to impact the future character of Stanwell.



Find out more background information about the borough in Appendix A 'Understanding Spelthorne Today'.

The Design Vision & Principles for Change

Stanwell will develop a clearer place identity and have better integration with the rest of Spelthorne. Development should focus on addressing infrastructure gaps, prioritise healthy placemaking and create more connected spaces, both green and built, to foster community cohesion and opportunity.

DESIGN PRINCIPLES

Page 150



Sustainable Urban Design

- Ensure that edges between different land uses successfully manage any impacts from one use to another
- Create places that have sufficient density to be vibrant, sustainable and safe



Connectivity

- Enhance walking and cycling connections to existing streets and the wider context, including Heathrow and employment areas
- Improve the safety, security and attractiveness of existing links



Climate Change Resilience

- Improve surface water permeability by converting impermeable hard surfaces to softer, permeable and planted spaces
- Create more shade and cooling in streets and open spaces



Commitment and Connections to Green Space

- Extend and enhance existing green spaces, with green corridors into new development
- Create new green spaces that can host community events and become places to meet, socialise and relax



Strong, Mixed Communities

- Prioritise health and wellbeing as a key design driver for new development
- Improve safety in public spaces
- Include a wide mix of homes, supported by community facilities

WHERE DID THIS COME FROM?

The Vision for the future and Principles for change were developed by the Spelthorne Design Code Citizens Panel and wider community through the engagement process.

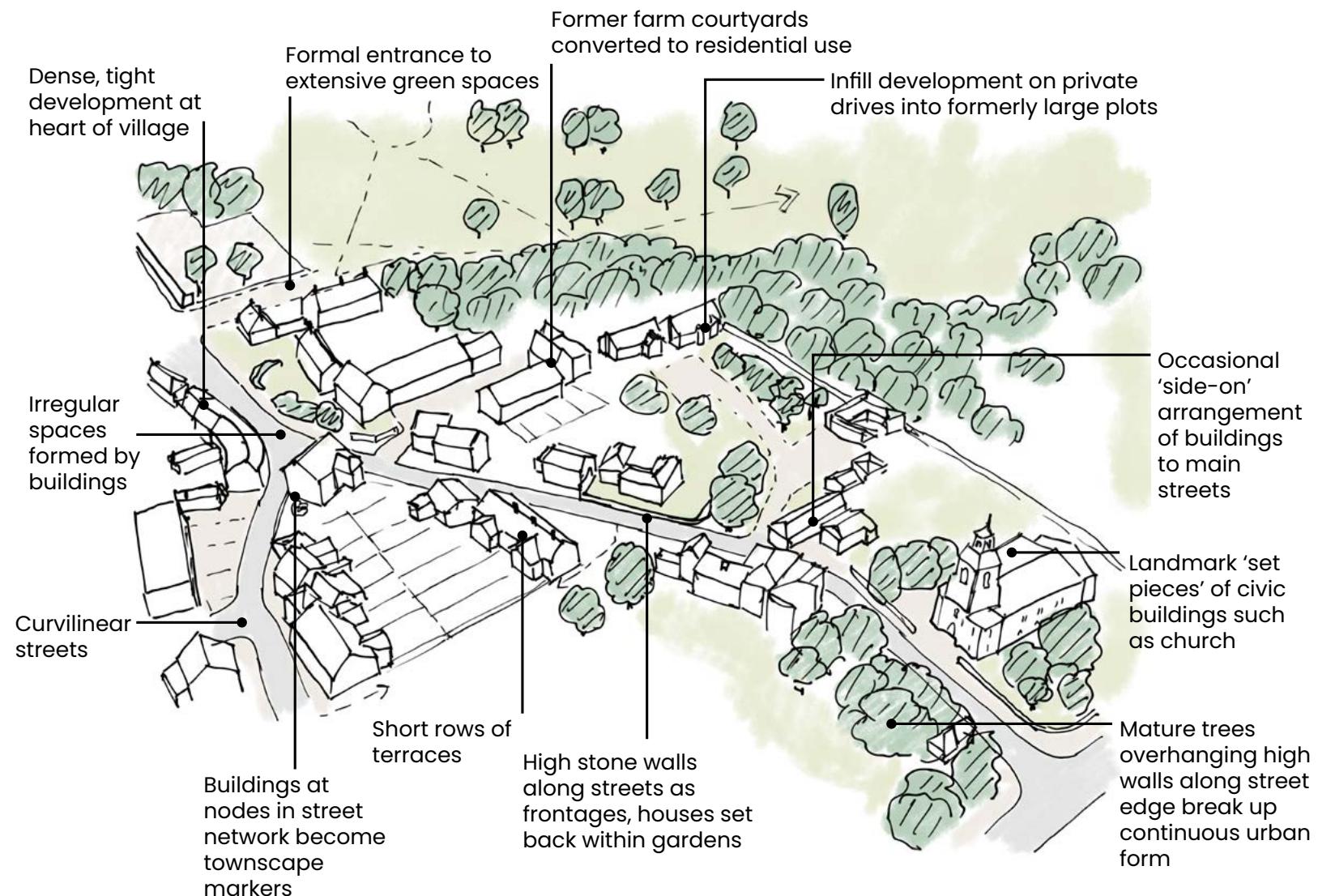
The Villages

As well as the main settlements, Spelthorne has a number of smaller villages such as Stanwell Moor, Laleham, and Upper and Lower Halliford.

Although varied, many of these villages have common characteristics and forms derived from their traditional Middlesex character and relationship to agriculture.

The character of these villages is often defined by the historic core, and is usually a combination of the built form, street design, open spaces and landscape.

Any development or change in villages will strongly reflect the surrounding context and built form.



Find out more background information about the borough in Appendix A 'Understanding Spelthorne Today'.

Typical defining features found at the heart of many Spelthorne villages



Area Type Design Requirements

- » Spelthorne's Area Types
- » **4.1 High Streets**
- » **4.2 Town Centre Neighbourhoods**
- » **4.3 Inner Suburban**
- » **4.4 Suburban**

Spelthorne's Area Types

Spelthorne has a number of different Area Types, which are distinctive from each other in urban design characteristics and their future patterns of development.

Different Area Types have different Design Requirements for future development that are appropriate to the area. Find the Area Type your proposal is in on the Area Types Plan to the right to see which requirements apply.

Designated 'Areas of Change' have more detailed coding requirements in addition to their Area Type Design Requirements. These are found in Chapter 5.

Most proposals in Spelthorne will be covered by the Code. **Other Area Types, and some development types, do not have detailed coding.**

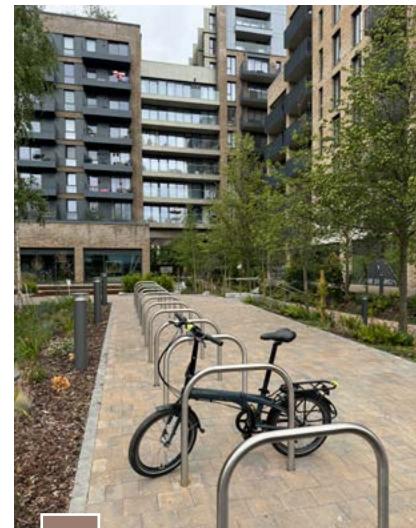
These design proposals should be in accordance with:

- Requirements for **Design Process** (Chapter 2)
- Design Code Vision and principles for the borough (Chapter 1)
- Design Code Vision and principles for the place (Chapter 3)
- Policy requirements as set out in the **Local Plan** and other valid policy or guidance

CODED AREA TYPES



High Streets



Town Centre N'hoods



Inner Suburban



Suburban

AREA TYPES NOT CODED



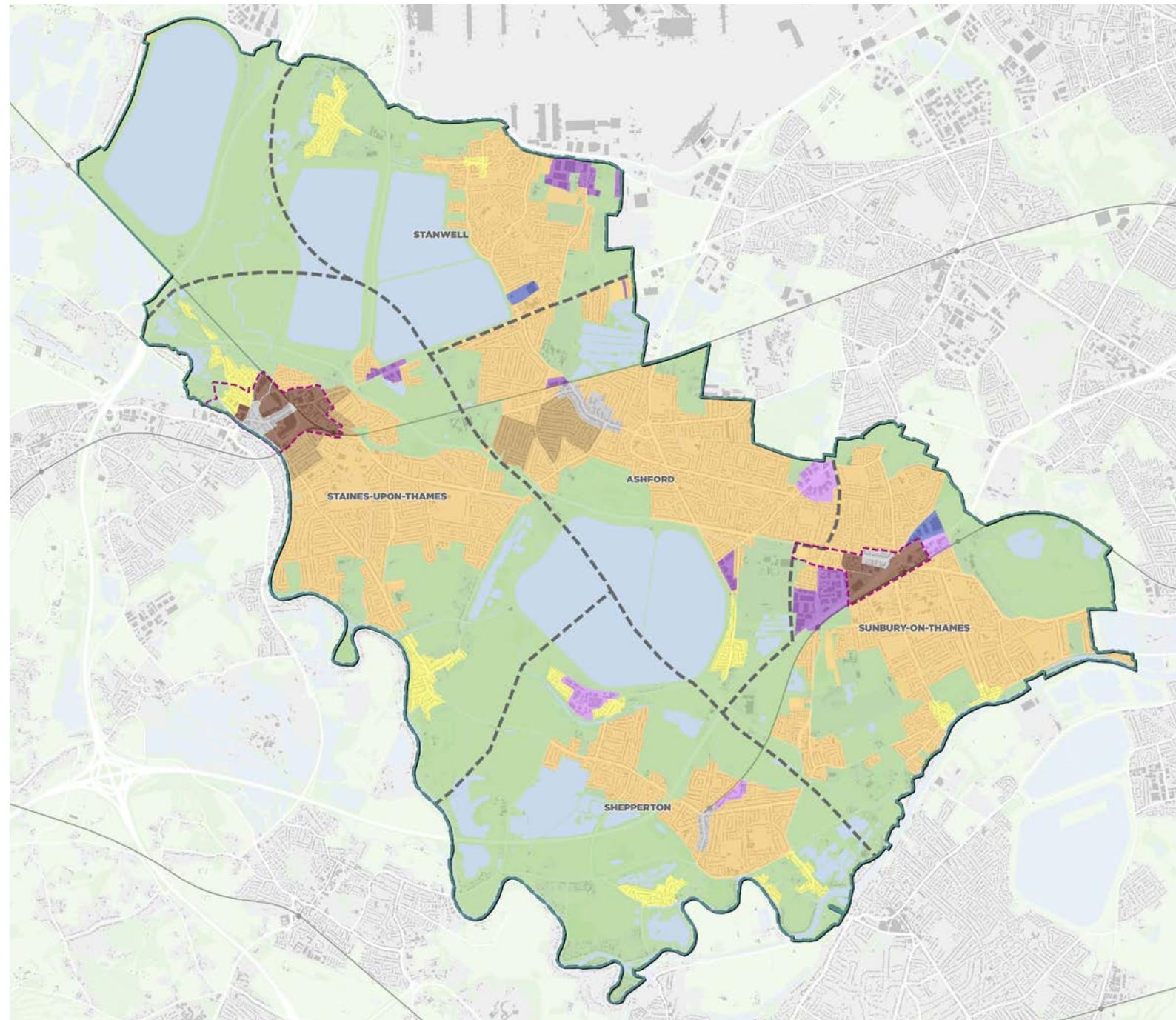
Village



Employment



Retail Park



 Places
See Chapter 3

 Areas of Change
See Chapter 5

CODED AREA TYPES

-  High Streets
-  Town Centre Neighbourhoods
-  Inner Suburban
-  Suburban

AREA TYPES NOT CODED

-  Green Belt
-  Village
-  Business Park
-  Light Industrial
-  Retail Park

 Waterbodies

4.1 High Streets

OVERVIEW

High Streets are the vibrant heart of Spelthorne, and are both functional places and a core part of the borough's place identity.

There are four identified High Streets within Spelthorne. They are distinct in character from each other but have a number of common features.

- Staines-upon-Thames
- Ashford
- Sunbury Cross
- Shepperton

Staines-upon-Thames has a thriving High Street which is pedestrianised along its core length. Others remain busy streets for vehicles as well as people.

Staines and Ashford are the most historic High Streets, well-developed by the end of the 19th Century. Shepperton and Sunbury Cross develop further in the Inter-War and post-War period.

CODED DEVELOPMENT TYPES

All development along High Streets in Spelthorne is anticipated to be of the form of mixed use buildings, with retail or commercial ground floors and residential dwellings or office space on floors above.

AREAS OF CHANGE

Staines-upon-Thames and Sunbury Cross High Streets are both parts of Areas of Change. As well as the requirements set out in this section, they are subject to further spatial coding requirements set out in Chapter 5.

Development in Ashford and Shepperton High Street is anticipated to be incremental and governed by the design requirements set out in this section.

LOCATIONS

Locations of High Streets in Spelthorne are shown on the following page.

DESIGN AIMS

Development in High Streets **will:**

- Be incremental in form, being guided by existing dimensions of height, width, set back and building line
- Include retail and commercial uses on the ground floor to ensure the continued vibrancy and importance of High Streets as key places in Spelthorne
- Support a transformation in the public realm to prioritise active travel
- Be attractively and thoughtfully detailed and articulated with appropriate materials to integrate visually with the context and surrounding place



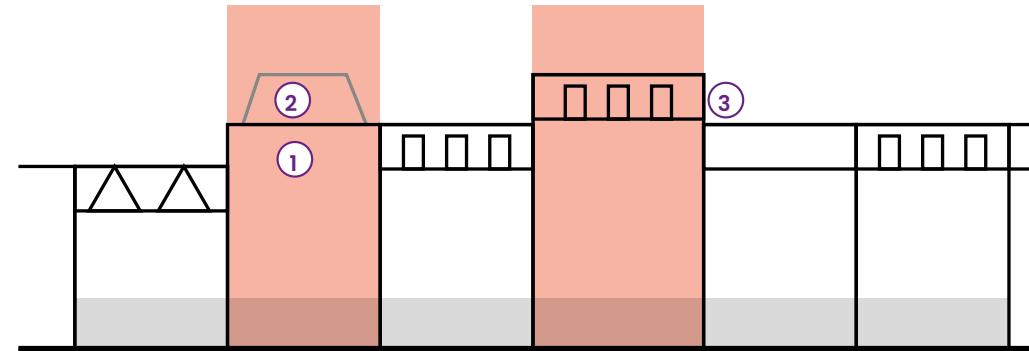
Spelthorne's High Streets are distinctive and important to the community. Development must 'fit in'.



4.1.1 BUILDING HEIGHTS

Maximum heights of new development **must** comply with the requirements set out in the diagram to the right, and not exceed the maximum heights specified below.

- Staines-upon-Thames: 6 storeys (approx 18m). Further detail in Chapter 5, Areas of Change.
- Ashford: 5 storeys (approx 15m)
- Shepperton: 5 storeys (approx 15m)
- Sunbury Cross: 5 storeys (north side, approx 15m), 8 storeys (south side, approx 24m). Further detail in Chapter 5, Areas of Change.



Development between different heights may:

1. Have one storey higher than the lower adjacent building, up to the maximum heights specified.
2. Have one storey higher than the taller adjacent building, provided it is set back from the building line and the flank facing the lower adjacent building, and does not exceed the maximum heights specified.

Development between similar heights may:

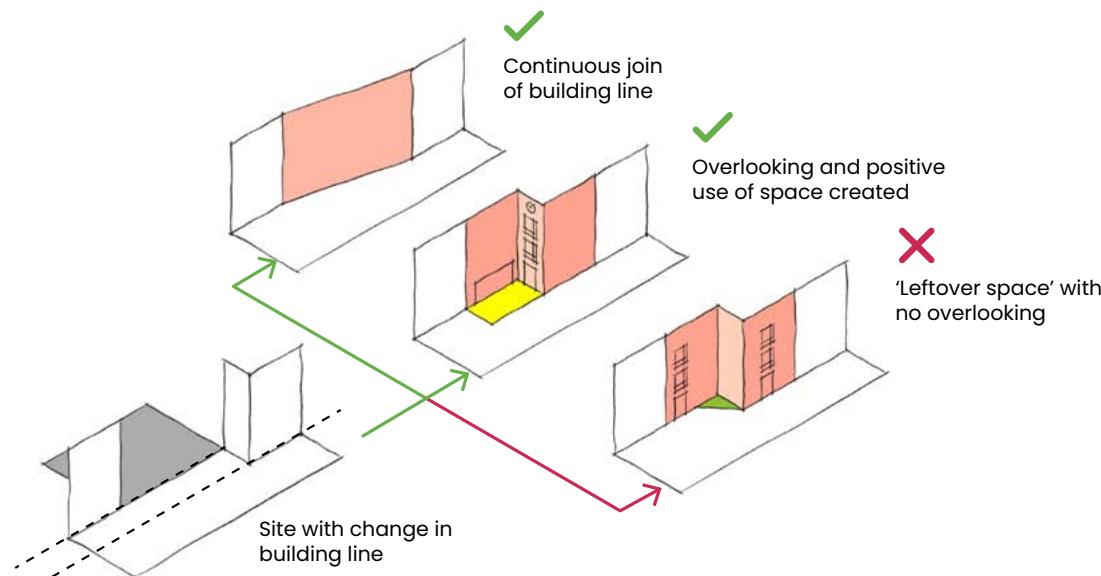
3. Be one storey higher than adjacent buildings, up to the maximum heights specified.

4.1.2 BUILDING LINES

Spelthorne's High Streets have a consistent building line, with most buildings built up to the front of the plot and joining adjacent buildings.

New development **must**:

- Match the surrounding building line and build to the front of the plot
- Ensure where possible at least a 2m footway width in front of the building
- Join adjacent buildings with a party wall
- Where there is a change in building line from one side of a plot to another address the change as shown in the diagram to the right



4.1.3 BUILDING GRAIN

The plot structure of Spelthorne's High Streets typically leads to relatively narrow buildings, referred to as a fine urban grain. It is also common to see buildings that are wider than this typical grain subdividing the frontage so as to match.

Buildings **must** visually match the prevailing building width of:

- Staines-upon-Thames: 6-10m
- Ashford: 5-10m
- Shepperton: 6-20m, with most buildings wider than 10m subdivided visually
- Sunbury Cross: 6-10m, with most buildings wider than 10m subdivided visually



Ashford - plots and building figure ground showing fine grain of built form



Subdividing the frontage of a single building to match the prevailing grain and rhythm of a High Street (Lower Marsh, Waterloo)

4.1.4 VERTICAL MIX OF USES

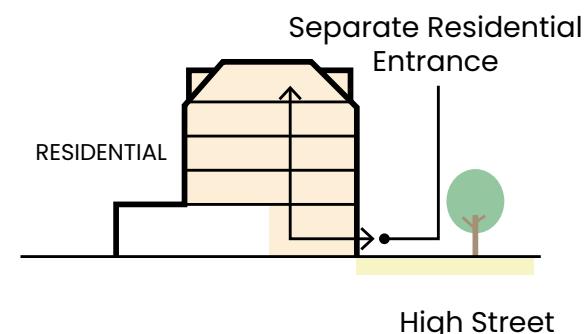
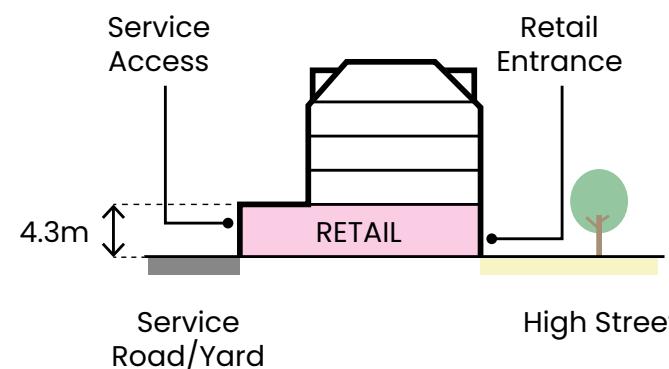
High Streets are defined by their varied ground floor uses. Buildings on High Streets are expected to be mixed-use vertically.

Buildings **must**:

- Have a commercial ground floor suitable for flexible retail use, with a floor-to-floor storey height of at least 4.3m to allow for future changes in use
- Have either office or residential dwellings (apartments) on upper floors, with storey heights typically lower, of around 3m
- Have separate entrances for upper floor offices or dwellings, from the High Street

Buildings **should**:

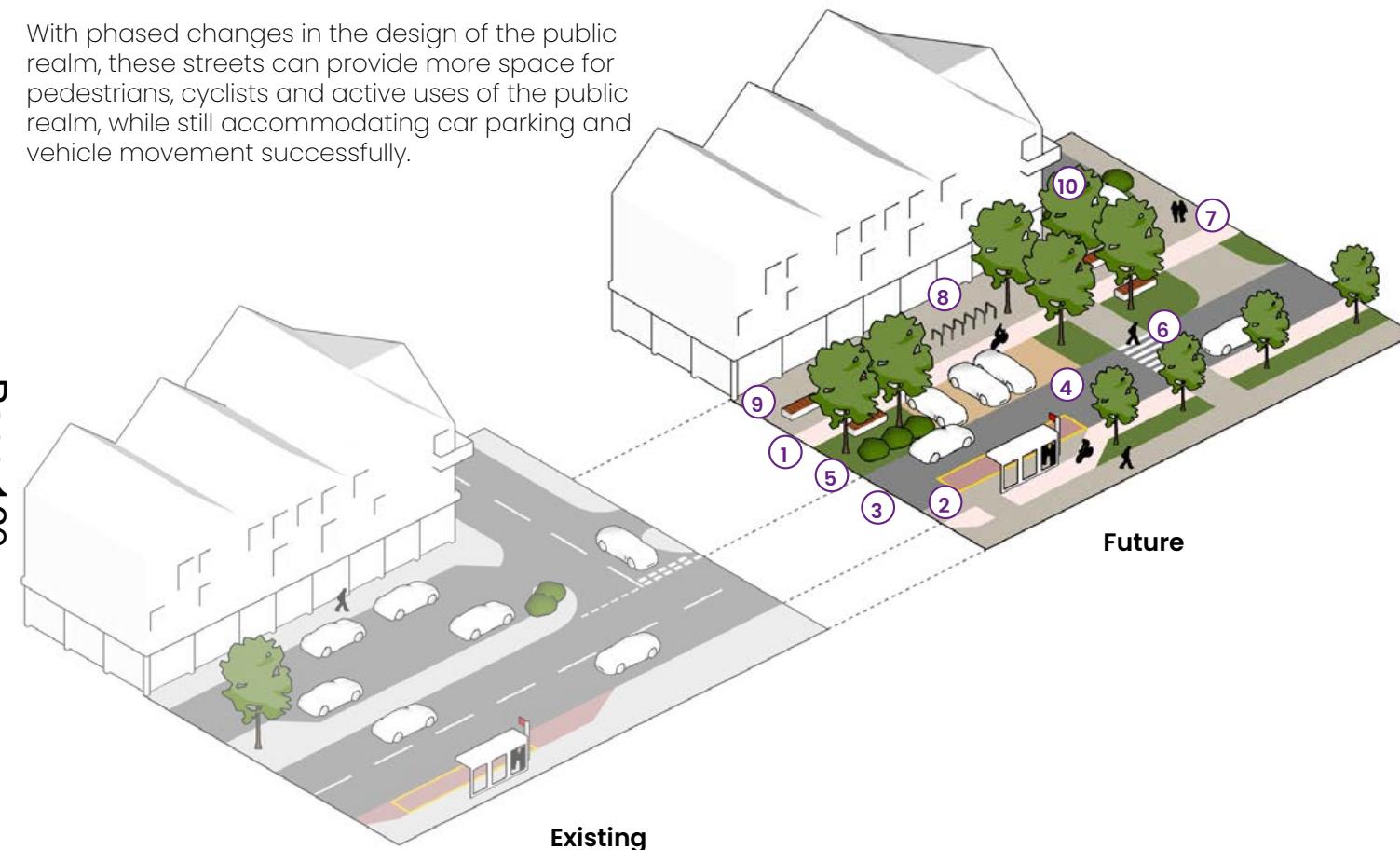
- Locate servicing for retail units to the rear of the building. If servicing is necessary from the street this should be outside of retail hours.



4.1.5 HIGH STREET PUBLIC REALM

Ashford, Shepperton and Sunbury Cross have High Streets with through vehicle traffic, service lanes and occasional streets. They are typically between 25-35m in width.

With phased changes in the design of the public realm, these streets can provide more space for pedestrians, cyclists and active uses of the public realm, while still accommodating car parking and vehicle movement successfully.



 The quality of the public realm, and poor facilities for walking and cycling, detracts from High Streets today.

Public realm changes to High Streets **must** follow the principles of Surrey's Healthy Streets Design Code.

Spelthorne's High Streets **should**:

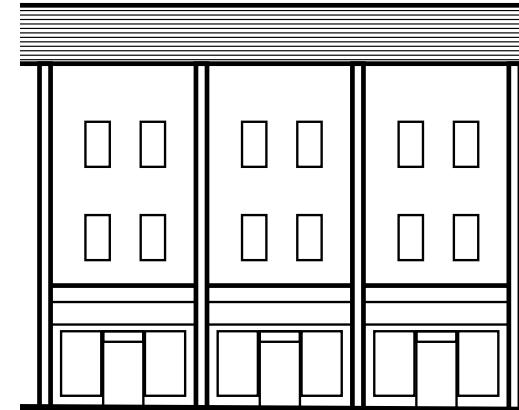
1. Include dedicated cycling provision to LTN 1/20 standards
2. Provide dedicated passenger waiting space at bus stops that does not block footways
3. Limit vehicle carriageway widths to the minimum required
4. Provide on-street parking as bay, parallel or angled arrangements off the main carriageway, with differentiated surface treatments and a maximum of six parking spaces in a run
5. Integrate parking bays into a flexible planting and street tree strip, which can also accommodate seating, lighting, cycle parking and wayfinding
6. Provide frequent pedestrian crossings at key desire lines
7. Provide continuous footways at junctions with side roads
8. Include frequent cycle parking at gateways and junctions along the street
9. Include seating at least every 50m
10. Use streets and landscape design to mark key locations in the street

4.1.6 SHOP FRONTS

The design of shop fronts and building façades will make a strong contribution to the character of the High Street.

Shop fronts **must**:

- Adopt a unified approach to shop front design where buildings are architecturally in the same group within a terrace (e.g. the same building) (diagram centre right)
- Adopt an individual approach to shop front design for buildings which are individual (diagram far right)
- Reflect the width of historic plot pattern in their design



Unified approach to shop frontages on the same terrace of buildings

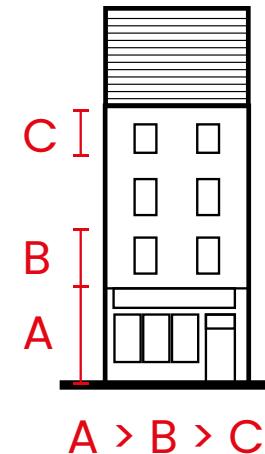


Individual approach to shop frontages on individual buildings

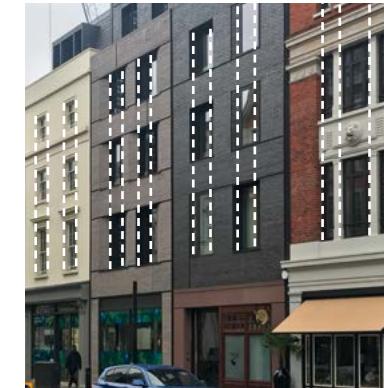
4.1.7 FAÇADES

Above shop fronts, High Street façades **must**:

- Have a roof visible from the street, e.g. a gable end, pitched roof or mansard roof. Flat roofs will not be accepted.
- Have a base of a single storey, used as a shop front
- Be visually proportioned so that floor and window heights decrease vertically
- Match the rhythm of windows along the street
- Use materials with texture or decorative detail visible at close distances, such as brick, to create visual interest



Proportions of base, middle and top floors in relation to each other



Matching the rhythm of windows along a High Street



Example of decorative detail separating shop front from upper floors
(Wellington House, MATT Architecture)



Rich, detailed building façades which have parameters in common with adjacent buildings are popular.

4.2 Town Centre Neighbourhoods

OVERVIEW

Staines-upon-Thames and Sunbury Cross are town centres where a significant increase in homes is anticipated close to or within the town centre. This development will form new mixed-use neighbourhoods, where facilities and amenities are within walking distance of homes, and other destinations can be accessed by frequent public transport.

Town centre neighbourhoods will be of higher residential density than is typically seen in Spelthorne. They will have residential dwellings and supporting commercial and community facilities, as well as retail space that integrates with the rest of the town centre.

Some parts of town centre neighbourhoods have already been built, for example along London Road in Staines-upon-Thames. As neighbourhoods develop or are regenerated, it will be important to integrate these neighbourhoods into the surrounding town centre, with new streets and open spaces that can bring the existing and new community together.

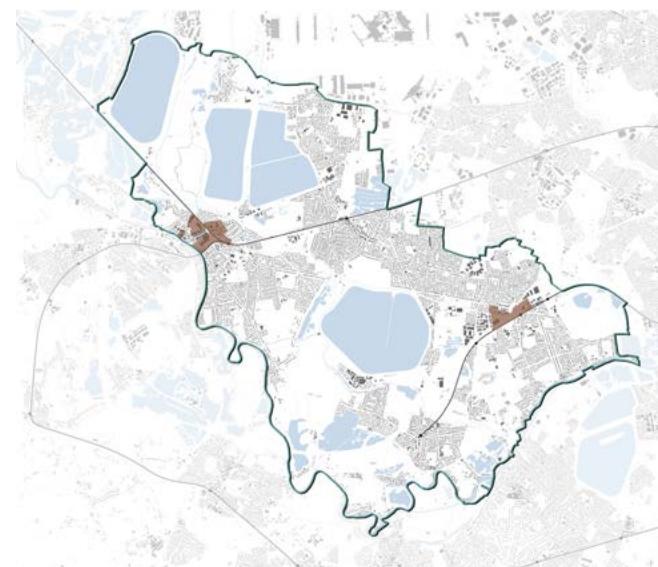
CODED DEVELOPMENT TYPES

All development in Town Centre Neighbourhoods is anticipated to be in the form of medium to high density residential-led mixed use buildings, with some retail or commercial ground floors. This will include a range of densities and development types from townhouses to towers.

AREAS OF CHANGE

All Town Centre Neighbourhoods in Staines-upon-Thames and Sunbury Cross are designated as parts of Areas of Change. As well as the requirements set out in this section, they are subject to further spatial coding requirements set out in Chapter 5.

LOCATIONS



DESIGN AIMS

Due to the importance of design quality in new and emerging Town Centre Neighbourhoods, Design Aims and corresponding Requirements are set out across six themes:

- The Street & Ground Floor
- Scale & Massing
- Open Spaces
- Homes & Practicalities
- Detail & Richness
- Climate Change & Sustainability



New neighbourhoods must be a part of the existing place, helping new residents be part of the community.



High quality open spaces, affordable, attractive new homes, and appropriate development scale are priorities.



4.2.1 The Street & Ground Floor

The street and public spaces are how most people will experience Spelthorne's town centre neighbourhoods, and are of vital importance to the identity of places, and successful integration with their surrounding town centres and neighbourhoods.



Residential active frontage



Spill-out space for cafe seating on walking route

DESIGN AIMS

The Street & Ground Floor of Town Centre neighbourhoods will:

- Maximise active frontages at ground level, whether they be commercial or residential
- Connect the indoors with the outdoors, with appropriate ground floor uses aligned to the adjoining public realm or outdoor space
- Use the built form and design of the public realm to ensure all space has a positive purpose
- Provide a network of streets that prioritise people and active uses over cars, designed on 'superblock' principles
- Include street trees and planting in the public realm

4.2.1.1 ACTIVE FRONTAGES

The ground floor connects the street with the activity within the building, and creates safe and secure environments through passive surveillance. Different frontages and design requirements are set out on the next page.

Development **must**:

- Locate frontages with a higher level of activity on busier streets
- Locate **active frontages** to provide passive surveillance of surrounding areas which lack overlooking from other buildings
- Not have more than 10m length of continuous inactive or low activity frontage
- Have ground-floor entrances to homes, retail or commercial space at least once every 10m



A feeling of safety and security in the public realm at all hours is a key community priority.

4.2.1.2 SPILL-OUT SPACE

Active ground floor uses such as retail, cafes, restaurants, community spaces and leisure uses can further animate the street by providing 'spill-out' public realm space for tables, activities and events.

Development **must**:

- Provide 'spill-out' space of at least 2m width on high activity retail and commercial frontages where there is direct sunlight and shelter from winds
- Demarcate spill-out space, e.g. by a change in surface materials

Development **should**:

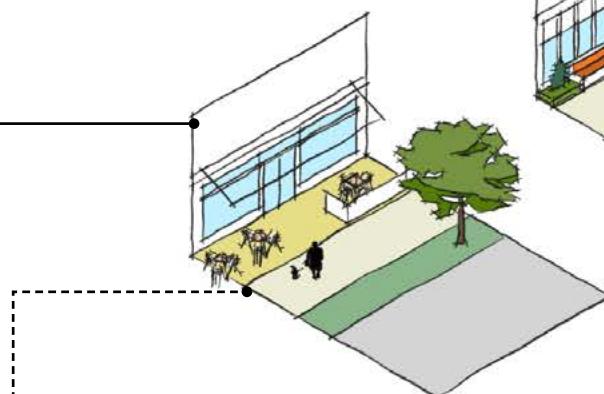
- Align internal uses (e.g. cafes) with external spaces (e.g. squares and open spaces)
- Provide shelter of spill-out space through temporary or retractable awnings

(4.2.1.1/4.2.1.2) Types Of Frontage and Spill-Out Space

This diagram sets out the different types of frontage in town centre neighbourhoods. Proposed frontages **must** achieve these design requirements.

Retail Frontages & Commercial Entrances

A source of activity and vibrancy on main streets. Allow indoor uses to 'spill out' onto the street with a demarcated space extending the public realm.

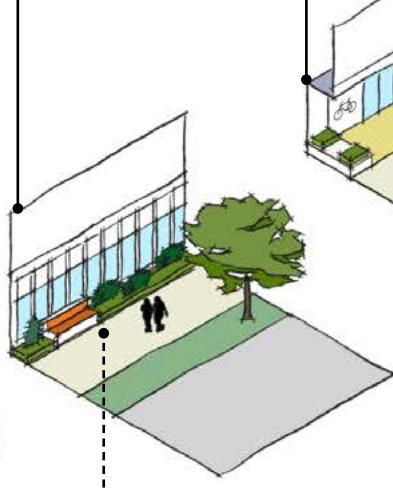
High Activity

Flexible 'spill-out space' of 2m+ width with differentiated materials

Retractable awnings may be used

Commercial

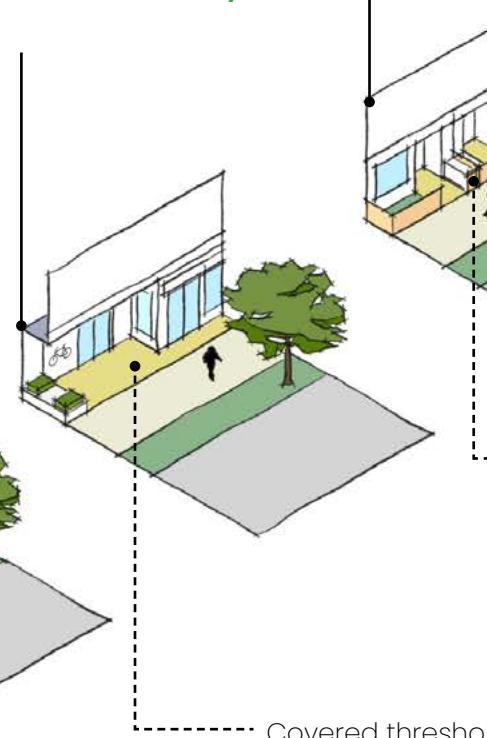
Provides overlooking from ground floor offices and other commercial uses.

Medium Activity

Glazing to provide visibility to public realm
Seating and planting at interface with street

Apartment Entrances

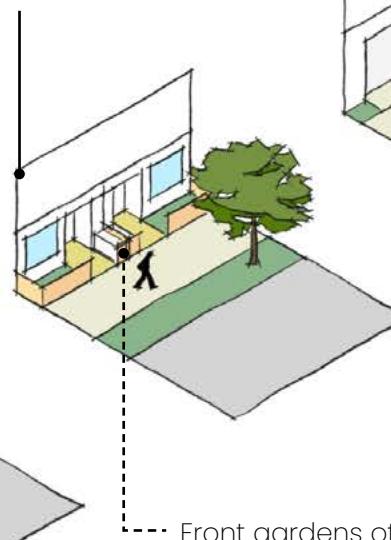
Provide a safe, comfortable and welcoming threshold that feels like home.

Medium Activity

Covered threshold of 1.5m+ depth
Adjacent to retail entrances where possible
Cycle storage at entrance
Planting and seating to enclose threshold space

Homes

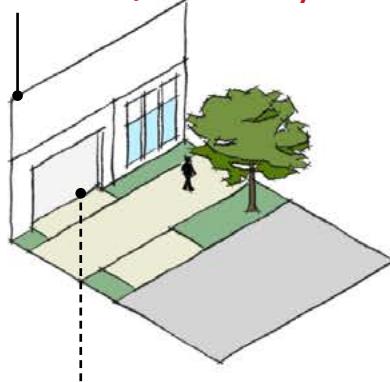
Promote interaction between neighbours and a welcoming, safe threshold space.

Medium Activity

Front gardens of 1m+
Front doors have covered threshold
Bin storage space adjacent to front door

Service / Parking Access

Minimise the visual impact and lack of activity around these frontages

Inactive / Low Activity

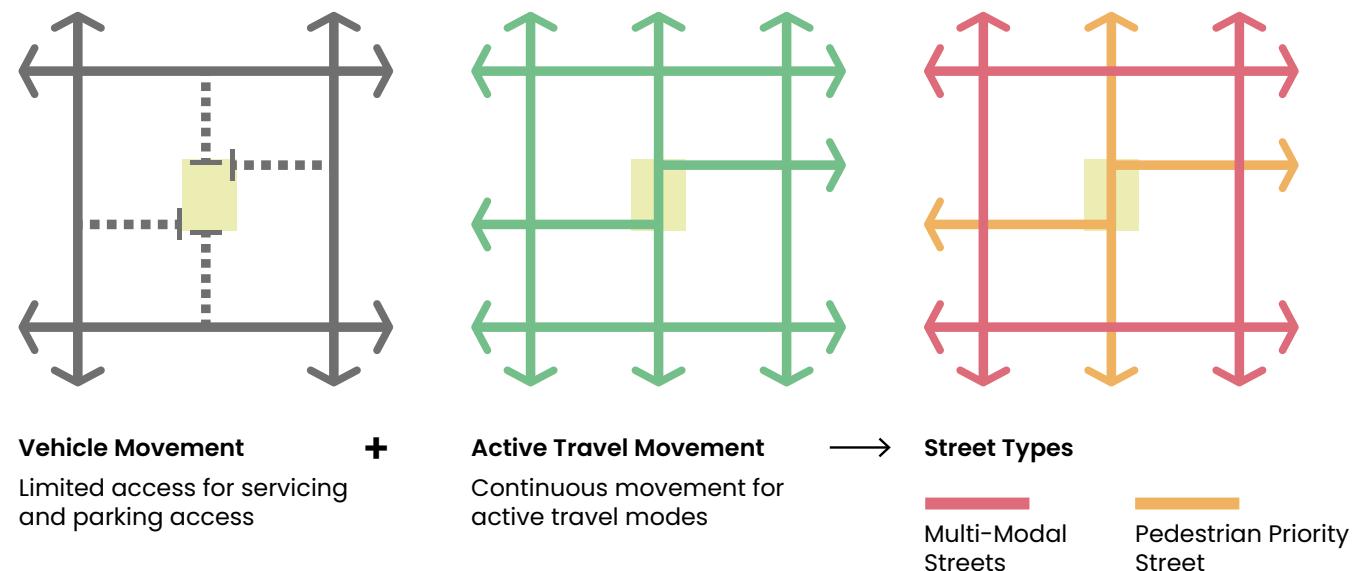
Minimise width of this frontage type, maximum 10m continuous width
Entrances flush with frontage
Continuous footway past entrance

4.2.1.3 STREET NETWORKS AND DESIGN

New town centre neighbourhoods **must** be designed on the principle of prioritising the movement of people and active travel within and through the neighbourhood, with vehicle traffic directed onto suitable streets away from people-focused hearts of neighbourhoods.

- Streets within town centre neighbourhoods should be designed as Pedestrian Priority Streets, to prioritise active travel, and the use of the street for play, relaxation, socialising and active uses such as cafes or similar.
- Streets at the edge of town centre neighbourhoods, which are today designed as large traffic-dominated roads, should be re-imagined as Multi-Modal Streets.

Design requirements for these two key street types are set out on the following page. These follow the principles of Surrey's Healthy Streets Design Code.



4.2.1.4 STREET TREES AND PLANTING

Street trees provide multiple benefits, including shade, shelter, improvements to air quality, water handling, urban habitats and aesthetic contribution to the character of streets. Other planting can make contributions to some of these aspects and is encouraged.

Where development creates new public realm or streets, they **must** be tree-lined and planting should be integrated throughout the public realm.

Further requirements for landscape and street tree selection are found under TC-05.



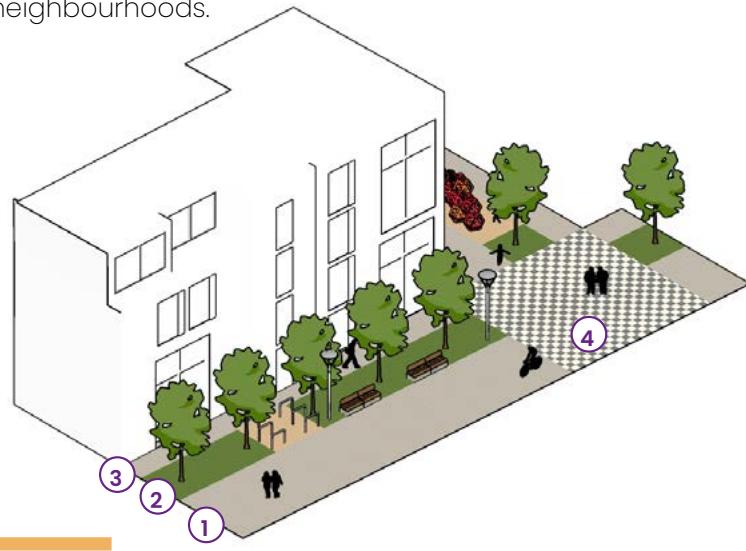
Street trees and planting in a residential street



Trees providing shade in public open space

(4.2.1.3) Types Of Street

This diagram sets out design requirements for the different street types within town centre neighbourhoods.

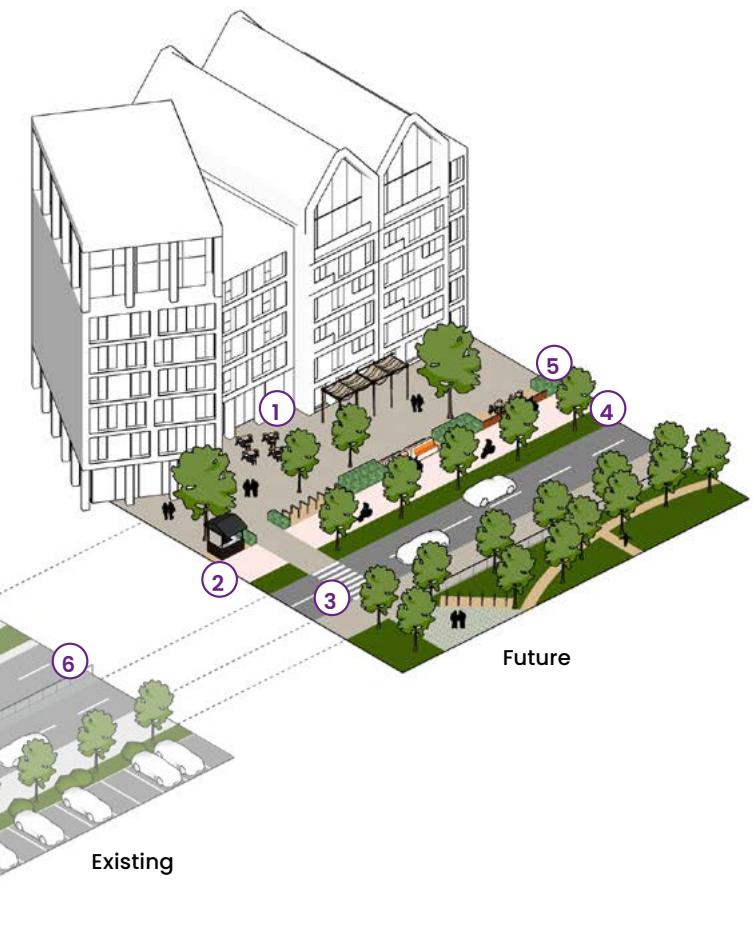
**Multi-Modal Streets**

Few (if any) schemes will create new multi-modal streets in town centre neighbourhoods. Most new town centre neighbourhoods will redevelop existing sites and be adjacent to existing major streets. These streets can be redesigned to reduce the dominance of vehicle traffic and provide more space for people and other modes, as shown below.

4.2.1.3b Multi-Modal Streets **must:**

1. Be fronted by built form with active ground floor frontages
2. Include dedicated cycling space to LTN 1/20 standards
3. Have regular pedestrian crossings that connect with desire lines
4. Be tree-lined and include planting areas, retaining existing street trees
5. Include a flexible strip of planting, seating, cycle parking to help delineate movement modes from each other

Reduce the space dedicated to vehicle traffic



4.2.1.3a Pedestrian Priority Streets will vary in character to reflect the surrounding built form and intended vision of the town centre neighbourhood. At a minimum they **must**:

1. Have a shared surface area of at least 5m wide to provide occasional service access or limited access to car parking
2. Have a planting or landscape strip e.g. of at least 3m wide to be able to accommodate street trees, cycle parking, seating, lighting, planted areas, informal play features and surface water management
3. Have a minimum 2m wide footway between the landscape strip and built form front boundary
4. Use differentiated surface material at junctions between pedestrian priority streets

4.2.2 Scale and Massing

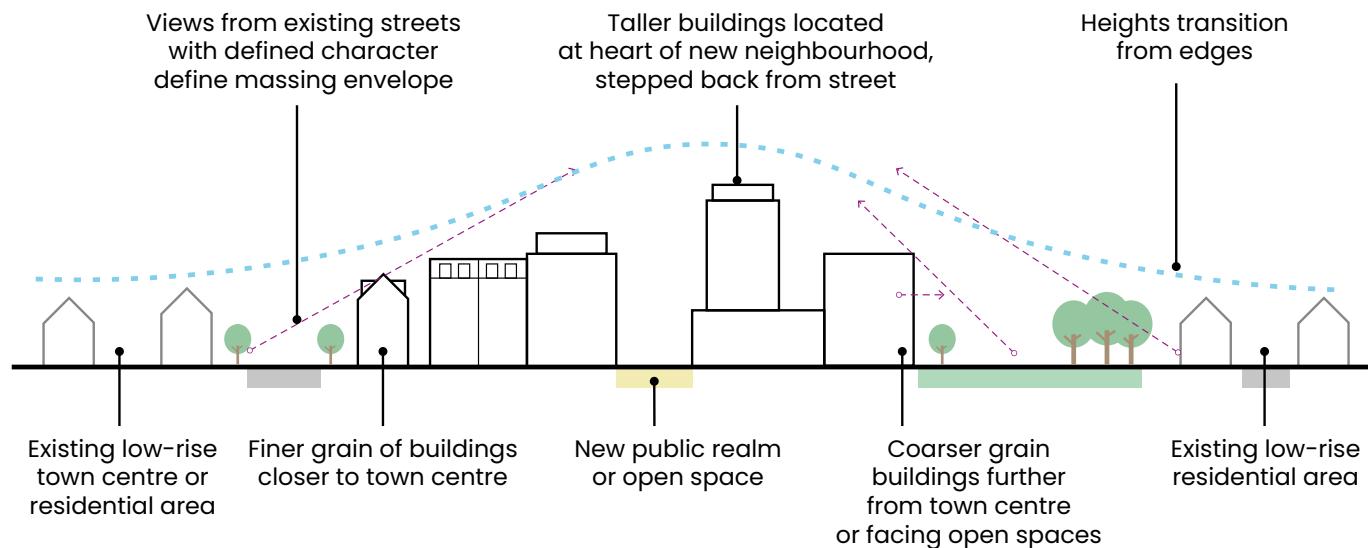
Scale and **massing** must be contextually-sensitive and successfully manage transitions to surrounding areas whilst ensuring an efficient use of land. High density does not need to mean high-rise, and well-designed medium-rise schemes are strongly encouraged in all of Spelthorne's town centre neighbourhoods.

DESIGN AIMS

The scale and massing of Town Centre Neighbourhoods **will**:

- Consider and minimise the impact on how they will be perceived from the street and areas of local distinctiveness and importance
- Make a positive choice of massing typology that balances integrating with the existing context with the need for efficient use of land in accessible, sustainable locations
- Ensure massing, especially of tall buildings:
 - has a varied elevation over their height
 - does not overwhelm the scale of the surrounding street
 - breaks up elevations through use of materials and facade design
 - keeps a street level microclimate, daylight levels and wind effects that are comfortable

4.2.2.1 NEIGHBOURHOOD MASSING APPROACH



An overall approach to **massing** of new town centre neighbourhoods is set out in the diagram above. Scale and **massing** includes both the vertical (height) and horizontal (grain) measurements of buildings.

New neighbourhoods may be delivered through a number of different sites. The overall principles will apply across sites, and are defined in detail in Chapter 5, 'Areas of Change'.

New town centre neighbourhoods **must**:

- Transition gradually in height and urban grain from surrounding areas
- Locate taller buildings away from existing low-rise areas



The effect of change on the skyline and character of Staines-upon-Thames is important to the community.

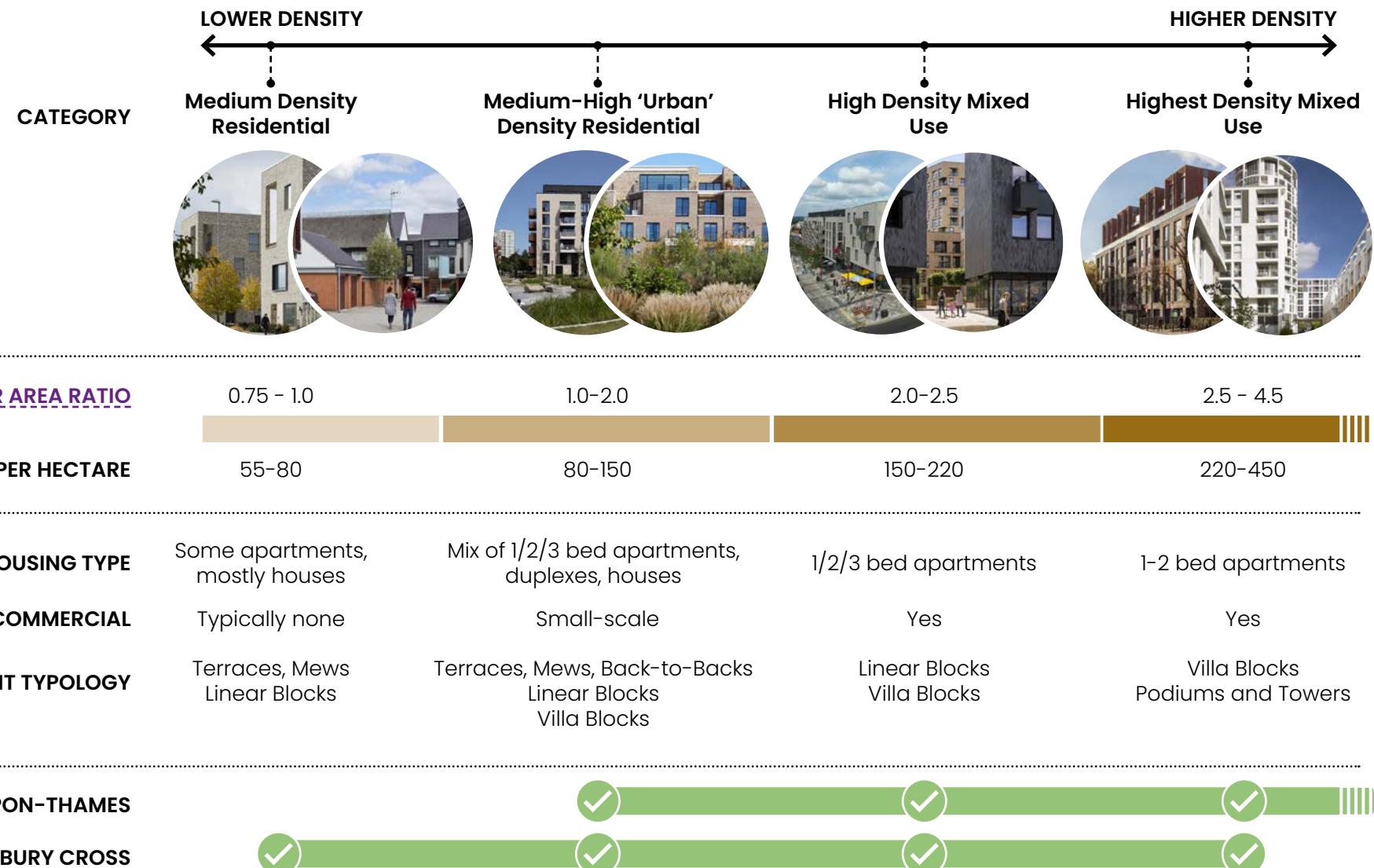


Existing tall buildings in Sunbury Cross create a poor environment which could benefit from mid-rise development.

DENSITY IN SPELTHORNE'S TOWN CENTRE NEIGHBOURHOODS

Spelthorne's town centre neighbourhoods will vary in prevailing density, measured both in dwellings per hectare and in **floor area ratio**. Anticipated categories of development, their typical density characteristics, and the places in which they are considered appropriate are set out below.

As set out in the 'Design Process' chapter, **the appropriate density for a site will be design-led**, responding to constraints, the existing context, and the requirements set out in this Design Code for Areas of Change.



4.2.2.2 DEVELOPMENT TYPOLOGIES

Lower or medium-rise development typologies are preferred in Spelthorne's town centres. These typologies:

- More closely reflect prevailing character
- Can integrate a wide variety of dwelling types
- Retain a more human scale to streets and the built environment
- Retain a closer connection between residents in dwellings and the surrounding public realm
- Can be designed to address Secured by Design principles successfully

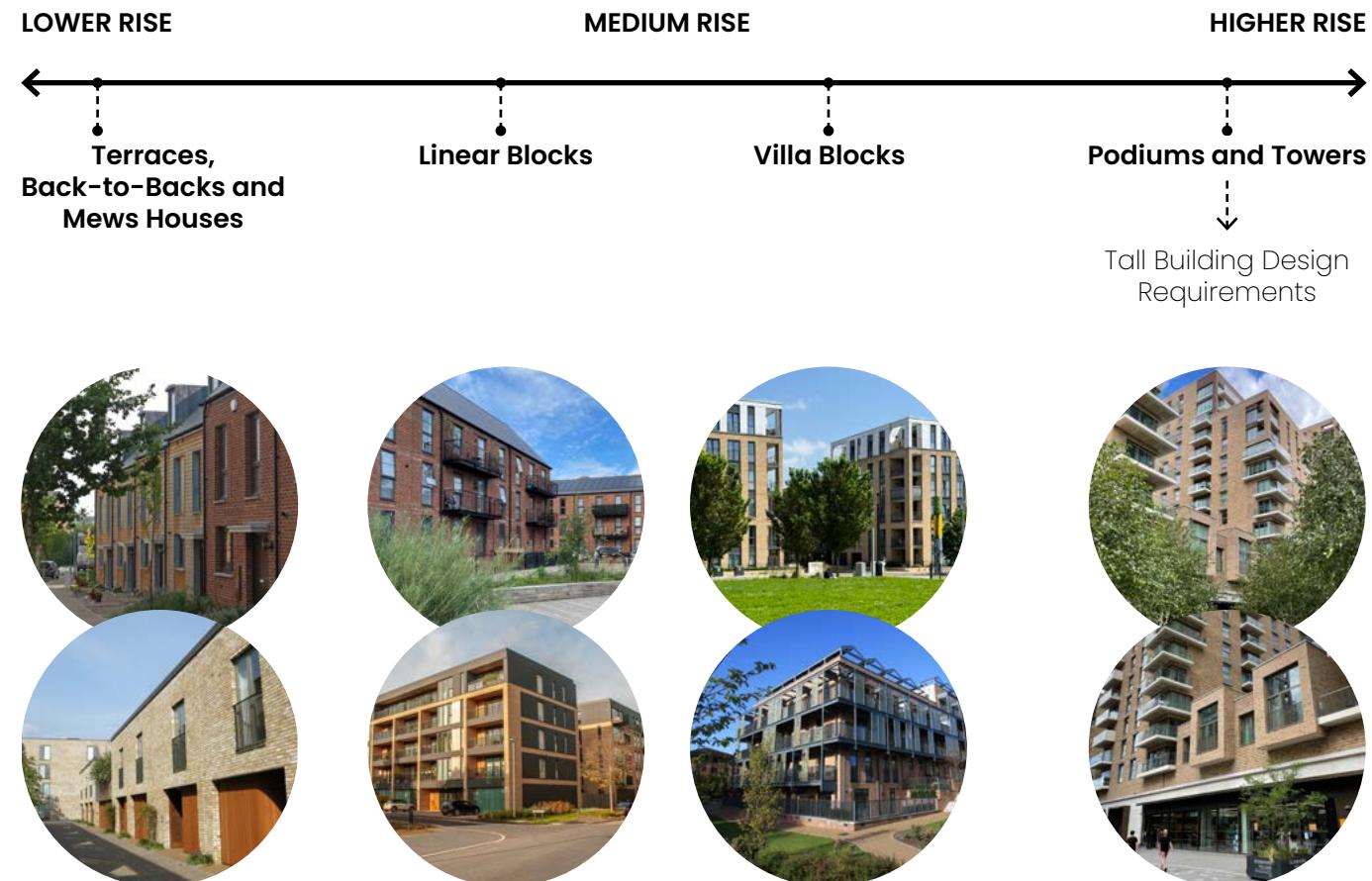
In some locations taller buildings might be appropriate. Due to their sensitivity, additional design requirements apply.

Four different development typologies appropriate to development in Spelthorne are presented on the following pages, including:

- Key dimensional requirements
- Design requirements addressing the design themes of the town centre code
- Where they might be considered and are most appropriate

Within larger sites that may have multiple buildings or character areas, a range of development typologies will be needed to provide a mix of housing types, character and appropriate transitions to surrounding places and spaces.

Two applied examples of the use of different development typologies across a larger site are set out later in this section.



Design Requirements under **4.2.2.2a**

Design Requirements under **4.2.2.2b**

Design Requirements under **4.2.2.2c**

Design Requirements under **4.2.2.2d**

4.2.2.2a Low-Rise: Terraces, Back-To-Backs And Mews Houses

Terraces, back-to-backs and mews houses can provide relatively high densities of houses within low-rise streets that can blend well with the existing character of Spelthorne's town centres and streets. They can help bridge the transition between lower and higher-density development. Care should be taken to ensure sufficient green space, parking and privacy for residents are maintained.

Dimensions this type **must** observe:

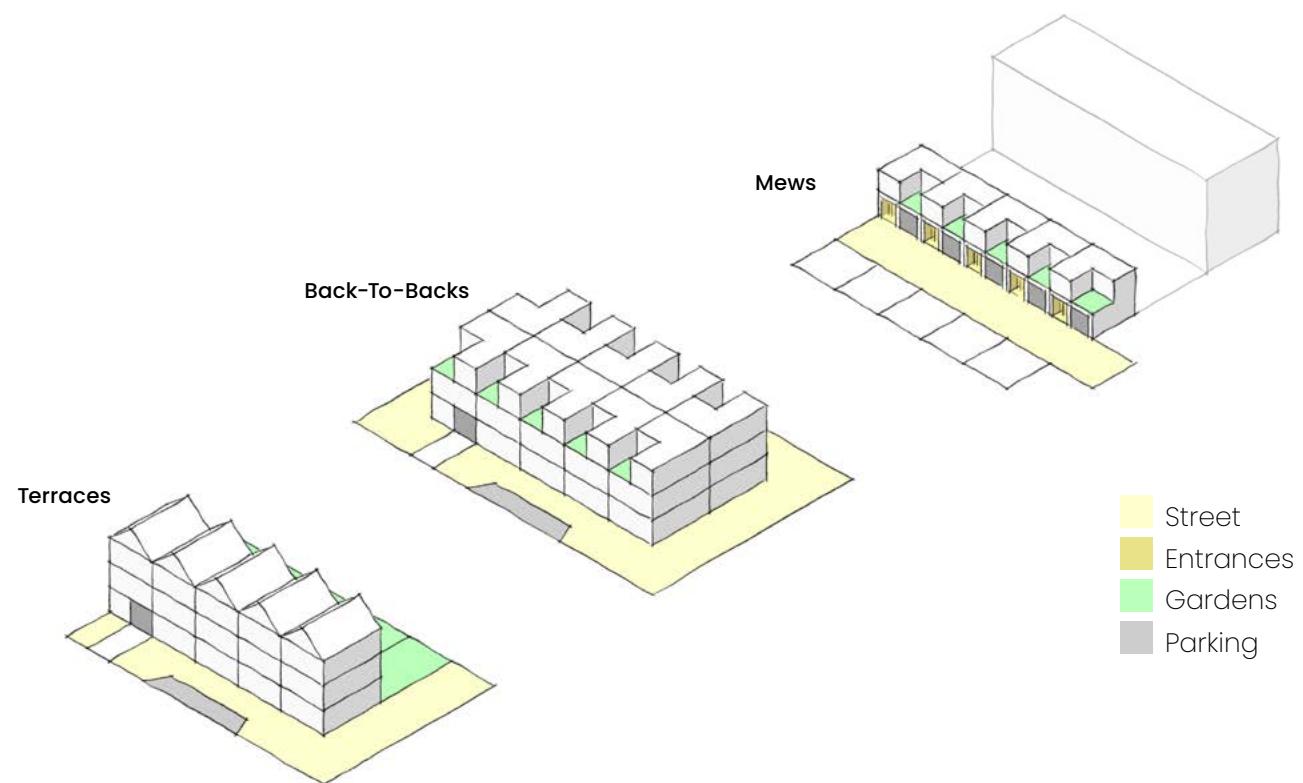
- Height up to 3 storeys (approx 15m)
- Typically 2-4 bed homes
- Building depth 7-10m
- Frontage width 5-8m

Most Suitable Locations where this type **should** be located:

- Edges of higher density sites as part of transition to surroundings
- Quieter side streets
- Near areas with strong existing character to be preserved
- Mews streets inserted into centre of perimeter blocks in new neighbourhoods



Providing family homes within town centre neighbourhoods is strongly supported.



DESIGN REQUIREMENTS

Terraces, back-to-backs and mews **must** include:

Street and Public Realm

- Typically no commercial ground-floor frontages or uses
- Shared space or pedestrian-priority streets

Scale and Massing

- Limited variations in height
- Mix of contemporary and traditional pitched roof types

Open Spaces

- Private gardens and terraces, including roof terraces
- Any shared open spaces delivered as part of public realm

Homes and Practicalities

- Front doors on street for all homes
- Car parking on-street, in off-plot parking areas or integral to homes
- Single-aspect types not located facing primarily north or south, to prevent overheating or lack of access to daylight

4.2.2.2b Medium-Rise: Linear Blocks

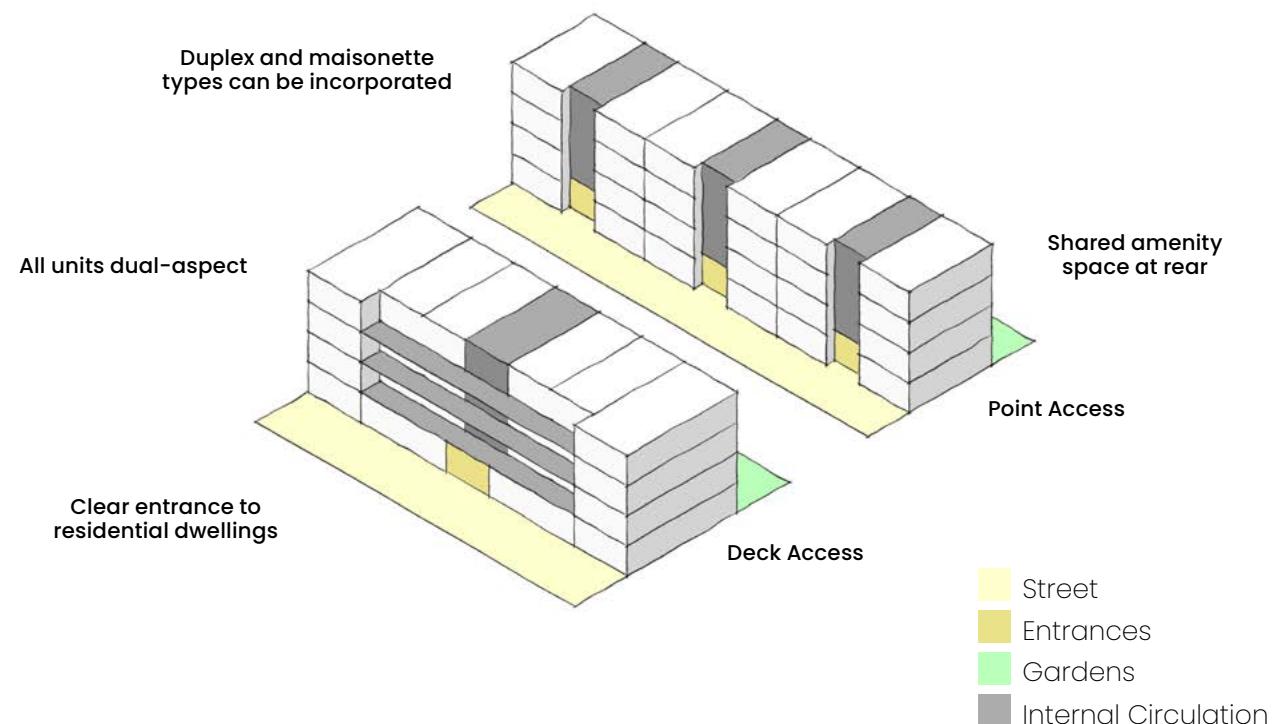
At medium densities and heights, linear blocks can accommodate a range of housing types within a mid-rise town centre neighbourhood. These can often fit into relatively narrow blocks and create a legible urban environment with a mix of quieter and busier frontages and streets.

Dimensions this type **must** observe:

- Height typically 4-6 storeys (approx 18m)
- Deck access heights limited to 5 storeys (approx 15m).
- Mix of duplexes, maisonettes and apartments
- Building depth 8-12m to ensure dual-aspect dwellings throughout
- Frontage widths flexible, typically articulated at 6-10m intervals to align with dwellings
- For point access, a maximum of two dwellings served on each floor per core
- For deck access, a maximum of six dwellings served on each floor per core

Most Suitable Locations where this type **should** be located:

- Edges of higher density sites as part of transition to surroundings
- Larger infill sites on the peripheries of town centres
- Near areas with strong existing character to be preserved
- Sites that have a lower proportion of commercial uses



DESIGN REQUIREMENTS

Linear blocks **must** include:

Street and Public Realm

- Residential **active frontages**
- Any commercial ground-floor **active frontages** or uses located facing onto busier streets

Scale and Massing

- Mix of roof types to differentiate buildings
- A minimum of 2 hours direct sunlight on 21st December to all units, ensured by the spacing of buildings

Open Spaces

- Private gardens and terraces, including roof terraces for maisonettes and duplexes
- Shared gardens for duplexes and apartments

Homes and Practicalities

- Both deck access or internal (point/walk-up) access possible.
- Front doors on street for maisonettes ground floor units
- Car parking on-street or integral to homes for maisonettes, shared off-plot provision required for other forms
- Accessible, level access to all homes

4.2.2.2c Medium-Rise: Villa Blocks

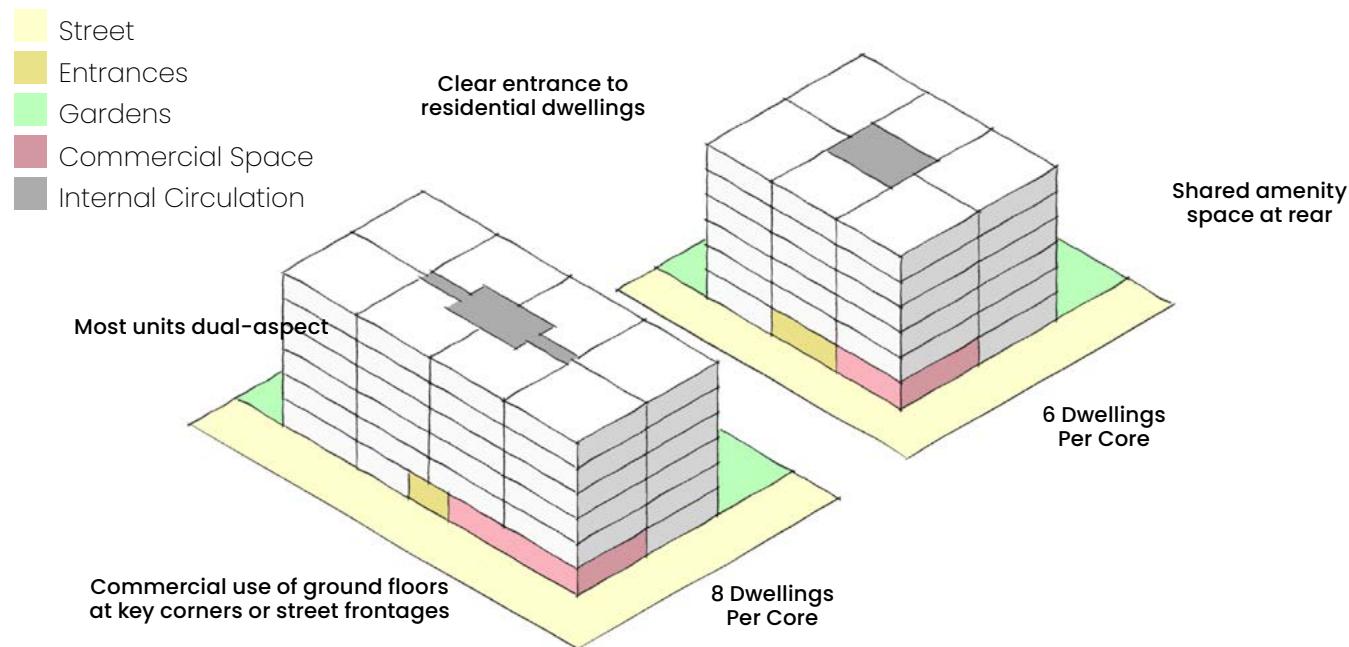
This typology can provide a flexible mix of higher density apartment buildings and ground-floor commercial uses set within a network of open space or as part of other typologies. They are typically double-fronted at ground level enabling them to be flexibly used, but care needs to be taken to ensure frontages are active and servicing is located in the right places.

Dimensions this type **must** observe:

- Height typically 5-10 storeys (approx 15-30m)
- Floors above 8 storeys (approx 24m) should be set back
- Mix of 1, 2 and 3 bed apartments
- Building depth 14-20m
- Building width 20-30m
- Subdivision of frontage to create finer visual grain on larger buildings
- No more than eight dwellings on each floor served by a single core

Most Suitable Locations where this type **should** be located:

- On key corners and busier streets
- Adjacent to green open spaces, ensuring views for residents
- As the main component in many medium-high density developments away from sensitive edges



DESIGN REQUIREMENTS

Villa blocks **must** include:

Street and Public Realm

- Commercial ground-floor **active frontages** or uses at key nodes

Scale and Massing

- Within larger sites with multiple buildings, lower heights used on southern sides of sites to ensure daylight access to open spaces
- Incorporate plant within the roof design

Open Spaces

- Private balconies and terraces
- Shared amenity open spaces between buildings need to be on a podium or have some change in levels from the public realm to provide separation from the street

Homes and Practicalities

- Shared entrances for apartments can be provided on both sides of building
- At least half of units dual-aspect
- Central core providing access to all upper-floor units
- Shared refuse and cycle storage at ground level
- Individual entrances to units located on the ground floor
- Private gardens for units fronting onto shared amenity spaces
- Car parking either underground or housed off-plot
- Accessible, level access to all homes

4.2.2.2d Medium To High-Rise: Podiums And Towers

Towers with apartments provide the highest-density option for new residential development. They can also be the most impactful on surrounding areas due to their scale, can deliver a large number of high-quality new homes in town centres, and can have impacts on the street due to overshadowing and wind effects. As such they require careful design.

Due to safeguarding restrictions for Heathrow Airport, the maximum height of any development in Spelthorne is 45m (approximately 15 storeys).

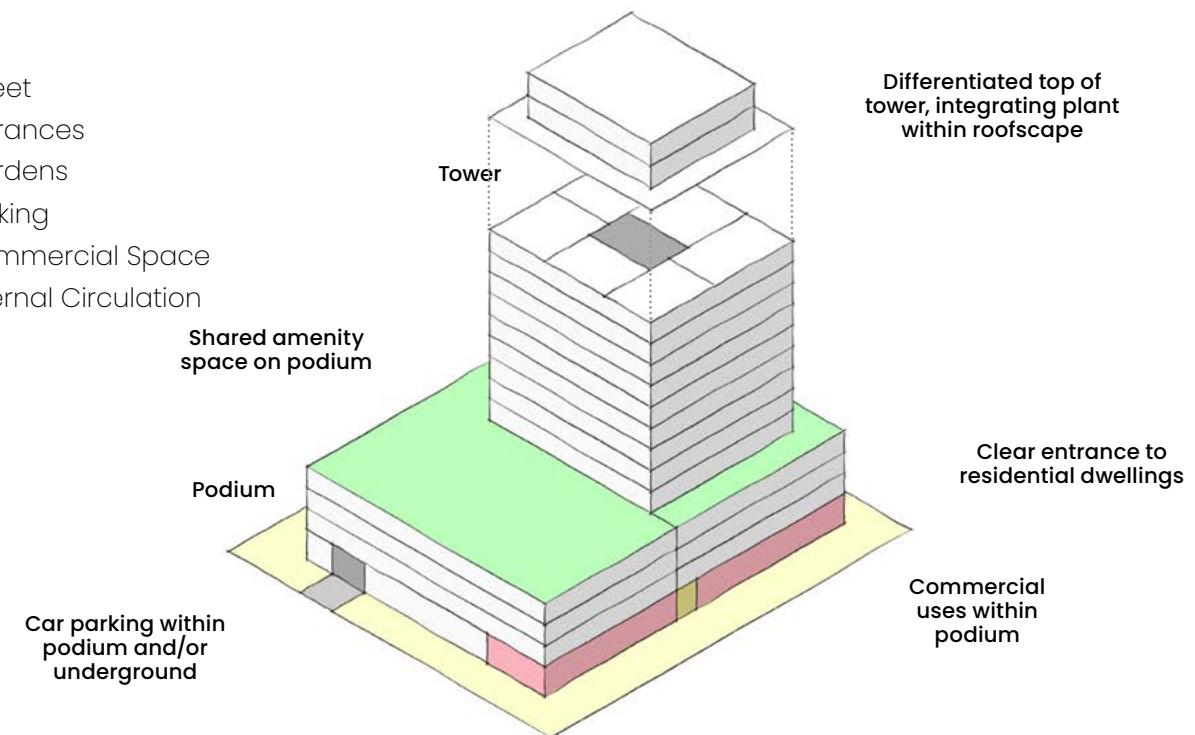
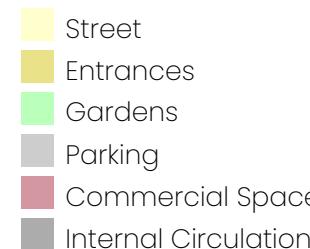
Further requirements for tall buildings are set out under 'Tall Building Design Requirements' later in this section (4.2.2.3).

Dimensions this type **must** observe:

- Towers sit on and are set back from a podium or base building
- Heights: towers of between 10-15 storeys (30-45m), lower base/podium up to 6-8 (approx 18-24m) storeys
- 1-2 bed apartments, some 3-bed apartments possible
- Tower width and depth typically 20-30m
- No more than eight dwellings on each floor served by a single core

Most Suitable Locations where this type **should** be located:

- The highest density town centre areas
- As part of town centre neighbourhoods where an appropriate transition has been achieved, in line with the overall approach to **massing** set out earlier in this section



DESIGN REQUIREMENTS

Podiums and towers **must** include:

Street and Public Realm

- Commercial ground-floor uses within podium
- Podium to provide strong edge to street, with no open space without a clear use or ownership (public/private) around the tower base

Scale and Massing

- Towers to comply with the tall building requirements set out on the following pages

Open Spaces

- Private balconies and terraces, including roof terraces
- Balcony types to comply with tall building requirements on following pages
- Shared podium gardens to provide amenity space for residents

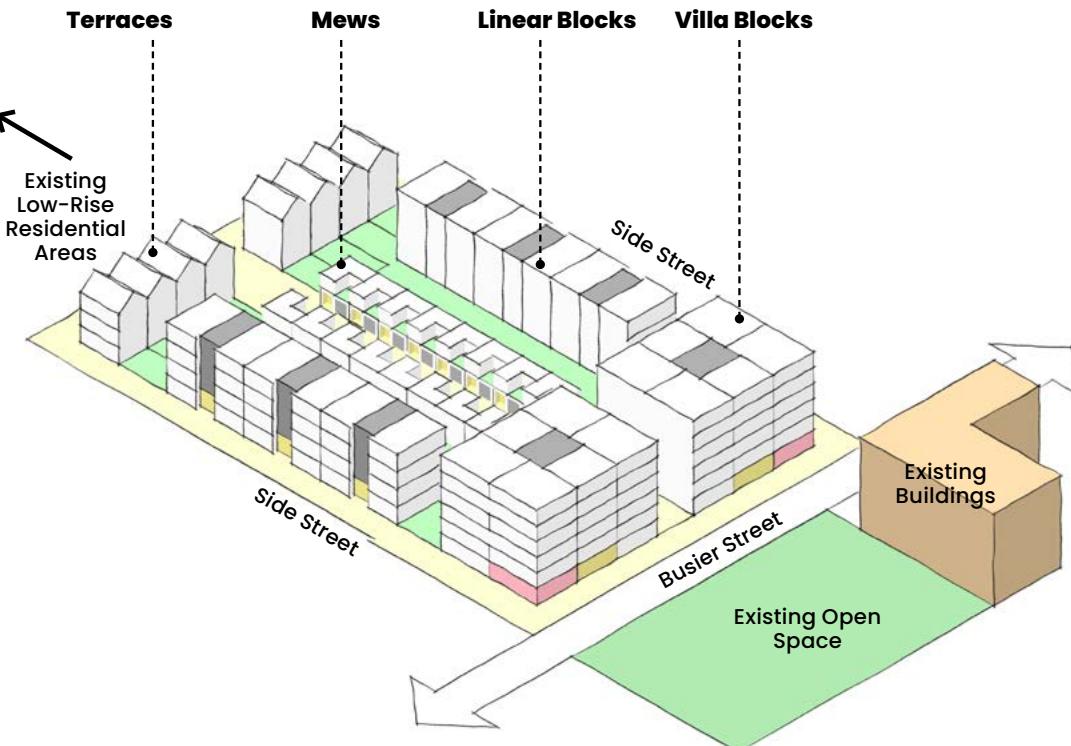
Homes and Practicalities

- Shared entrances for apartment blocks located on the street, with a connection through to any shared podium garden
- Car parking underground, within podium, or a combination of both.
- Accessible, level access to all homes

Applied Example 1**Approx 200 dwellings per hectare (dph), Floor Area Ratio 1.85**

The site below is 100m x 60m, adjacent to a busy commercial street and surrounded by lower-rise side streets, that transition to existing residential areas. The example maximises the potential of the site by selecting typologies on side streets that provide moderate intensification of built form, and locate the densest typologies along the main street. To increase the variety of provision a mews street is inserted into the centre of the block.

Page 175



Public Realm
Entrances

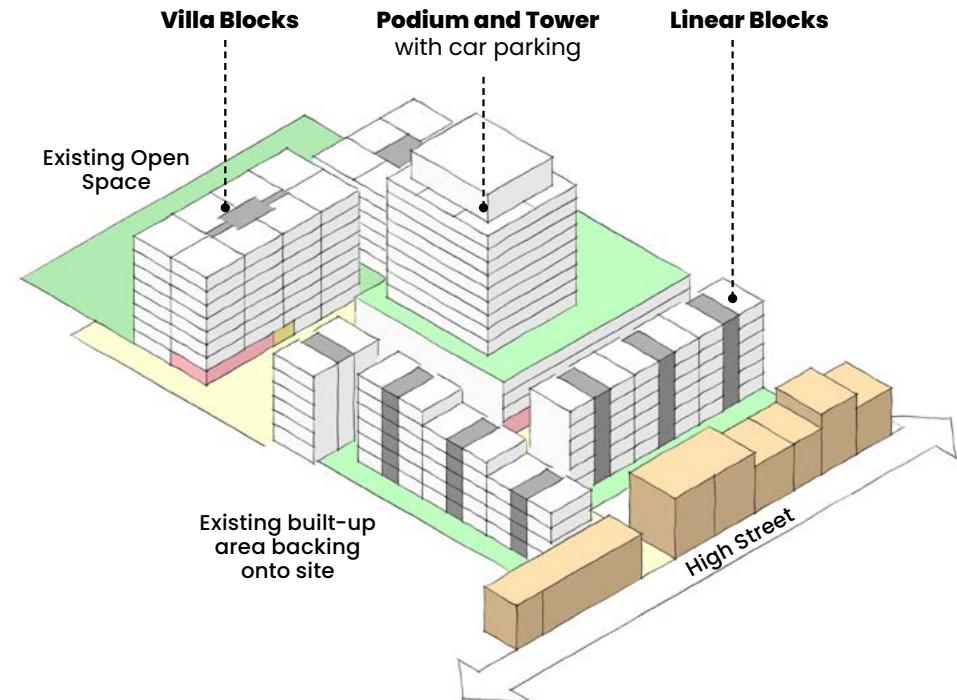
Gardens
Parking

Commercial Space
Internal Circulation

Public Open Space
Existing Built Form

Applied Example 2**Approx 330dph, Floor Area Ratio 3.2**

The site below is 105 x 80m, adjoining an existing High Street of 3-4 storeys linking through to an existing open space. The example transitions from the existing area by building heights from the High Street with fine-grain buildings into the centre of the new neighbourhood. A tower is located adjacent to new public realm at the centre of the neighbourhood. Coarser grain Villa Blocks overlook the open space.



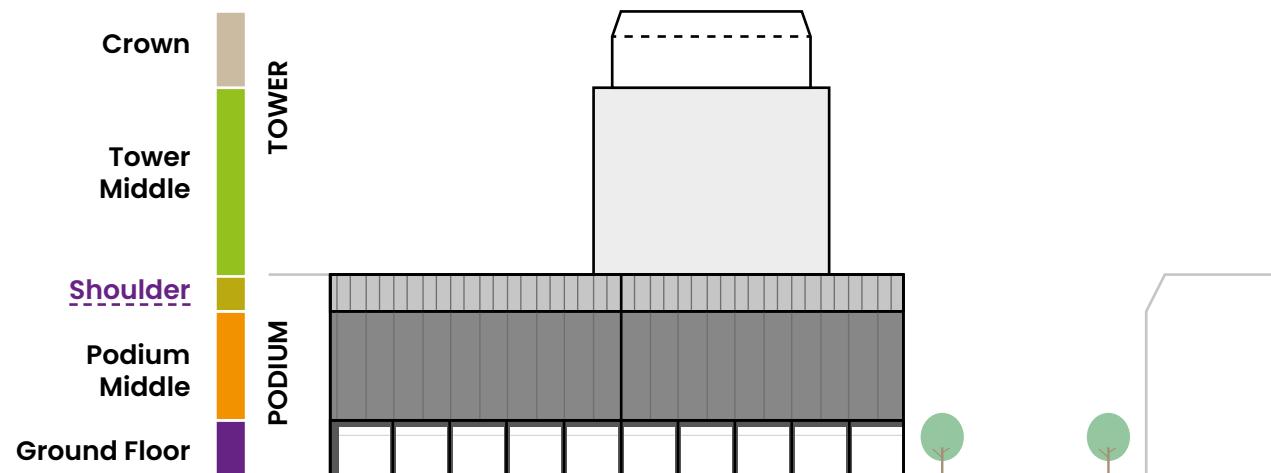
4.2.2.3 TALL BUILDING DESIGN REQUIREMENTS

When designed well, tall buildings can make valuable contributions to the character of a place, can accommodate significant numbers of new dwellings and can be positive new landmarks.

Tall buildings are defined in Staines-upon-Thames and Sunbury Cross as buildings over 8 storeys (around 24m).

The generally acceptable locations for tall buildings in Staines-upon-Thames and Sunbury Cross are set out in the heights plans in the Areas of Change coding in Chapter 5. They are located so as to:

- Respect the scale of existing streets and areas that are valued and form part of the identity of place
- Be within coherent new neighbourhoods, following the overall approach to **massing** set out earlier in this section, creating an overall rhythm of height variation across the town centre, with taller heights grouped together
- Be adjacent to spaces that can 'absorb' their scale

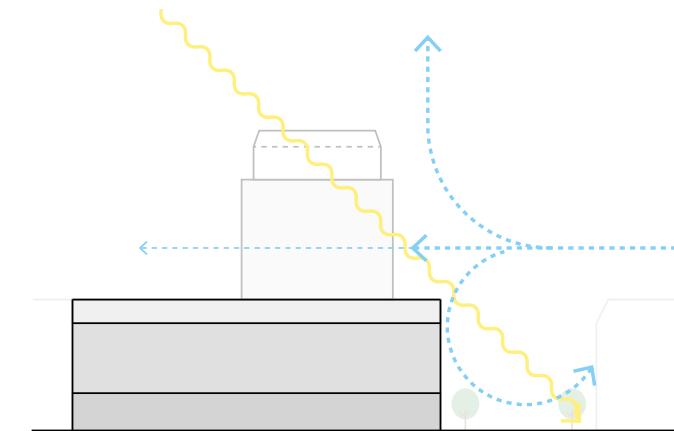
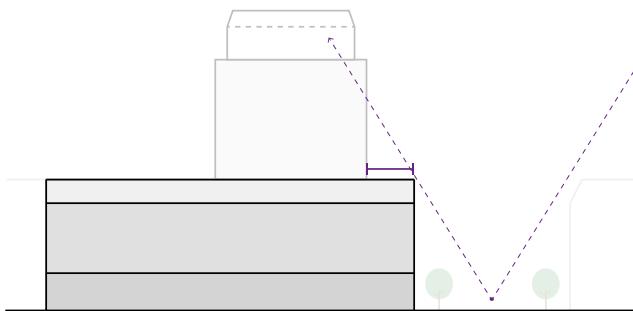
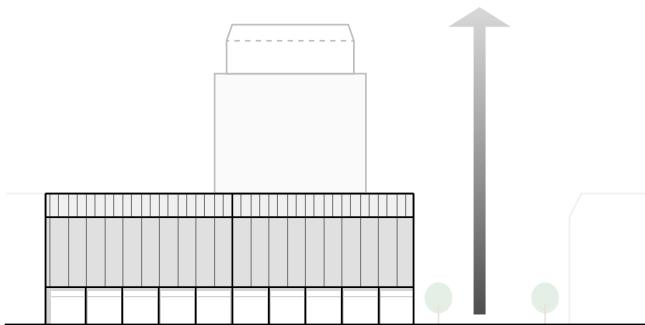


Each of the distinct parts of a tall building **must** be designed as set out below and in the principles set out on the following page..

Ground Floor	Podium Middle	Shoulder	Tower Middle	Crown
Activated ground floor relating strongly to street/public realm	Main part of street facade elevation	Visibly differentiated top of street facade	Set back mass of tower, arranged to not dominate street	Visibly differentiated top of the building for longer views
Taller heights (typically 4.3m) to provide future flexibility of use	Balconies facing street inset or partially inset	Reduced storey height or levels of glazing to 'cap' facade	Balconies inset	Plant integrated within roof design
High levels of glazing when commercial uses specified	High levels of detailing and articulation to ensure visual interest	Maximum height to ensure visual connection between floor and street (typically 8 storeys, appx 24m)	Set tower back from plot edge	'Penthouse' accommodation can be incorporated within crown



Taller buildings have their place but must not overwhelm streets having an existing traditional character.



4.2.2.3a Breaking Up Massing

Page 177
Facades for podium/base buildings **must** be broken up through vertical articulation such as pillars, changes in material and other architectural features to match the prevailing grain of the street and area.

Material choices **must** ensure that the tower is visually subservient to the base. This is usually achieved through selecting a paler material that recedes when viewed from the street, and the design of façades to be less visually prominent.

If needed to fit the prevailing urban grain, podium/bases **should** be designed so as to appear to be two or more independent buildings.

4.2.2.3b Scale Of The Street

The use of a setback and '**shoulder**' for the tower element of a taller building creates a street environment that is not overwhelmed by the **massing** of the tower.

Shoulder heights on existing streets **must** be set at or one storey above the prevailing heights. For new streets, **shoulder** heights are a maximum of 8 storeys (approx 24m).

Setbacks **must** be a minimum of 3m but larger setbacks are encouraged, and the impact of a tower on the existing street scale and townscape will be assessed on a site-by-site basis.

4.2.2.3c Microclimate

Taller buildings can have significant effects on wind and sunlight at street level and in the surroundings.

Sunlight analysis **must** be undertaken to demonstrate that surrounding public spaces and dwellings retain access to sunlight for at least two hours per day during winter.

With an appropriate setback above a podium, 'wind tunnel' effects on public spaces are likely to be limited. Stepped, rounded or chamfered corners and **massing** are approaches that can be used to further reduce these effects at ground level.

4.2.3 Open Spaces

Open spaces in town centre neighbourhoods are vital relief for relaxation, socialising, nature and general health and wellbeing. Spelthorne's town centres generally have few public open spaces, and new development should maximise opportunities to include them, as well as providing space for residents to use.

DESIGN AIMS

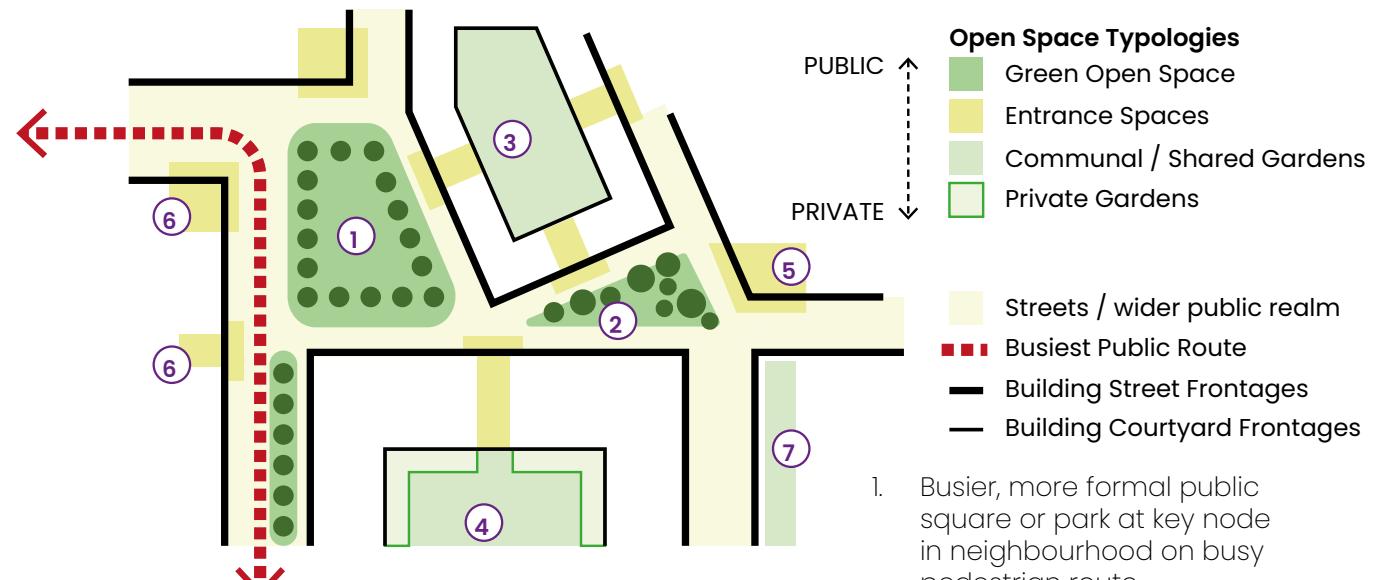
Open Spaces in Town Centre Neighbourhoods will:

- Be safe and secure (and perceived to be so) for all user groups at all times
- Encourage physical activity, enable social interaction, provide access to nature and be inclusive
- Be of a variety of types appropriate to a town centre context and their intended use
- Include provision of shared amenity space for residents to use regardless of tenure
- Take opportunities to improve connectivity of development with the nearby natural environment



Green spaces form a vital part of Spelthorne's identity, but the town centres lack good provision.

4.2.3.1 NEIGHBOURHOOD OPEN SPACE APPROACH



An overall approach to the arrangement of open spaces in relation to each other and built form is set out in the diagram above. Each typology has detailed requirements on following pages.

New neighbourhoods may be delivered through a number of different sites. The overall principles will apply across sites, and are defined in detail in Chapter 5, 'Areas of Change'.

New town centre neighbourhoods **must**:

- Clearly define public and private spaces
- Ensure the intended character of open spaces reflects the activity of connecting streets, with busier spaces on busier streets

Open Space Typologies

- Green Open Space
- Entrance Spaces
- Communal / Shared Gardens
- Private Gardens

Legend

- Streets / wider public realm
- Busiest Public Route
- Building Street Frontages
- Building Courtyard Frontages

1. Busier, more formal public square or park at key node in neighbourhood on busy pedestrian route
2. Quieter neighbourhood incidental 'pocket park' away from main routes, with seating, informal play areas and a less formal character
3. Ground-level communal garden
4. Podium-level communal garden with private gardens for dwellings at edges
5. Building entrances at key corners and onto open spaces
6. Regular entrances to activate street
7. Shared roof terrace in setback area above street

4.2.3.2 SAFETY AND SECURITY

Open space typologies are defined on a continuum of public to private use, which defines their role and key uses within an open space network.

All open space **must** implement key principles set out in Secured by Design to ensure spaces have good passive surveillance and do not encourage anti-social behaviour through layout and detailed design.



PUBLIC

PRIVATE

TYPE OF SPACE	A Continuum of Public to Private Use			
	Public Open Space	Entrance Spaces	Communal / Shared Gardens Roof Gardens	Private Gardens Balconies
ROLE AND KEY USES	<p>Outdoor amenity Exercise Social interaction Movement</p> <p>Transition from public to private Welcome and safety Cycle storage Waste management</p> <p>Relaxation Exercise Friends and family Children's play Community interaction</p> <p>Relaxation Gardening and hobbies Private space</p>			
SAFETY AND SECURITY	<p>Primarily provided by street activity, passive surveillance and lighting</p> <p>Design and layout - defensible space Passive surveillance and lighting Active measures (access control, CCTV)</p>	<p>Design and layout - defensible space Passive surveillance and lighting Active measures (access control, CCTV)</p>	<p>Access control from public realm, through entrance spaces Access from internal circulation</p>	<p>Private access from homes</p>
DETAILED REQUIREMENTS	See 4.2.3.3	See 4.2.4.4	See 4.2.3.4	See 4.2.4.5

4.2.3.3 PUBLIC OPEN SPACES

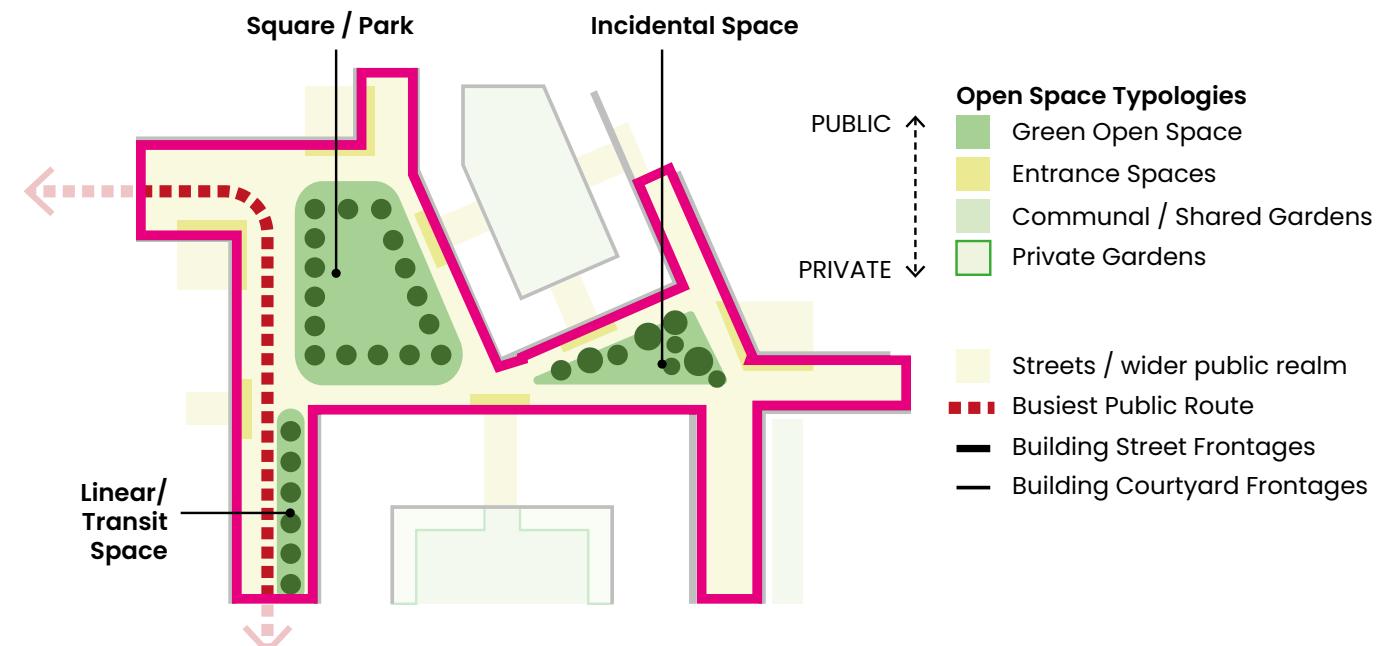
Public open spaces **must**:

- Be overlooked by surrounding built form, with **active frontages** at ground level
- Provide seating at least once every 50m along active travel routes
- Provide visitor cycle parking
- Be universally accessible to all abilities
- Be well-lit with no concealed spaces
- Include planting and trees for shade and shelter
- Include surface water management systems and solutions including permeable paving, permeable planted areas, rills, drains and other water management features
- Connect to and extend active travel routes through the space to LTN 1/20 standards
- Be protected from vehicle traffic through bollards or other boundary treatments

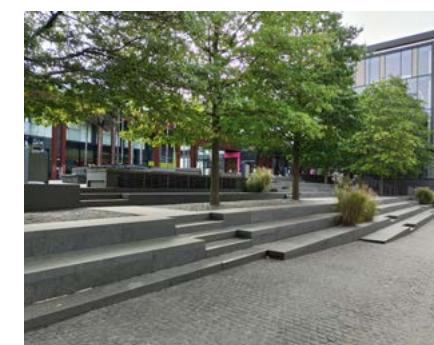
Depending on character and intended use, public open spaces **could** include:

- Events space in larger, busier open spaces
- Gathering and socialising spaces
- Community garden space in quieter, neighbourhood spaces
- Informal and designated play areas, outdoor gyms and trim trails

Suitable public open space typologies and key design requirements within the Town Centre Neighbourhoods area type are set out on the following page.



'Play on the way' in streets



Seating, movement, gathering and relaxation space as an integral part of landscape design



Flexible use of existing open space for events and temporary seating

4.2.3.3a Squares and Parks



4.2.3.3b Courtyards, Incidental Spaces and Pocket Parks



4.2.3.3c Linear and Transit Spaces



Located at key nodes within the town centre active travel movement network. Squares and parks **must** have:

- High levels of enclosure by surrounding built form, with a width:height aspect ratio of between 1.5:1 and 3:1
- A mix of hard and soft landscaping, seating, trees for shade and a focal point of interest
- Typical maximum dimensions of around 50-70m along the edges

Courtyards, incidental spaces and pocket parks enclosed by built form **must**:

- Be used positively for functions such as cycle parking, surface water management, informal play space and biodiversity enhancement
- Be smaller in size than squares and parks, and typically quieter in feel and character
- Have passive surveillance and good lighting
- Have sufficient daylight to avoid spaces becoming dark and unpleasant

Linear parks and extended green open spaces can successfully bring together development along key active travel routes. They **must**:

- Have high levels of enclosure by surrounding built form with **active frontages** throughout
- Have a maximum width of around 30-40m
- Be varied in character along their length to ensure legibility
- Clearly delineate through active travel routes

4.2.3.4 SHARED/COMMUNAL OPEN SPACES

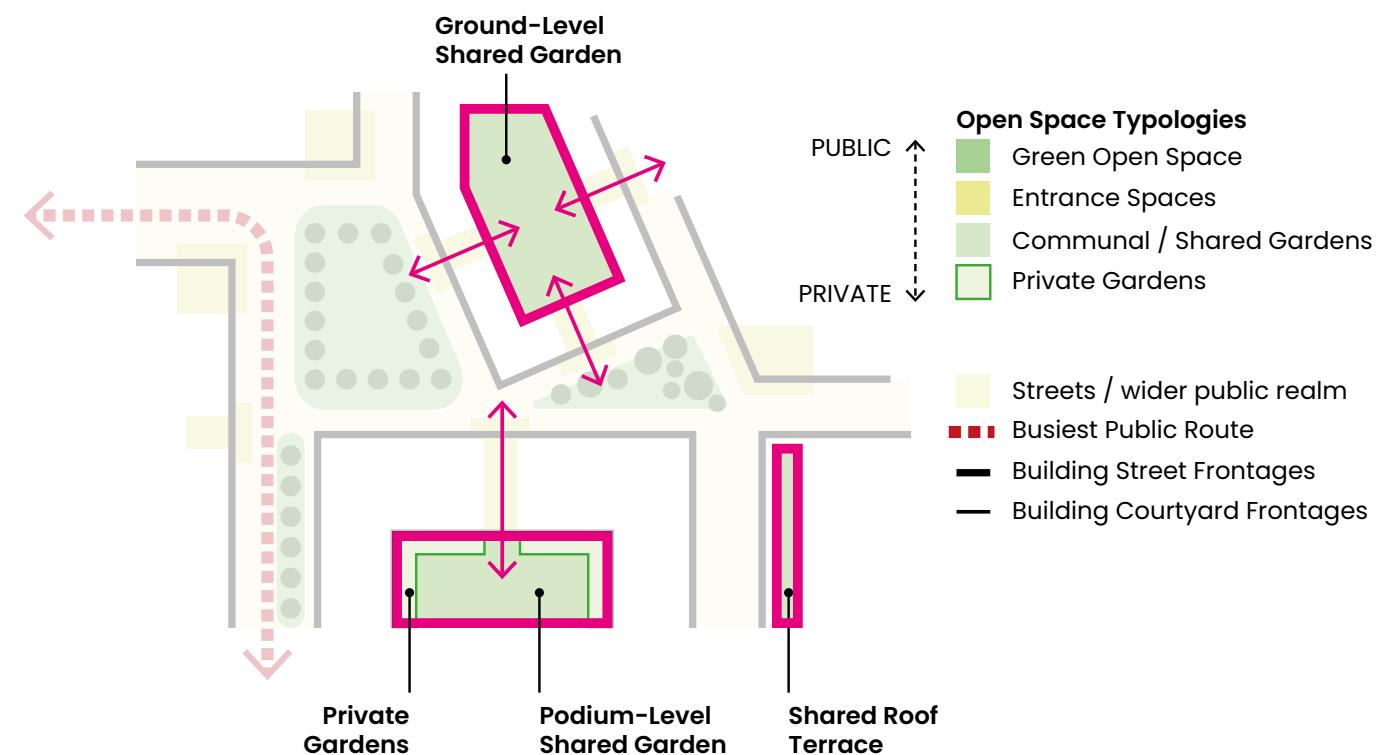
Shared open spaces **must**:

- Be universally accessible to all abilities
- Be overlooked by surrounding dwellings, with levels of lighting so as not to disturb residents
- Be separated from residential units by a minimum of 1.5m of defensible buffer space (e.g. a private garden) or boundary treatment to provide privacy
- Provide regular seating, mixed in groups for socialising and individually for relaxation
- Include planting and trees for shade and shelter, and to provide permeable surfaces
- Achieve a minimum of 2hrs sunlight covering at least 50% of their usable area on March 21st
- Be a minimum of 21m wide to provide privacy between dwellings. Subject to daylight requirements, this may be reduced if windows and built form are arranged in a manner so as to provide privacy between facing dwellings.

Depending on character and intended use, shared open spaces **could** include:

- A mix of different gathering and socialising spaces, and more secluded spaces for relaxation
- Community gardens and food production
- Informal play areas, outdoor gym equipment
- New habitats and natural spaces

Shared open space typologies and requirements within the Town Centre Neighbourhoods area type are set out on the following page.



Private garden space facing shared community garden



Shared roof terrace space sheltered from prevailing winds



Seating arranged in groups to encourage socialising

4.2.3.4a **Ground-Level Gardens**4.2.3.4b **Podium Gardens**4.2.3.4c **Roof Gardens and Terraces**

Ground-level gardens can be both communal or provide access to the public with sufficient design consideration. They **must**:

- Be separated from the public realm by built form or other features that provide privacy, access control and visual separation
- Have a clear buffer and boundary treatment of up to 1.2m high to homes fronting or backing onto the space

Communal gardens sat on top of podiums that house parking, servicing or other development are an efficient way of using space. They **must**:

- Be planted with plants with smaller rooting requirements
- Be connected directly to vertical circulation and entrances in surrounding buildings
- Have a clear buffer and boundary treatment of up to 1m high to homes fronting or backing onto the space

Roof gardens and terraces can be both communal or private spaces. They **must**:

- Be sheltered (by surrounding built form or other features in their design) from prevailing and northern winds, and make the most of solar gain through their aspect
- Be planted with species of a lower height that can survive at height and with less soil

4.2.3.5 LANDSCAPE CHARACTER

Town centre neighbourhoods will typically have a more urban, managed character than suburban areas. Busier areas will have a high proportion of hard landscape. There will be opportunities to incorporate softer landscape and planting throughout, and smaller, incidental spaces should be greener and calmer than busier spaces.

The integration of street furniture so as to avoid clutter and complement the overall landscape scheme is an important component of the landscape character of town centre neighbourhoods.

Material selection and the design of all features in the adopted public realm **must** be in compliance with the Surrey Healthy Streets Design Code.

4.2.3.5a Hard Landscape

Hard landscape materials **must** be selected to be long-life, attractive and delineate different uses effectively.



Changes in material can help to delineate movement areas from seating, utility, gathering and other spaces.



Patterns within public realm surfacing at key nodes can reinforce importance of location and memorability

4.2.3.5c Street Furniture



Seating **could** be integrated with planting beds



Changes in level **could** be informal seating areas



Bollard **could** also provide lighting



Street furniture **should** be installed where it does not block movement

4.2.3.5b Soft Landscape

Soft landscape features **must** be incorporated throughout the public realm to provide new habitats, shade, cooling, surface water absorption and to soften the appearance of the built environment.



Planted beds can separate different spaces within the public realm.



Planted strips can provide flexible areas to accommodate uses that activate a street, such as seating or informal play equipment

Species selection **should** be diverse, prioritising native and locally appropriate species to enhance resilience to climate change, support biodiversity, and reduce the risk of invasive species.

Management and maintenance **should** be minimised where possible.

4.2.3.5d Street Trees

All streets **must** be tree-lined. In general trees will be integrated with hard landscape or planted beds and associated street furniture within the street scene. Suitable approaches include:



Trees installed within hard landscape



Trees installed within small planted areas



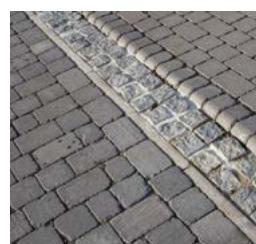
Trees installed within planting beds and street furniture

Trees **must** have sufficient space to grow and thrive, following guidance set out by the Trees and Design Action Group (see reference in Chapter 6).

Species selection **should** be diverse, prioritising native and locally appropriate species to enhance resilience to climate change, support biodiversity, and reduce the risk of invasive species.

4.2.3.5e Surface Water Drainage Features

All development **must** manage surface water through the use of Sustainable Drainage Systems (SuDS). Suitable design features include:



Source Control / Initial Absorption Features

- Street 'rain gardens'
- Planted verges and general soft landscape cover
- Green roofs and walls
- Permeable surfaces and details

Conveyancing Features

- Rills and other channels
- Planted street swales
- Incorporation into public realm features

Attenuation Features

- Larger rain garden features as part of incidental spaces
- Underground crate storage (where no other options available)

4.2.4 Homes and Practicalities

Town centre dwellings should be welcoming, safe and convenient places to live, with all the pleasures and conveniences of modern urban living to hand. Enough space, a mix of homes and well-designed essentials will make new homes in town centres built to last.

DESIGN AIMS

Homes in Town Centre Neighbourhoods **will**:

- Be sized to Nationally Described Space Standards and include a flexible mix of storage space
- Be of a mix of dwelling types to create inclusive and balanced new places
- Be mostly dual-aspect dwellings
- Have safe, welcoming entrances from the street with essentials such as waste, recycling and cycle storage close to the front door
- Provide sufficient private outdoor amenity space for all residents
- Accommodate vehicle and cycle parking appropriately, with the potential for town centre homes to be car-free



Spelthorne's communities want to see spacious and high quality homes provided for new residents.

4.2.4.1 SPACE STANDARDS

All homes **must** be at least the sizes specified in the Nationally Described Space Standards ([Local Plan](#) policy H1). The March 2015 standards are set out below for reference.

Dwellings **must** offer a mix of flexible internal storage and secure outdoor areas of storage for items such as pushchairs, scooter and, helmets. In apartment buildings such larger storage areas are best accommodated adjacent to dwelling front doors.

Number of bedrooms	Number of bed spaces (persons)	1 storey dwellings (e.g. apartments) (m ²)	2 storey dwellings (e.g. houses / duplexes) (m ²)	3 storey dwellings (e.g. houses) (m ²)	Built-in storage (m ²)
1	1	39			1.0
	2	50	58		1.5
2	3	61	70		2.0
	4	70	79		
3	4	74	84	90	
	5	86	93	99	2.5
	6	95	102	108	
4	5	90	97	103	
	6	99	106	112	
	7	108	115	121	
	8	117	124	130	
5	6	103	110	116	
	7	112	119	125	
	8	121	128	134	
6	7	116	123	129	
	8	125	132	138	4.0

4.2.4.2 MIX OF HOMES

A wide mix of types of dwelling are encouraged in all developments. These are closely related to the Development Typologies in 'Scale and **Massing**'.

Dwellings **must**:

- Be designed to be tenure-blind with no differentiation between affordable and market tenures.
- Not have 'poor doors' or other selectively gated forms of development.

4.2.4.3 DWELLING ASPECT

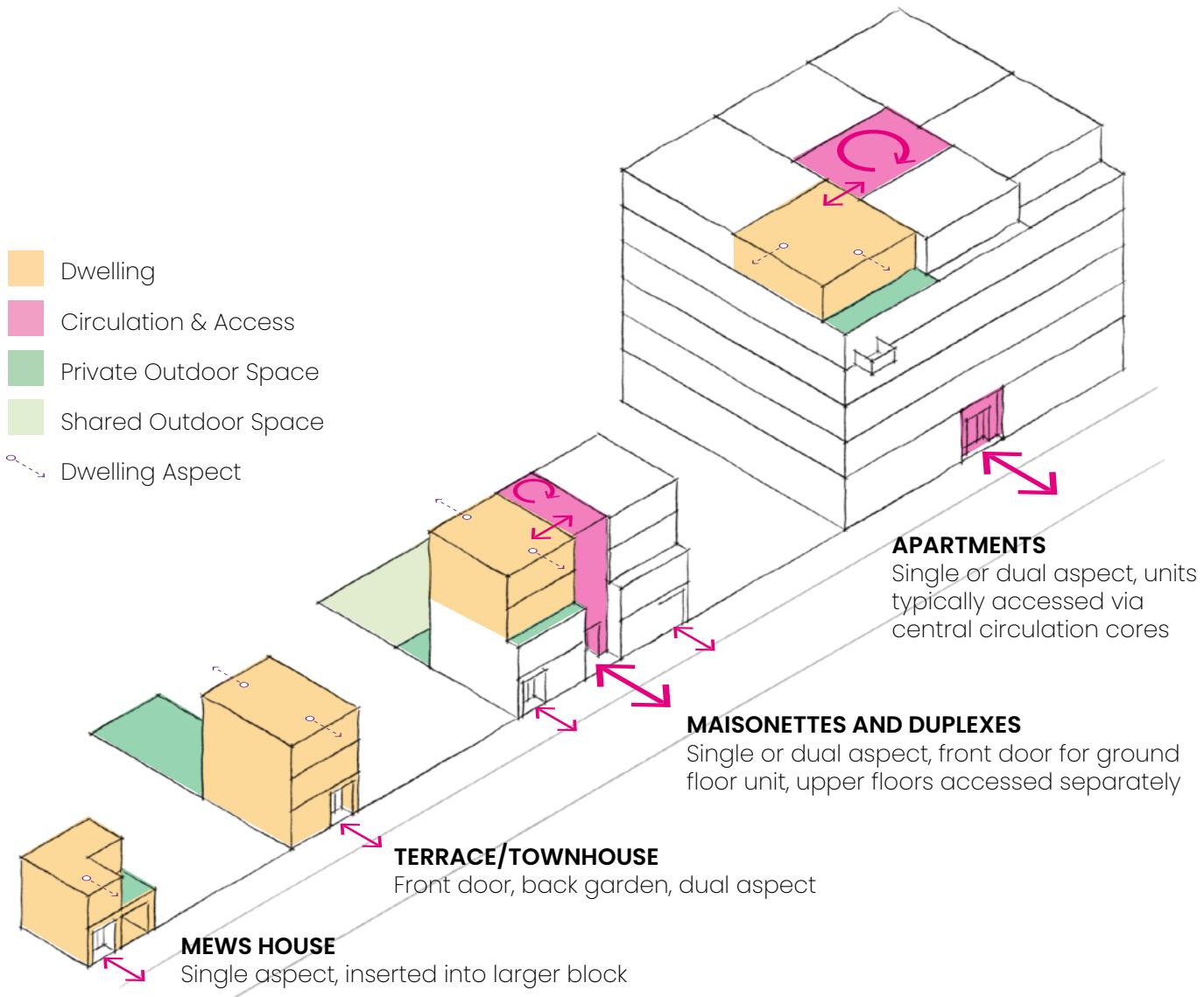
Dwellings which have dual aspects have several benefits for residents, including:

- Sunlight at multiple times of day for passive heating and access to natural daylight
- Passive cooling in hotter weather from breezes through the building

Development **must**:

- Maximise dual aspect dwellings
- Size dwellings with aspects on opposing sides to be no more than 12m deep
- Size dwellings with aspects at right angles to be no more than 8m deep from a window
- Size single-aspect dwellings to be no more than 8m deep
- Orient single-aspect dwellings along an east/west direction to ensure access to daylight without excessive build-up of heat.

- Dwelling
- Circulation & Access
- Private Outdoor Space
- Shared Outdoor Space
- Dwelling Aspect



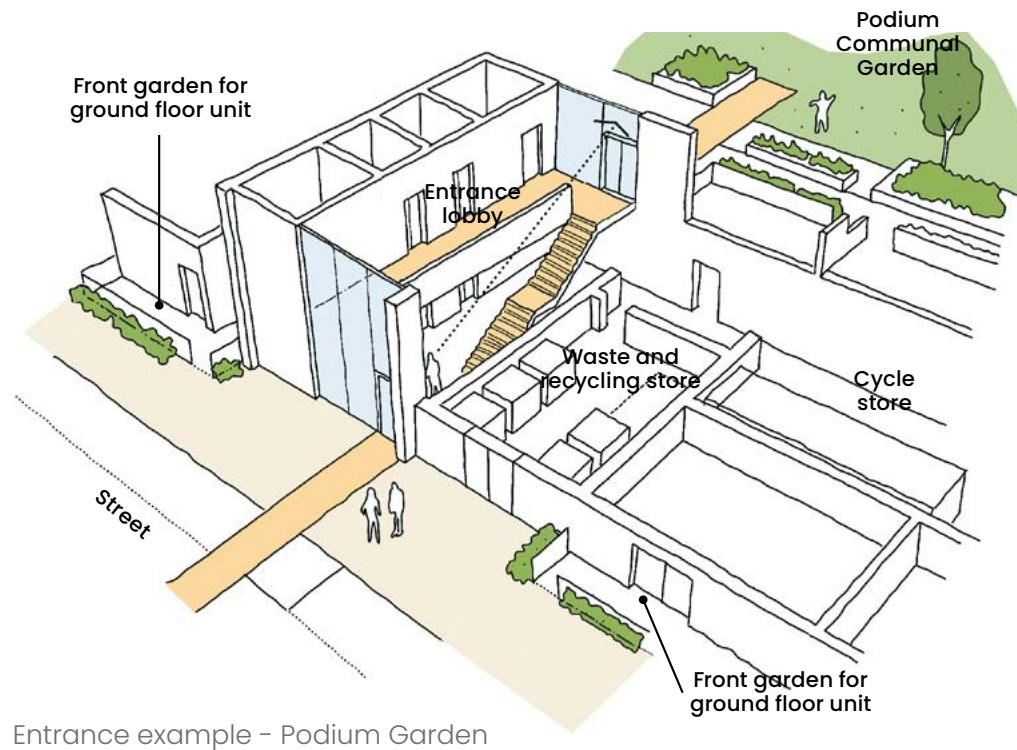
Types of Dwelling, Aspect, Access and Arrangement

4.2.4.4 RESIDENTIAL ENTRANCES AND CIRCULATION

Entrances to residential buildings are frequently used, functional spaces that also set the tone for a development. They should be accessible, safe, welcoming and convenient, with daily uses such as cycle storage and waste disposal close by.

Within fluvial flood risk areas, all entrances, shared or private, **must** have a universally accessible dry pedestrian evacuation route.

Detailed requirements for building security are set out in Secured by Design guidance.



4.2.4.4a Shared Entrances

Shared residential entrances **must**:

- Be located with a front door onto the street for legibility and to activate the street.
- Have an accessible level access entrance area which is safe, welcoming, durable, well-lit and at least partially glazed onto the street.
- Have lifts and stairs within sight of the entrance area or clearly signposted.
- Have external windows for daylight and ventilation.
- Include facilities for deliveries that does not require giving access to the whole building

Shared entrances **should** locate a range of key uses close by.

- Secure residents' cycle parking, which may be accessed from the communal entrance lobby as long as there is a direct access off the lobby, or from a direct secure link to the street
- Waste and recycling stores should be located as close to residential entrances as possible, with an access to the street to enable possible collection directly from the store, rather than as a managed collection.
- Waste and recycling stores should not connect to the core internally as this poses a security risk and allows smells to enter the building.

4.2.4.4b Private Entrances

Single-dwelling residential entrances **must**:

- Face the street or shared courtyard space for legibility and to activate the street/space.
- Be provided for ground-floor apartments and maisonettes from the street.
- Provide a sheltered, inset defensible space adjacent to the front door of at least 1m deep by 1.5m wide
- Include a covered space to store bins
- Include secure space to store cycles
- Be accessible to users of all abilities with a variety of mobility needs

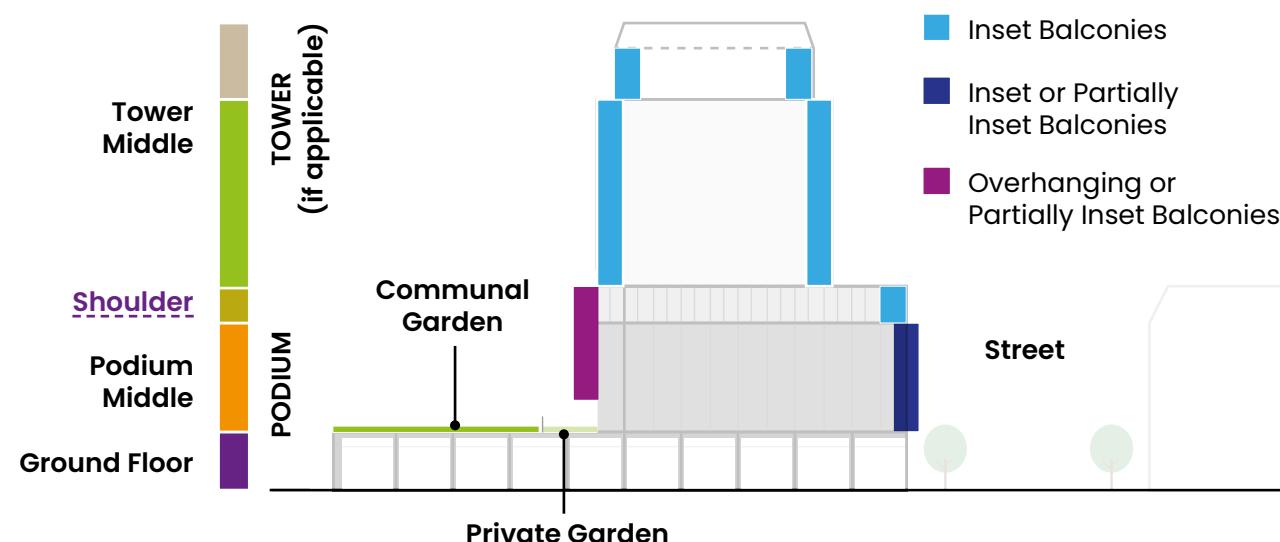
4.2.4.5 PRIVATE AMENITY SPACES

4.2.4.5a Balconies

Balconies **must**:

- Be provided for all dwellings that do not have other forms of private outdoor space
- Have a minimum depth of 1500mm
- Have a minimum of 5m² of private outdoor space for all 2 person dwellings and an extra 1m² provided for each additional occupant.
- Have level access from a habitable room, ideally a living room or living area
- Comply with the acceptable locations for different forms of balcony set out on the right
- Where inset, be able to be at least partially closed from wind and rain
- Where overhanging, include a privacy screen between dwellings of 1.8m high

Crown



Private amenity space in town centre neighbourhoods may be provided by balconies (or roof terraces), or in private gardens, which may back onto communal gardens.

4.2.4.5b Private Garden Space

Private garden spaces **must**:

- Directly adjoin and have level access from the dwelling's living area
- Have a minimum depth of 2m
- Have a minimum of 5m² of private outdoor space for all 2 person dwellings and an extra 1m² provided for each additional occupant.
- Be the same width of the dwelling it serves
- Be clearly identified by boundary treatments, including railings, low wall, a hedge
- Have a privacy screen between dwellings of up to 1.8m



Privacy screens on protruding balconies



Private gardens between dwellings and communal garden

4.2.4.6 VEHICLE AND CYCLE PARKING

Living close to the town centre offers an opportunity to encourage active travel as a regular choice over frequent use of the car. In town centre neighbourhoods the aim should be to have fewer than one resident parking space per dwelling, and may have none at all.

Car parking, where it needs to be provided, needs to be accommodated using an appropriate typology that limits the impact on the surrounding area and street scene.

All town centre development **must**:

- Include visitor cycle parking
- Include convenient and secure cycle parking for residents, at a provision level of 1 space per 1-2 bed dwelling or 2 spaces per 3+ bed dwelling
- Include car parking designed to the requirements for the appropriate typology as set out on the following page
- Provide at least 10% of car parking spaces as disabled spaces within 50m of the relevant building entrance
- Provide a fast EV charging point for each dwelling
- Provide parking spaces to the dimensional requirements set out in the Surrey Healthy Streets Design Code

All town centre development **should**:

- Identify space of at least 2.5m x 6.0m close to shared residential entrances for delivery vans to park and drop off items
- Identify cycle parking space close to retail units that may host cafes, restaurants and food takeaways for delivery cycles to park when picking up items

4.2.4.6a Visitor Cycle Parking

Visitor cycle parking **must**:

- Be located close to entrances of residential and commercial buildings, or at accessible points within courtyards
- Be overlooked and well-lit
- Be covered when not on the street
- Be of typical Sheffield stand construction



Visitor cycle parking within the public realm

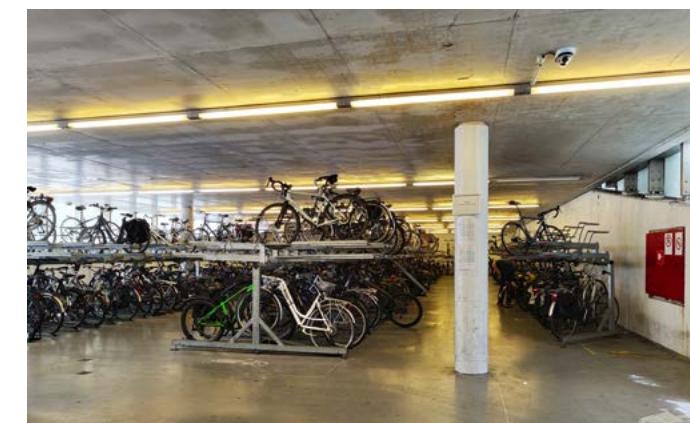


Visitor cycle parking within a residential courtyard

4.2.4.6b Residents' Cycle Parking

Residents' cycle parking **must**:

- Be located close to entrances of residential and commercial buildings, or at accessible points within courtyards
- Be secure and lockable, with no visibility into the parking area from the street
- Be overlooked and well-lit
- Be enclosed, dry and protected from the weather
- Be more convenient to access for daily journeys than the car park
- Be accessible to users of all abilities with a variety of mobility needs

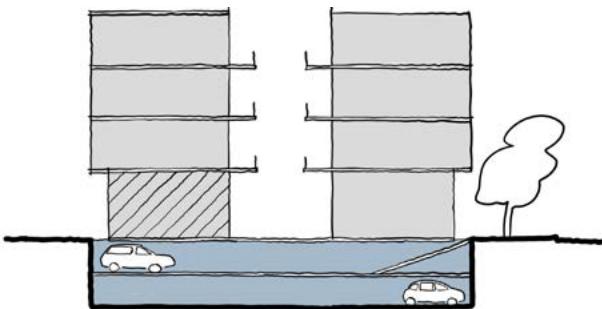


Secure cycle parking garage

4.2.4.6c Underground Parking

Underground parking offers a space-saving option for town centre car parking. They **must**:

- Be well-lit, ideally with some natural light and secure
- Be well-ventilated
- Not compromise the provision of high-quality trees and planting in communal gardens above them
- Be accessed from an entrance on a side or service street, rather than from a main street
- Have direct, secured access to internal circulation cores
- Have no negative impact on groundwater flows through an evidenced engineering solution, demonstrated as part of the planning application
- Be accessible to users of all abilities with a variety of mobility needs



4.2.4.6d Podium Parking

Podium parking offers a flexible option for town centre car parking within higher-density developments. They **must**:

- Be well-lit, ideally with some natural light, and secure
- Be well-ventilated
- Not compromise the provision of high-quality trees and planting in communal gardens above them
- Be accessed from an entrance on a side or service street, rather than from a main street
- Have direct, secured access to internal circulation cores
- Have no negative impact on groundwater flows through an evidenced engineering solution, demonstrated as part of the planning application
- Be accessible to users of all abilities with a variety of mobility needs



4.2.4.6e Integrated Parking

For typologies such as mews or terrace houses, integrated parking within the building can be a good option. Homes with integrated parking **must**:



- have no more than 50% of the frontage used for parking access
- at least one street-facing window on the ground floor to provide passive surveillance

4.2.4.6f Surface or On-Street Parking

Surface or on-street car parking **must** only be used in very limited circumstances, for example to provide disabled, visitor or accessible parking spaces.

Any surface or on-street parking **must**:

- Incorporate trees or planting at least once every five parking spaces
- Be surfaced with permeable paving



4.2.5 Detail and Richness

Town centre buildings are part of the identity of a place. New buildings can complement their surroundings by being attractive, having visual richness at all scales and fitting with the materiality of the context.

DESIGN AIMS

Town Centre Neighbourhoods will:

- Be designed to enhance the townscape of Spelthorne's places, providing interest, legibility and identity
- Have buildings with façades and elevations with richness, depth and detail, adopting an approach appropriate to the chosen architectural language of the building

4.2.5.1 TOWNSCAPE

'Townscape' is a term that characterises the richness and quality of the built environment, and how it can be successfully tied together.

Town Centre Neighbourhoods will have a rich and attractive townscape. They **should** make use of features either seen in Spelthorne or that would be suitable for the town centre context.

Screened & Terminated Vistas



The end of a view is terminated by a marker building. Using trees to screen the vista increases the sense of distance.

Projection & Recession



A building line with bays, variation and intricacy rather than a single flat frontage.

Enclosure



Spaces which are surrounded by built form, providing a quieter 'escape' from adjacent busier streets that are more open.

Incident & Punctuation



Features breaking up the street view or interrupting the alignment of the street to create interest and separation.

Deflection



Views partially terminated by a building set at an angle, suggesting a further space round the corner.

Narrowing and Views Through



Differentiating between two spaces by emphasising the transition through constricting the width between the two.



Rich, detailed building façades are popular with the community.

4.2.5.2 DISTINCTIVE BUILDINGS

The street environment **must** be easy to navigate for those who may be less familiar with it, and easy to remember for those who are. The arrangement and prominence of buildings relative to one another make a valuable contribution to the legibility, memorability and cohesiveness of the overall townscape of Spelthorne's town centres.

'Legibility' is the ability of people to 'read' a street environment to understand how to navigate a place successfully without resorting to signage or maps.

Two key types of building should be considered to aid legibility and townscape in important locations: **marker buildings** and **landmark buildings**.

Marker and landmark buildings will be important and long-lasting parts of the overall townscape and should be considered with care. The **design process** for such buildings **could** make use of:

- Architectural design competitions
- Design review panels that include community representatives

4.2.5.2a Marker Buildings

Marker buildings are memorable buildings that stand out from the surrounding built form. They can help people to navigate and make the townscape more distinctive and interesting.

Marker buildings **should** be located:

- To terminate key views along streets
- At nodes, public spaces or meeting points
- To draw attention to key entrances or uses within an arrangement of buildings

Marker buildings **must**:

- Be of similar grain and dimensions to surrounding built form and complement the wider townscape.
- Be differentiated and distinctive from surrounding built form through the use of detailing, materiality, architectural treatment or orientation.



Marker building terminating view along street

4.2.5.2b Landmark Buildings

Landmark buildings are prominent buildings that are easily recognisable and have significant cultural or historical value.

Landmark buildings should be used sparingly in development.

Landmark buildings **should** be located:

- At major nodes or public spaces within a town centre
- As an anchoring focal point within new neighbourhoods, housing distinctive uses that define the new neighbourhood

Landmark buildings **must**:

- Include distinctive, town-wide uses of wider importance, not just residential use
- Be of distinctive and exceptional architectural quality, materiality and **massing** approach, differentiated from their surroundings



Landmark building in prominent location

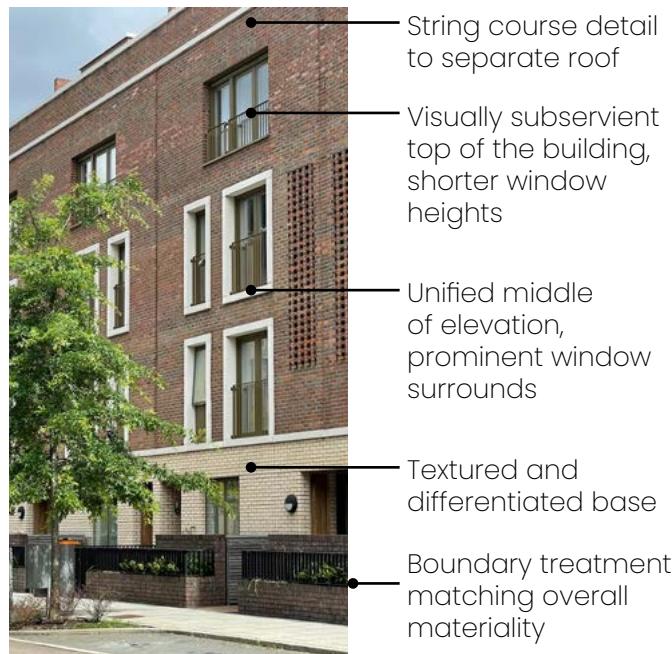
4.2.5.3 DESIGN OF ELEVATIONS

Buildings need to have variation, depth and texture on their elevations, as well as façades that are proportioned well and reflect features in the local context. This can be accomplished in traditional and contemporary ways.

Key elevation aspects for town centre neighbourhood buildings are:

- Overall facade composition
- Arrangement of windows
- Window detailing and reveal depths
- Treatment of balconies
- Corners of buildings
- Roofs and building tops

Example implementation of design code elevation requirements



4.2.5.3a Façade Structure: Base, Middle and Top

Buildings **must**:

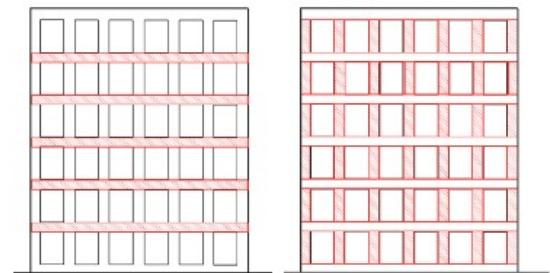
- Have a base, middle and top floors that are differentiated visually through the use of materials and proportional heights
- Have a base that is traditionally treated with a highly textured materiality, e.g. rough-hewn brick or other visually textured materials, of one or two storeys, with proportionally taller storey heights
- Treat each elevational aspect of the building according to its setting, which may differ across the same building



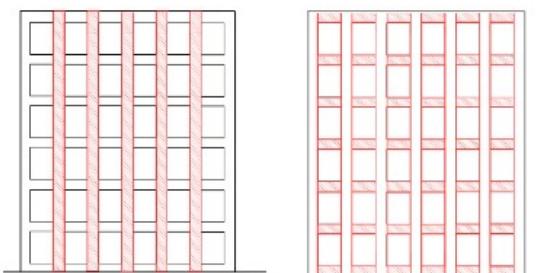
4.2.5.3b Proportions

The overall composition of an elevation **must**:

- Have proportions informed by the general context of the site and the immediate surrounding environment. For example, buildings in a fine grained immediate context utilising a tall, narrow, vertical proportion.
- Emphasise horizontal or vertical components of the facade to reflect context and grain of building
- Have component parts (**massing** volumes, doors, windows etc) that clearly relate to each other in terms of size, position and separation



Emphasis on horizontal components of facade, visually widening and shortening building



Emphasis on vertical components of facade, visually narrowing building

4.2.5.3c Building Tops and Roofs

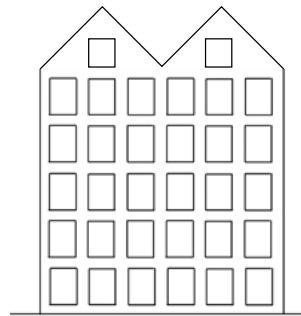
The roofscape has an effect on both long-distance views of the town centre and the perception of buildings from the street. They terminate the elevation vertically and balance the overall composition. They can include dwellings and building plant.

Buildings in town centre neighbourhoods **must**:

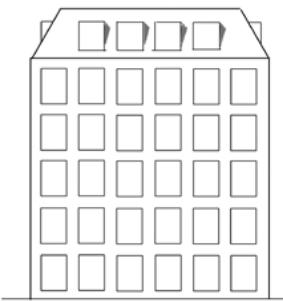
- Distinguish the top of the building from the rest of its facade using one of the roof types specified on this page
- Adopt a roof that reflects the grain of the building as specified
- Incorporate any building plant within the design of the roof, so it is hidden from the street and distance views

Buildings in town centre neighbourhoods **could**:

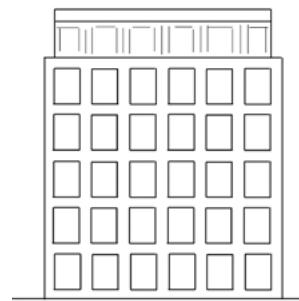
- Include roof terraces within setbacks
- Include balconies within gable end roofs



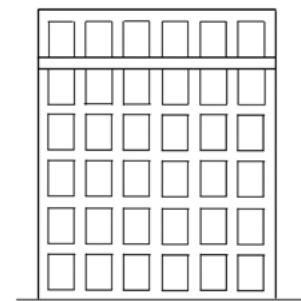
Pitched gable-end roof form potentially incorporating accommodation
Most appropriate for fine-grained buildings <10m wide



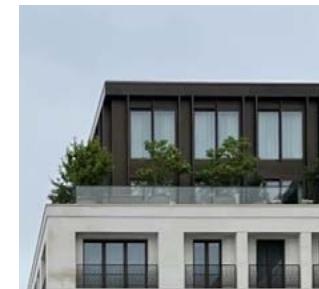
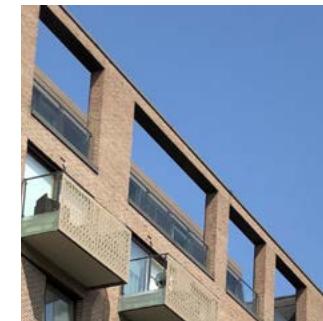
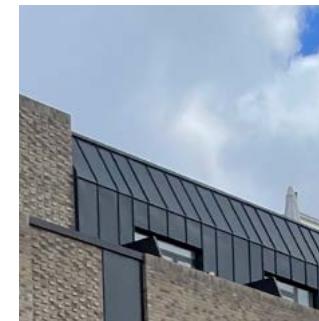
Mansard roof with or without dormers
Most appropriate for medium-grained buildings <20m wide



Setting back of upper storeys, with change in materials or window expression
Appropriate for coarser-grained buildings 15m+ wide



Separating horizontal element - cornice, string course, change of material or texture
Appropriate for coarser-grained buildings 15m+ wide



The skyline and tops of buildings are important to the community, especially when viewed from a distance.

4.2.5.3d Balconies

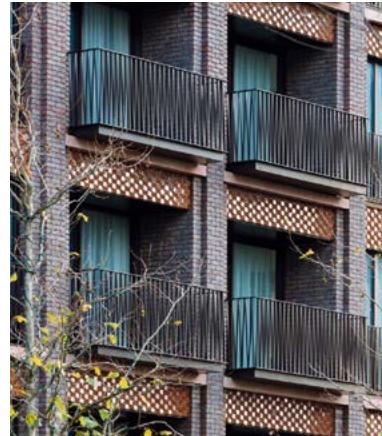
Balconies for apartments have a significant effect on how the elevation and resulting street scene are perceived.

In addition to the dimensional requirements set out under **TC-H5**, detailed design of balconies **must**:

- Ensure adequate daylight levels within the home when inset or partially inset balconies are used
- Have edge treatments that balance privacy for occupants, views out, and also provide screening of furniture etc when viewed from the public realm.
- Ensure shading to windows below, assisting with the avoidance of overheating issues.
- Be clad to all sides including the underside, to maintain a high quality appearance from all aspects.



Use of privacy screen that also provides shading to apartment and balcony



Use of rich, complementary materials to unify balconies to facade



Corner inset balconies



Use of inset balconies to break up facade

4.2.5.3e Corners

Buildings addressing street corners **must** have:

- Passive surveillance and **active frontages** facing both elevations

Street corners **could** include:

- Inset balconies
- Shared residential entrances
- Retail corner units
- Different material treatments to surrounding elevations
- A single storey rise in height
- A distinctive roof form



Differentiated corner

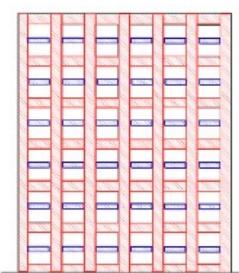
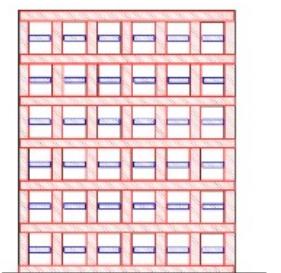


Rise in heights, distinct roof and corner entrance

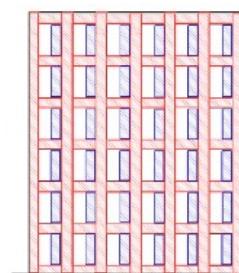
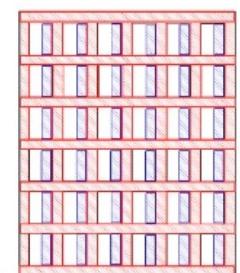
4.2.5.3f Windows and Fenestration

Windows, window surrounds and other fenestration within an elevation **must**:

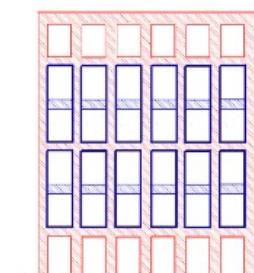
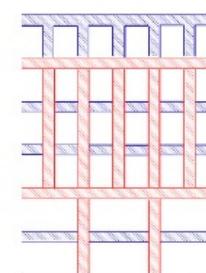
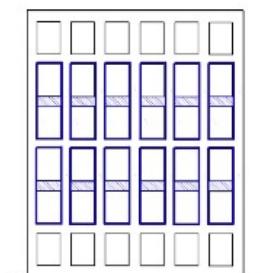
- Only use flush windows for ground floor retail
- Have other window reveals at least 75mm in depth to provide richness to the elevation, and deeper if the surrounding context has deeper depth of façades
- Balance the need for internal daylight penetration with thermal performance, overheating, privacy and views out.
- Have glazed coverage on façades that complies with the proportions set out in **4.2.6.1** under Climate Change and Sustainability.
- Achieve a well-proportioned facade, potentially through the use of a secondary grid of features within overall window reveals



Secondary grid within window reveal to emphasise horizontal components of facade



Secondary grid within window reveal to emphasise vertical components of facade



Grouping of windows to reduce perceived height of building



4.2.6 Climate Change & Sustainability

Town centre dwellings should be of the highest standards of environmental sustainability, in construction and operation. This includes mitigating their impact on climate change and the local environment, and also adapting to a future with more frequent and more extreme weather events.

Further guidance is set out in Spelthorne's *Climate Change Supplementary Planning Document (SPD)*.

DESIGN AIMS

Climate Change & Sustainability in Town Centre Neighbourhoods will be ensured through:

- Layout and orientation to minimise energy needs by orienting for solar gain and passive ventilation**
- Absorption and slowing of surface water runoff by the use of Sustainable Drainage Systems (SuDS) and achieving a high Urban Greening Factor (UGF)**
- Demonstrating no impact to groundwater flows through an appropriate engineering approach**



The Climate Emergency will particularly affect Spelthorne and high standards of sustainability are expected.

4.2.6.1 MITIGATION: REDUCING ENERGY USE

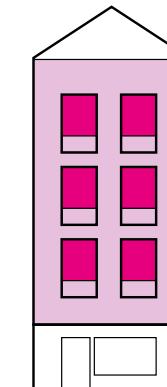
Building energy use is a significant contributor to carbon emissions.

New buildings **must**:

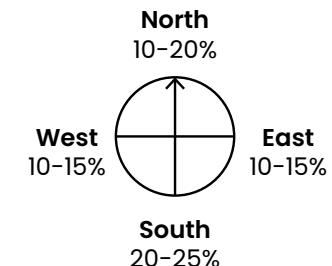
- Be heated by electricity, and not include gas boilers or other carbon-emitting heat sources
- Achieve a 31% reduction on the Dwelling Emission Rate (DER) against the Target Emission Rate (TER) based on the 2013 Edition of the Building Regulations (Part L), as per [Local Plan](#) policy PS1.
- Orientate buildings as much as possible within +/- 30° of a south-facing aspect to maximise solar gain and passive heating
- Include a form of shading on windows, ideally external, and ensure windows can be opened
- Target a window coverage for residential dwellings as set out on the right

New developments **should**:

- Include on-site photovoltaic (PV) energy generation where possible
- Use low-temperature heat networks powered by zero-carbon heat sources such as Air Source Heat Pumps or Ground Source Heat Pumps
- Use heat sources within or adjacent to the development such as supermarket fridges to augment heat network sources
- Locate Air Source Heat Pumps away from areas where the noise could cause nuisance to other users. When located on roofs, they should be enclosed within the roof design.



Window Area
 Wall Area
= Coverage %



Flush photovoltaic panels incorporated into a roof



Energy Centre co-located with supermarket fridges and designed as marker building in street

4.2.6.2 MITIGATION: REDUCING EMBODIED CARBON

Embodied carbon is the emissions generated by the construction of buildings.

New development **should**:

- Prioritise the re-use of existing buildings and parts of buildings, such as foundations, frames and other carbon-intensive components
- Use locally-sourced recycled materials
- Minimise the use of high-carbon materials such as aluminium, steel, glass and concrete
- Maximise the use of low-carbon and reusable materials such as brick, cross-laminated and soft timber



For more detailed technical guidance on reduction of embodied carbon, consult the LETI Climate Emergency Design Guide

4.2.6.3 ADAPTATION: PREPARING FOR A CHANGING CLIMATE

Increased frequency of extreme weather events will mean:

- More intense storm events, with associated surface water runoff management requirements
- More intense heat events, which will particularly affect built-up areas

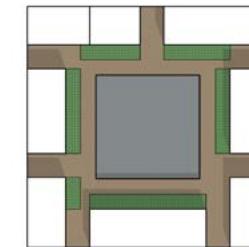
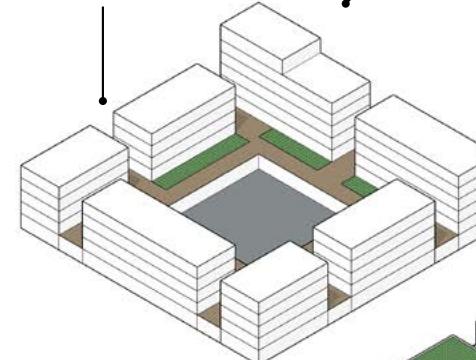
An increase in permeable surfaces, tree cover and planting can make a substantial contribution to mitigating these effects.

New development **must**:

- Achieve an Urban Greening Factor of at least 0.4, calculated using Natural England's Green Infrastructure Framework standards, through the use of green roofs and walls, planting and permeable surfacing, and urban sustainable drainage system features such as swales and rain gardens
- Provide an increase in tree canopy cover within the public realm when compared to the existing situation
- Include a safe pedestrian evacuation route from all circulation cores to a dry gathering area in the event of fluvial flood events
- Demonstrate no harm on groundwater flows from foundations or underground levels through an evidenced engineering solution

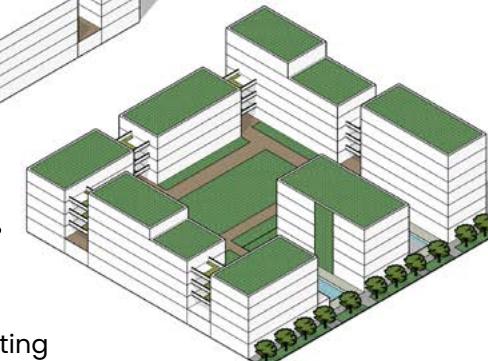
Low Urban Greening Factor

Mostly impermeable surfaces



High Urban Greening Factor

Green roofs / Green walls
Street trees, swales and planting
Rain gardens and water on site
Permeable paving
Shared, drained gardens on internal podiums



4.3 Inner Suburban

OVERVIEW

The Inner Suburban areas of Spelthorne were developed predominantly pre-WWI and in the early inter-war period. They have comparatively high densities compared to the rest of the borough, and are closely related to their nearby town centre.

These areas have a distinctive and replicable urban form, with tight gridded streets, mostly semi-detached homes on relatively narrow plots, and a variety of architecture along streets.



Intensification in Inner Suburban areas is supported but it must be done carefully, respecting the context.

AREAS OF CHANGE

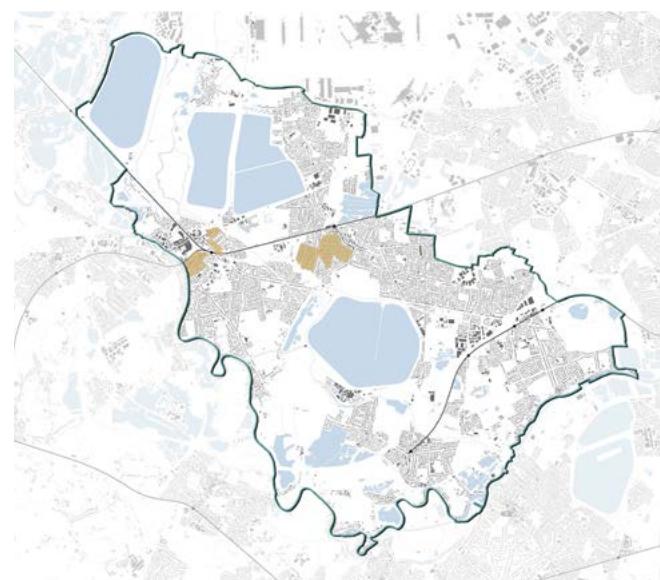
There are no areas of significant planned change in the Inner Suburban area type. Development is expected to be small-scale, incremental change governed by the codes for the Development Types above.

DESIGN AIMS

Development in Inner Suburban areas will:

- Respect the existing street grid
- Reduce the visual and functional impact of car parking on the public realm
- Prioritise the walking and cycling potential of these areas
- Retain the rhythm and key dimensional characteristics of streets and buildings
- Ensure new homes can be delivered without compromising the existing character of the area

LOCATIONS



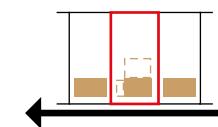
WHAT CODE SHOULD I USE?

The design requirements you need to apply will depend on the type of development you are proposing.



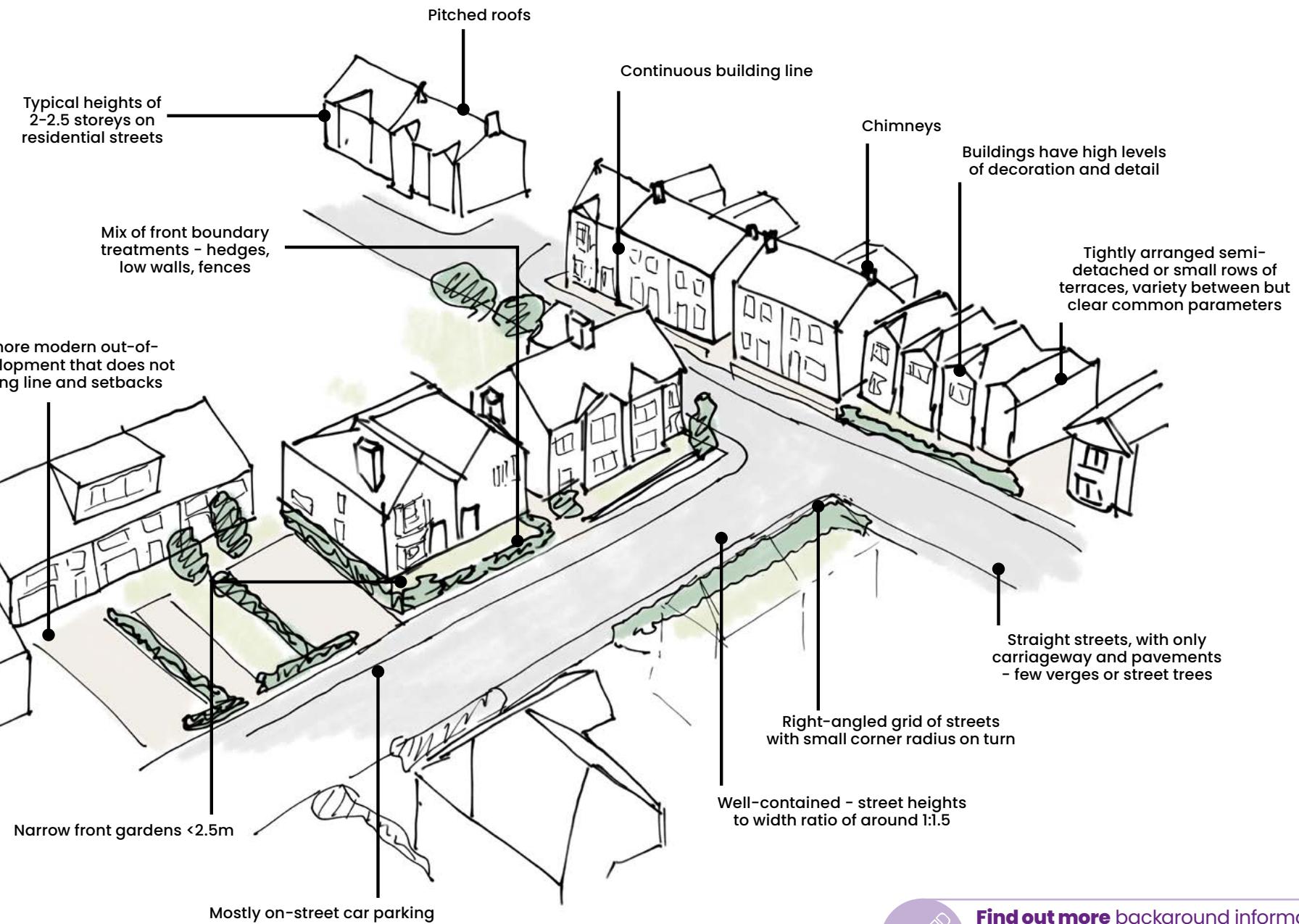
New homes or apartments on existing streets

[See 4.3.1](#)



Key requirements for **Residential Extensions** are coded, with further guidance contained in Appendix C.

[See 4.3.2](#)



Existing characteristics of inner suburban areas



Find out more background information about the borough in Appendix A 'Understanding Spelthorne Today'.

4.3.1 New Homes or Apartments on Existing Streets

New apartments within existing Inner Suburban residential streets are a common form of development in Spelthorne. When designed well they can complement the existing street scene while delivering high quality new homes in locations close to High Streets and other facilities.

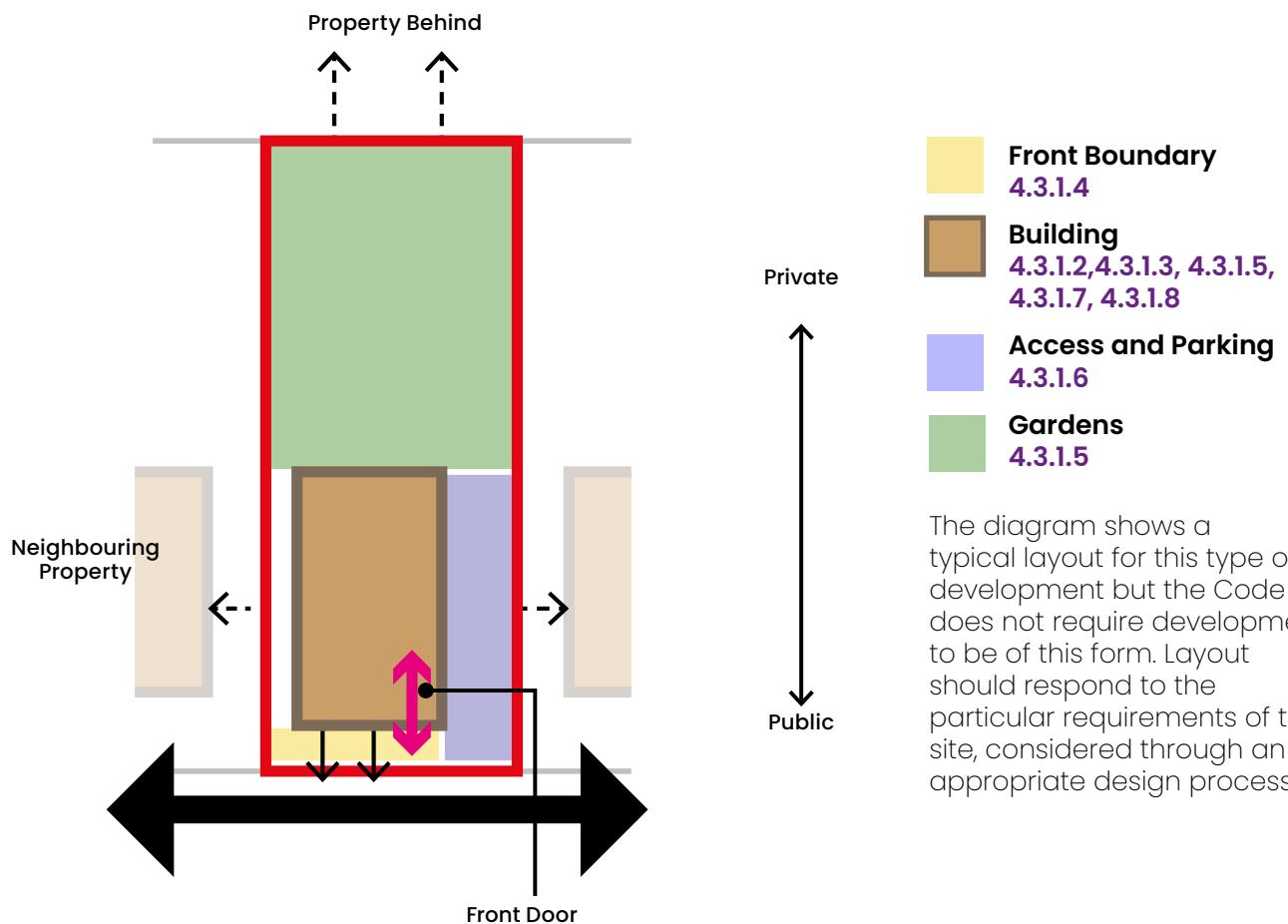
DESIGN AIMS

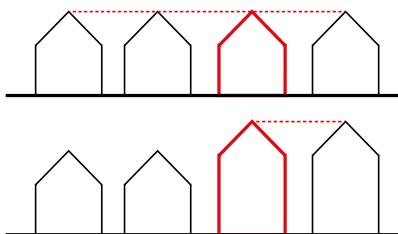
All Inner Suburban apartment development on existing streets **will**:

- Comply with Nationally Described Space Standards
- Address the needs of different design zones for street frontage, access, servicing and gardens
- Respect the existing street scene by observing the key design parameters, including:
 - the existing building line, rhythm of windows and separation distances, and the existing visual grain of the street
 - car parking placed to the rear of the built form, with vehicle access not dominating the frontage
 - adding any additional height sensitively
- Use materials and articulation to provide richness to the street scene

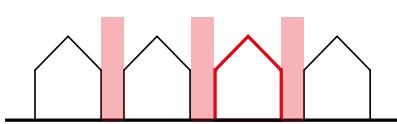
4.3.1.1 LAYOUT PRINCIPLES

New development on existing streets in Inner Suburban Area Types **should** follow the overall layout principles set out below. Coding requirements for different areas are set out on the following pages.

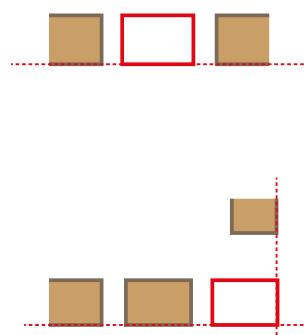




Building Heights typically up to height of highest adjacent building



Reflect existing street rhythm of gaps and built form



Regular building line along a street

Building lines for corner plots



Front boundary treatments in Inner Suburban areas are typically small front gardens with formal edges, such as railings, low walls or fences. Planting can be used to enhance the street scene and soften built form.



4.3.1.2 BUILT FORM PARAMETERS

New development on existing streets **must** observe the following key built form parameters:

- Roofline not above height of highest immediately neighbouring building
- **Plot coverage** that is broadly within the range of the existing area, typically 30-50%
- Match neighbouring building line on streets with regular building line
- Sites on street corners to match the building line of both adjoining streets and provide passive surveillance to both aspects
- Reflect the existing street rhythm of gaps and built form



4.3.1.3 ROOF FORM

New development on existing streets **must**:

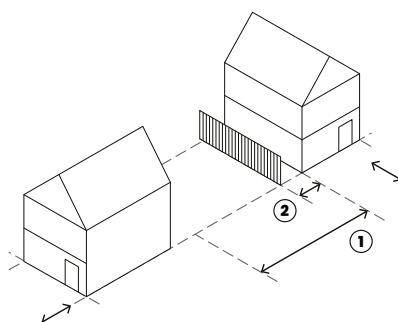
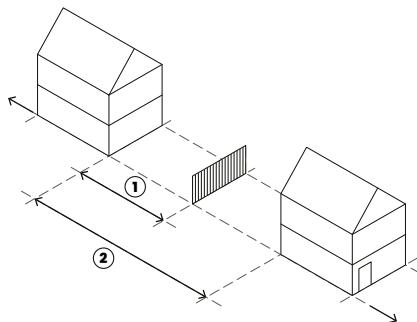
- Have pitched roof forms, reflective of surrounding prevailing form, e.g. gable ends or street-facing pitch
- Avoid flat roof forms facing streets on main roofs
- Ensure dormers are set in a minimum of 1m from the roof edge, down 0.5m from the ridge and up 1m from the eaves, and not be dominant and out of proportion
- Flat-roofed dormers facing the street may be acceptable if the overall architectural design language of the development is **contemporary**, otherwise they must incorporate a roof which is compatible with the main roof



4.3.1.4 FRONT BOUNDARY TREATMENT

New development on existing streets **must** have:

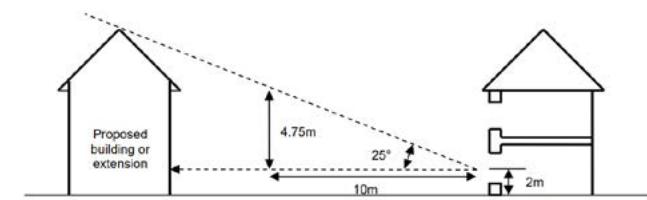
- A defined front boundary that separates public realm from private space
- A clear pedestrian path to the front door
- A boundary treatment such as a low wall or railings, making reference to prevailing styles on the street
- A front door that faces the street
- Sheltered, defensible threshold space at the front door of at least 0.5m x 1m
- An accessible covered space to store waste and recycling
- Accessibility to users of all abilities with a variety of mobility needs



Maintain appropriate distances to existing properties

Left: Back to Back 21m (30m for 3 storey) (distance 2 on left diagram)

Right: Back to Flank 13.5m (21m for 3 storey) (distance 1 on right diagram)



Ensure a 25° vertical line of sight to neighbouring properties to ensure daylight



4.3.1.5 DAYLIGHT, PRIVACY AND OVERLOOKING

New development on existing streets **must**:

- Have a minimum back to back distance to properties at the rear of 21m (30m for 3 storey buildings)
- Ensure built form of two storeys or above is clear of a 45° line drawn from the centre of a habitable room in neighbouring properties, both horizontally and vertically
- Ensure a 25° vertical line of sight to neighbouring properties to ensure daylight
- Ensure a minimum back to flank distance 13.5m (21m for 3 storeys)
- Ensure a minimum boundary set-in distance 1m (2m for 3 storeys), or more to suit the context and prevailing street scene



4.3.1.6 ACCESS, CYCLE AND VEHICLE PARKING

New development on existing streets **must** have:

- Secure cycle parking provision, e.g. for apartments within a circulation core on ground floor
- If vehicle parking is provided, one of side, rear (shared) or integrated car parking to be used
- Brick paving or permeable gravel for car parking
- Planting and permeable surfaces within shared car parking areas (for apartments)
- Pedestrian access to rear gardens



4.3.1.7 APARTMENT DEVELOPMENT

All new apartment development on existing streets **must** ensure:

- Dual aspect apartments are maximised
- Single aspect apartments are no deeper than 6m from an external window
- There are no single aspect apartments on north-facing aspects
- Balconies face the street and rear, avoiding balconies facing towards adjacent properties to sides
- That recessed or partially projecting balconies are used

Where no other private outdoor space is provided, balconies **must**:

- Have a minimum depth of 1500mm
- Have a minimum of 5m² of private outdoor space for all 2 person dwellings and an extra 1m² provided for each additional occupant.
- Have level access from a habitable room, ideally a living room or living area



4.3.1.8 DETAIL, RICHNESS AND MATERIALITY

New buildings on existing streets **should** demonstrate how they have incorporated common features seen in Inner Suburban areas into their detailed design to enhance richness and variety in the street scene.



Roof line features



Bay windows and projections



Roof dormers



Gable ends



Changes in brickwork

To enhance the richness of the street scene, new buildings on existing streets **could** incorporate features such as sheltered seating with a boundary to the street, projecting bay windows (both traditional and contemporary in form), and integrated bin and cycle storage as part of the front garden.



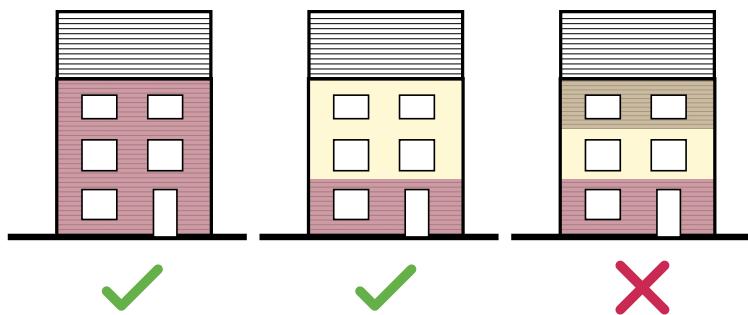
Sheltered seating



Projecting windows



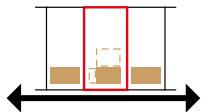
Integrated bin and cycle storage



New development on existing streets **must**:

- Use a single material for the elevation or;
- Have one clear change in materials between the ground floor and upper floors
- Use materials of high quality and long life, ideally with visible texture such as brick

4.3.2 Residential Extensions



OVERVIEW

The key design considerations for residential extensions on existing plots in Inner Suburban areas are set out on this page.

All new residential extensions **must** comply with these requirements.

This section sets out an overview of the key dimensional requirements for residential extensions. More detailed guidance on design for this type of development is contained in Appendix C, drawn from the previously adopted "*Design of Residential Extensions and New Residential Development Supplementary Planning Document (SPD)*" (April 2011).

4.3.2.1 CONTEXT & CHARACTER

Designs **should** be mindful of key dimensions of the wider context that will ensure an extension fits within and complements that character of the area. These include:

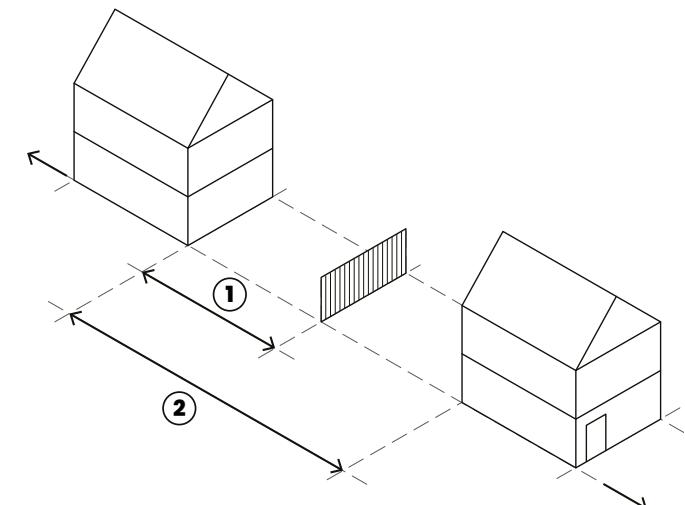
- Set-in distance: the distance from plot edge to the flank side of the building. It defines the characteristic width between properties along a street. Care should be taken to reflect the existing street scene.
- Set-back distance and prevailing building line

Minimum requirements for key dimensions are set out on these pages.

Key characteristics to observe that extensions **should** respond to in architectural design include:

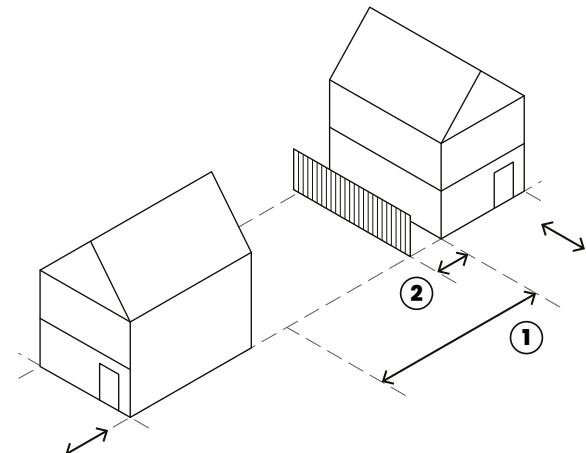
- Prevailing materials of the area
- Prevailing roof forms and features
- Rhythm of windows and location of front doors on façades

4.3.2.2 PRIVACY & OUTLOOK



Minimum dimensions **must** be at least:

1. Garden length 10.5m (15m for 3 storeys)
2. Back to back distance 21m (30m for 3 storeys)

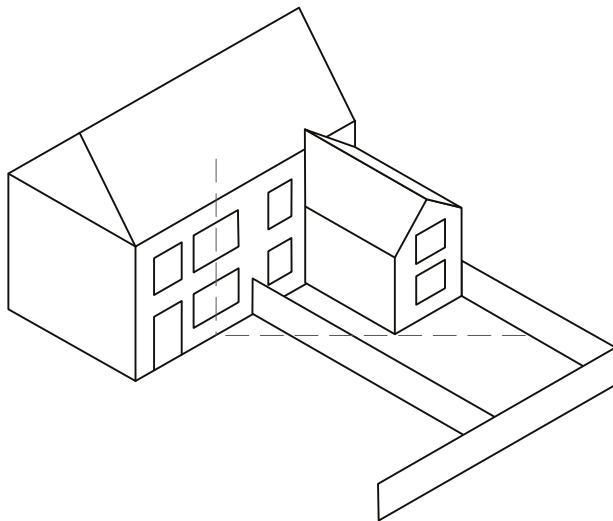


1. Back to flank distance 13.5m (21m for 3 storeys)
2. Boundary set-in distance 1m (2m for 3 storeys), or more to suit the context

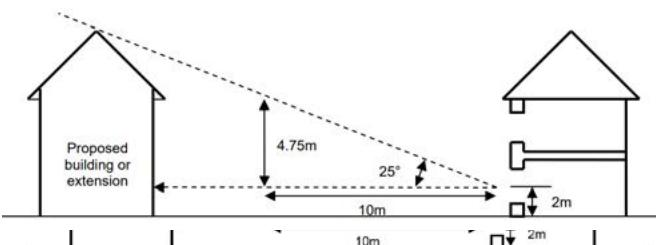


Find out more background information about the borough in Appendix A 'Understanding Spelthorne Today'.

4.3.2.3 DAYLIGHT

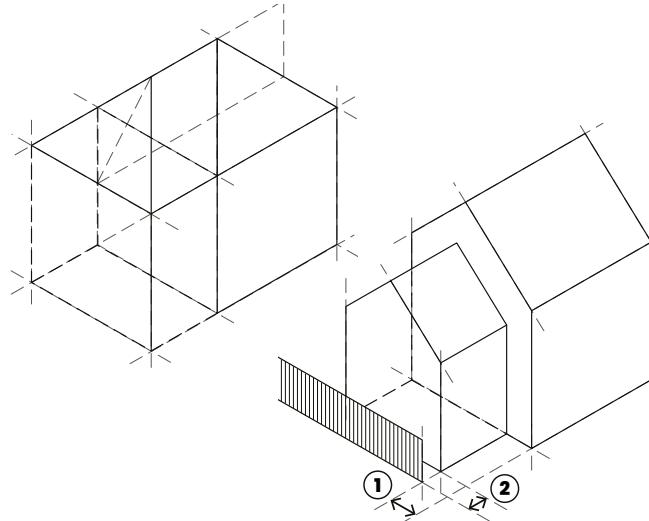


- Two-storey extensions **must** be clear of a 45° line drawn from the centre of a habitable room in neighbouring properties, both horizontally and vertically

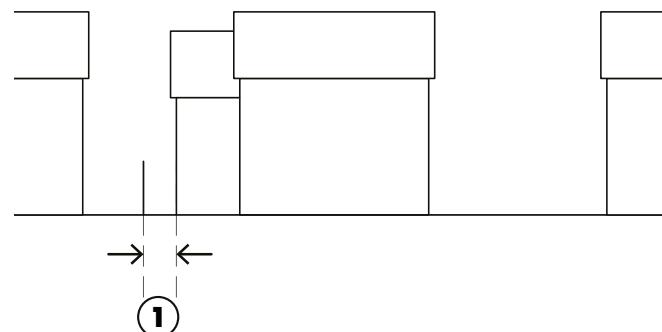


- Development **must** maintain a 25° vertical line of sight to neighbouring properties to ensure daylight

4.3.2.4 SIDE EXTENSIONS

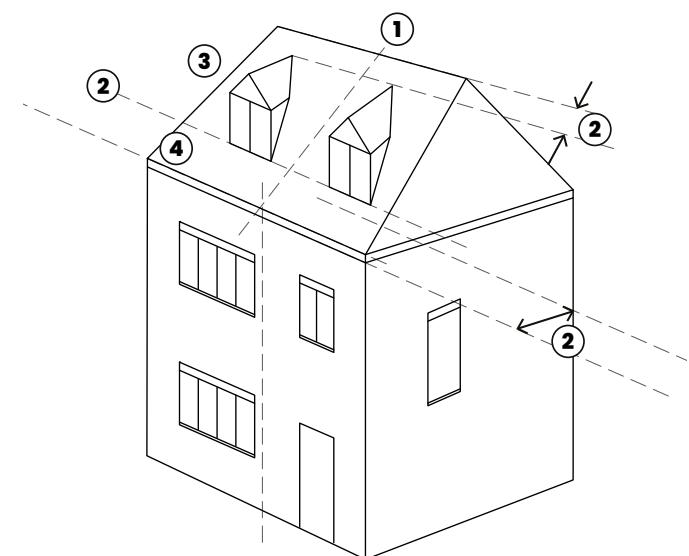


- Inline side extensions are acceptable
- Subordinate multi-storey side extensions **must** be set back by at least 1m (1) and set in from the plot boundary (2)



- Subordinate multi-storey side extensions **must** be set in from the plot boundary by a minimum of 1m (2m for 3-storey development), or more to suit the context

4.3.2.5 DORMERS



- Dormers **must**:

1. Be located centrally or symmetrically on a roof
2. Be set in a minimum of 1m from the roof edge, down 0.5m from the ridge and up 1m from the eaves
3. Incorporate a roof which is compatible with the main roof
4. Not be dominant and out of proportion

Suburban

OVERVIEW

Spelthorne's post-war suburban areas, typically laid out in the period 1945-1970, are characterised by lower-density housing on a street grid. While semi-detached houses are most common; terraced and detached homes as well as bungalows are found across the borough.

Many of Spelthorne's suburban locations benefit from proximity to green spaces and larger plot sizes. There is often less distinctive identity between the areas. Because they tend to be further from their core town centres, they often host small local parades of shops at key nodes.

At the edge of existing built-up areas or within larger infill sites, new residential neighbourhoods are anticipated of between 15-200 homes at a range of potential densities, with a mix of homes or apartments.



New residential neighbourhoods must provide well-designed homes that are integrated into their surroundings.

AREAS OF CHANGE

Development in existing suburbs is expected to be small-scale, incremental change governed by the codes for the relevant Development Types.

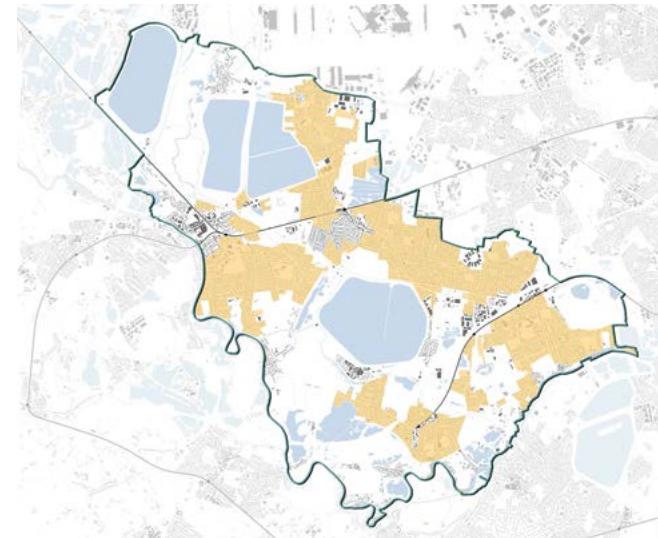
Development of New Residential Neighbourhoods will be a change in character and is governed by the Coding set out in this chapter.

DESIGN AIMS

Development in Suburban Areas will:

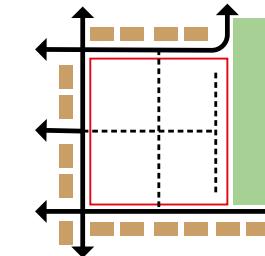
- Integrate new development into existing places positively
- Create new residential neighbourhoods with green spaces and attractive streets
- Maximise opportunities for green infrastructure on street and frontages
- Prioritise walking and cycling potential
- Retain the rhythm and key dimensional characteristics of streets
- Take opportunities to sensitively intensify residential density without compromising the existing character of the area

LOCATIONS



WHAT CODE SHOULD I USE?

The design requirements you need to apply will depend on the type of development you are proposing.



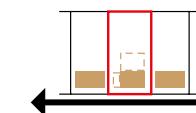
New Residential Neighbourhoods, either on the edge of the existing built up area or as larger sites within the existing built-up area.

See 4.4.1



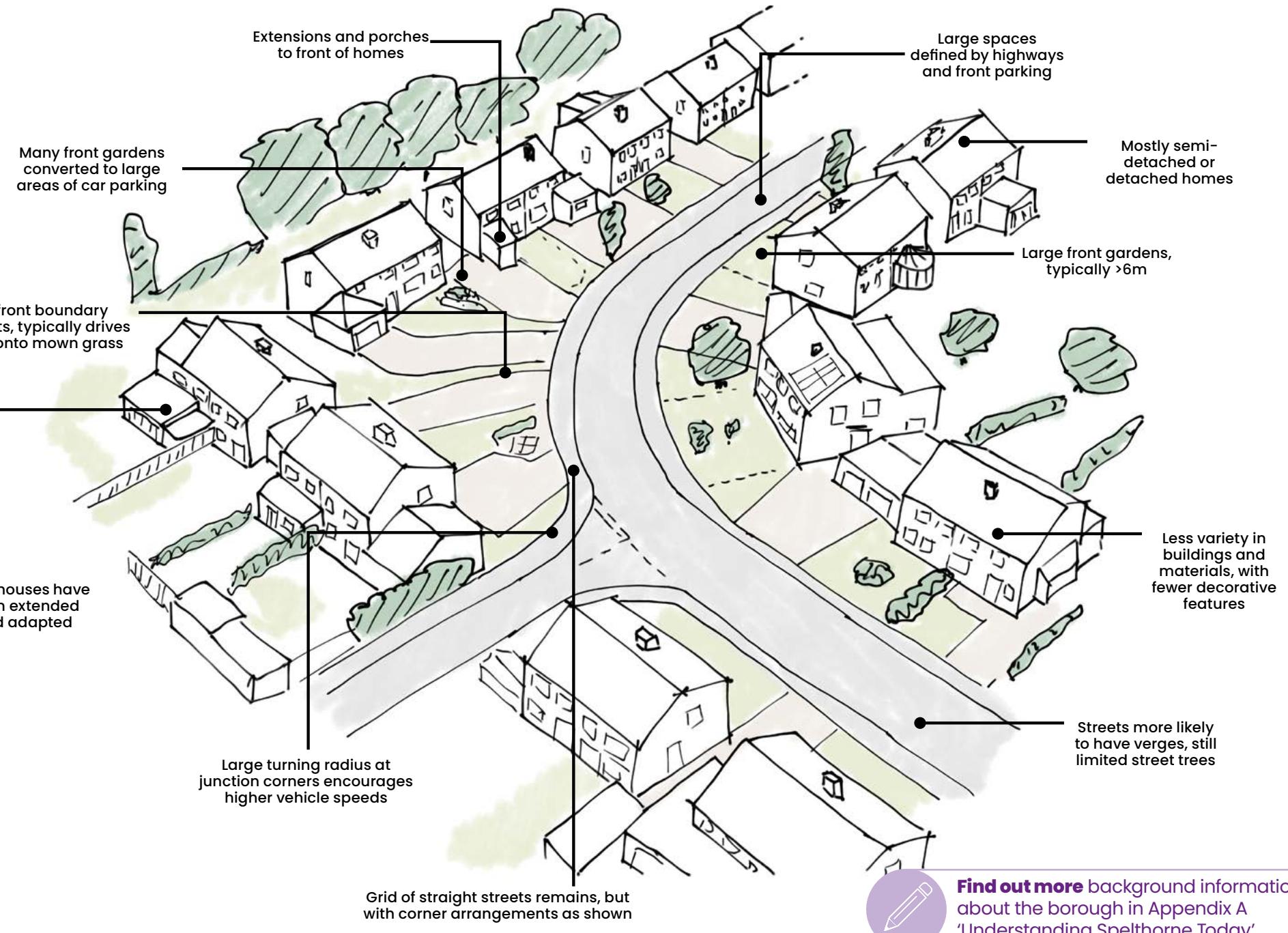
New buildings on existing streets

See 4.4.2



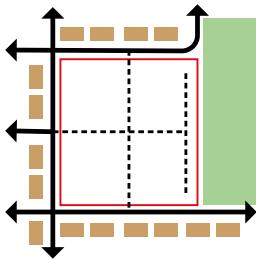
Key requirements for **Residential Extensions** are coded.

See 4.4.3



Find out more background information about the borough in Appendix A 'Understanding Spelthorne Today'.

4.4.1 New Residential Neighbourhoods



Coding for larger areas of residential development in, or on the edge of the existing suburban area, is set out in this section. This may include:

- Allocated small sites that have been released from the Green Belt as part of the **Local Plan**.
- Other sites adjacent to existing built-up area
- Larger infill sites within existing built-up area

This coding is to be applied typically for developments of between around 15-200 homes.

New residential neighbourhood sites that are not allocated in the **Local Plan** **must** also comply with the requirements set out in this section.

DESIGN AIMS

All new residential neighbourhoods **will**:

- Be inspired by and reflective of the place
- Integrate with and complement their surrounding areas through the consideration of edges and looking beyond the site boundary
- Have legible, connected streets that prioritise walking and cycling, and with car parking integrated so that cars do not dominate the street scene
- Have public green open spaces that are safe, well-managed, ecologically rich and complementary in scale and design to the surrounding built form

4.4.1.1 ENSURING DISTINCTIVENESS

New residential neighbourhoods will be clearly inspired and influenced by their surroundings.

New residential neighbourhoods **should** demonstrate as part of the **design process** how they have observed, studied and responded to:

- Typical local block structure, dimensions and grain of built form
- Scale, character, use and built form enclosure of local open spaces
- Typical materials and architectural features such as roof forms and elevational treatments used in the local area
- Distinctive local landscape features (e.g. Spelthorne's distinctive cedar trees)
- Historic uses and users of the site and context
- Absences from the local area that could enhance it (e.g. a need for more play provision, different approaches to housing provision, open space, food production or access to nature)



Find out more background information about the borough in Appendix A 'Understanding Spelthorne Today'.

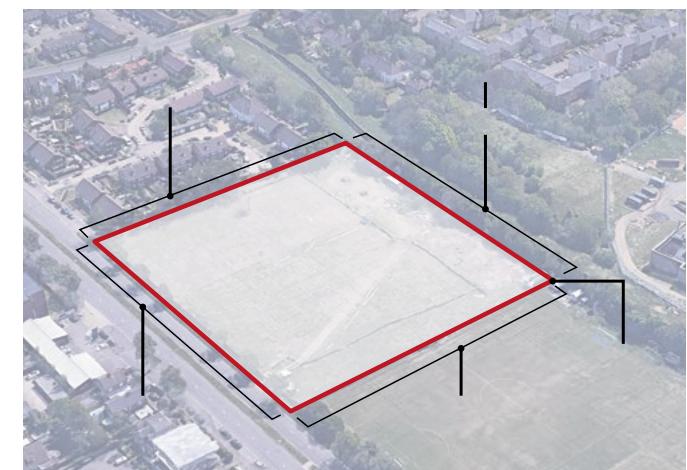


Safe, well-managed car parking approaches are an important part of what makes places successful.

4.4.1.2 EDGES

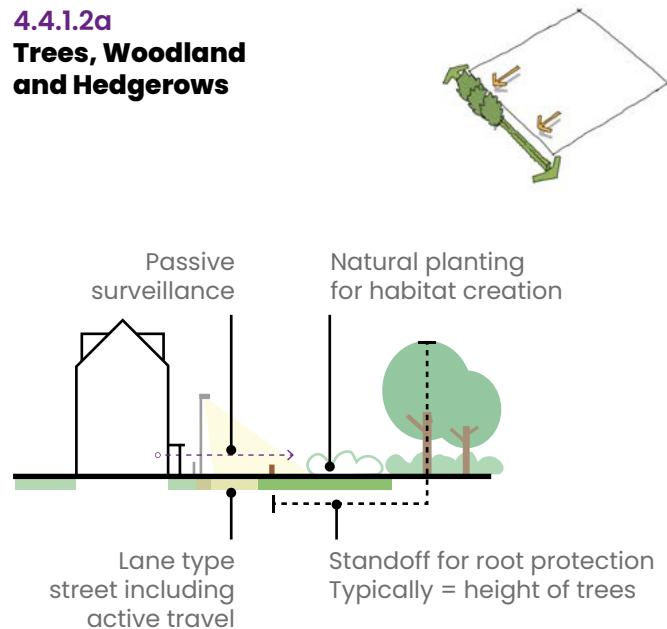
On sites extending the existing built up area, how edges are considered will make a significant difference to how the scheme integrates with its surroundings. Addressing edge conditions successfully can:

- Make new developments healthier by enabling new walking and cycling connections
- Integrate the scheme visually and physically so that in future it becomes a coherent part of the surroundings
- Reduce any impacts on surrounding buildings
- Minimise ongoing management issues
- Maximise site capacity by using land at the edges productively



Example green field development site west of Sunbury Cross with edges highlighted

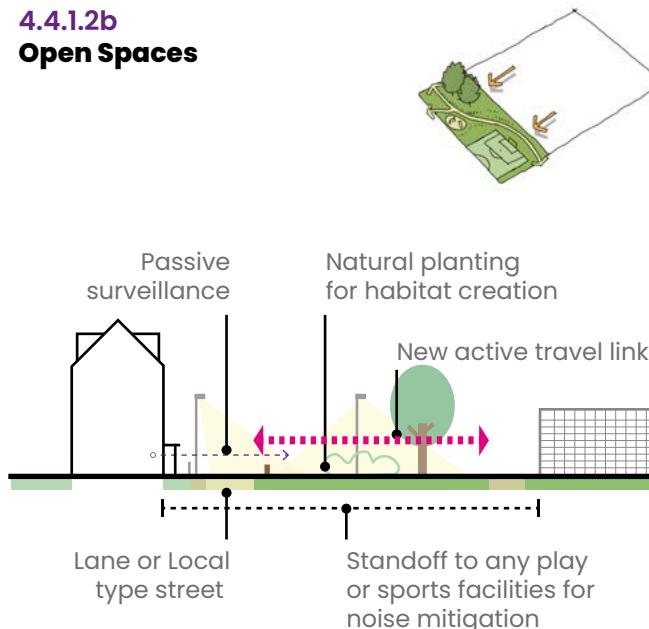
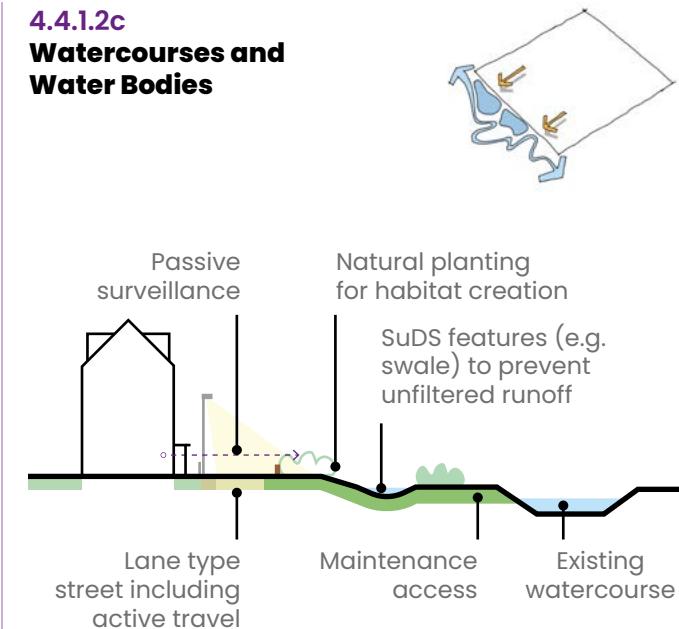
Edges: Green And Blue

4.4.1.2a
Trees, Woodland
and Hedgerows

Page 211

Development **must**:

- Retain and protect existing green infrastructure already on site
- Limit removal of existing green infrastructure to enable safe, overlooked access points
- Retain hedgerows and trees within public space, accessible for management
- Enhance existing hedgerows with additional diverse native planting
- Not place existing hedgerows or tree belts at the back of new properties. This will hinder access for future maintenance.

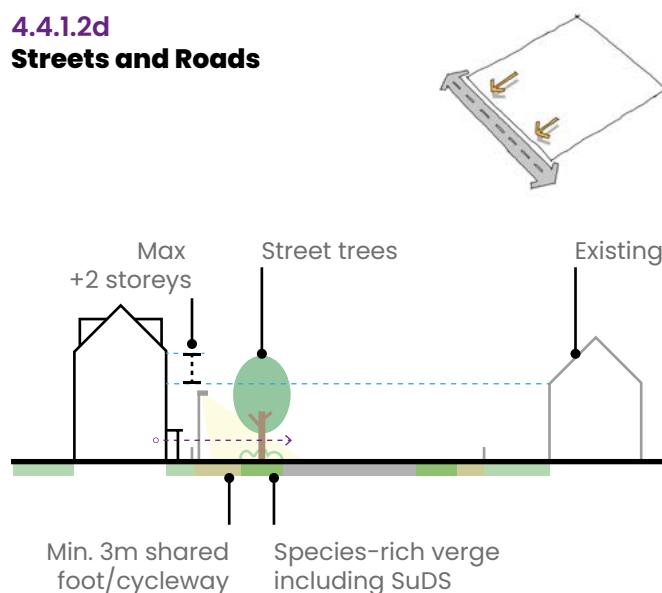
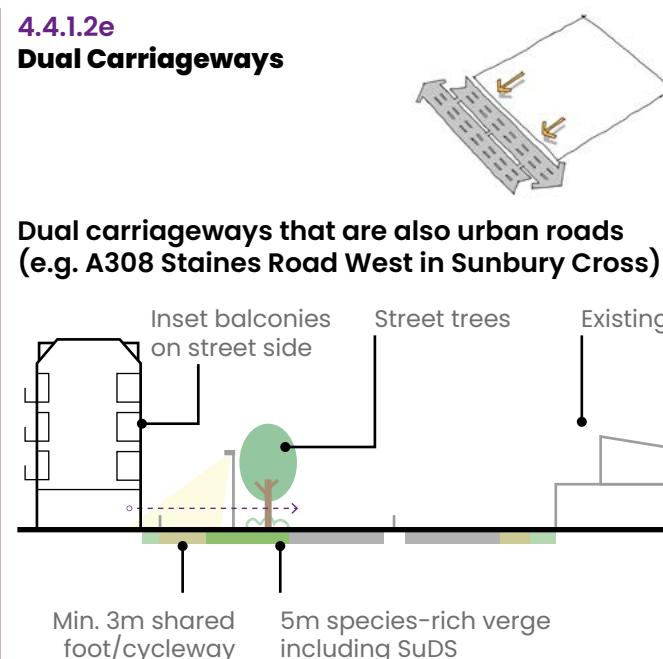
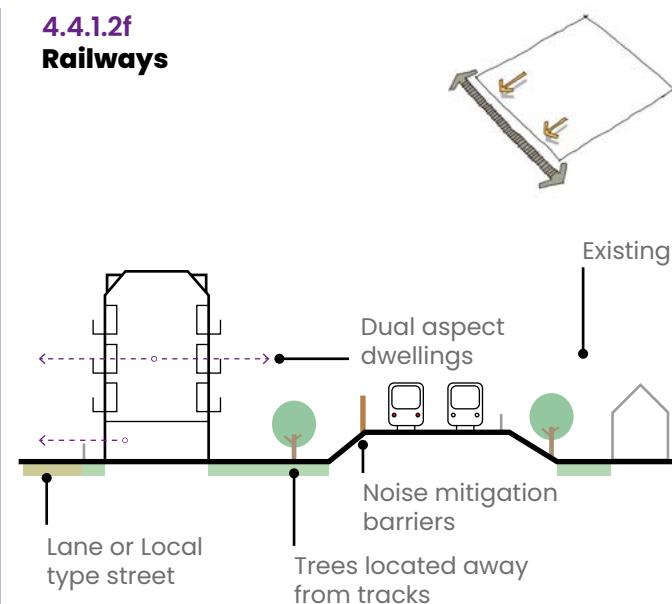
4.4.1.2b
Open Spaces4.4.1.2c
Watercourses and
Water BodiesDevelopment **must**:

- Front new development to face towards existing open spaces
- Provide views towards existing open spaces from key nodes or spaces
- Connect open spaces to new development through active travel links, and provide new active travel links along the edge of existing open spaces with enough lighting to ensure safe use all year round
- Increase biodiversity by providing planted edges such as wildflower areas.

Development **must**:

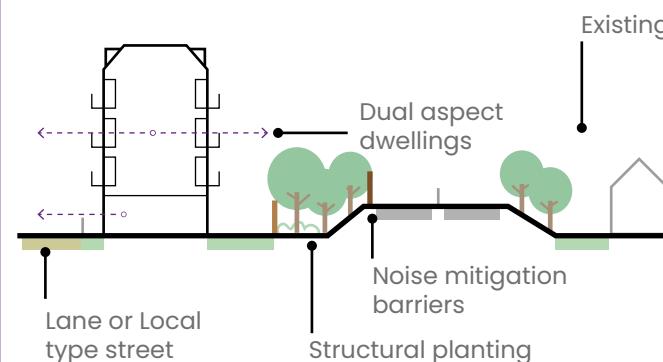
- Provide new active travel links along the edge of existing watercourses with enough lighting to ensure safe use all year round
- Front development towards watercourses or drainage features so they are accessible for management
- Ensure surface water runoff is filtered by at least one stage of SuDS before entering the watercourse
- Increase biodiversity by providing planted edges such as wildflower areas, or integrated with SuDS features

Edges: Transport And Movement

4.4.1.2d
Streets and Roads4.4.1.2e
Dual Carriageways4.4.1.2f
RailwaysDevelopment **must**:

- Front new development towards existing streets and roads
- Set new development back in a way that respects the existing characteristic dimensions of the street or road
- Include street trees and planting along the street edge, and provide linear ecological habitats such as wildflower verges
- Improve pedestrian and cycling provision on existing roads adjacent to the site, potentially providing a new off-road connection through the site

Dual carriageways designed as bypasses (e.g. M3 and Upper Halliford bypass)

Development **must**:

- Ensure living spaces adjacent to roads have sufficient sound insulation

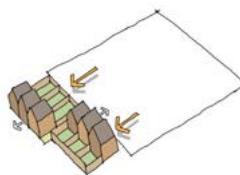
Development **must**:

- Concentrate higher density development close to railway stations
- Provide lighting and overlooking towards any pedestrian footbridges or underpasses that enter or are adjacent to the site
- Place new tree planting at a sufficient distance from the railway tracks so as to not create autumnal leaf-fall impacts
- Reduce access between development and the railway line, but where this is not possible or appropriate, ensure good lighting and passive surveillance to prevent anti-social behaviour
- Provide anti-trespass fencing by either providing new or upgrading existing

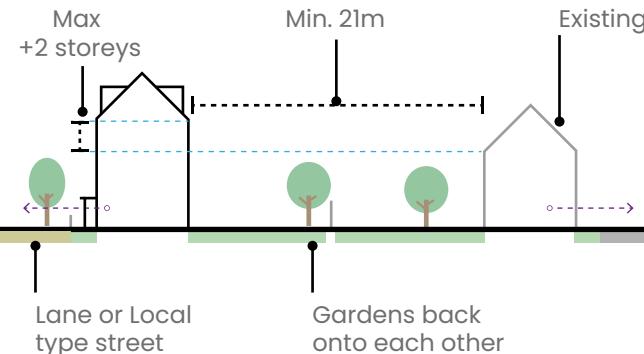
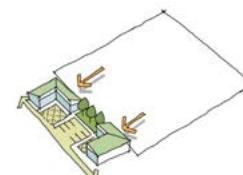
Edges: Existing Built Form

4.4.1.2g

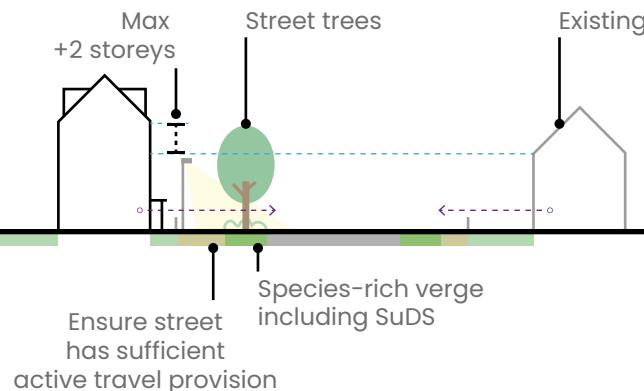
Residential (Backing onto and Facing onto)



Existing Residential Backing onto the Site

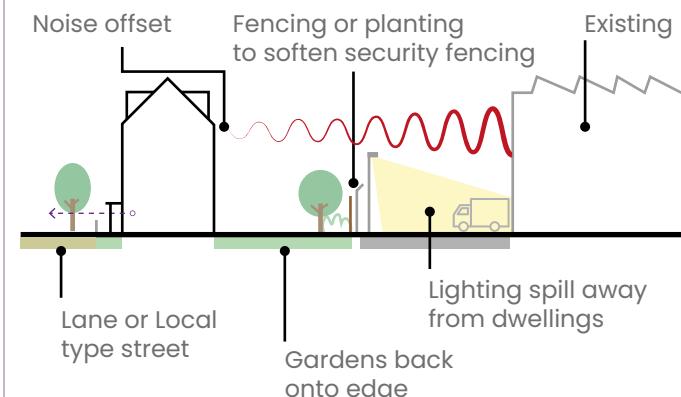
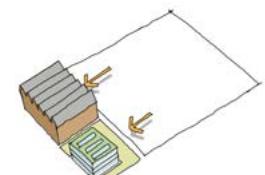
4.4.1.2h
Local Facilities

Existing Residential Facing the Site across an Existing Street



4.4.1.2i

Industry and Commercial Uses



4.4.1.3 MOVEMENT: LEGIBLE, CONNECTED STREETS



New streets will be designed in a way that provides a sense of place as well as connectivity and accessibility to surrounding areas.

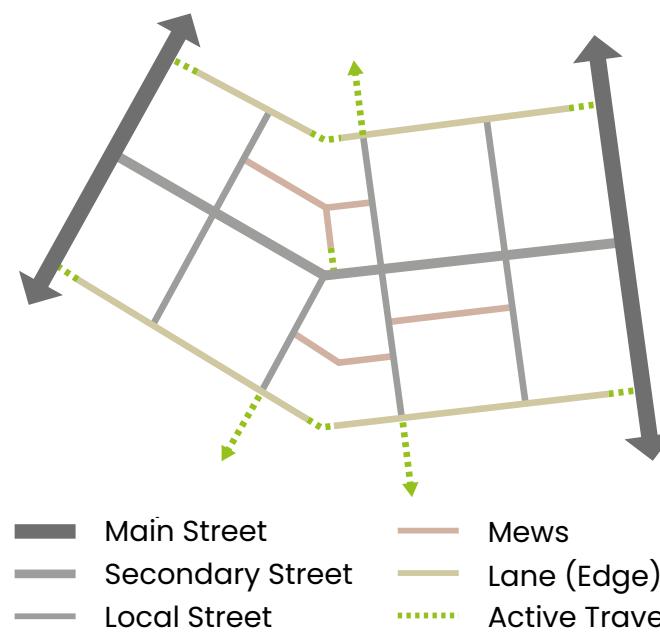
Streets will be designed around people, not vehicles. They should bring communities together and enhance their quality of life. Streets will be designed with flexibility and sustainability in mind, so that they will last for future generations.

Street types are determined by the importance of their place and movement functions, not their desired capacity or design speed. The decision on street typology is a collective decision with designers, planners, transport engineers and the local community. It must not be the sole decision of transport engineers.

Streets should be accessible to all abilities and ages through the use of drop kerbs, tactile paving, regular seating and clear sightlines and sufficient lighting for visibility and safety.

Street layout and design **must** be in compliance with the Surrey Healthy Streets Design Code.

4.4.1.3a Street Layout Approach

Street layouts **must**:

- Have a clear street hierarchy drawing on the types set out in this Code
- Create blocks of between 60–100m, with crossroads arrangements supported to align blocks
- Use filtered permeability, with active travel prioritised and having a continuous grid of routes, and private vehicles required to take more circuitous routes to access homes

4.4.1.3b Main Streets

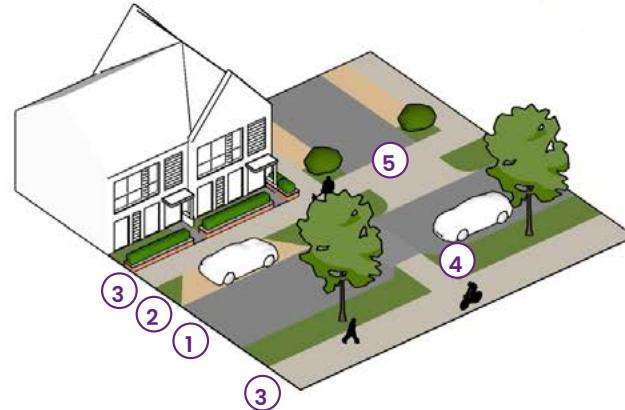
Main streets **must**:

- Have a carriageway between 5.5m and 6.5m
- Have verges at least 2.5m wide, to incorporate street trees, planting and bus stop laybys
- Have a footway on each side at least 2m wide, and a cycleway on each side at least 2m wide
- Have continuous footways across junctions with streets lower in the hierarchy
- Have a width:height enclosure ratio of between 2:1 (more urban) and 4:1 (minimum)

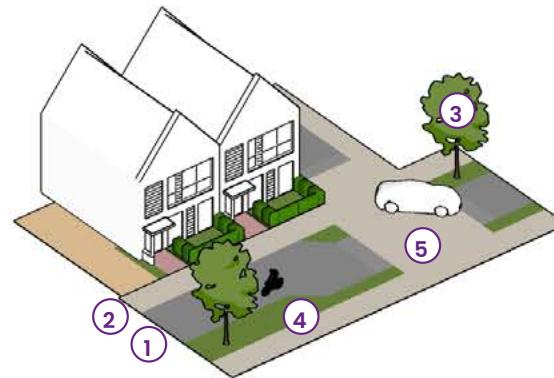
Where development fronts onto existing main streets, it **must**:

- Safeguard sufficient land for future walking and cycling improvements
- Align active travel links with existing or planned crossings

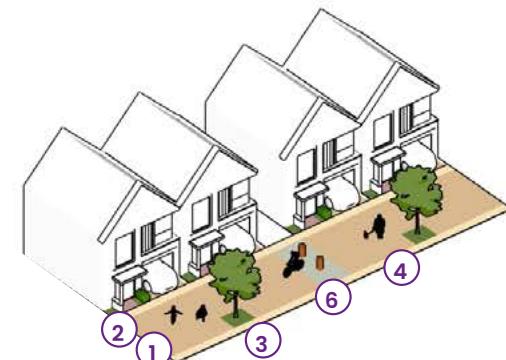
4.4.1.3c Secondary Streets



4.4.1.3d Local or Residential Streets



4.4.1.3e Mews and Lanes

Secondary streets **must**:

1. Have a carriageway of between 4.8m and 6.0m
2. Have verges of at least 2.5m wide, to incorporate street trees, planting and occasional on-street parking bays
3. Have a footway of at least 2m wide, and a shared footway/cycleway of at least 3m wide
4. Include occasional build-outs for pedestrian crossings to slow vehicles
5. Have continuous footways across junctions with streets lower in the hierarchy
6. Have a width:height enclosure ratio of between 1:1 (ideal) and 3:1 (minimum)

Local or Residential streets **must**:

1. Have a carriageway of between 3.5m and 4.8m, with local widening to allow passing of vehicles
2. Have footways at least 2m wide
3. Be lined with street trees
4. Include occasional planting, rain garden and change in direction of the carriageway to slow vehicles
5. Use raised tables with brick paving or other surface changes at junctions with other Local or Mews Streets
6. Have a width:height enclosure ratio of between 1:1 (ideal) and 3:1 (minimum)

Mews and Lanes **must**:

1. Be a minimum of 6m wide
2. Be a shared surface for pedestrians and vehicles, of brick, paved or permeable paving construction
3. Include occasional planting, trees and features to slow vehicles
4. Include in-street drainage features such as rills and rain gardens
5. Have a width:height enclosure ratio of between 1:1 (ideal) and 2:1 (minimum)
6. Provide continuous active travel connectivity between edge lanes, with no gaps created between 'private drive' type arrangements

4.4.1.4 MOVEMENT: CAR PARKING



Developments must be designed around people not the car. When poorly-designed, car parking can have a significantly detrimental effect on the quality of a street and place.

The parking typologies set out on this page are supported in New Residential Neighbourhoods in Spelthorne, provided they are designed in compliance with the Design Requirements.

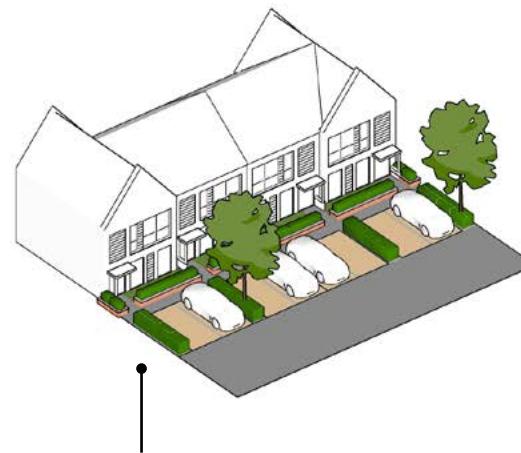
Vehicle parking **must:**

- Be provided at a quantity and with dimensions that comply with Surrey County Council's parking standards, including EV charging points
- Have at least 10% of parking spaces as disabled spaces, located within 50m of the relevant building entrance
- Provide at least 0.2 visitor spaces per dwelling in on-street or otherwise unallocated spaces

4.4.1.4a On-Plot Parking

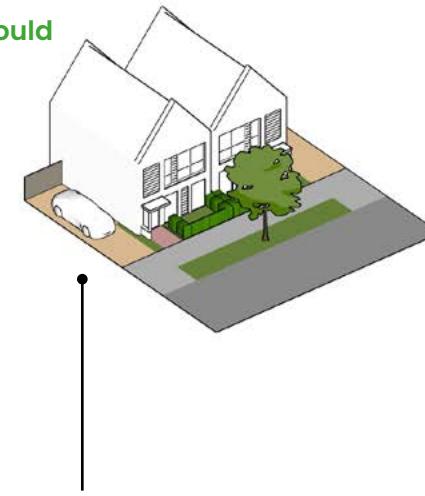
On-plot parking **should** be used in lower-density areas of new residential neighbourhoods, typically of 35 dwellings per hectare or lower.

All dwellings with on-plot parking spaces **should** be equipped with an EV charging point.



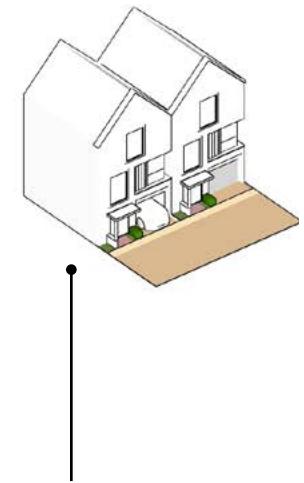
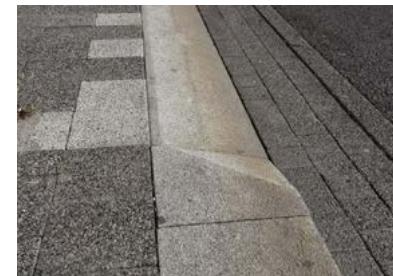
Frontage parking **must:**

- Have planting at least every four spaces in a run
- Include trees to soften views along longer runs of parking
- Be differentiated in surface material from the carriageway, using permeable materials
- Retain footway or planted front garden area of least 1.5m behind the parking space



Side parking **must:**

- Be a minimum of 3.3m wide
- Maintain level footways and cycleways when accesses cross, using quadrant kerbs to provide a drop to the carriageway, as shown below
- Ensure a ground floor window is provided in addition to the front door and garage door
- Use permeable materials



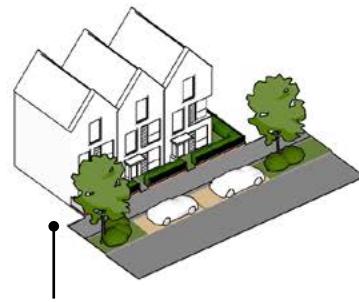
Integral parking **must:**

- Be a minimum of 6.0 x 3.0m internally
- Have a garage opening of at least 2.7m wide
- Have a garage door no more than 50% of the building frontage width
- Ensure a ground floor window is provided in addition to the front door and garage door
- Use permeable materials

4.4.1.4b On-Street and Shared Parking

On-street parking and shared parking approaches **should** be used in higher-density areas of new residential neighbourhoods, typically between 40-75 dwellings per hectare.

All dwellings with on-street and shared parking spaces **should** be equipped with an EV charging point, as set out by Surrey County Council's "Recommended guidance for electric vehicle charging requirements".



On-street parking **must**:

- Be unallocated
- Have runs of no more than four spaces
- Leave no unused space to prevent nuisance parking
- Have squared-off kerb returns
- Be differentiated in surface material from the carriageway, using permeable materials
- Be contained within verge/planted areas at the edge of carriageways, with planting or street trees at the ends of runs



Parking squares **must**:

- Have planting at least every four spaces in a run
- Must not exceed 12 spaces
- Include trees within some planted areas
- Be overlooked from surrounding dwellings
- Be differentiated in surface material from the surrounding streets, using permeable materials



Rear parking courts **must**:

- Be overlooked from dwellings
- Be lit to provide security at all times. Lighting spread should be designed so as not to disturb neighbours. Motion-sensitive lighting is supported for its reduced energy use and impact on ecology
- Have planting or trees at least every five spaces in a run
- Use permeable materials
- Provide overlooked, safe access to apartment circulation cores via an overlooked route



Safe, well-managed car parking approaches are an important part of what makes places successful.

4.4.1.5 SAFE, ATTRACTIVE AND MULTIFUNCTIONAL OPEN SPACES



4.4.1.5a Meeting Points: Open Spaces Amongst Homes



All development of New Residential Neighbourhoods in the Suburban area type **must** provide public open space at the levels, standards and accessibility specified in the latest Open Space Assessment, currently:

- Amenity Green Space: 0.6 hectares (ha) / 1000 people, within 480m of all homes
- Parks and Recreation Grounds: 0.8ha / 1000 people, within 400m of all homes
- Provision for Children and Teenagers: 0.1ha / 1000 people, within 400m of all homes
- Natural Green Space: 1.0ha / 1000 people for new development including amenity green space, within 500m of all homes
- Allotments: 0.25ha / 1000 people, within 800m of all homes

Additional Code requirements for two different types of open space are set in this section.

Open spaces amongst homes **must**:

- A. Have high levels of enclosure from surrounding built form
- B. Have traffic calmed surrounding streets with a change in carriageway materials
- C. Be overlooked from surrounding homes
- D. Include sufficient lighting for safety
- E. Include cycle parking and seating
- F. Be accessible to and inclusive of all users

Open spaces amongst homes **could** include:

1. Planting and habitat creation
2. Traffic-free active travel links
3. Rain garden and surface water management features
4. Community garden and food production
5. Small events space
6. Childrens play features

4.4.1.5b Getting Outdoors: Open Spaces on the Edge of the Built-up Area

Page 219



Being connected to the outdoors and wider green networks is an important part of living in Spelthorne.

Open spaces at the edge of built-up areas **must**:

- A. Be overlooked from surrounding homes
- B. Have a transition in character from managed to natural, with uses such as play areas closer to homes
- C. Include sufficient lighting for safety on any active travel routes that pass through the space
- D. Include features such as bollards that prevent vehicles from entering or parking on the space from surrounding streets
- E. Be accessible to and inclusive of all users

Open spaces at the edge of built-up areas **could** include:

1. Natural habitat creation
2. Surface water management features that also function as natural habitats
3. Traffic-free active travel links and connections to surrounding open spaces and other destinations
4. Childrens play areas
5. Seating along footpaths
6. A distinctive built form edge with views across the open space, with the potential for taller heights to address the space

4.4.1.6 LANDSCAPE CHARACTER

New residential neighbourhoods will blend built form with planting, soft landscape and green infrastructure, to create a softer, less formal environment than town centres and inner suburbs. There will be proportionally more soft landscape than hard landscape.

4.4.1.6b Soft Landscape

Soft landscape features play an important part in the quality of the built environment.

In more formal areas, such as busier streets and areas with more hard landscape, a more ornamental palette is appropriate.

Closer to the edge of the built-up area and larger open spaces, a more informal mix of native species, including trees and hedgerows, **should** be used, maximising habitat creation opportunities.

4.4.1.6a Hard Landscape

Hard landscape features will typically be within streets, including footways, cycleways and carriageways. It will also include incidental hard landscape features and squares within open spaces or at key nodes within the street network.



Brick paving can provide a cohesive and traffic-calmed environment on smaller residential streets and key nodes or junctions



Resin-bound gravel can provide an attractive and practical surface for informal leisure paths through open spaces

Material selection in the public realm **must** be in compliance with the Surrey Healthy Streets Design Code.



A mix of grasses and low-maintenance evergreen species



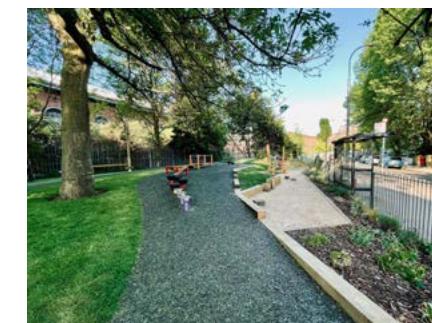
Evergreen shrub species planted within verges to prevent verge parking



Including mown amenity grass ensures open spaces can be flexible for different uses



Wildflower planting within verges or larger areas of open space



'Play on the way' features within retained mature tree corridor

Species selection **should** be diverse, prioritising native and locally appropriate species to enhance resilience to climate change, support biodiversity, and reduce the risk of invasive species.

Management and maintenance **should** be minimised where possible for most areas, saving more maintenance-intensive species for small areas of high impact.

4.4.1.6c Street Trees

All streets **must** be tree-lined. In general trees will be integrated within verges and as part of the street green infrastructure, as set out under S-U3 and S-U4. Suitable approaches include:



Lines of trees within verges



Trees installed to aid traffic calming features



Trees installed to break up frontage parking or parking squares

Trees **must** have sufficient space to grow and thrive, following guidance set out by the Trees and Design Action Group (see reference in Chapter 6).

Using a variety of street tree species ensures resilience to climate change and invasive species.

4.4.1.6d Surface Water Drainage Features

All development **must** manage surface water through the use of Sustainable Drainage Systems (SuDS). Suitable design features include:



Source Control / Initial Absorption Features

- Street 'rain gardens'
- Planted verges and general soft landscape cover



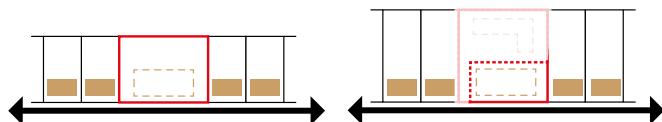
Conveyancing Features

- Planted street swales
- Other overland flow features with minimal culverting or piping



Attenuation Features

- Surface attenuation basins, planted to create new habitats
- Attenuation ponds with permanent water



Development of new dwellings or apartments on plots on existing Suburban residential streets will be designed to complement the existing street scene and character of the area, while delivering high quality new homes throughout the borough.

In contrast to Inner Suburban locations, Suburban areas have more space between buildings and typically larger front garden areas, allowing more flexibility for the design of new development.

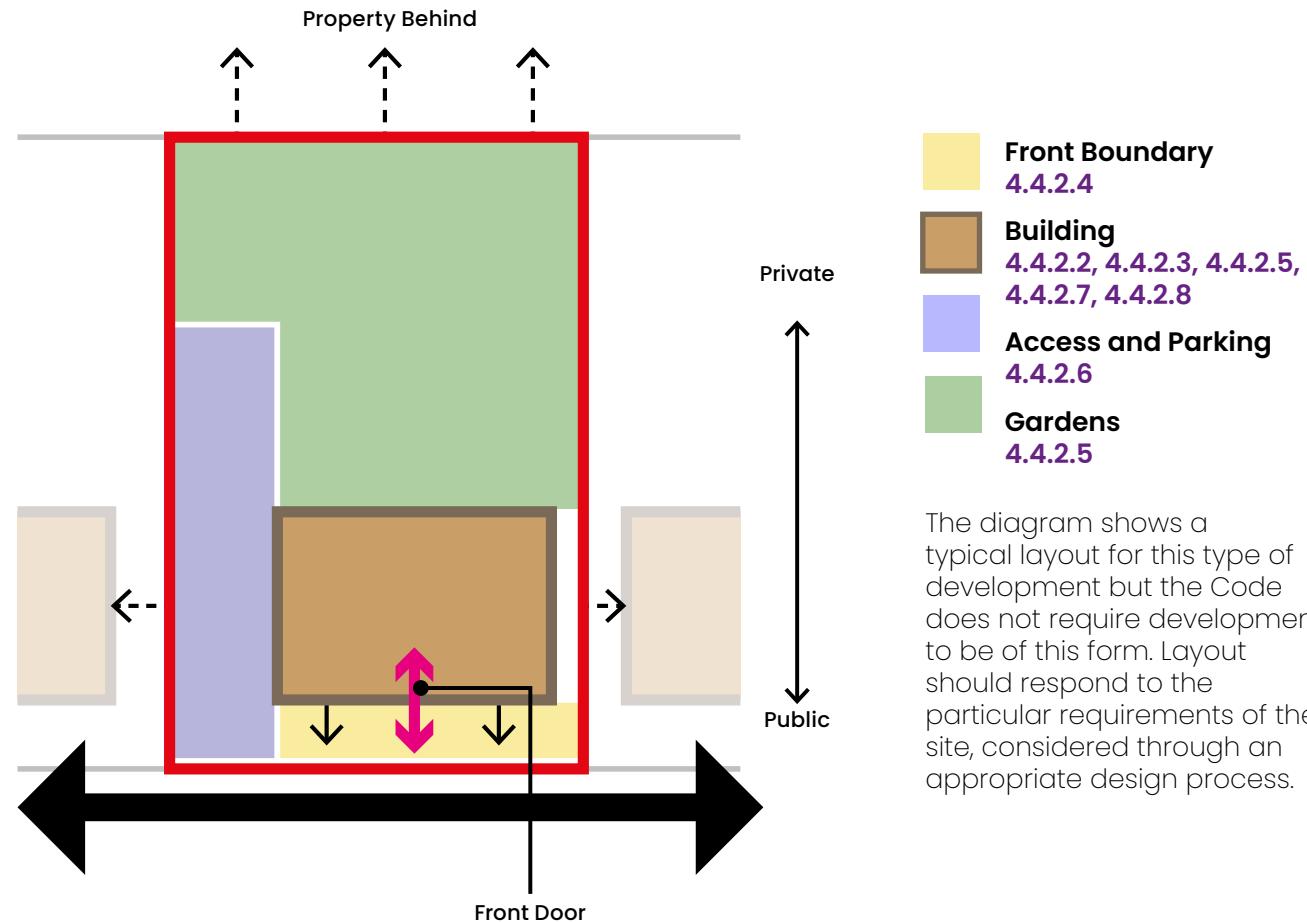
DESIGN AIMS

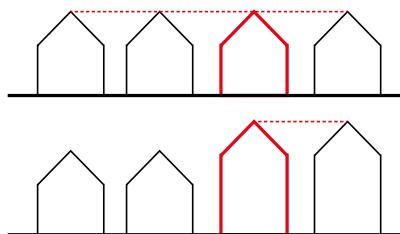
All Suburban development on existing streets will:

- Comply with Nationally Described Space Standards
- Address the needs of different design zones for street frontage, access, servicing and gardens
- Respect the existing street scene by observing the key design parameters, including:
 - the existing building line, rhythm of windows and separation distances
 - car parking not dominating the frontage
 - respecting heights and scale of streets
- Use materials and articulation to provide richness to the street scene

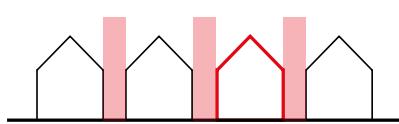
4.4.2.1 LAYOUT PRINCIPLES

New development on existing streets in Suburban Area Types **should** follow the overall layout principles set out below. Coding requirements for different areas are set out on the following pages.





Building Heights typically up to height of highest adjacent building



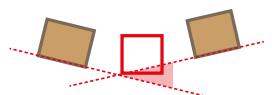
Reflect existing street rhythm of gaps and built form



Regular building line along a street



Building lines for corner plots



Irregular building line establishes zone for new building front



Front boundary treatments in suburban areas typically include planting and landscape to soften the built form and parking arrangements



4.4.2.2 BUILT FORM PARAMETERS

New development on existing streets **must** observe the following key built form parameters:

- Roofline not above height of highest immediately neighbouring building
- **Plot coverage** that is broadly within the range of the existing area, typically 25-40%
- Match neighbouring building line on streets with regular building line
- Where building line is irregular, use neighbouring buildings to establish zone for building line
- Sites on street corners to match the building line of both adjoining streets and provide passive surveillance to both aspects
- Reflect the existing street rhythm of gaps and built form

4.4.2.3 ROOF FORM

New development on existing streets **must**:

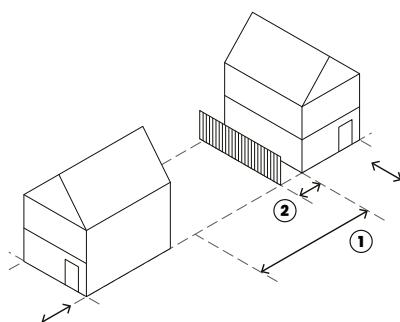
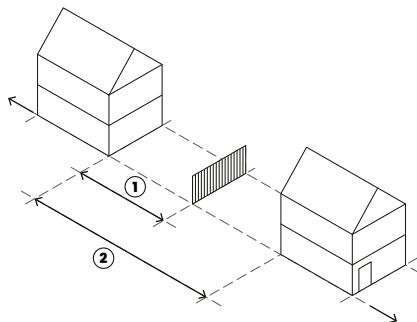
- Have pitched roof forms, reflective of surrounding prevailing form, e.g. gable ends or street-facing pitch
- Avoid flat roof forms facing streets on main roofs.
- Ensure dormers are set in a minimum of 1m from the roof edge, down 0.5m from the ridge and up 1m from the eaves, and not be dominant and out of proportion
- Flat-roofed dormers facing the street may be acceptable if the overall architectural design language of the development is **contemporary**, otherwise they must incorporate a roof which is compatible with the main roof



4.4.2.4 FRONT BOUNDARY TREATMENT

New development on existing streets **must** have:

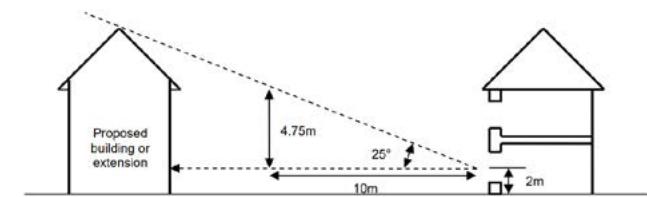
- A defined front boundary that separates public realm from private space
- A clear pedestrian path to the front door, clearly defined from any frontage parking
- A boundary treatment such as a low wall, ornamental hedge or railings, making reference to prevailing styles on the street
- A front door that faces the street
- Sheltered, defensible threshold space at front door of at least 1m depth and 1.5m width
- An accessible covered space to store waste and recycling
- Accessibility to users of all abilities with a variety of mobility needs



Maintain appropriate distances to existing properties

Left: Back to Back 21m (30m for 3 storey) (distance 2 on left diagram)

Right: Back to Flank 13.5m (21m for 3 storey) (distance 1 on right diagram)



Ensure a 25° vertical line of sight to neighbouring properties to ensure daylight



4.4.2.5 DAYLIGHT, PRIVACY AND OVERLOOKING

New development on existing streets **must**:

- Have a minimum back to back distance to properties at the rear of 21m (30m for 3 storey buildings)
- Ensure built form of two storeys or above is clear of a 45° line drawn from the centre of a habitable room in neighbouring properties, both horizontally and vertically
- Ensure a 25° vertical line of sight to neighbouring properties to ensure daylight
- Ensure a minimum back to flank distance 13.5m (21m for 3 storeys)
- Ensure a minimum boundary set-in distance 1m (2m for 3 storeys), or more to suit the context and prevailing street scene



4.4.2.6 ACCESS, CYCLE AND VEHICLE PARKING

New development on existing streets **must** have:

- Secure cycle parking provision, e.g. for apartments within a circulation core on ground floor
- If vehicle parking is provided, one of side, rear (shared), integrated or frontage car parking to be used
- Hardstanding for frontage car parking that occupies no more than 50% of frontage
- Brick paving or permeable gravel where car parking is on frontage
- Planting and permeable surfaces within shared car parking areas (for apartments)
- Pedestrian access to rear gardens



4.4.2.7 APARTMENT DEVELOPMENT

All new apartment development on existing streets **must** ensure:

- Dual aspect apartments are maximised
- Single aspect apartments are no deeper than 6m from an external window
- There are no single aspect apartments on north-facing aspects
- Balconies face the street and rear, avoiding balconies facing towards adjacent properties to sides
- That recessed or partially projecting balconies are used

Where no other private outdoor space is provided, balconies **must**:

- Have a minimum depth of 1500mm
- Have a minimum of 5m² of private outdoor space for all 2 person dwellings and an extra 1m² provided for each additional occupant.
- Have level access from a habitable room, ideally a living room or living area



4.4.2.8 DETAIL, RICHNESS AND MATERIALITY

New buildings on existing streets **should** demonstrate how they have incorporated common features seen in Suburban areas into their detailed design to enhance richness and variety in the street scene.



Softening built form with planting



Roof dormers



Hip roofs



Brickwork edge detailing

To enhance the richness of the street scene, new buildings on existing streets **could** incorporate features such as integrated garages and terraces, inset balconies for upper-floor apartments, and a variety of textures within elevation design.



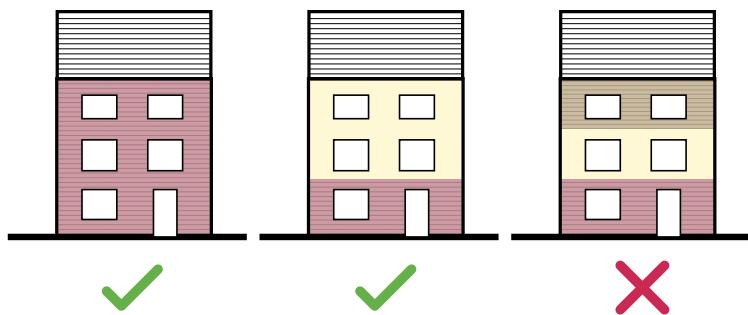
Integrated garages and roof terrace design



Inset balconies on maisonette upper floors



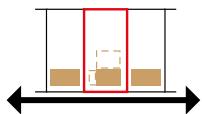
Variety of textures and finishes on facade



New development on existing streets **must**:

- Use a single material for the elevation or;
- Have one clear change in materials between the ground floor and upper floors
- Use materials of high quality and long life, ideally with visible texture such as brick

4.4.3 Residential Extensions



OVERVIEW

The key design considerations for residential extensions on existing plots in Suburban areas are set out on this page.

All new residential extensions **must** comply with these requirements.

This section sets out an overview of the key dimensional requirements for residential extensions. More detailed guidance on design for this type of development is contained in Appendix C, drawn from the previously adopted "*Design of Residential Extensions and New Residential Development Supplementary Planning Document (SPD)*" (April 2011).

4.4.3.1 CONTEXT & CHARACTER

Designs **should** be mindful of key dimensions of the wider context that will ensure an extension fits within and complements that character of the area. These include:

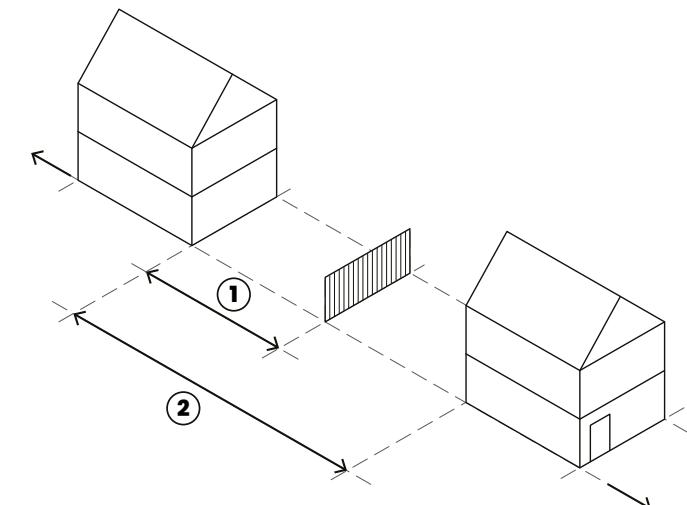
- Set-in distance: the distance from plot edge to the flank side of the building. It defines the characteristic width between properties along a street. Care should be taken to reflect the existing street scene.
- Set-back distance and prevailing building line

Minimum requirements for key dimensions are set out on these pages.

Key characteristics to observe that extensions **should** respond to in architectural design include:

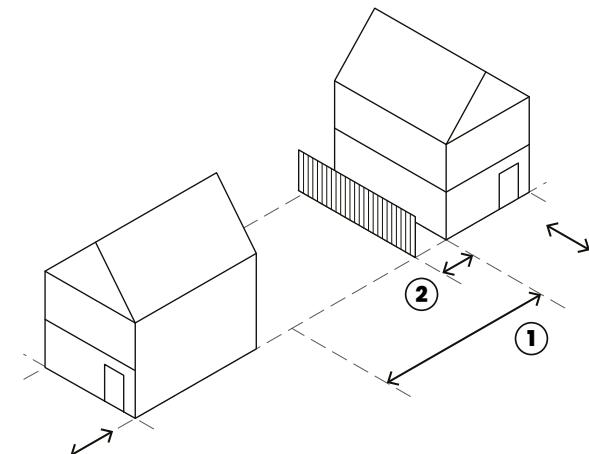
- Prevailing materials of the area
- Prevailing roof forms and features
- Rhythm of windows and location of front doors on façades

4.4.3.2 PRIVACY & OUTLOOK



Minimum dimensions **must** be at least:

1. Garden length 10.5m (15m for 3 storeys)
2. Back to back distance 21m (30m for 3 storeys)

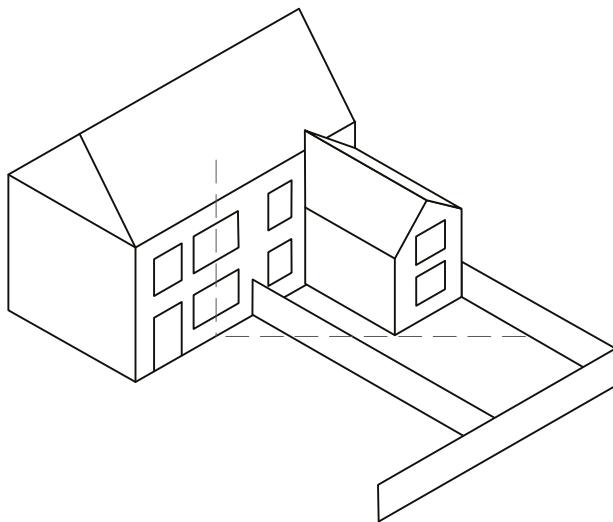


1. Back to flank distance 13.5m (21m for 3 storeys)
2. Boundary set-in distance 1m (2m for 3 storeys), or more to suit the context

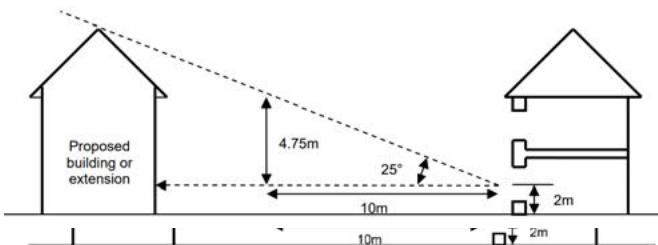


Find out more background information about the borough in Appendix A 'Understanding Spelthorne Today'.

4.4.3.3 DAYLIGHT

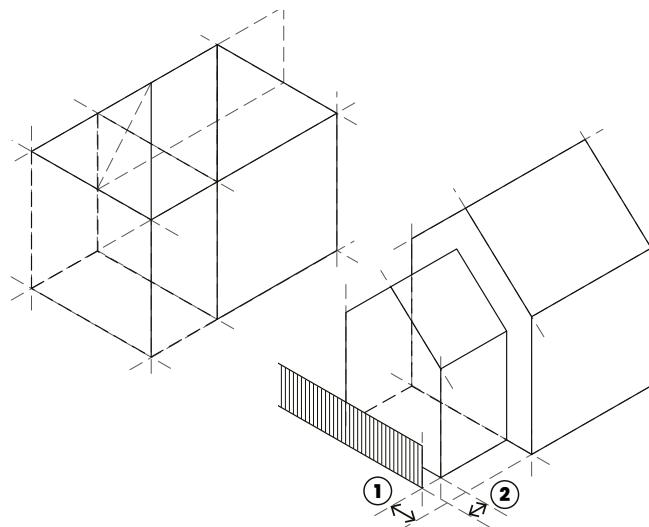


- Two-storey extensions **must** be clear of a 45° line drawn from the centre of a habitable room in neighbouring properties, both horizontally and vertically

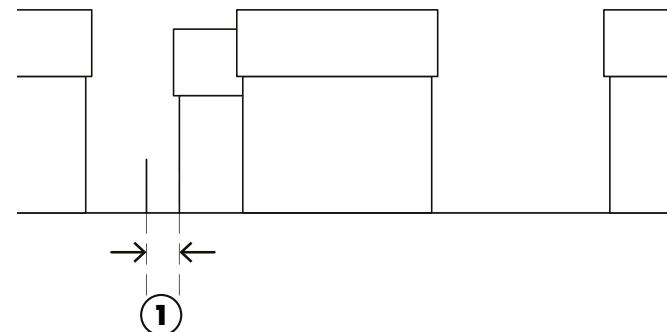


- Development **must** maintain a 25° vertical line of sight to neighbouring properties to ensure daylight

4.4.3.4 SIDE EXTENSIONS

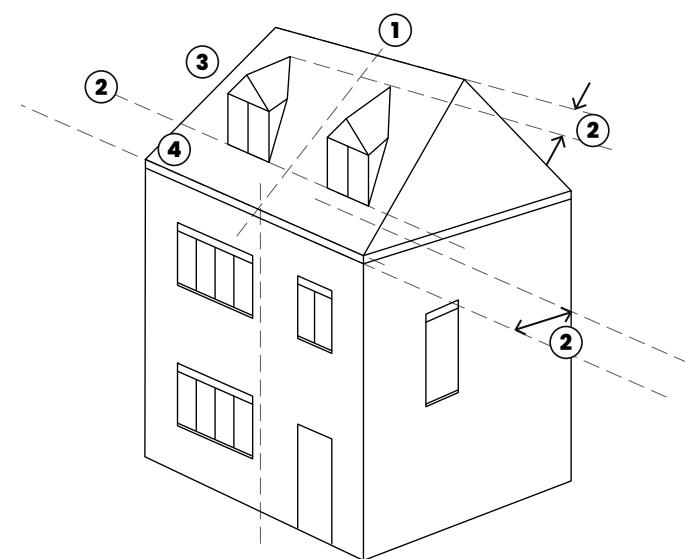


- Inline side extensions are acceptable
- Subordinate multi-storey side extensions **must** be set back by at least 1m (1) and set in from the plot boundary (2)



- Subordinate multi-storey side extensions **must** be set in from the plot boundary by a minimum of 1m (2m for 3 storey development), or more to suit the context

4.4.3.5 DORMERS

Dormers **must**:

- Be located centrally or symmetrically on a roof
- Be set in a minimum of 1m from the roof edge, down 0.5m from the ridge and up 1m from the eaves
- Incorporate a roof which is compatible with the main roof
- Not be dominant and out of proportion



Areas of change

- » **5.1 Staines-upon-Thames Town Centre**
- » **5.2 Sunbury Cross**

5.1 Staines-upon-Thames Town Centre

OVERVIEW

This section sets out detailed Design Requirements and guidance for development in Staines-upon-Thames town centre.

EXTENT AND CONTEXT



- High Streets
- Town Centre Neighbourhoods
- Inner Suburban
- Suburban
- Village

Area of Change Boundary



Find out more background information about the borough in Appendix A 'Understanding Spelthorne Today'.



Find out more about the Conservation Area in the Staines Village Conservation Area Appraisal (2023).



A clear vision for town centre neighbourhoods and the future 'look' of the town centre is a community priority.

DEVELOPMENT CONTEXT

Staines-upon-Thames town centre will see significant change in coming years. The [Local Plan](#) allocates around 3,500 new homes to be built, mostly at higher densities and resulting [floor area ratios](#) than the prevailing built form. The Design Code sets out the requirements for these to be delivered as part of coherent, well-designed Town Centre Neighbourhoods, that complement and enhance the existing High Street.



Recent development in Staines town centre: London Square (left), River Town (right)

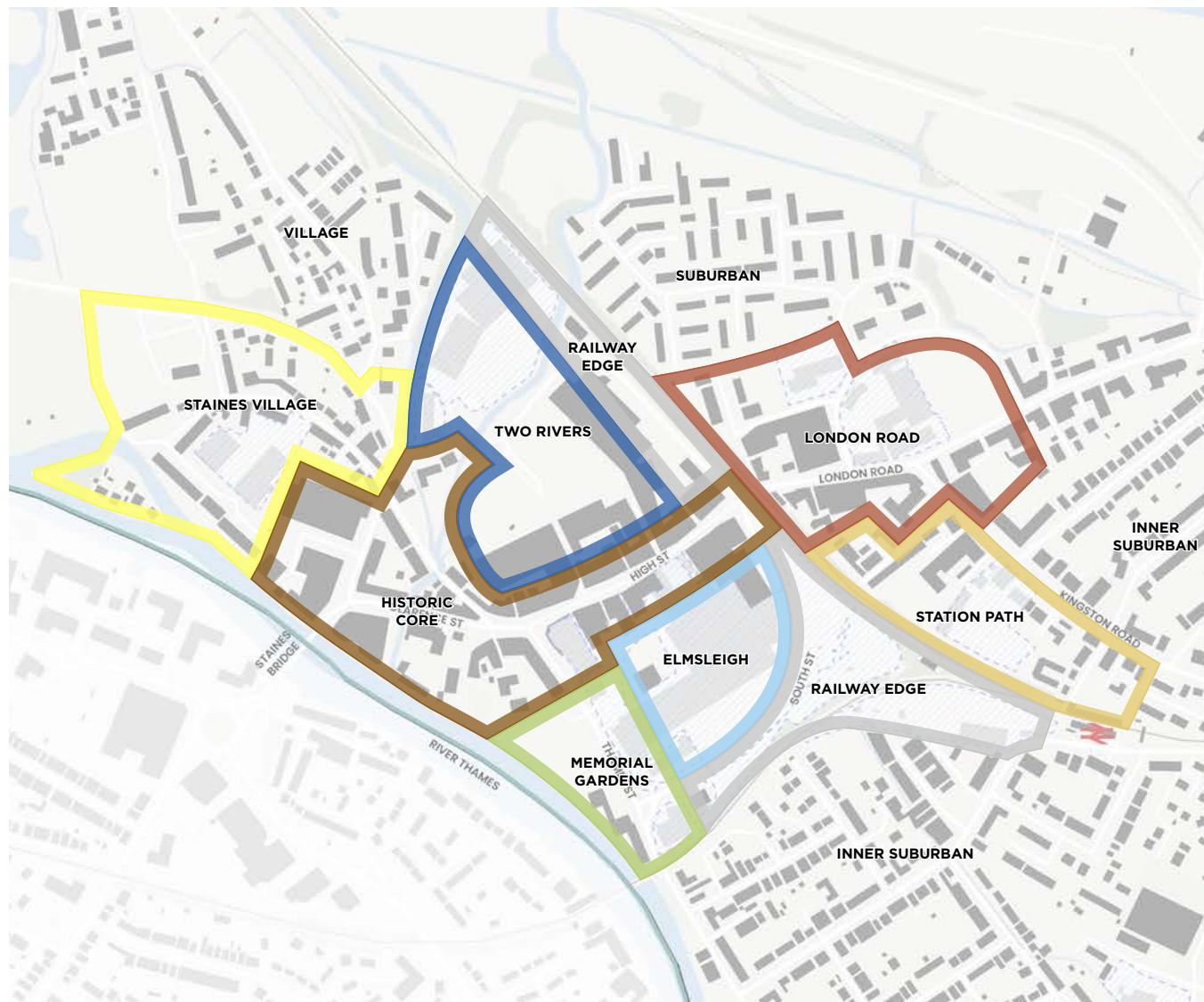


DESIGN AIMS

New development in Staines-upon-Thames town centre **will**:

- When within 'Staines Village' and the 'Historic Core', respect and complement the context of the High Street, Clarence Street, Conservation Area and river frontage
- When within new town centre neighbourhoods, form part of coherent new places for people to live and enjoy that encourage connection, health and sustainable living
- Prioritise the quality, safety and attractiveness of the public realm, open spaces and streets
- Make the most of the river frontages and help improve connectivity to the Thames, Colne, Ash and Wraysbury rivers and the nearby natural environment
- Be resilient to the anticipated effects of climate change, and ensure that new places do not adversely affect existing places in terms of flooding, microclimate and quality of life
- Enhance connectivity to the railway and bus stations, and wider active travel networks

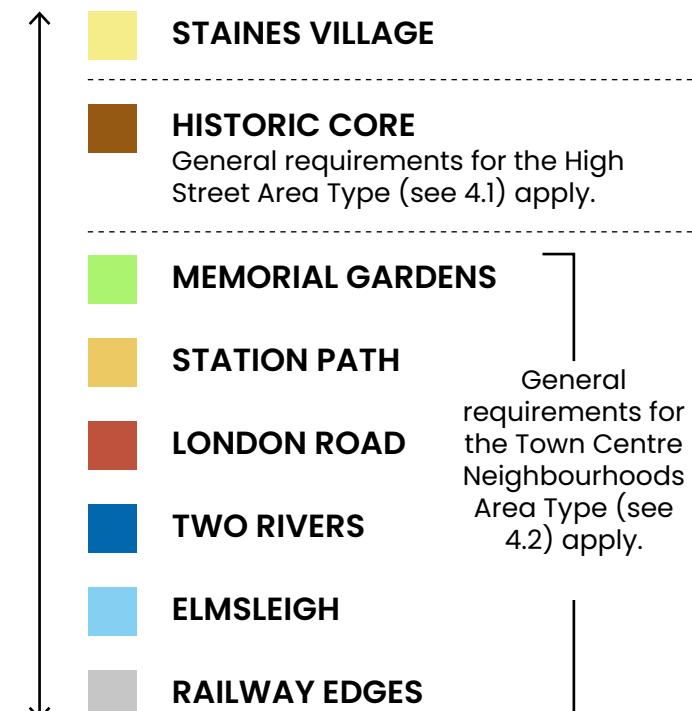
Area Types



Within the Area of Change, more detailed requirements are set out by finer-grain Area Types. Each Area Type in the town centre is considered by whether it will largely retain its existing character and contribution to overall place identity, or whether it is likely to change substantially in character and has the opportunity to newly contribute to the town's identity.

Incremental Change

Retaining existing character and place identity. Design requirements strongly reflect context.



Transformative Change

Defining a new character and place identity. Design requirements set key parameters only.

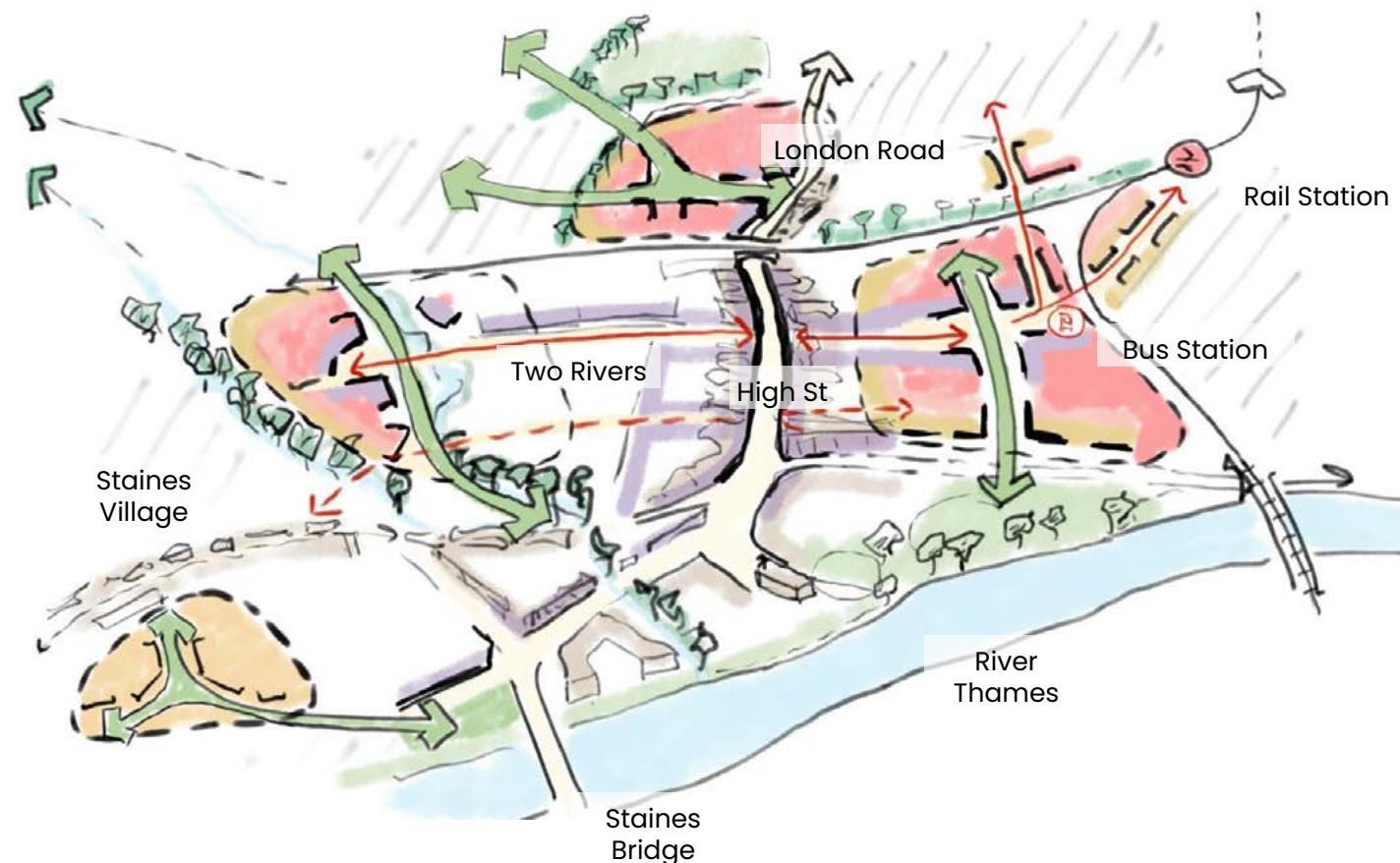
A SPATIAL APPROACH FOR STAINES-UPON-THAMES TOWN CENTRE

It is anticipated that the town centre of Staines-upon-Thames will see substantial new development in the coming years. The spatial approach sets out an overview of how this might be accomplished in line with the vision set out in Chapter 3. Although it is illustrative, it guides the detailed design requirements set out later in the Design Code.

The spatial approach's key aims are:

- To reflect the ambition of the community to preserve what makes the town special and familiar to them by identifying key streets and areas for incremental, small-scale change
- To define connected new town centre neighbourhoods that can accommodate new open spaces, new high-quality homes and new mixed-use facilities
- To enhance the character and future sustainability of the town centre

The spatial approach is a composite of a number of layers and design thinking that work together to guide development in the future in a coherent way. These are explored further on the following page.



Protecting the historic core



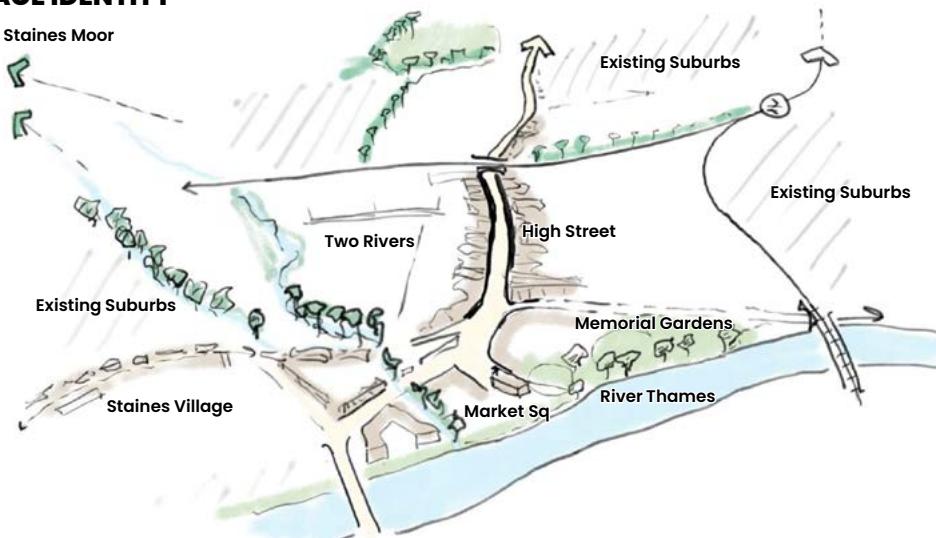
Better spaces and connections



New green and blue spaces

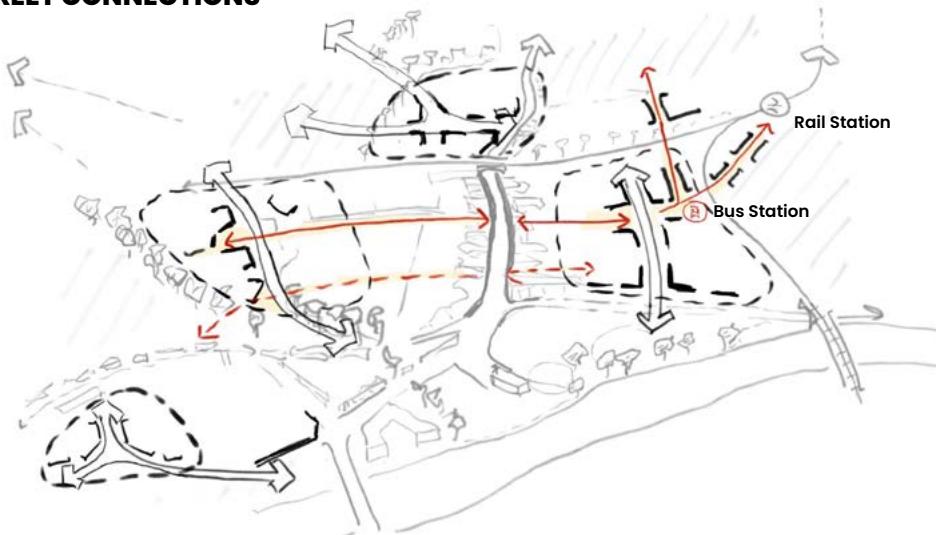


New homes and spaces for people

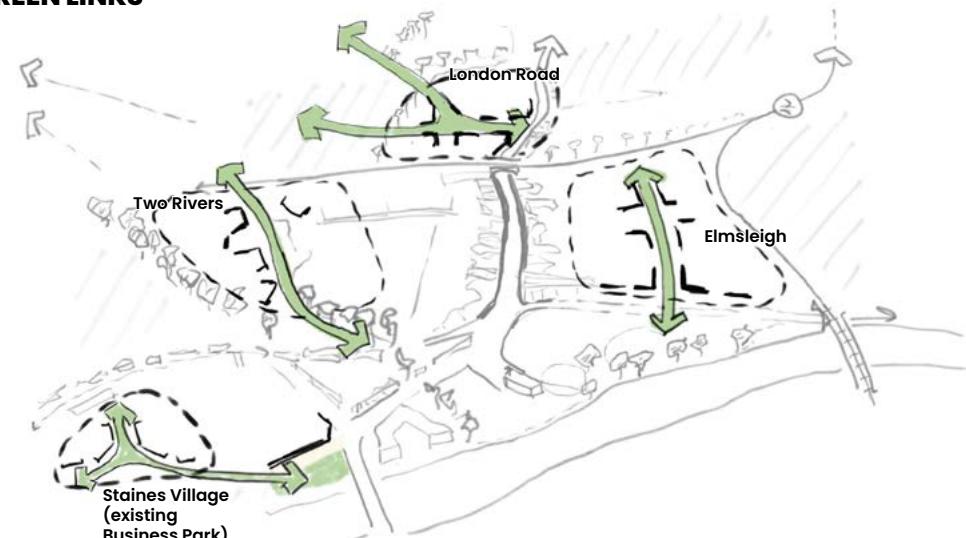
PLACE IDENTITY

The places that are valued by the community and define the identity of Staines-upon-Thames form the core of the spatial approach.

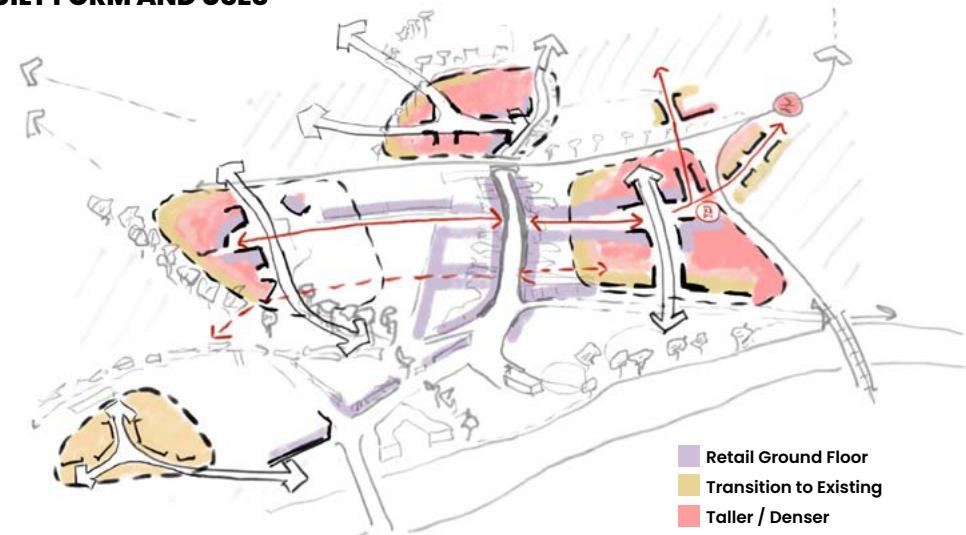
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STREET CONNECTIONS

New neighbourhoods are linked and integrated to the High Street and surroundings through new walking and cycling street connections.

GREEN LINKS

Areas of anticipated growth form new neighbourhoods, linked to their surrounding green open spaces and rivers through new green links.

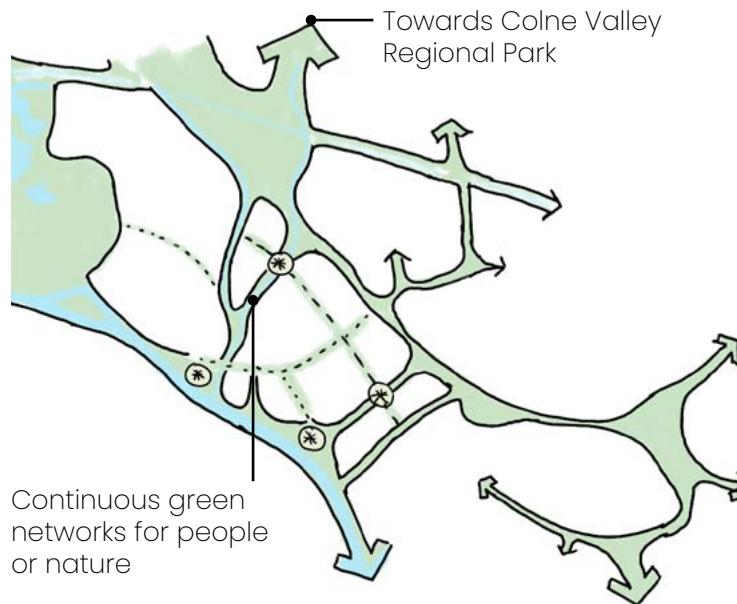
BUILT FORM AND USES

New built form is related to surrounding neighbourhoods by ensuring transitions in height. The existing retail core is strengthened and extended.

OVERALL TOWN CENTRE CODING STRATEGIES

Informed by the spatial approach, a range of strategies guide the detailed coding requirements across the town centre. The minimum requirements for individual schemes to implement these strategies are set out in the detailed Area Type Coding.

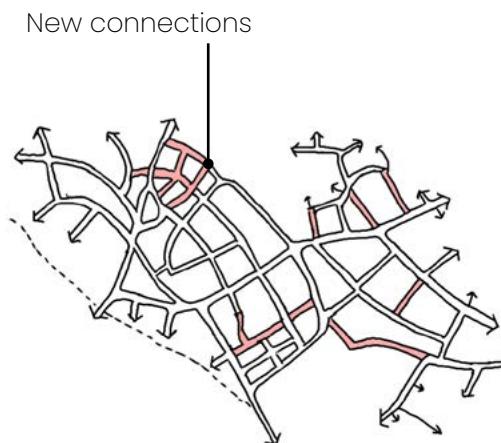
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Green & Blue Networks

The town centre is surrounded by green and blue assets but is poorly connected to them. New development will join up and enhance the existing networks of green and blue infrastructure, for both people and nature to use.

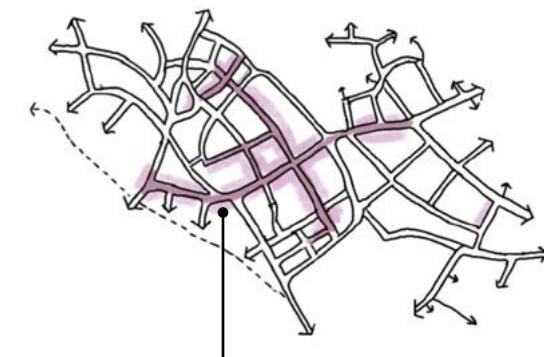
This strategy will be implemented by creating and enhancing open spaces, new green streets, street transformations to include more planting, and enhancements to ecological networks.



Movement

The town centre is broken up by railway lines, major dual carriageway roads and large buildings that prevent movement. New development will enhance the existing street grid so that people can find their way and move around easily, and by more sustainable modes.

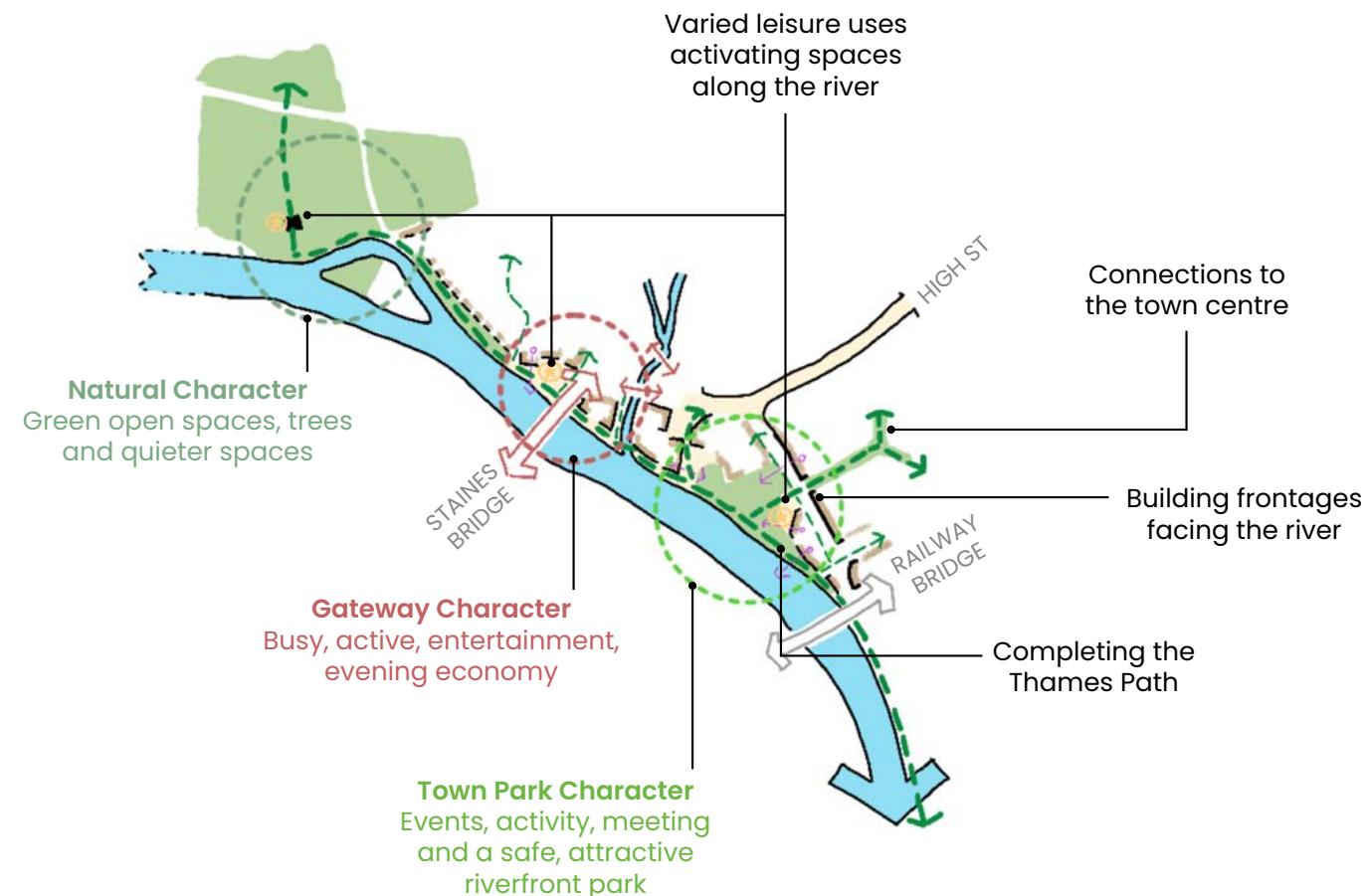
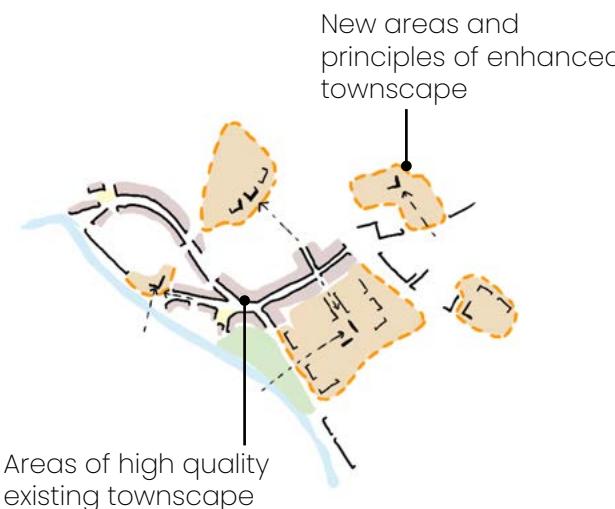
This strategy will be implemented by creating new street connections, enhancing the quality of existing streets and joining up the dots of existing active travel provision.



Uses & Facilities

The town centre has a strong existing High Street and retail offer, and new neighbourhoods will connect to and enhance them. New neighbourhoods will connect to and enhance the existing core of the town centre.

This strategy will be implemented by ensuring new streets and places have active commercial ground floors in the right places.



Townscape

The new town centre neighbourhoods strongly correspond to areas with poor existing townscape, where new development could significantly enhance how the town centre is experienced overall.

This strategy will be implemented by the requirements for the arrangement of new open spaces, streets, heights, **marker** and **landmark buildings**, and the implementation of town centre neighbourhood townscape principles (Chapter 4).

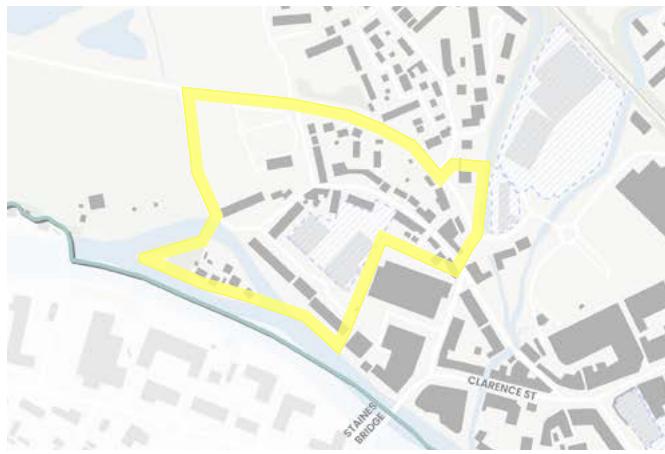
River Frontage

The River Thames that flows past Staines-upon-Thames is a vital part of the identity of the town. The overall strategy will be to establish or reinforce existing zones of activity, with attractive connections to the town centre, and development that fronts onto key spaces with complementary uses.

This strategy will be implemented by requirements for building heights, frontages, locations of open spaces, public realm priorities and key connectivity.

Relevant precedent examples for character of spaces and buildings are set out under 'Historic Core' and 'Memorial Gardens' Area Types.

5.1.1 Staines Village: Conserving a Valued and Attractive Place



DESIGN AIMS

New development will protect the existing attractive character of this area, with green space and small-scale urban grain.

Existing Context & Place Identity

Staines Village is a quiet, attractive area centred around St. Mary's Church and Church Street, becoming progressively greener as Church Street approaches the River Thames at its western end. There are many small, domestic, historic houses which are terraced and of red or buff brick or render with slate or tiled roofs. The character is residential and small-scale.

Much of the built form has a tight grain to it, which is set against the green open space around the Church. Towards the eastern end of Church St building heights rise, with a notable landmark at Courage Tower.

5.1.1.1 DESIGN REQUIREMENTS

Staines Village is covered by the Staines Village Conservation Area, and new development must take into account the existing character and context of this area. Development in this area type **must** comply with the following additional design requirements.

Where design requirements have a spatial requirement (e.g. location of key frontages) these are set out on the Area Type coding plan on the following page.

The Conservation Area covers the whole of this Area Type. Development in Staines Village should therefore preserve or enhance the character of the Conservation Area.

The characteristics of the Conservation Area **must** inform the approach to:

- Built Form **Massing**
- Building Line
- Built Form Grain
- Open Space Character
- Street Design and Public Realm
- Materials and Landscape
- Detailing and Architectural Approach

All designs must observe a rigorous **design process** that sets out why and how the above parameters have been arrived at from an appraisal of the existing Conservation Area.

The Area Type coding plan sets out key spatial considerations, particularly for the Staines Business Park allocated site.



View west along Church Street showing tight urban grain, curve of street and continuous building line



Church Street curves and opens slightly, to allow for softening from front gardens and a varying width of space.



St Mary's Church anchors the western end of the Village with a generous churchyard and hinted views towards the River Thames.



Find out more about the Conservation Area in the Staines Village Conservation Area Appraisal (2023).

AREA TYPE CODING PLAN

This plan sets out where design requirements apply within this Area Type.

**THE STREET & GROUND FLOOR**

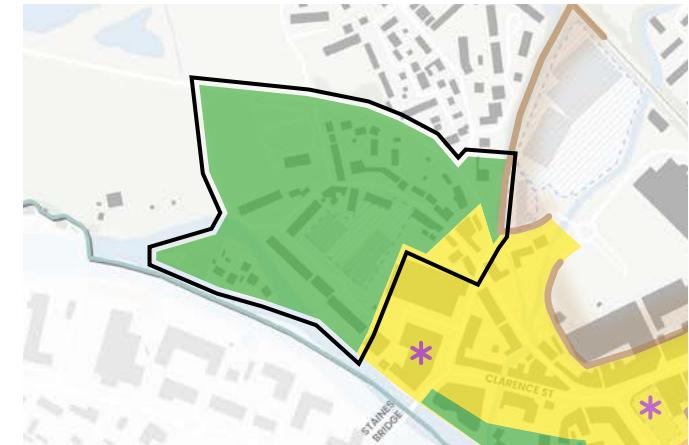
←● Key View to Retain

..... Thames Path

— New active travel street connection

SCALE & MASSING

▼▼ Sensitive Edge

BUILDING HEIGHTS PLAN

Heights typically up to:

■ 3-4 storeys (approx 12m)

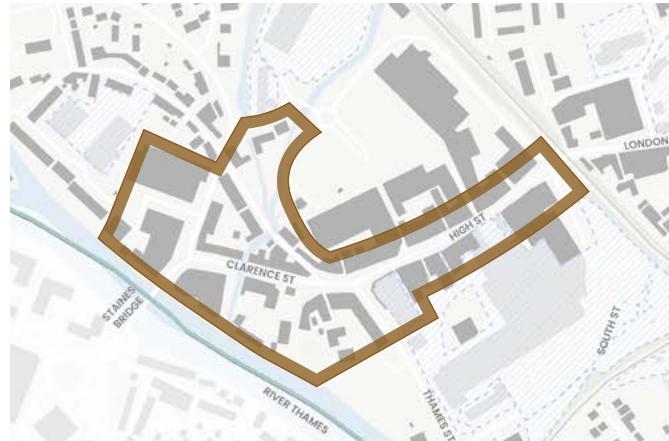
■ 5-6 storeys (approx 18m)

Building heights are measured from pavement level to the roofline.

Typical storey heights for different uses are:

- Residential: 3m
- Commercial / Office: 4m
- Ground Floor Retail / Commercial: 4.5m





DESIGN AIMS

New development will strongly reflect the context, respecting its surroundings and retaining, not changing, the existing character.



Existing Context & Place Identity

The heart of Staines-upon-Thames is a vibrant and successful High Street. This grew up on the historic Roman road crossing Staines bridge leading towards London. It is primarily a retailing street, with high activity levels, on-street uses such as the market and local events and is at the heart of the identity of the town. The Conservation Area covers the western half of this Area Type.

The built form throughout this area is primarily 3-4 storeys (approx 12m), with a fine urban grain and attractive townscape. There are some on-street trees and only one major open space in the Market Square.

The public realm is bisected by a major road, and the overall built form historically turns its back on the river.

5.1.2.1 DESIGN REQUIREMENTS

General requirements for the **High Street Area Type** (see 4.1) apply. Part of the area is covered by the Staines Village Conservation Area, and new development must take into account the existing character and context. Development in this area type **must** comply with the following additional design requirements.

Where design requirements have a spatial requirement (e.g. location of key frontages) these are set out on the Area Type coding plan on the following page.

5.1.2.1a Building Heights

- Heights of between 3-6 storeys (approx 10-18m), to comply with the heights plan on the following page
- Protect the scale and characteristic aspect ratios of existing streets and spaces with development not dominating the street scene or materially altering its street section (shown in Sections 1, 2, 3 on the following pages).

5.1.2.1b Building Line

- Building line is continuous, with buildings set at the front of the plot

5.1.2.1c Building Grain

- Building widths of between 6-15m
- Building frontage grain of between 6-10m, with wider buildings visually subdivided

5.1.2.1d Vertical Mix of Uses

- Ground floor retail and flexible commercial uses included in designs where this frontage type is specified

5.1.2.1e Public Realm

- Create a river front open space as part of development adjacent to Staines Bridge, requirements set out under 'Key Open Space Requirements' on following page..
- Enhanced planting and trees along river frontage to provide shade and 'soft edge' to town centre
- Improvements to pedestrian crossing point between High Street and Market Square

5.1.2.1f Facades, Detail & Richness

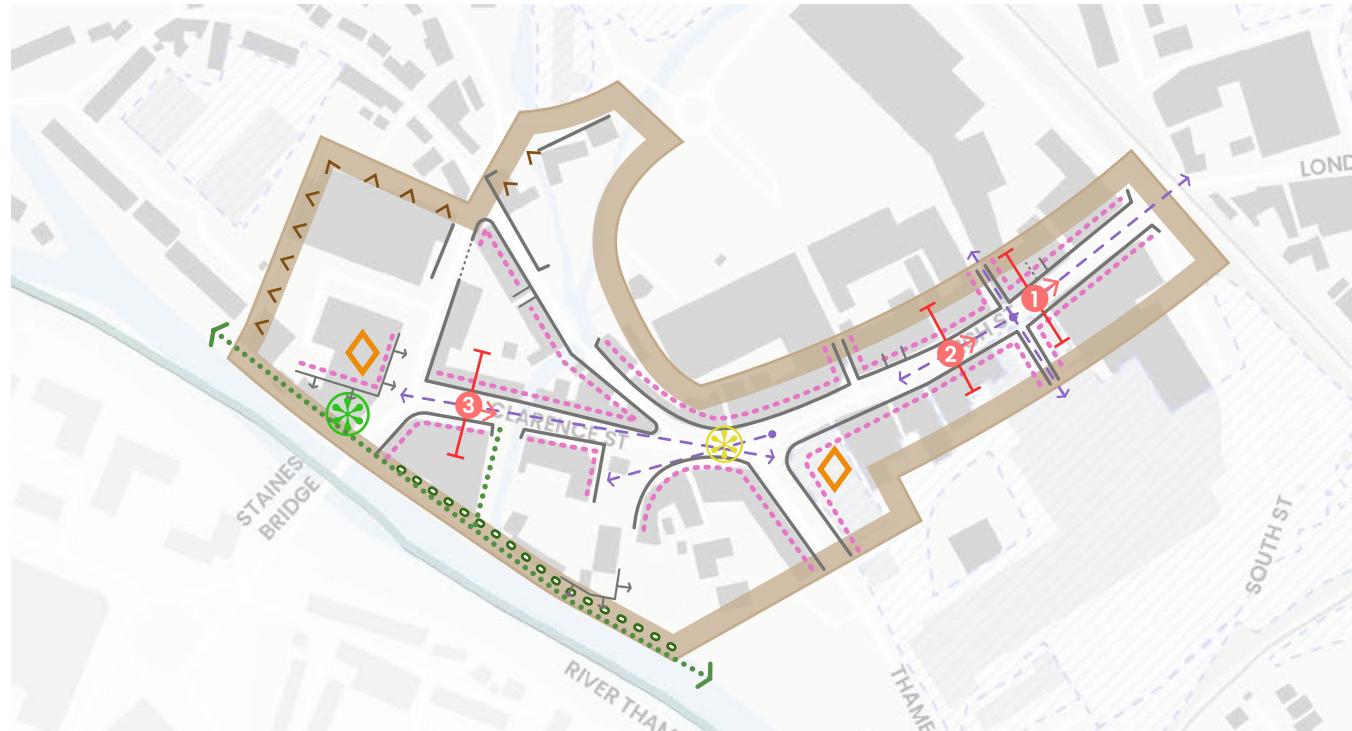
- Retention of existing façades, where they are of historic or local importance, or are of distinctive and attractive architecture, and where this is technically feasible
- Roofs to be pitched, with a variety of forms acceptable (see Chapter 4) and informed by contextual study
- Windows on frontage to match surrounding rhythm and characteristics
- Materials and architectural detailing to respond to prevailing form
- Views along Clarence Street terminated with **marker buildings** to provide townscape interest



Find out more about the Conservation Area in the Staines Village Conservation Area Appraisal (2023).

AREA TYPE CODING PLAN

This plan sets out where design requirements apply within this Area Type.



2 Section location

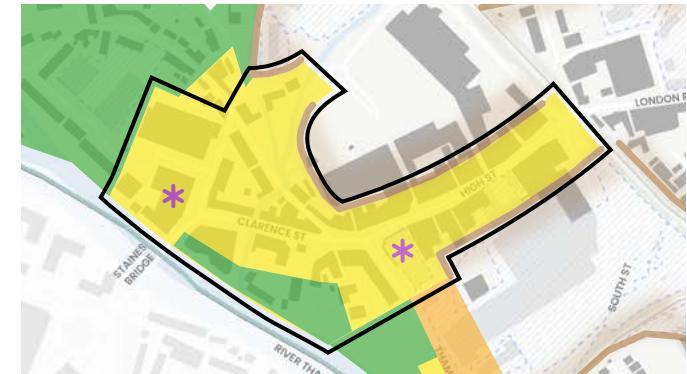
Allocated site in Local Plan

BUILT FORM

- Building Line
- New Active Frontage
- ↔ Key View to Retain
- ◆ Marker Building
- ▼ Sensitive Edge

VERTICAL MIX OF USES

- Retail / Flexible Commercial Ground Floor
- New green open space
- River frontage planting
- Public realm enhancements
- Thames Path and connecting paths

BUILDING HEIGHTS PLAN

Heights typically up to:

3-4 storeys (approx 12m)

5-6 storeys (approx 18m)

* Locations where additional building height may be accepted, subject to:

- Review by an independent design review panel that includes community representation
- Additional height being set back from the street and sensitive edges
- Additional height complementing the wider townscape

Building heights are measured from pavement level to the roofline.

Typical storey heights for different uses are:

- Residential: 3m
- Commercial / Office: 4m
- Ground Floor Retail / Commercial: 4.5m

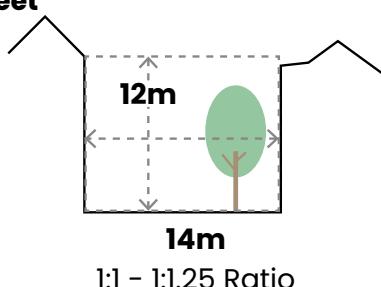
EXISTING STREET SECTIONS

The scale of key streets and spaces will be conserved and protected, with development not dominating the street scene or materially altering its street section

For section locations see Area Type Coding Plan.

High Street

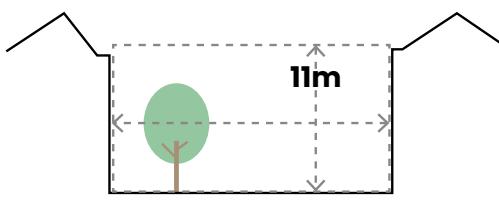
1



14m

1:1 - 1:1.25 Ratio

2

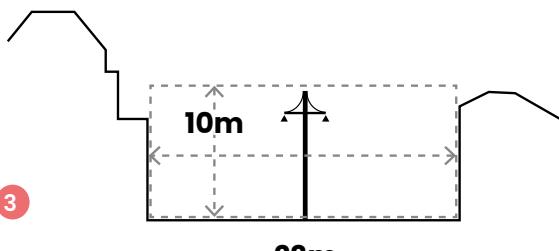


21m

1:1.5 - 1:2 Ratio

Clarence Street

3



23m

1:2 - 1:2.5 Ratio

MATERIALITY AND DETAILING

The High Street, Market Square and Clarence Street have a wide range of architectural styles, materials and features, tied together by distinctive dimensions of height, width, and building form.



Gable end roof forms



Corner brickwork detailing and brick variation



Market Square - colonnades



Cream and yellow brick



Double-height window articulation



Shades of red brick

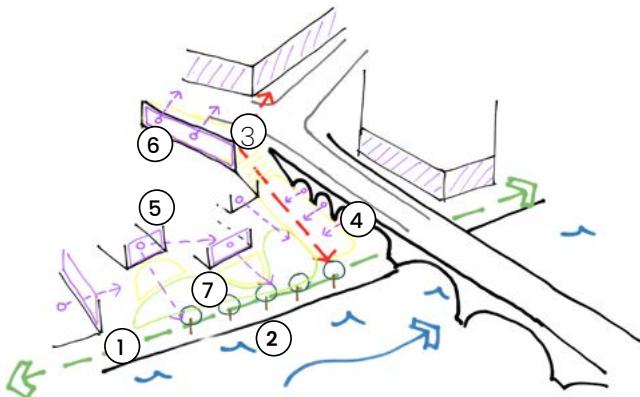


White render

5.1.2.1g KEY OPEN SPACE REQUIREMENTS

Proposals for a new open space **must** include:

1. Thames Path running through space
2. Additional tree planting along frontage
3. Accessible connection between Clarence St and River Thames frontage
4. Opportunity for commercial reuse of bridge arches, with associated spill-out public realm
5. **Active frontages** at lower level facing river, with associated spill-out public realm
6. **Active frontage** at street level facing Bridge Street, with associated spill-out public realm
7. Open space with a mix of planted, treed and hard landscape



Illustrative approach to applying the key design requirements

EXAMPLES AND PRECEDENTS

Development in this area **could** implement the following design features, character and opportunities.



Providing spill-out space in the public realm through materials, planting, surface finishes and retractable canopies.



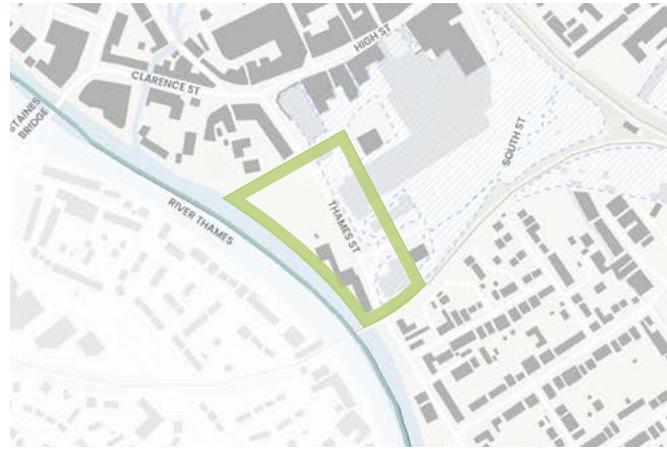
Creating new incidental spaces such as courtyards within development off main streets.



Creative use of existing heritage assets, frontages and spaces to bring back life and activity, such as the arches under Staines Bridge.



Activate the river frontage with planting, accessible landscape and lighting



DESIGN AIMS

New development in this area of the Thames frontage will face the river, relate to and help to animate the green open space, and create new connections to the rest of the town centre. Any development will be of exceptional architectural quality and enhance the existing townscape.

Existing Context & Place Identity

The River Thames, and the bridge across it, is the primary reason for the existence of Staines-upon-Thames, and is a much valued asset.

Historically, the town 'turned its back' on the river, primarily seeing it as a location for industry and other marginal uses, and it has only been in the latter stages of the 20th century that its value as a leisure and recreation asset has been recognised, with the creation of Memorial Gardens and the Thames Path national long-distance footpath running through the town.

5.1.3 Memorial Gardens: Improving and Respecting the River Thames Frontage

5.1.3.1 DESIGN REQUIREMENTS

General requirements for the **Town Centre Neighbourhoods Area Type** (see 4.2) apply. Development in this area type **must** comply with the following additional design requirements.

Where design requirements have a spatial requirement (e.g. location of key frontages) these are set out on the Area Type coding plan on the following page.

5.1.3.1a The Street & Ground Floor

- Building line to be continuous along Thames Street. Setback from plot edge of at least 2m to provide additional public realm for use as spill-out space or planting
- Extend the Thames Path along the full extents of river frontage from Memorial Gardens to the railway bridge
- Planting and trees accommodated along Thames St in areas of extended public realm.
- Ground floor retail and flexible commercial uses where this frontage type is specified.
- Frontages to activate Memorial Gardens

5.1.3.1b Scale & Massing

- Heights to comply with the maximum heights plan and key principles in Sections 1 and 2 on the following pages
- Building widths of 10-25m
- Appropriate development typologies include Villas and linear blocks

5.1.3.1c Open Spaces

- Buildings to face Memorial Gardens
- Extend Memorial Gardens onto the existing car park, design requirements set out under 'Key Open Space Requirements' on following page.
- Extend the green open space network from Memorial Gardens towards the northwest

5.1.3.1d Detail & Richness

- Roofs to contribute to townscape with pitched form, and with variation when viewed from a distance.
- Building frontage grain of 10-15m, with wider buildings visually subdivided
- Marker and landmark buildings** at key locations to provide legibility and townscape interest, reflecting principles set out under **4.2.5.2**. See Area Type Coding Plan
- 3-4 storey landmark mixed-use building opportunity adjacent to Memorial Gardens, anchoring the extended space

AREA TYPE CODING PLAN

This plan sets out where design requirements apply within this Area Type.



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Section location

Allocated site in Local Plan

THE STREET & GROUND FLOOR

Building Line

New Active Frontage

Retail / Flexible Commercial Ground Floor

Key Overlooking Location

Existing path or active travel street to connect to

New active travel street connection

OPEN SPACES

New green open space

Extension to public realm

Street Planting & Greening

DETAIL & RICHNESS

Marker Building

Landmark Building

BUILDING HEIGHTS PLAN

Heights typically up to:

3-4 storeys (approx 12m)

5-6 storeys (approx 18m)

8 storeys (approx 24m)

See Sections 1 and 2 on following page for explanation and key principles on heights.

Building heights are measured from pavement level to the roofline.

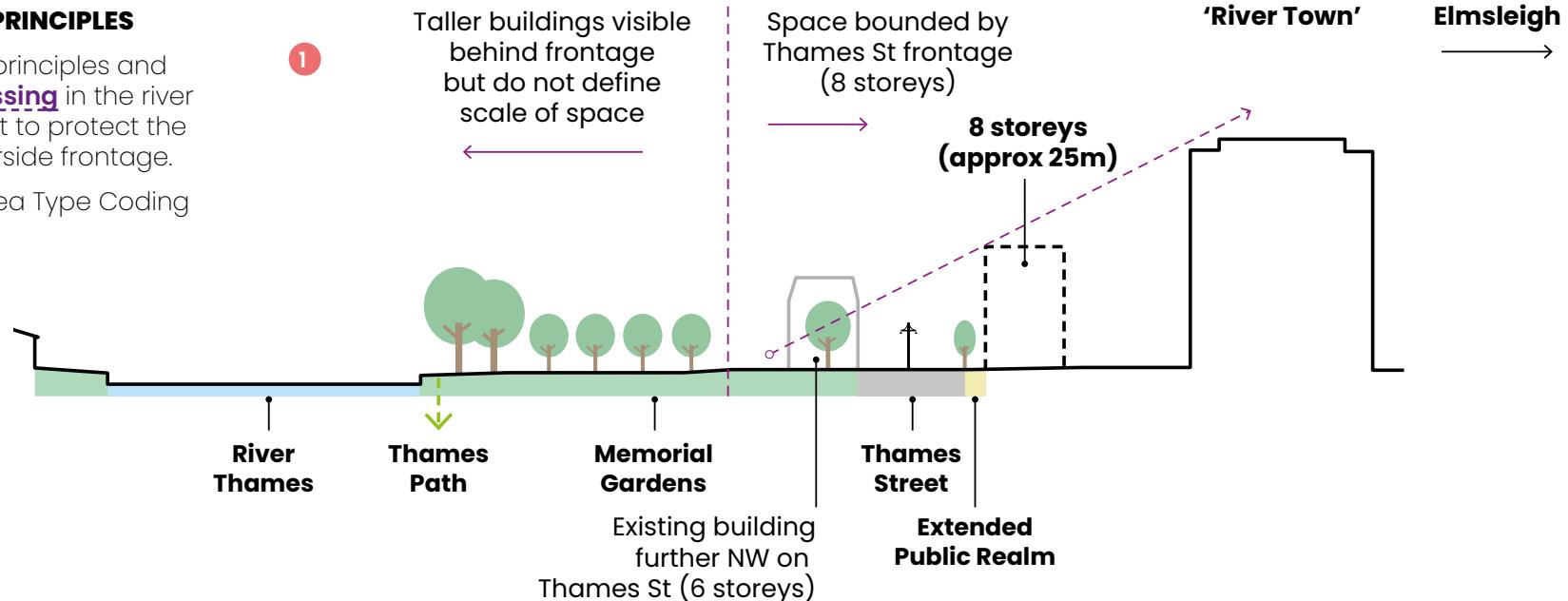
Typical storey heights for different uses are:

- Residential: 3m
- Commercial / Office: 4m
- Ground Floor Retail / Commercial: 4.5m

(5.1.3.1b) HEIGHTS AND SCALE PRINCIPLES

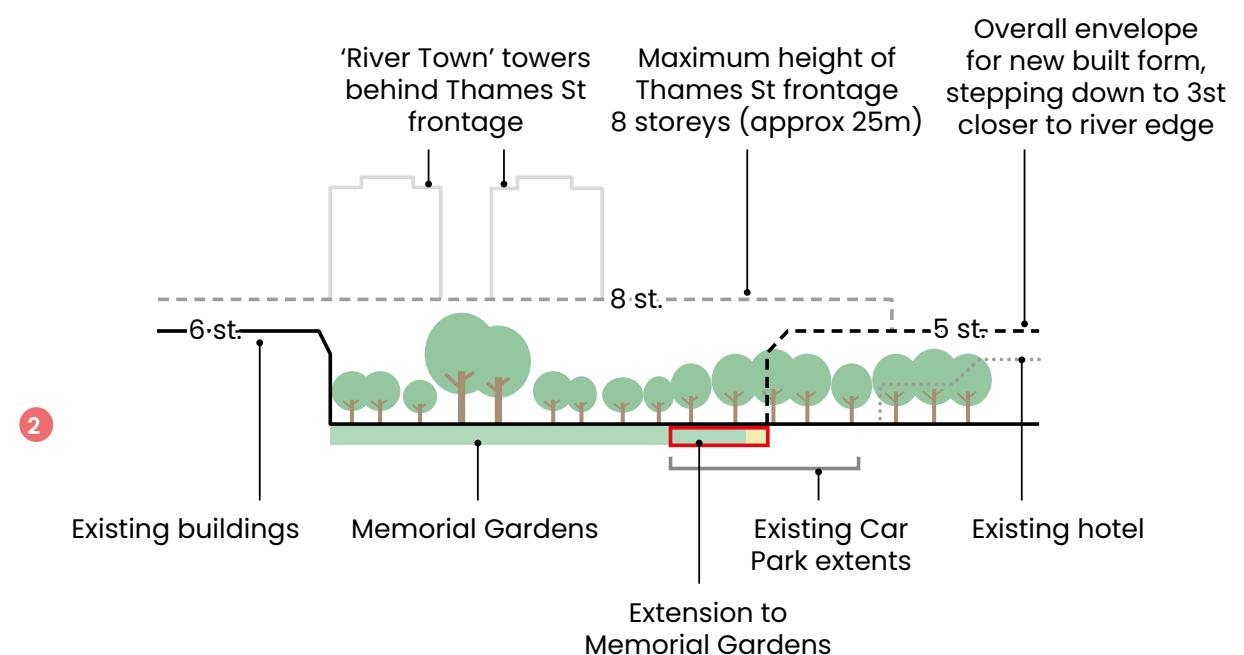
This diagram illustrates overall principles and rationale for the scale and **massing** in the river frontage area. These are set out to protect the scale and character of the riverside frontage.

For locations of sections see Area Type Coding Plan on previous page.



Key principles for **massing** are that development **must**:

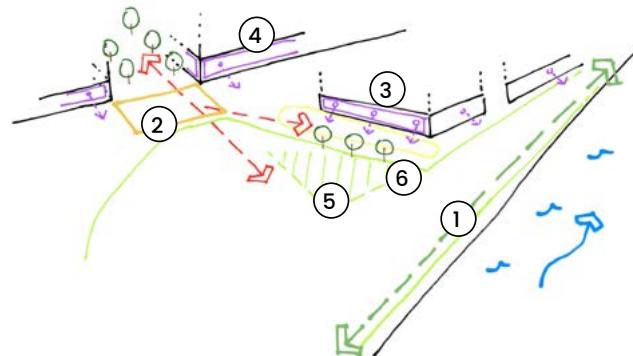
- Have a frontage along Thames Street should be at a maximum of 8 storeys (approx 24m) to retain an appropriate scale to Memorial Gardens, and to reduce the impact of taller buildings set back behind Thames Street
- Have maximum heights on the river side of Thames Street should be similar to those already in existence (up to 6 storeys, approx 18m, immediately adjacent to Thames Street)
- Have maximum heights on the river side of Thames Street which step down towards the river frontage where they should not exceed 3 storeys (approx 10m) immediately adjacent to the river
- Have building mass that is broken up with variety in heights, roofscape and articulation of façades



5.1.3.e KEY OPEN SPACE REQUIREMENTS

Proposals for a new open space **must** include:

1. Thames Path running through space, extended along river front with overlooking from built form
2. Accessible connections and improved crossing across Thames St
3. West or Southwest facing **active frontage** facing river and green open space with associated spill-out public realm
4. **Active frontage** on Thames St
5. Extension of existing green open space
6. Additional tree planting



Illustrative approach to applying the key design requirements

EXAMPLES AND PRECEDENTS

Development in this area **could** implement the following design features, character and opportunities.



Use of hard landscape public realm to support active ground floor uses on the edge of Memorial Gardens, with trees for shade and to provide a transition to greener open space in Memorial Gardens.



Activating open space with play and landscape features to encourage the use of Memorial Gardens as a destination, with play, seating and other activities available.



Fine-grained, varied frontages that address the river, open up views and connections, and provide overlooking to Memorial Gardens without overwhelming the scale of the space.



Use of gable-end and set back roofs to provide interest and variety to building tops, and usable private outdoor space facing the river.



DESIGN AIMS

New development in this area will realise the potential of the sustainable location close to the railway station. It will benefit the surroundings by enhancing the Station Path, providing safe and attractive links between the path and Kingston Road, and reducing areas of severance and discontinuity. It will relate respectfully in scale and massing to the residential area to the north.

Existing Context & Place Identity

The Station Path is an important gateway to the town and has an attractive green character, but is bordered by car parks and underused spaces that can make it feel unsafe.

Community and commercial uses, along with apartments, are located on Kingston Road. A mix of Victorian and Edwardian homes are interspersed with more modern, less well-integrated development and surface parking.

5.1.4.1 DESIGN REQUIREMENTS

General requirements for the **Town Centre Neighbourhoods Area Type** (see 4.2) apply. Development in this area type **must** comply with the following additional design requirements.

Where design requirements have a spatial requirement (e.g. location of key frontages) these are set out on the Area Type coding plan on the following page.

5.1.4.1a The Street & Ground Floor

- Match and repair existing building lines.
- Provide a setback along Station Path for seating and planting.
- Provide passive surveillance of Station Path, particularly the railway underpass and surrounding area
- Pedestrian and cycle links between Kingston Road and the Station Path
- Street network to respect and connect to existing street grid and characteristic blocks of 55-75m width

5.1.4.1b Scale & Massing

- Heights to transition to surrounding built form as set out on the transitional edges plan and key principles in Section 1 on following pages
- Building widths or frontage grain of between 7-15m to reflect existing built form
- Appropriate development typologies include terraces, mews, linear blocks, villas and occasional towers on podiums.

5.1.4.1c Open Spaces

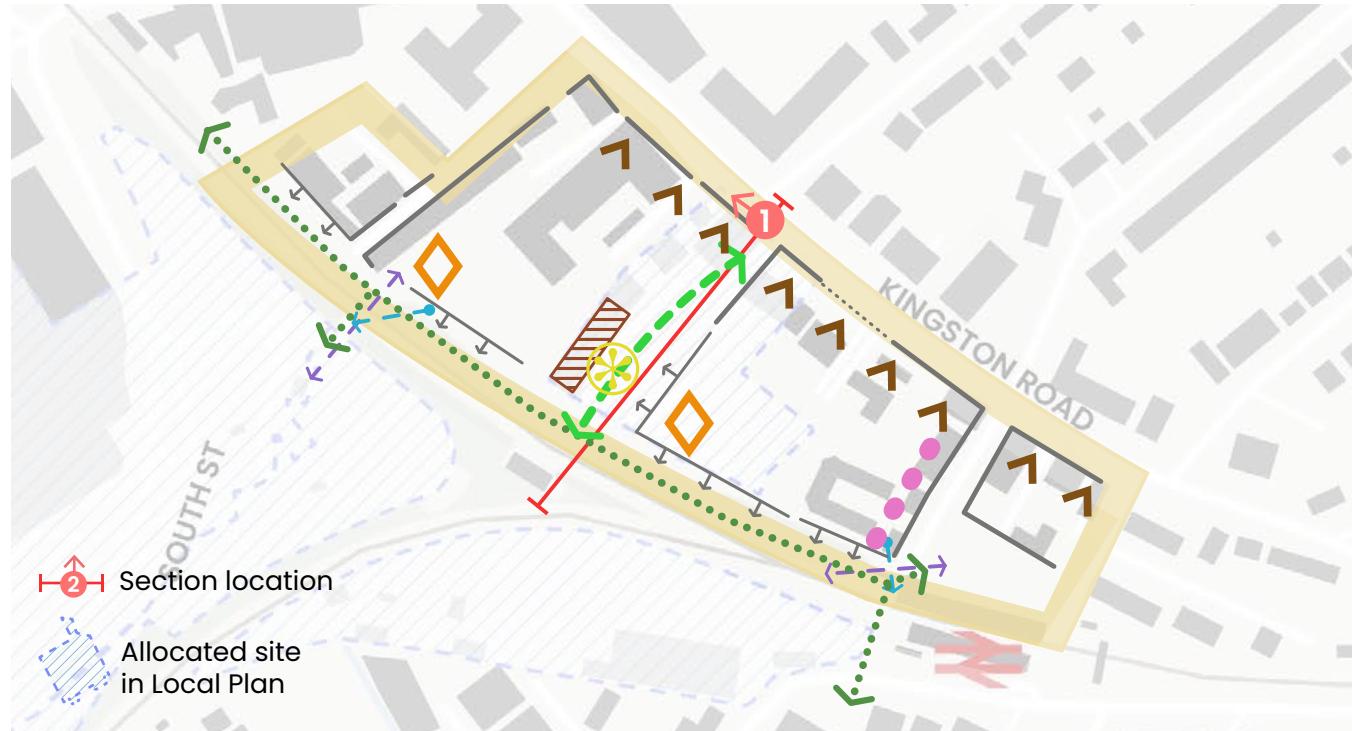
- Create a square in front of the Oast House which provides an appropriately-scaled space for this building. Requirements are set out under 'Key Open Space Requirements' on following page.

5.1.4.1d Detail & Richness

- Roofs up to 5 storeys (approx 15m) to be pitched with gable ends and dormers acceptable.
- Roofs of taller buildings to provide visual interest with distinctive form, and with variation when viewed from a distance.
- **Marker buildings** at key locations to provide legibility and townscape interest, reflecting principles set out under **4.2.5.2**. See Area Type Coding Plan.

AREA TYPE CODING PLAN

This plan sets out where design requirements apply within this Area Type.



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- THE STREET & GROUND FLOOR
 - Building Line
 - New Active Frontage
 - Key View to Retain
 - Retail / Flexible Commercial Ground Floor
 - Repaired Building Line

- OPEN SPACES
 - Existing path or active travel street to connect to
 - New active travel street connection
- DETAIL & RICHNESS
 - Marker Building
 - Heritage Asset to define edge of new public realm
- SCALE & MASSING
 - Sensitive Edge

TRANSITIONAL EDGES PLAN

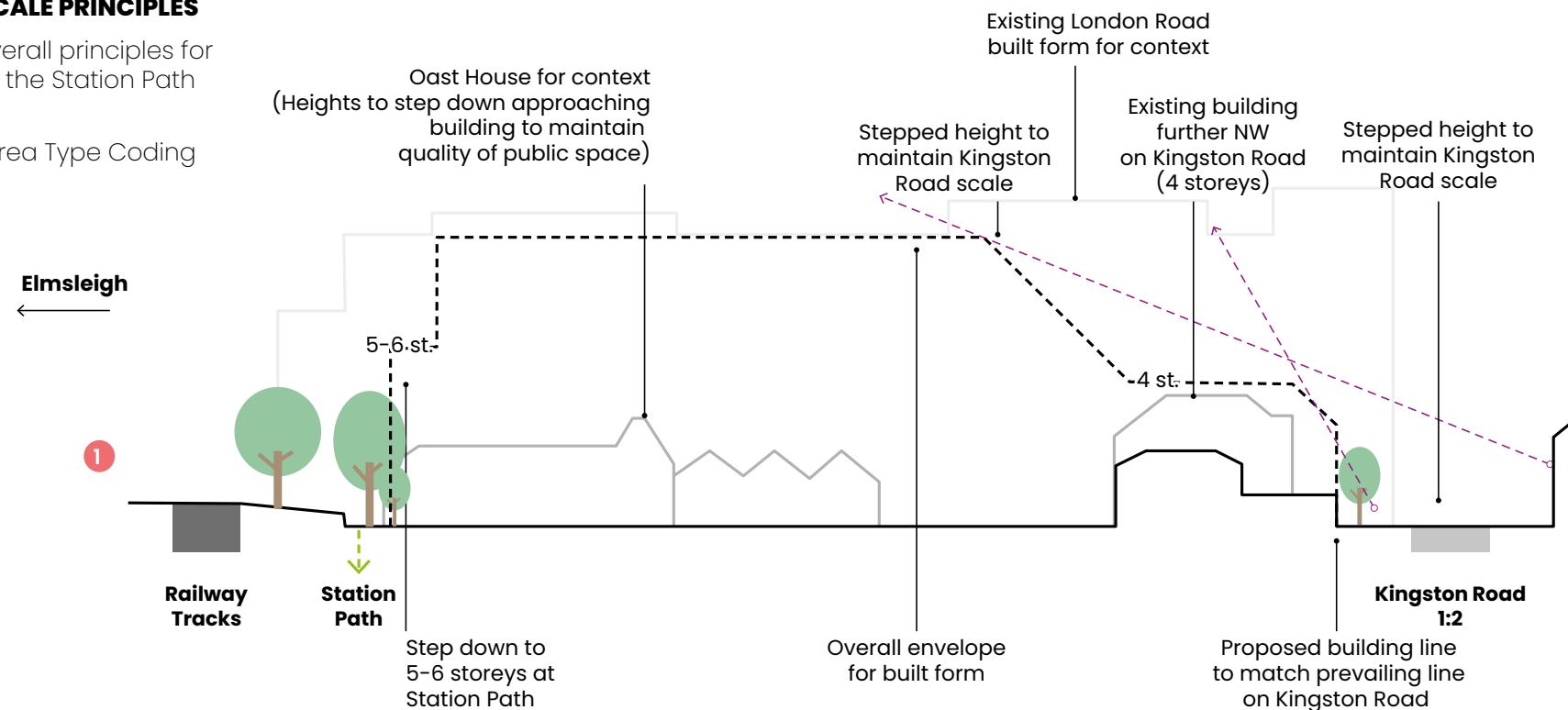
Transitional Edge, where heights step down to blend with prevailing built form and preserve street scale.

See Section 1 on following page for explanation and key principles on transitional edges.

(5.1.4.1b) HEIGHTS AND SCALE PRINCIPLES

This diagram illustrates overall principles for the scale and **massing** in the Station Path area.

For section location see Area Type Coding Plan.



Key principles for **massing** are that development **must**:

- Step down to 3-4 storeys (approx 12m) to meet Kingston Road towards the east, preserving its scale and views from the street and buildings to the north
- Step down to 5-6 storeys (approx 18m) to meet Kingston Road towards the west, closer to London Road
- Step down to 5-6 storeys (approx 18m) create a human scale adjacent to Station path
- Step down to meet the public space in front of the Oast House as set out in the Key Open Space Requirements on the following page

5.1.4.1e KEY OPEN SPACE REQUIREMENTS

Proposals for a new open space **must** include:

1. Improved overlooking of Station Path
2. Walking and cycling connection between Kingston Road and Station Path
3. Public space created in front of Oast House with new surrounding built form scaled and set back at taller heights, as shown in section inset.
4. 'Spill-out' public realm immediately in front of Oast House
5. Tree planting within public realm to provide shade and character to space
6. Overlooking and **active frontages** to all spaces from new built form

EXAMPLES AND PRECEDENTS

Development in this area **could** implement the following design features, character and opportunities.



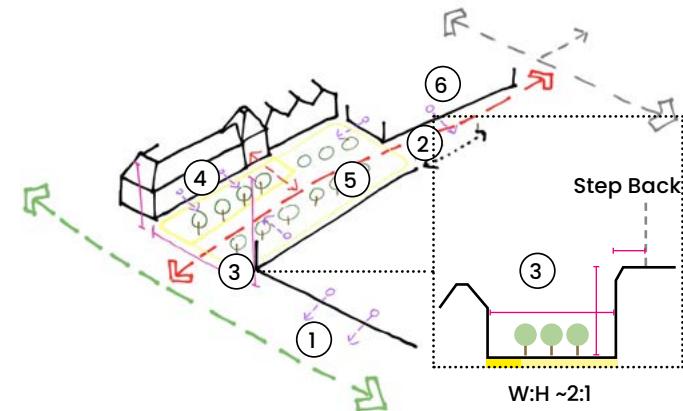
Streets that prioritise people and limit vehicle speeds, and reflect the existing structure and key dimensions of blocks and streets in the surrounding context.



Use of artwork in the public realm to provide legibility and a distinctive character to this area, particularly on new pedestrian links past the Oast House.

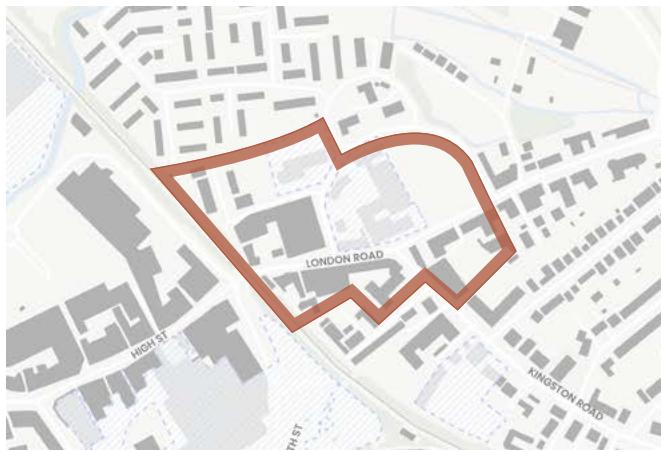


Use of mews streets to ensure high densities within blocks whilst maintaining a mix of house types in developments.



Illustrative approach to applying the key design requirements

5.1.5 London Road: A New Gateway Neighbourhood for the Town Centre



DESIGN AIMS

New development in this area will create new high-quality green spaces and public realm for residents and the public that provide a setting for higher-density buildings, and maximise connectivity through to the suburbs and green spaces to the north.

Existing Context & Place Identity

On the north-eastern side of the railway tracks, under the Iron Bridge, the London Road area is an extension of the High Street. It has some secondary and local retail and service uses, as well as being a focus for a number of larger high-density residential schemes, with associated ground floor retail uses.

London Road is an important gateway location for the town and is a major new neighbourhood for Staines-upon-Thames.

5.1.5.1 DESIGN REQUIREMENTS

General requirements for the **Town Centre Neighbourhoods Area Type** (see 4.2) apply. Development in this area type **must** comply with the following additional design requirements.

Where design requirements have a spatial requirement (e.g. location of key frontages) these are set out on the Area Type coding plan on the following page.

5.1.5.1a The Street & Ground Floor

- Building line to be set back from plot edge along London Road to provide additional public realm, planting and spill-out space.
- Retail and commercial ground floor uses to be located along London Road frontage

5.1.5.1b Scale & Massing

- Heights to transition to surrounding built form as set out on the transitional edges plan and key principles in Section 1 on following pages
- General presumption of high residential densities and **Floor Area Ratio** of 3.0 or above.
- Appropriate development typologies include occasional podiums and towers, villas and linear blocks.

5.1.5.1c Open Spaces

- Create a linear green open space from London Road/Kingston Road towards the north. Requirements are set out under 'Key Open Space Requirements' on following page.

5.1.5.1d Detail & Richness

- Roofs of taller buildings should provide visual interest with distinctive form, and with variation when viewed from a distance.
- Marker buildings** at key locations to provide legibility and townscape interest, reflecting principles set out under **4.2.5.2**. See Area Type Coding Plan.

AREA TYPE CODING PLAN

This plan sets out where design requirements apply within this Area Type.



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TRANSITIONAL EDGES PLAN

Transitional Edge, where heights step down to blend with prevailing built form and preserve street scale.

See Section 1 on following page for explanation and key principles on transitional edges.

THE STREET & GROUND FLOOR

- Building Line
- New Active Frontage
- Key View to Retain
- Retail / Flexible Commercial Ground Floor

SCALE & MASSING

- Existing path or active travel street to connect to
- New active travel street connection
- Sensitive Edge

OPEN SPACES

- New green open space
- Public realm enhancements
- Street Planting & Greening

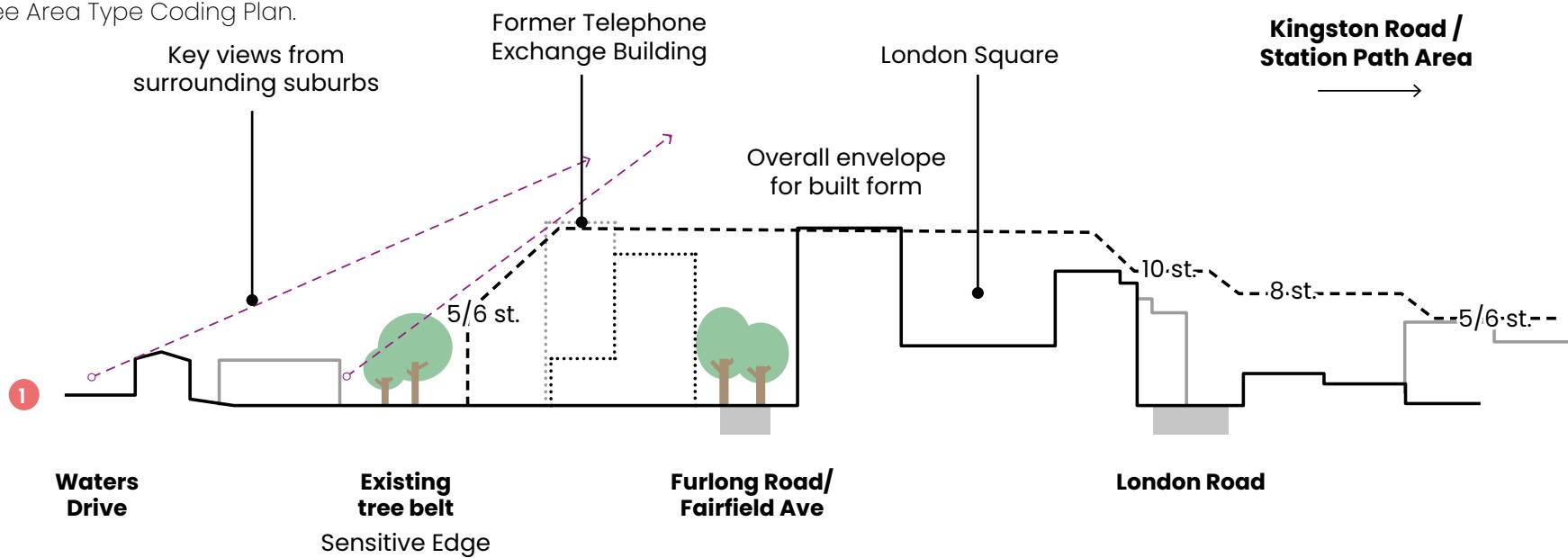
DETAIL & RICHNESS

- Marker Building

(5.1.5.1b) HEIGHTS AND SCALE PRINCIPLES

This diagram illustrates overall principles for the scale and **massing** in the London Road area.

For section location see Area Type Coding Plan.



Key principles for **massing** are that development **must**:

- Step down towards the northern edge bordering Waters Drive to approximately match the heights of the existing tree belt (5/6 storeys, approx 18m)
- Heights to peak in the centre of the neighbourhood at 12 storeys (approx 36-40m)
- Heights on London Road to be no higher than the currently prevailing heights of recent developments (approx 10 storeys / 32m)
- Be generally lower in height on the south-western side of London Road to transition to this lower-rise existing residential area

5.1.5.1e KEY OPEN SPACE REQUIREMENTS

Proposals for a new open space **must** include:

1. Connections to wider open spaces and neighbourhoods to the north
2. Retention of existing trees
3. Overlooked public realm at key node
4. Connection from London Road to former Telephone Exchange site and public realm
5. Overlooked linear green open space
6. Improved pedestrian and cycling connections at London Road / Kingston Road junction
7. Retail frontage and associated 'spill-out' public realm on London Road
8. **Marker building** to terminate views along linear green open space

EXAMPLES AND PRECEDENTS

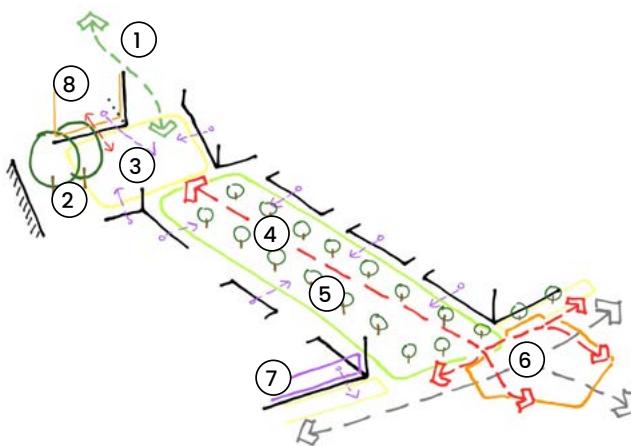
Development in this area **could** implement the following design features, character and opportunities.



Well-overlooked green open spaces with trees, seating and a choice of walking routes.



Active commercial ground floors that have a strong relationship with a pedestrian-friendly public realm.



Illustrative approach to applying the key design requirements



Urban character of public realm with trees, cycle parking and hard landscape at key nodes, such as along London Road or at the public realm square opportunity set out on the coding plan.

5.1.6 Two Rivers: A New Neighbourhood with access to Nature



DESIGN AIMS

New development in the Two Rivers area will create a new, integrated primarily residential neighbourhood strongly related to the watercourses running through it. Opportunities to reflect the grain or character of the historic industrial uses of the site are supported.

Existing Context & Place Identity

To the north-west of the core of the historic town centre sits the Two Rivers Retail Park, which occupies land previously used for the linoleum industry. The area is dominated by a large surface car park and associated highway infrastructure and edged by modern retail and leisure units. The retail park integrates well with the core High Street and strengthens the overall town centre offer.

5.1.6.1 DESIGN REQUIREMENTS

General requirements for the **Town Centre Neighbourhoods Area Type** (see 4.2) apply. Development in this area type **must** comply with the following additional design requirements.

Where design requirements have a spatial requirement (e.g. location of key frontages) these are set out on the Area Type coding plan on the following page.

5.1.6.1a The Street & Ground Floor

- New street layouts designed on 'superblock' principles to prioritise active travel, with vehicle movement limited to parking and service access to buildings
- New streets to connect to and extend the street grid of the town centre from the southeast
- Enhance the safety of the existing pedestrian bridge towards the west by locating of built form with **active frontages** facing it
- Connect new streets to existing footpaths along River Wraysbury corridor
- Retention and extension of retail, leisure and other commercial uses along key NW-SE axis. See Area Type Coding Plan.

5.1.6.1b Scale & Massing

- Heights to transition to surrounding built form as set out on the transitional edges plan and key principles in Section 1 on following pages
- **Massing** led by creating a comfortable street scale with the tightest width:height ratio of around 1:1. Heights that would break this street aspect ratio are permitted through the use of a '**shoulder**' where heights step back from the street edge.

- General presumption of high residential densities and **Floor Area Ratio** of 3.0 or above.
- Terraces and linear blocks to be used close to sensitive edges.
- All development typologies may be appropriate in other locations

5.1.6.1c Open Spaces

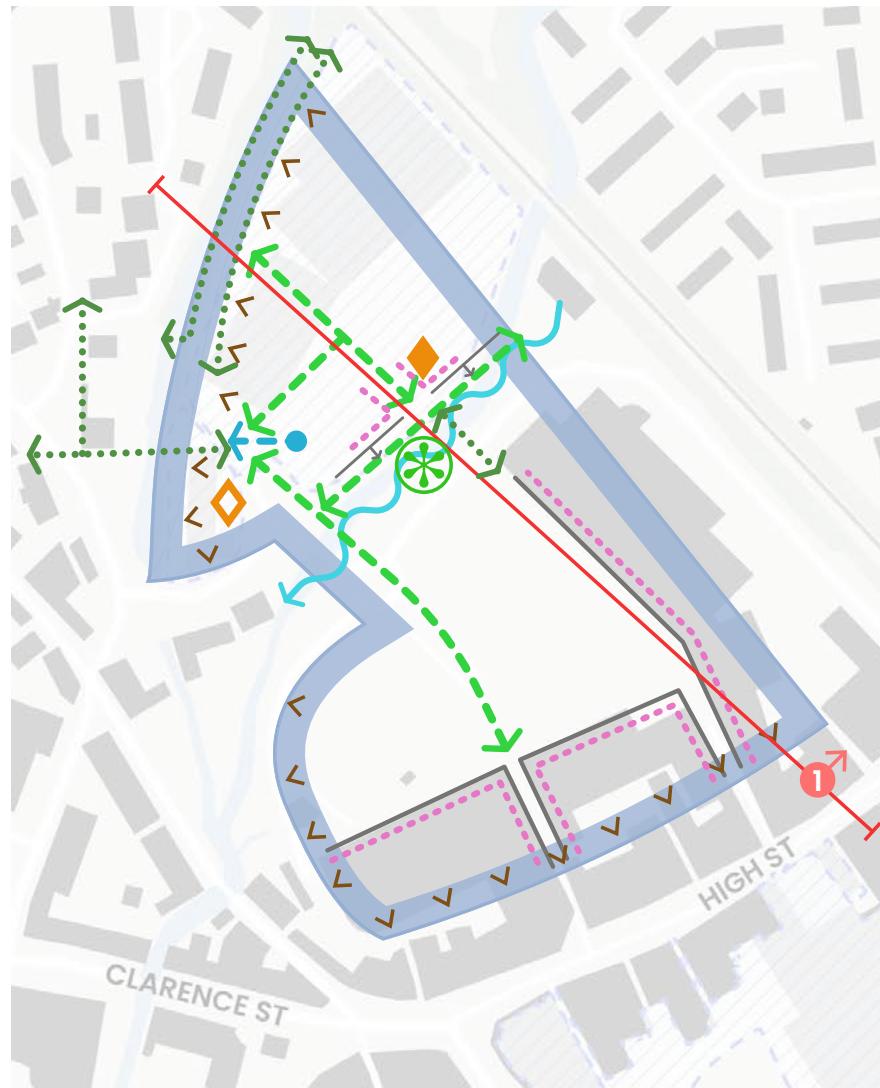
- Create a new linear park and public spaces along a restored River Colne. Requirements are set out under 'Key Open Space Requirements' on following page.
- Enhancement of the habitats and watercourses of the Rivers Wraysbury and Colne, including potential for river restoration approaches along the Colne.

5.1.6.1d Detail & Richness

- Roofs of taller buildings should provide visual interest with distinctive form, and with variation when viewed from a distance.
- **Marker and landmark buildings** at key locations to provide legibility and townscape interest, reflecting principles set out under **4.2.5.2**. See Area Type Coding Plan.

AREA TYPE CODING PLAN

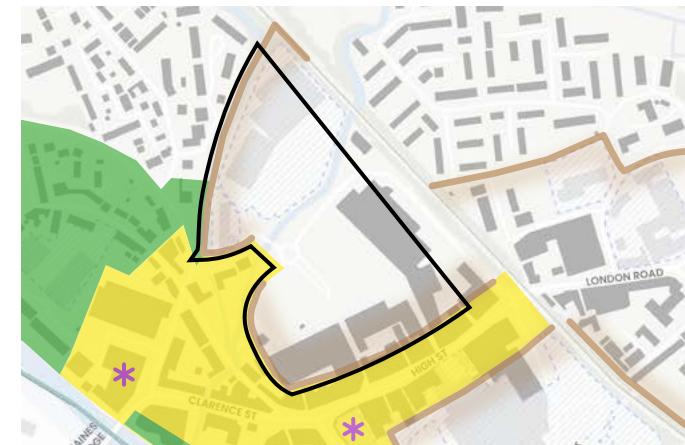
This plan sets out where design requirements apply within this Area Type.



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- 2 Section location
- Allocated site in Local Plan
- THE STREET & GROUND FLOOR**
 - Building Line
 - New Active Frontage
 - Retail / Flexible Commercial Ground Floor
 - Key Overlooking Location
 - Existing path or active travel street to connect to
 - New active travel street connection
- SCALE & MASSING**
 - Sensitive Edge
- OPEN SPACES**
 - New green open space
- River restoration opportunity
- DETAIL & RICHNESS**
 - Marker Building
 - Landmark Building

TRANSITIONAL EDGES PLAN

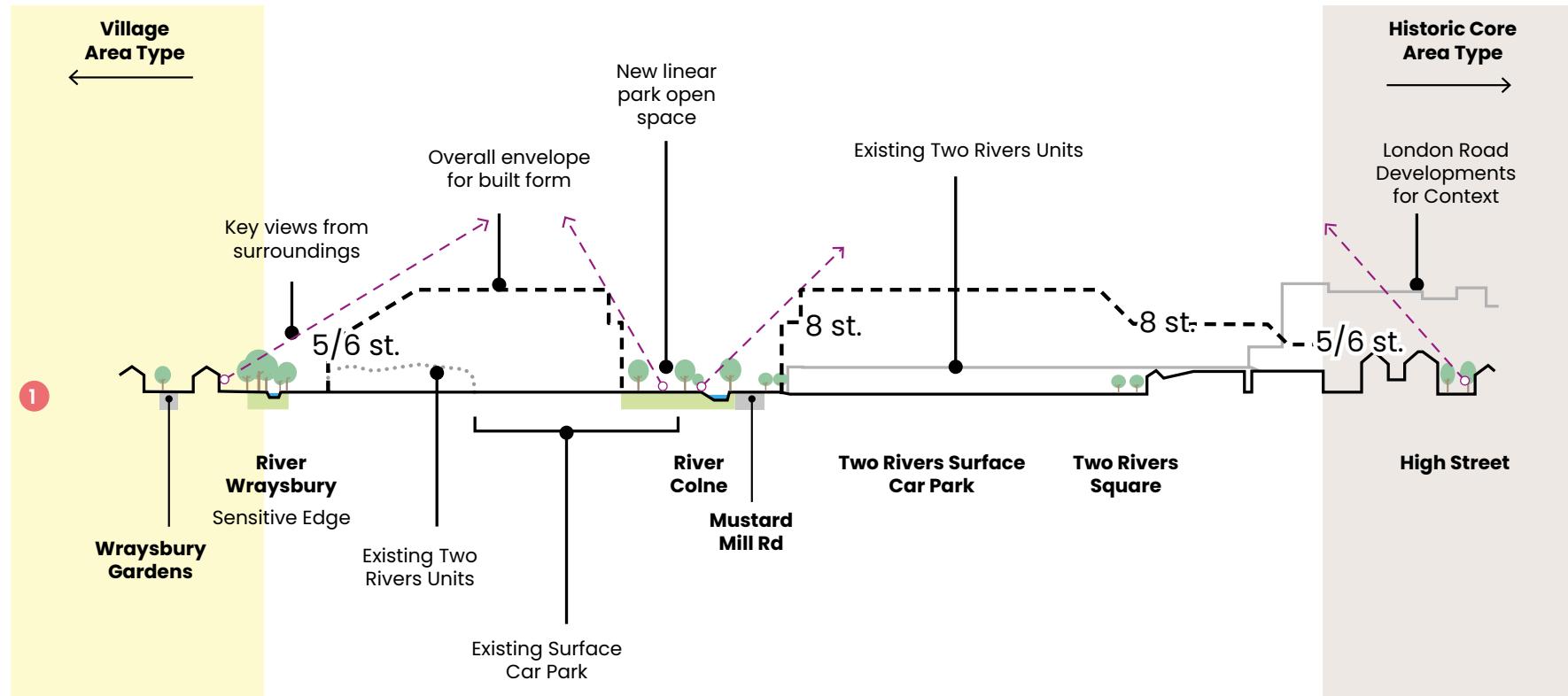


Transitional Edge, where heights step down to blend with prevailing built form and preserve street scale.

See Section 1 on following page for explanation and key principles on transitional edges.

(5.1.6.1b) HEIGHTS AND SCALE PRINCIPLES

This diagram illustrates overall principles for the scale and **massing** in the Two Rivers area. For section location see Area Type Coding Plan.



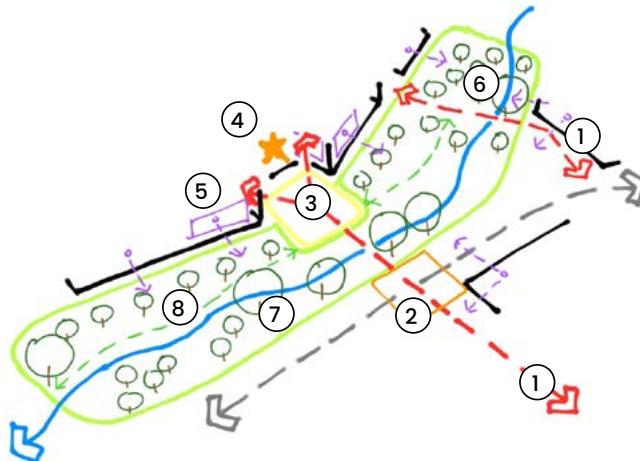
Key principles for **massing** are that development **must**:

- Step down towards the neighbouring residential area to the northwest, with heights at the edge approximately as high as the existing tree belt on the River Wraysbury (~15-18m, 5-6 storeys)
- Have heights of up to 8 storeys (approx 24m) immediately adjacent to the new linear park, with taller heights set back with a '**shoulder**'

5.1.6.1e KEY OPEN SPACE REQUIREMENTS

Proposals for a new open space **must** include:

1. Connections across existing bridges to town centre streets into open space and towards the north and west
2. Crossing point to provide walking and cycling access to open space
3. Overlooked, activated public realm at node
4. **Marker building** to terminate view from town centre
5. Retail **active frontage** around key node and overlooking of open space from built form
6. Strengthening of existing trees and planting to create varying landscape character
7. Accessible green open space around river
8. Walking and cycling links through open space



Illustrative approach to applying the key design requirements

EXAMPLES AND PRECEDENTS

Development in this area **could** implement the following design features, character and opportunities.



Views maintained through development to provide a visual connection to surrounding areas and natural spaces.



Using the design and materiality of bridges as important connection points and features.



Use varied and attractive landscape and public realm features to make use of the River Colne as the heart of a new open space, reactivating this area for both nature and people.

5.1.7 Elmsleigh: A Bustling Town Centre Neighbourhood for all



DESIGN AIMS

New development in the Elmsleigh area will create a new, integrated mixed-use town centre neighbourhood, progressively changing the existing monolithic, inward-facing built form to one of streets, open spaces and individual buildings, with much better connections to the river frontage and surrounding neighbourhoods and facilities.

Existing Context & Place Identity

The area to the south-east of the High Street is a covered 1970s shopping centre with a large multi-storey car park and service entrances on main streets. It is a part of the town's retail offer.

This part of the town centre is also an important gateway for public transport users, arriving by rail or bus, and for those walking or cycling, as the majority of homes in Staines-upon-Thames located within walking or cycling distance of the town centre are located to the south-east.

5.1.7.1 DESIGN REQUIREMENTS

General requirements for the **Town Centre Neighbourhoods Area Type** (see 4.2) apply. Development in this area type **must** comply with the following additional design requirements.

Where design requirements have a spatial requirement (e.g. location of key frontages) these are set out on the Area Type coding plan on the following page.

5.1.7.1a The Street & Ground Floor

- New street layouts designed on 'superblock' principles to prioritise active travel, with vehicle movement limited to parking and service access to buildings. South Street to become a multi-modal street (see 4.2.1.3).
- Retain existing NW-SE High St to bus station connection as a pedestrian priority street
- Retention and extension of existing retail, leisure and other commercial uses along key NW-SE axis, connecting to High Street and bus station. See Area Type Coding Plan
- Mix of retail and commercial unit sizes to provide opportunities for smaller and independent businesses
- Create new NE-SW pedestrian priority connection towards river frontage
- **Active frontage** onto South Street and bus station

5.1.7.1b Scale & Massing

- Heights to transition to surrounding built form as set out on the transitional edges plan and key principles in Section 1 on following pages
- **Massing** led by creating a comfortable street scale with the tightest width:height ratio of around 1:1. Heights that would break this street aspect ratio are permitted through the use of

a '**shoulder**' where heights step back from the street edge.

- General presumption of high residential densities and high **Floor Area Ratio** of 3.0 and above.
- Appropriate development typologies include podiums and towers, villas and linear blocks closer to edges.

5.1.7.1c Open Spaces

- New green open space at heart of new neighbourhood, where streets cross. Requirements are set out under 'Key Open Space Requirements' on following page.

5.1.7.1d Homes & Practicalities

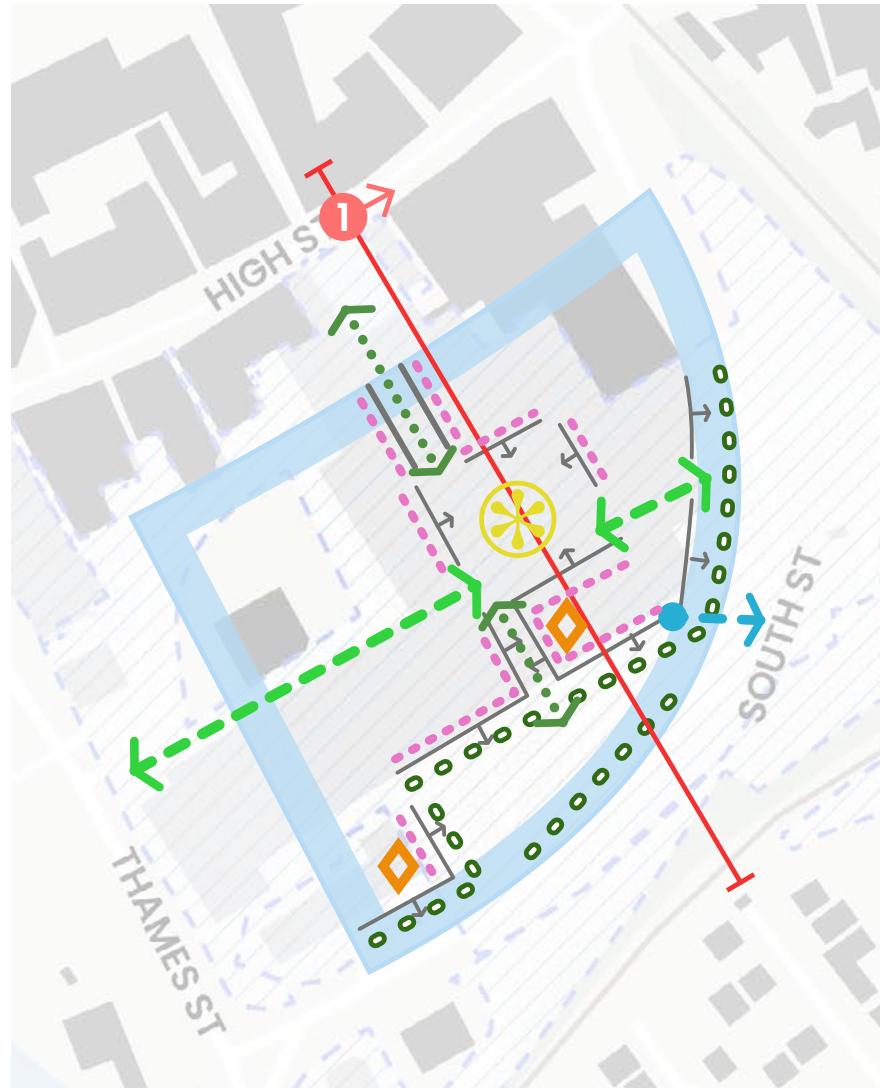
- Retain existing public car parking provision within consolidated deck structures, with attractive façades or sleeved by other development

5.1.7.1e Detail & Richness

- Roofs of taller buildings should provide visual interest with distinctive form, and with variation when viewed from a distance.
- **Marker buildings** at key locations to provide legibility and townscape interest, reflecting principles set out under 4.2.5.2. See Area Type Coding Plan.

AREA TYPE CODING PLAN

This plan sets out where design requirements apply within this Area Type.



1 Section location

Allocated site
in Local Plan

THE STREET & GROUND FLOOR

Building Line

New Active Frontage

Retail / Flexible
Commercial Ground Floor

Key Overlooking Location

Existing path or active travel
street to connect to

New active travel street
connection

OPEN SPACES

New open space/
public realm

Street Planting & Greening

DETAIL & RICHNESS

Marker Building

TRANSITIONAL EDGES PLAN

Transitional Edge, where heights step down to blend with prevailing built form and preserve street scale.

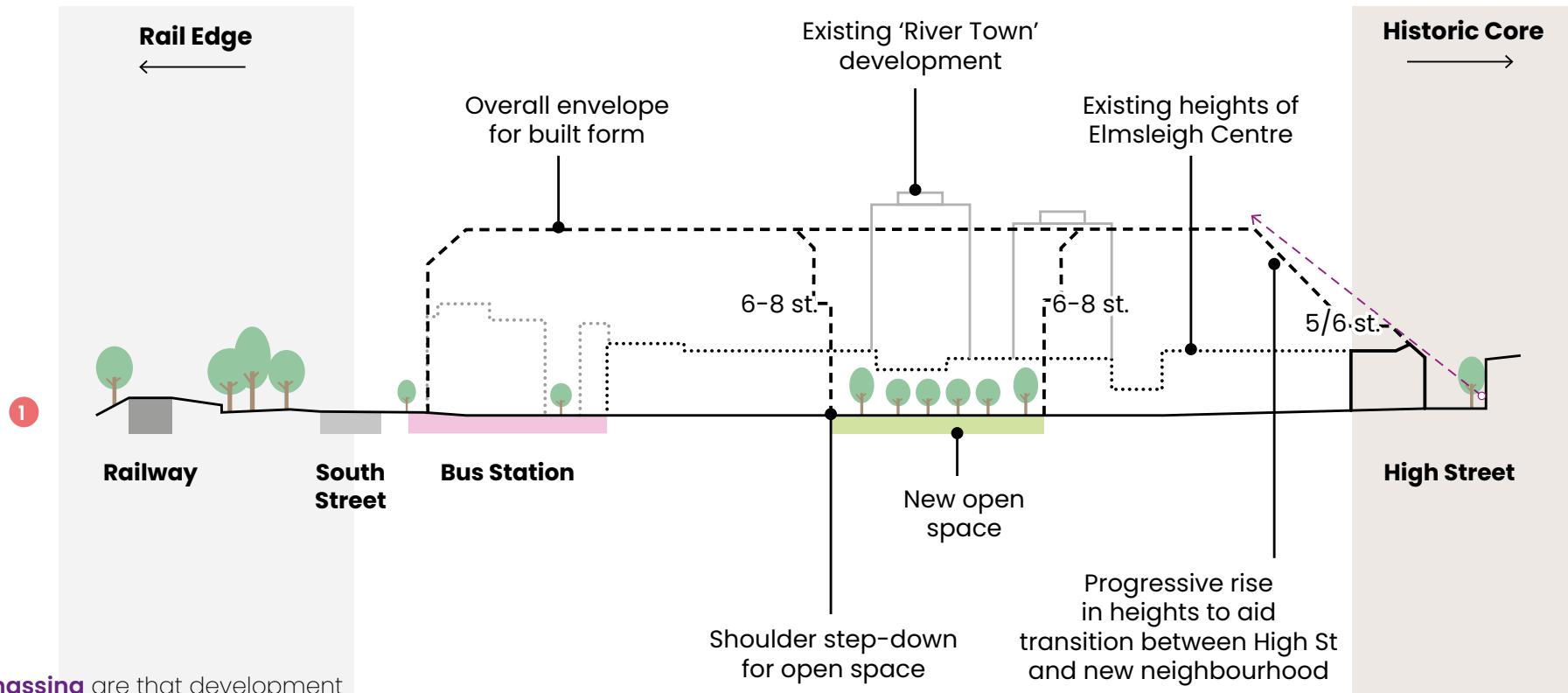
See Section 1 on following page for explanation and key principles on transitional edges.

(5.1.7.1b) HEIGHTS AND SCALE PRINCIPLES

This diagram illustrates overall principles for the scale and **massing** in the Elmsleigh area.

For section location see Area Type Coding Plan.

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Key principles for **massing** are that development **must**:

- Step down towards the permitted heights in the High Street (5-6 storeys, approx 18m)
- Ensure that views from street level in the High Street are not interrupted by new built form in the Elmsleigh Area
- Have a podium or base facade of up to 8 storeys (approx 24m) surrounding any new public open spaces, with taller buildings set back above a '**shoulder**'

5.1.7.1f KEY OPEN SPACE REQUIREMENTS

Proposals for a new open space **must** include:

1. Key connections to High Street, Bus Station and Memorial Gardens
2. Potential secondary connection to the northeast
3. Green open space or new public realm with trees and planting
4. Retail **active frontages** facing space with associated 'spill-out' public realm
5. Built form to create active edge along southwestern frontage
6. Tree-lined, overlooked connection towards the river and Memorial Gardens

EXAMPLES AND PRECEDENTS

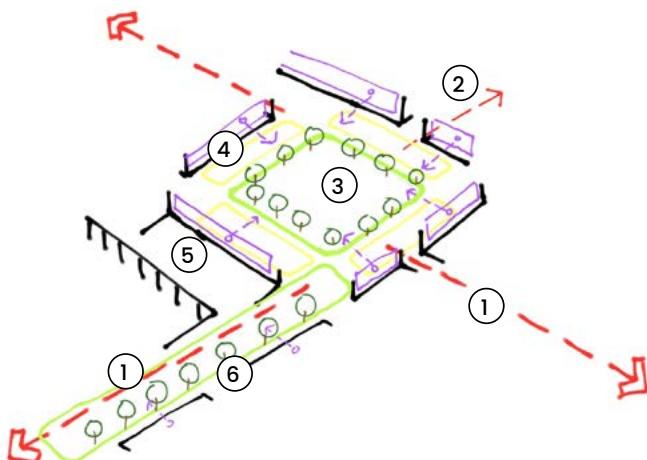
Development in this area **could** implement the following design features, character and opportunities.



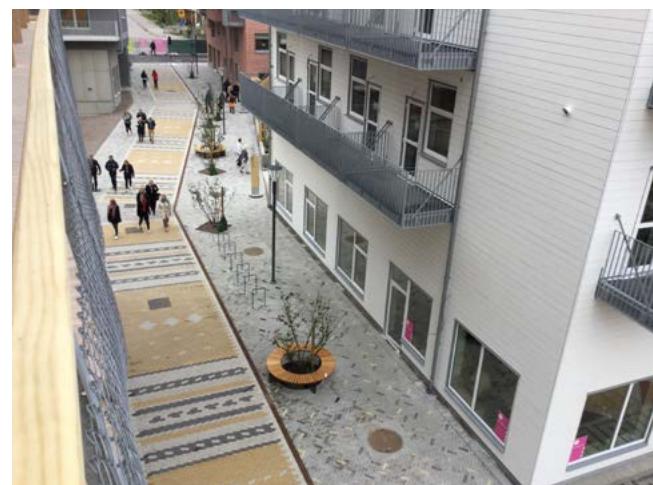
Variety in materials, architecture and street planting to provide variation while maintaining fine grain, human-scale streets.



Creation of an open space with a distinct urban character, variety of spaces and uses within.



Illustrative approach to applying the key design requirements



Use of patterns, materials and detailing in the public realm to create attractive pedestrian-priority streets that lead people through the neighbourhood.



DESIGN AIMS

New development in these locations will ensure that noise levels and quality of spaces next to the railway line are acceptable for residents. They should create good quality street environments and ensure that any existing or new connection points across the railways are safe, overlooked and become part of the wider street network.

Existing Context & Place Identity

Two busy railway lines divide Staines-upon-Thames town centre from its surrounding suburbs. On the river/town centre side of these lines are a series of car parks and other areas where new development is proposed. There is little existing built form but on the other side of the railway lines are primarily existing suburbs.

5.1.8 Railway Edges: Improving the Quality of Streets and Spaces

5.1.8.1 DESIGN REQUIREMENTS

General requirements for the **Town Centre Neighbourhoods Area Type** (see 4.2) apply. Development in this area type **must** comply with the following additional design requirements.

Where design requirements have a spatial requirement (e.g. location of key frontages) these are set out on the Area Type coding plan on the following page.

5.1.8.1a The Street & Ground Floor

- Create a strong street edge with a podium or continuous base building to limit impact of railway on wider town centre neighbourhoods. See following pages for principles.
- Safeguard potential new bridge or tunnel link across Egham railway tracks towards railway station. See Area Type Coding Plan.
- Incorporate new street trees and planting along main roads, particularly South St to aid transformation to multi-modal street.

5.1.8.1b Scale & Massing

- Heights to transition to surrounding built form as set out on the transitional edges plan
- **Massing** led by creating a comfortable street scale with the tightest width:height ratio of around 1:1. Heights that would break this street aspect ratio are permitted through the use of a '**shoulder**' where heights step back from the street edge.
- General presumption of high residential densities and high **Floor Area Ratio** of 3.0 and above, particularly close to major roads such as South St.

5.1.8.1c Open Spaces

- Create a gateway space at edge of Elmsleigh neighbourhood. Requirements are set out under 'Key Open Space Requirements' on following page.

5.1.8.1d Homes & Practicalities

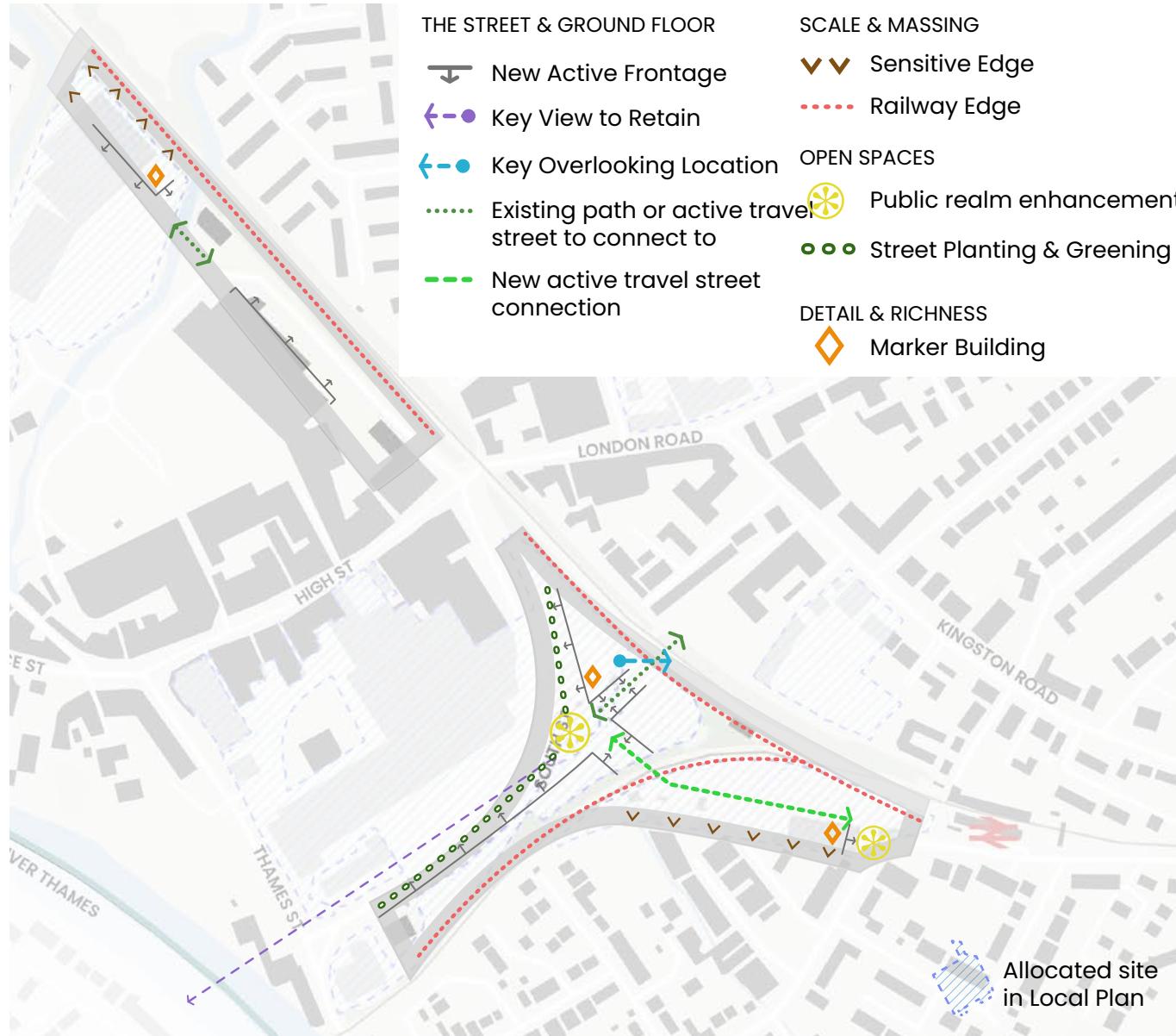
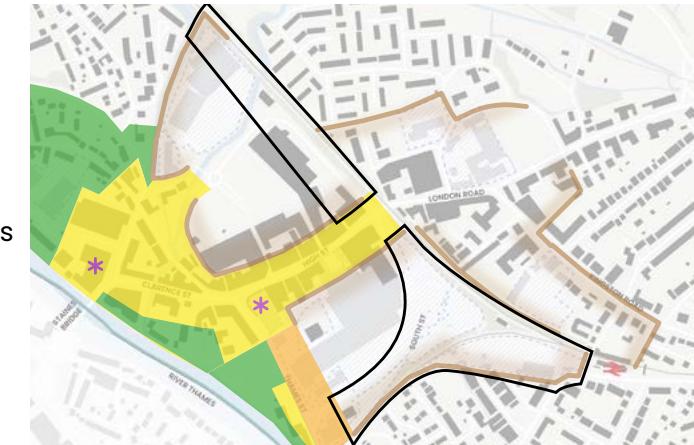
- Retain existing public car parking provision within consolidated deck structures, with attractive façades or sleeved by other development

5.1.8.1e Detail & Richness

- Roofs of taller buildings should provide visual interest with distinctive form, and with variation when viewed from a distance.
- **Marker buildings** at key locations to provide legibility and townscape interest, reflecting principles set out under 4.2.5.2. See Area Type Coding Plan

AREA TYPE CODING PLAN

This plan sets out where design requirements apply within this Area Type.

**TRANSITIONAL EDGES PLAN**

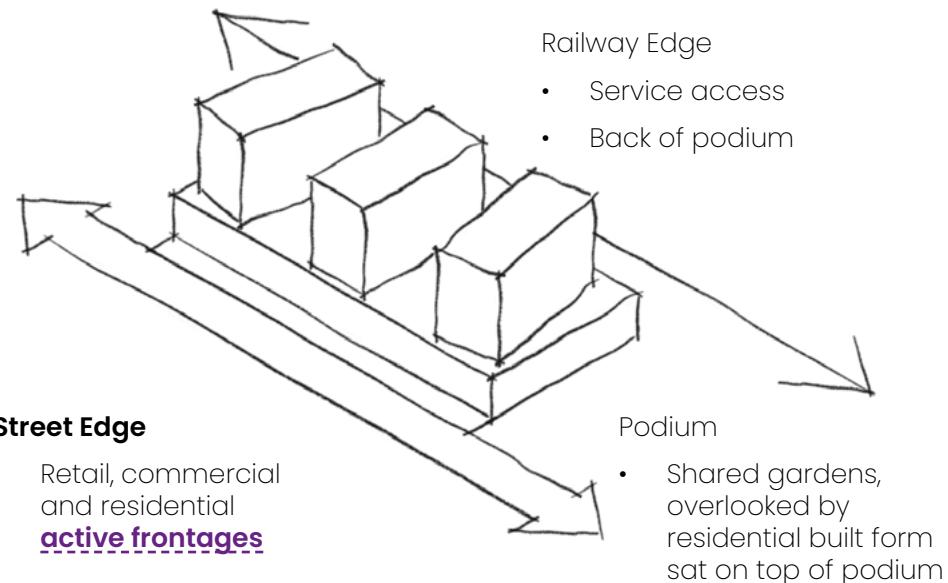
Transitional Edge, where heights step down to blend with prevailing built form and preserve street scale.

5.1.8.1f RESPONDING TO A RAILWAY LINE

This diagram sets out overall principles and an illustrative example for arranging built form along a railway edge.

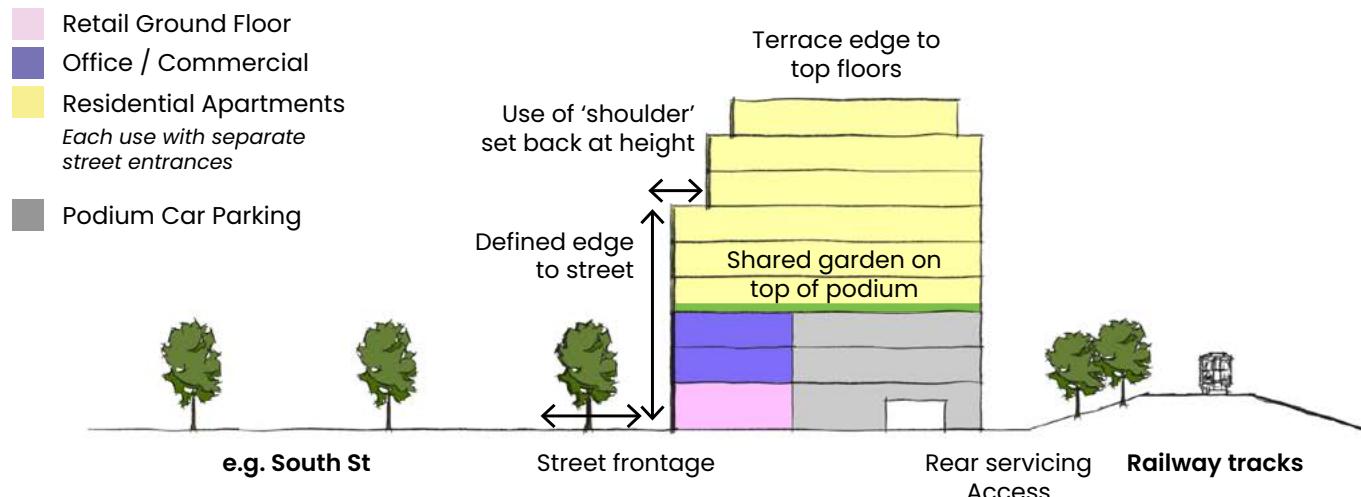
Key principles for **massing** are that development **must**:

- Have a continuous podium, plinth or base building along the street edge that provides good enclosure and **active frontage** to the street
- Arrange taller **massing** above this in a way that provides residents with a variety of views to both town centre and across surrounding areas and the railway lines



CREATING A STREET EDGE

This diagram sets out overall principles for how the use of a base podium with **active frontage** can create an attractive street environment, vertical integration of different uses, and how **massing** should relate to the street and the railway lines.



5.1.8.1g KEY OPEN SPACE REQUIREMENTS

Proposals for a new open space **must** include:

1. Connection to Station Path through underpass, with improved overlooking and attractive green space environment
2. Improved crossing point and public realm for walking and cycling
3. Built form to overlook streets and public realm
4. Retail and activated frontage facing towards bus station and railway station connection, with associated 'spill out' public realm
5. Street tree planting and progressive change of South Street to a 'boulevard'
6. Consideration of potential future connection across railway tracks to the southeast

EXAMPLES AND PRECEDENTS

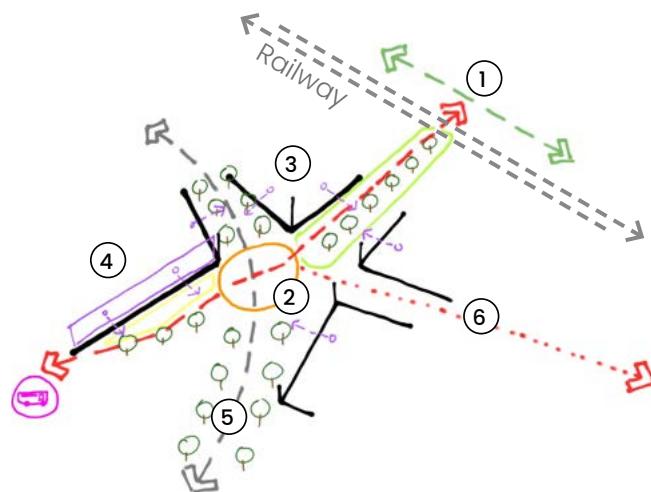
Development in this area **could** implement the following design features, character and opportunities.



Rear/railway side to provide quality amenity space for residents through changes in levels.



Multi-storey car parks with facade treatments, ideally located above active commercial ground floors.



Illustrative approach to applying the key design requirements



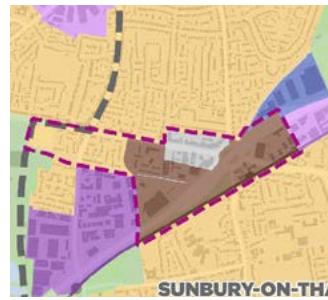
Activated street edge with balconies and more distinctive built form to mark corners.

5.2 Sunbury Cross

OVERVIEW

This section sets out further Design Requirements and guidance for development in Sunbury Cross town centre.

EXTENT AND CONTEXT



- High Streets
- Town Centre Neighbourhoods
- Suburban
- Business Park
- Light Industrial
- Retail Park

Area of Change Boundary

DEVELOPMENT CONTEXT

Sunbury Cross could see significant change in coming years. The [Local Plan](#) allocates around 1,000 new homes to be built, mostly at higher densities and resulting [floor area ratios](#) than the prevailing built form, and on sites that are poorly connected within a challenging location.

Some new homes will be on sites that are currently undeveloped and others will be redevelopment sites. The Design Code sets out the requirements for all these areas, and also sets out a vision of how to transform the area over time.



The varied existing context of low and high-rise development in Sunbury Cross



Find out more background information about the borough in Appendix A 'Understanding Spelthorne Today'.



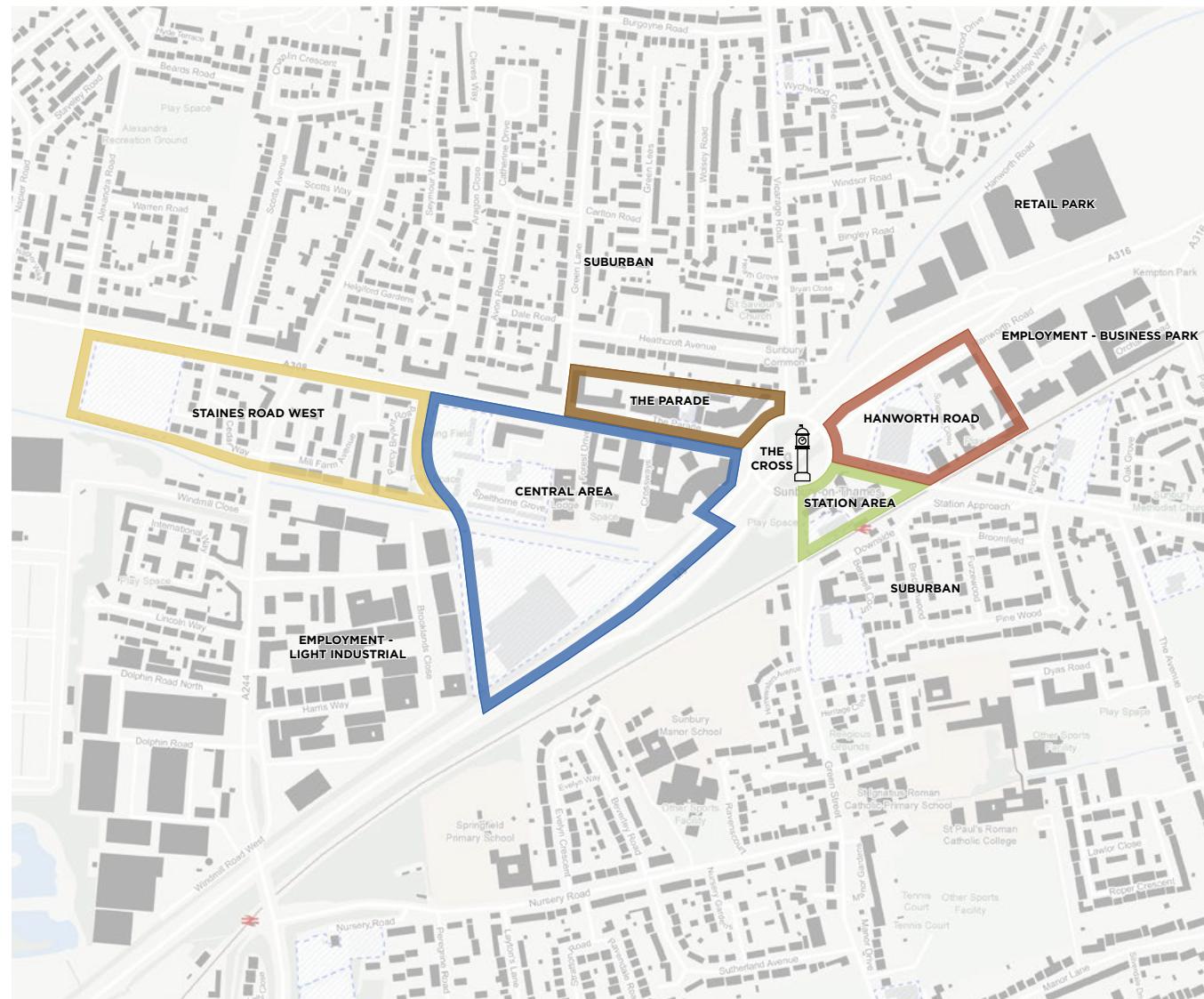
Personal and road safety, noise, air quality and quality of life are priorities for the community in Sunbury Cross.

DESIGN AIMS

New development in Sunbury Cross town centre **will**:

- Create connections between areas of new development and the core of Sunbury Cross
- Improve the road safety and personal security of the public realm and streets
- Reduce severance created by infrastructure
- Link the railway station to the main shopping area
- Create a more human-scale place and street environment
- Create much-needed green open spaces for residents and the community

Area Types



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Within the Area of Change, more detailed requirements are set out by finer-grain Area Types. Each Area Type in the town centre is considered by whether it will largely retain its existing character and contribution to overall place identity, or whether it is likely to change substantially in character.

Incremental Change

Retaining existing character and place identity. Design requirements strongly reflect context.

THE PARADE

General requirements for the High Street Area Type (see 4.1) apply.

STAINES ROAD WEST

General requirements for Suburban Area Type (see 4.4) apply.

STATION AREA

General requirements for the Town Centre Neighbourhoods Area Type (see 4.2) apply.

HANWORTH ROAD

CENTRAL AREA

Transformative Change

Defining a new character and place identity. Design requirements set key parameters only.



THE CROSS

The Cross itself, now the M3 junction, lies mostly outside of the scope of the Design Code. Principles for change are set out in the Spatial Vision on the following pages.

A FUTURE VISION FOR SUNBURY CROSS

Sunbury Cross is a place negatively impacted by a complex mix of major roads, railways and water supply infrastructure. It was transformed in the late 1960s and early 1970s by the M3 motorway and grade-separated junction, which continues to detract from its quality as a place, and causes severance, noise, safety and air quality issues.

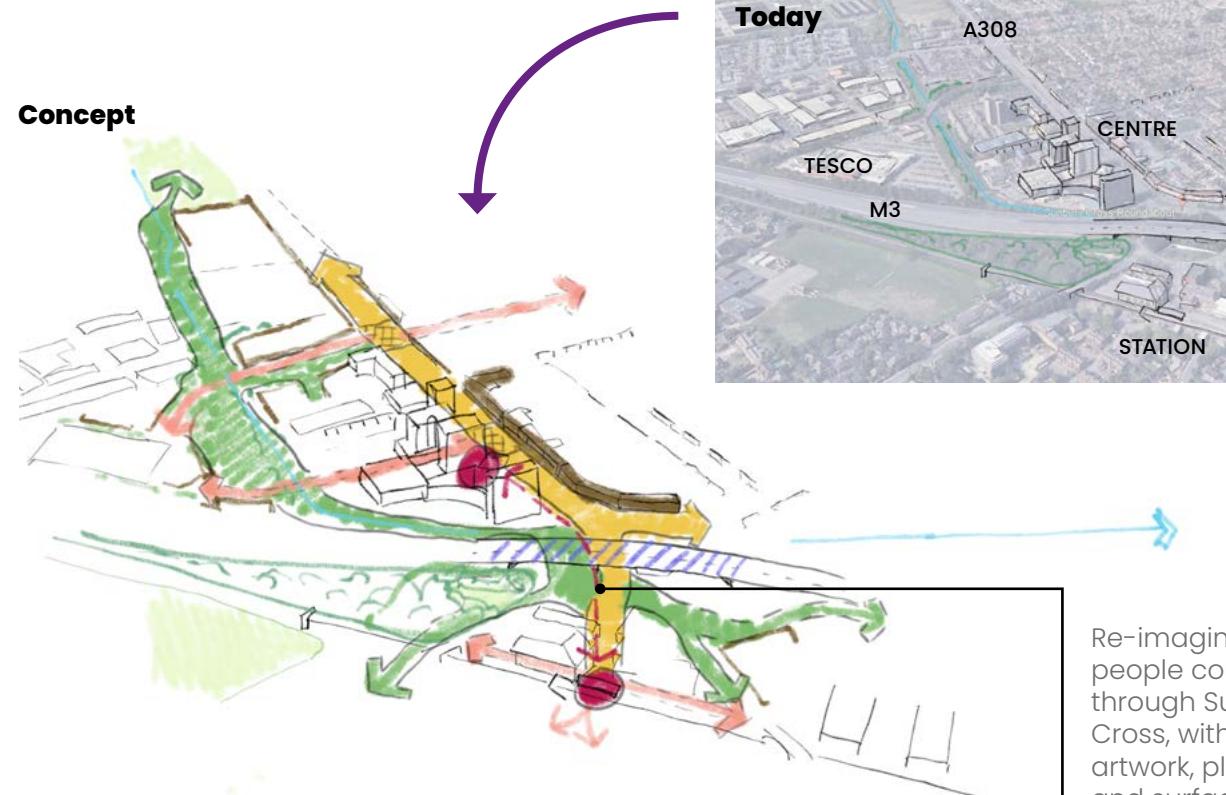
Sunbury Cross can be more than a motorway junction with hard edges, railway and road severance, aqueduct edges, wedges of land, a retail mall and section of frontage shops and disconnected residential neighbourhoods. The spatial vision sets out the possibilities that could be pursued through wider work with multiple planning, highway and transport authorities as well as individual schemes.

The Design Code explores how new development can help to make this happen through incremental change. Major change at Sunbury Cross requires further work and co-ordination amongst all parties to move towards a transformative masterplan.

The vision's key aims are:

- Connect existing and new neighbourhoods with each other and creating a sense of place
- Reuniting East and West Staines Road
- Connect the centre with the railway station
- Create new green spaces and links

Many of the key changes at Sunbury Cross will be beyond the scope of individual applications, requiring wider co-ordination on changes to infrastructure. Designs **should** respond to the potential for change in the future and make appropriate provision.



Re-imagining how people could move through Sunbury Cross, with lighting, artwork, planting and surface street crossings

Key Themes and Projects

Short Term

■ Linking the centre and the station

Medium Term

■ Transforming Staines Road West

■ New links between neighbourhoods

■ Human-scale built form

■ New green spaces and networks

Long Term

■ M3 junction reconfiguration



Short Term

- Linking the centre and the station



Top: Phoenix Flowers, M8, Glasgow (7N Architects)

Bottom: Toronto Gardiner Freeway Park

Providing an attractive, safe and clear surface route through existing space under the M3 would improve the ease of walking and cycling movement for all between Sunbury Common / the centre and Lower Sunbury / the station. This can be accomplished through the use of artwork, improved lighting, activated useful spaces and passive surveillance from surrounding built form.

Medium Term

- Transforming Staines Road West



Exchange St 'Grey-to-Green' transformation, Sheffield

Staines Road West is currently a major dual carriageway and a barrier for moving between shops and neighbourhoods. New green infrastructure, public realm changes and a transformation to a 'boulevard'-style environment would create a healthier, more attractive street environment.

Medium Term

- New green spaces and networks



Mayfield Park, Manchester

The Staines Aqueduct is a major piece of infrastructure severing links between neighbourhoods. Although access to the aqueduct may need to remain restricted, it could form the basis of a future green network linking neighbourhoods together and contributing to a greener, healthier Sunbury Cross.

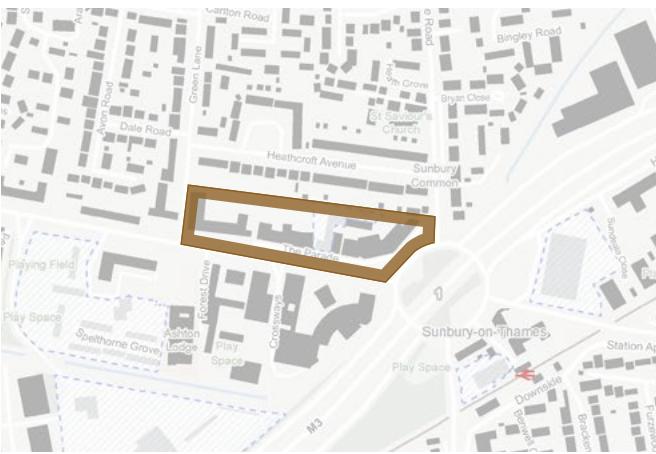
Long Term

- M3 junction reconfiguration



Masshouse Circus transformation to Masshouse Plaza, Birmingham

The M3 junction and flyover dominate Sunbury Cross today. Long-term, this should change, following precedent from other cities across the world who have successfully reconsidered the need for urban motorways



DESIGN AIMS

New development in this area **will** respond to the strong existing building line and low-rise built form, with some intensification along Staines Road West.

Existing Context & Place Identity

The Parade, a row of shops and commercial buildings, is one of the few areas of Sunbury Cross that retains its more traditional built form. To the north it borders a largely post-war suburban area, and it thus forms an important transitional area from the Centre to the south.

5.2.1.1 DESIGN REQUIREMENTS

General requirements for the **High Streets Area Type** (see 4.1) apply. Development in this area type **must** comply with the following additional design requirements.

5.2.1.1a Building Heights

- Heights of up to 5 storeys (approx 15m) in compliance with maximum heights plan

5.2.1.1b Building Line

- Match existing building line along Staines Road West

5.2.1.1c Building Grain

- Typical building frontage grain of 6-10m

5.2.1.1d Vertical Mix of Uses

- Ground floor commercial space
- Apartments located above ground floor uses

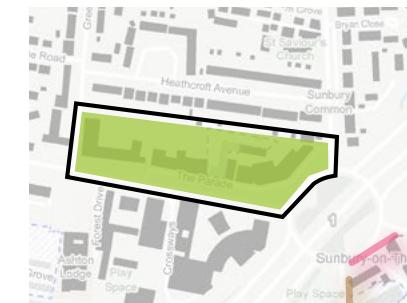
5.2.1.1e Public Realm

- Incorporate new street trees and planting along Staines Road West
- Future-proof designs for potential removal of frontage service access road
- Rear parking courts overlooked by built form
- Minimise access points to rear parking courts through main frontage
- Entrances to dwellings from the street

5.2.1.1f Facades, Detail & Richness

- Pitched roofs facing the street or gable-end, to reflect adjacent buildings
- Windows on frontage to match surrounding rhythm and characteristics
- Materials and architectural detailing to respond to prevailing form

BUILDING HEIGHTS PLAN



Heights typically up to:

5 storeys
(approx 15m)

Building heights are measured from pavement level to the roofline.

Typical storey heights for different uses are:

- Residential: 3m
- Commercial / Office: 4m
- Ground Floor Retail / Commercial: 4.5m

5.2.2 Staines Road West: Connecting new Development to the Surroundings



DESIGN AIMS

New development in this area will front onto Staines Road West and address the Sports Club fields to the west. Intensification of densities and built form over the prevailing area is supported, provided there is a transition in built form to existing areas within and adjacent to the area.

Existing Context & Place Identity

This area type runs between Staines Road West and the Staines Aqueduct. It contains two low-rise cul-de-sac style developments divided by Windmill Road, and the eastern boundary is an inactive frontage onto Escot Road.

5.2.2.1 DESIGN REQUIREMENTS

General requirements for the **Suburban Area Type** (see 4.4) apply. Development in this area type **must** comply with the following additional design requirements.

5.2.2.1a Edges

- **Active frontage** facing onto Staines Road West following 'Dual Carriageways, Urban Road' edge type (see 4.4.1.2e)
- **Active frontage** overlooking sports field to the west following 'Open Spaces' edge type (see 4.4.1.2b)
- **Active frontage** facing aqueduct to south, following 'Watercourses' edge type (see 4.4.1.2c)
- Built form on allocated site backing onto existing residential gardens to the west following 'Residential, Backing Onto' edge type (see 4.4.1.2g)

5.2.2.1b Streets

- New streets to comply with street types set out under 'New Residential Neighbourhoods' (see 4.4.1.3)
- Continuous grid of new streets within allocated site, no use of cul-de-sacs
- Connections from new development to existing streets and cul-de-sacs

5.2.2.1c Open Spaces

- At least one new open space within allocated site, amongst homes
- Potential for new open space adjacent to aqueduct at southern edge of allocated site

5.2.2.1d Built Form

- Heights to comply with the maximum heights plan
- Observe building line on Staines Road West
- Pitched roofs on all buildings

BUILDING HEIGHTS PLAN



Heights typically up to:

3-4 storeys (approx 12m)

6 storeys (approx 18m)

Building heights are measured from pavement level to the roofline.

5.2.3 Station Area: Improved links to public transport



DESIGN AIMS

New development in this area will enable better accessibility of the station for pedestrians and cyclists, provide frontage to surrounding roads, and create a more consistent built form. Significant intensification is possible here in the context of the railway station as an important public transport link.

Existing Context & Place Identity

The area around Sunbury Station is a small pocket of development cut off from its surroundings by the M3, railway line and the feeder roads to Sunbury Cross roundabout. Land uses are largely commercial with no consistent architectural style, building line or grain.

5.2.3.1 DESIGN REQUIREMENTS

General requirements for the **Town Centre Neighbourhoods Area Type** (see 4.2) apply. Development in this area type **must** comply with the following additional design requirements.

5.2.3.1a The Street & Ground Floor

- Provide walking and cycling access to the station from Green Street and Staines Road East.
- No on-street and frontage parking on Station Road to make it a safer, more welcoming space for walking and cycling.
- Limit the number of vehicle accesses across footways from Station Road.
- Provide more pedestrian public realm along Station Road
- A consistent building line on Station Road with no 'leftover' spaces
- Incorporate new street trees and planting along Station Road
- Active frontages** and passive surveillance facing Green Street and Staines Road East

5.2.3.1b Scale & Massing

- Heights to transition to surrounding built form as set out on the transitional edges plan
- Grain of Station Road frontage 6-10m wide

5.2.3.1c Detail & Richness

- Roofs of taller buildings should provide visual interest with distinctive form, and with variation when viewed from a distance.

TRANSITIONAL EDGES PLAN



Transitional Edge, where heights step down to blend with prevailing built form and preserve street scale.

Gateway Edge, where heights step up to meet The Cross or provide an edge to the M3

5.2.4 Hanworth Road: Changing uses and the quality of spaces around



DESIGN AIMS

New development in this area will improve connections to the rest of Sunbury, and create more attractive and inspiring places for people to live. High-density development fronting onto the roundabout will make efficient use of land in a well-connected location.

Existing Context & Place Identity

The area to the north of Staines Road East is bounded by the railway line and the M3. Early 2000s apartment buildings and other coarse-grain development is changing the use of a former commercial and industrial area, but the area is severed from the surroundings by major infrastructure, and is dominated by surface car parking.

5.2.4.1 DESIGN REQUIREMENTS

General requirements for the **Town Centre Neighbourhoods Area Type** (see 4.2) apply. Development in this area type **must** comply with the following additional design requirements.

5.2.4.1a The Street & Ground Floor

- **Active frontage** to face Staines Road East
- **Active frontage** to face Hanworth Road
- Planting and street trees on Staines Road East and Hanworth Road
- Direct pedestrian access from new development to Sunbury Cross roundabout

5.2.4.1b Scale & Massing

- Heights to transition to surrounding built form as set out on the transitional edges plan, with heights greatest near the roundabout
- Building typologies of linear block, villas and podiums with towers

5.2.4.1c Open Spaces

- Open space to be screened from the M3 and Sunbury Cross roundabout by interposed built form

5.2.4.1d Homes & Practicalities

- Podium or shared rear courtyard car parking, accessed from Hanworth Road

5.2.4.1e Detail & Richness

- Roofs of taller buildings should provide visual interest with distinctive form, and with variation when viewed from a distance.

TRANSITIONAL EDGES PLAN



 Transitional Edge, where heights step down to blend with prevailing built form and preserve street scale.

 Gateway Edge, where heights step up to meet The Cross or provide an edge to the M3

5.2.5 Central Area: New and Renewed Connected Neighbourhoods



DESIGN AIMS

New development in this area will create new connections, improve place quality, passive surveillance and road safety of the public realm. It will create a more human-scale place with fewer opportunities for crime or unused leftover space. New homes will have access to safe green open spaces on their doorsteps.

Existing Context & Place Identity

The Central Area of Sunbury Cross contains a wide mix of uses and built form, with a number of taller towers and a poor, car-dominated and broken-up street environment. To the northeast, the shopping centre is designed for access by car and turns its back on surrounding streets. To the south, a large supermarket sits within surface parking and with poor, pedestrian accessibility that feels unsafe. In the northwest, a number of residential developments are bounded by infrastructure and lack connectivity and quality open space.

5.2.5.1 DESIGN REQUIREMENTS

General requirements for the **Town Centre Neighbourhoods Area Type** (see 4.2) apply. Development in this area type **must** comply with the following additional design requirements.

Where design requirements have a spatial requirement (e.g. location of key frontages) these are set out on the Area Type coding plan on the following page.

5.2.5.1a The Street & Ground Floor

- Street trees on Staines Road West
- New development to provide **active frontages** and passive surveillance along all streets, particularly at locations highlighted on plan
- Repair building line along Staines Road West (see diagram below)

5.2.5.1b Scale & Massing

- Heights to transition to surrounding built form as set out on the transitional edges plan, with heights greatest near the roundabout and M3
- Building typologies of linear block, villas and podiums with towers

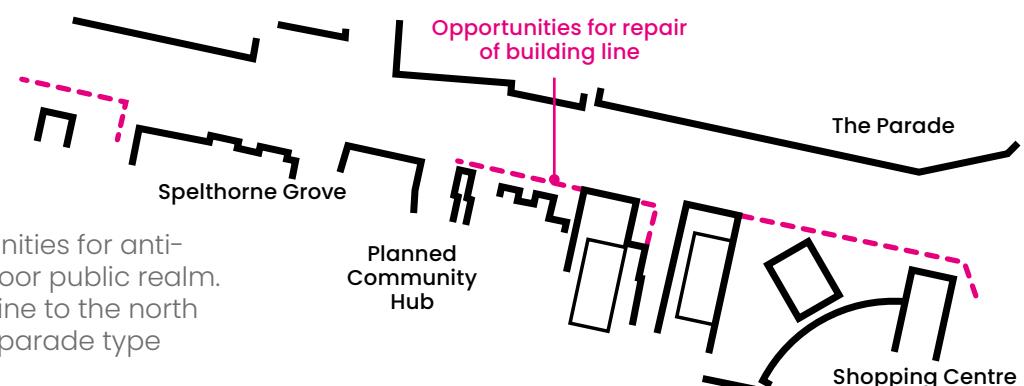
5.2.5.1c Open Spaces

- Relocate existing open space in Spelthorne Grove to be surrounded and overlooked by built form, providing public pedestrian link through to supermarket
- Small overlooked green open space to provide connection from supermarket to shopping centre

5.2.5.1d Detail & Richness

- Use **marker buildings** to terminate views as noted on plan and provide legibility
- Roofs of taller buildings should provide visual interest with distinctive form, and with variation when viewed from a distance.

Comparison of existing building lines on Staines Road West. To the south, a broken-up building line creates spaces that lack passive surveillance or are unused 'leftover' spaces, creating opportunities for anti-social behaviour and a poor public realm. The continuous building line to the north creates a 'High Street' or parade type environment.



AREA TYPE CODING PLAN

This plan sets out where design requirements apply within this Area Type.



Allocated site
in Local Plan

THE STREET & GROUND FLOOR

- New Active Frontage
- Repaired Building Line
- ←· Key Overlooking Location
- Existing path or active travel street to connect to
- New active travel street connection

OPEN SPACES

- ✿ New green open space
- ✿ Public realm enhancements
- ✿ Street Planting & Greening

DETAIL & RICHNESS

- ◆ Marker Building

TRANSITIONAL EDGES PLAN

Transitional Edge, where heights step down to blend with prevailing built form and preserve street scale.

Gateway Edge, where heights step up to meet The Cross or provide an edge to the M3



Preparing your Application

- » What you need to do now
- » How to get further help
- » **6.1 Submission Checklists**

What you need to do now

When submitting your planning application, you will need to demonstrate that you have complied with the necessary requirements set out in the Code. You will also need to demonstrate that you have followed an appropriate and comprehensive **design process**.

To demonstrate compliance, you will need to submit:

- A completed copy of the relevant Design Code checklist for the Area Type your application falls within. These can be found at the end of this chapter.
- For major applications (i.e. 10 dwellings or more, or where the floorspace is 1000 sq. metres or more, or the site is 1ha or more) a Design and Access Statement which sets out the design process undertaken

DESIGN CODE CHECKLISTS

A Design Code Checklist must be completed for all applications, to self-assess compliance with the Code and to clearly signpost where information about compliance is held within the submitted application documents.

You should submit the relevant Area Type checklist with your application (e.g. Town Centre Neighbourhood), based on where your application is. In Inner Suburban or Suburban Area Types, you should submit the relevant checklist for your development type (e.g. Residential Extension or New Residential Neighbourhoods).

All Checklists can be found at the end of this Chapter, and are available for separate download on the Spelthorne Borough Council website.

DESIGN AND ACCESS STATEMENT

Design and Access Statements (DAS) are required for major applications, i.e. 10 dwellings or more, or where the floorspace is 1000 sq. metres or more, or the site is 1ha or more.

Through the Design and Access Statement applicants need to explain and justify the choices made which will achieve high quality outcomes by providing a contextual survey and analysis, showing how this has informed the design proposals.

The Design and Access Statement will vary in its detail and coverage depending on the type and scale of application. It could include the following, aligned to the Design Process set out in Chapter 2:

Step 1: Understanding The Site and Context

Plans and diagrams showing an understanding of the surrounding character, features, movement, planned change and other baseline information set out in Chapter 2. This should inform plans of site constraints and opportunities for the proposal and wider area.

Step 2: The Vision

An overview of what the proposal intends to achieve, with a narrative and key visualisations.

Step 3: Developing and Testing Options

An explanation of the design development taken as part of the proposal's design, including input and changes derived from community and stakeholder engagement.

Step 4: Site Parameters

For larger proposals, the key parameters and strategies for movement, green and blue infrastructure, sustainability, built form and land use that underly the detail proposals, and have been informed by the site analysis.

Step 5: Resolving the Details

Plans, elevations, visualisations, sections and other annotated technical diagrams that show clearly what is being proposed, to an appropriate level of detail.

How to get further help

Spelthorne Borough Council will support developers and applicants to deliver high-quality design and place-making, through a comprehensive design process that aims to deliver the outcomes set out in the Design Code.

The Council offers a number of services to help support the [design process](#).

PRE-APPLICATION SUPPORT

This is the starting point for all proposals. Come to us at an early stage to discuss your proposal, obtain feedback on your emerging scheme and how best to improve the design. We will be able to ensure that wider council teams are able to feed into early discussions to ensure integrated thinking and better design outcomes.

Although there is a cost to applicants, you will benefit from a better-quality application and a clearer route to the determination of your planning application. The iterative nature of design means that, particularly for larger applications, a number of pre-application reviews are advised as you progress your design proposals.

PLANNING PERFORMANCE AGREEMENTS (PPAs)

These are voluntary agreements between the applicant and the Spelthorne Council that set out the actions, resources and timescales for handling a particular planning application. They can be used to support good design through a continuous and iterative process of officer engagement across the council, and may include dedicated design workshops.

They can be used for any type of planning application but usually for large-scale, complex proposals. They can be used at any stage from early brief development through to conditions and reserved matters. Fees for PPAs depend on the size and complexity of the proposal.

DESIGN REVIEW

Design Review is an independent and impartial evaluation of proposals best undertaken at pre-application stage. It is a collaborative process, where constructive feedback can be given to improve the design quality of proposals.

Local Plan policy PS2 encourages Design Review to be undertaken for proposals that have significant impacts in relation to design or public interest.

FURTHER GUIDANCE AND RESOURCES

A wide range of further guidance has been published by other organisations addressing important aspects of design.

General Guidance

- [Secured by Design](#)
- [Active Design \(Sport England\)](#)
- [Building for a Healthy Life](#)
- [Surrey Historic Environment Record](#)

Climate Change & Sustainability

- [Spelthorne Climate Change SPD](#)
- [LETI Climate Emergency Design Guide](#)

Movement and Street Design

- [Surrey Healthy Streets Design Code](#)
- [Manual for Streets](#)
- [LTN 1/20 – Cycle Infrastructure Design](#)
- [CoMoUK – guidance on Mobility Hub design](#)
- [Network Rail Public Realm Design Guidance](#)

Green and Blue Infrastructure

- [Building with Nature](#)
- [Trees and Design Action Group – guidance on street trees](#)
- [National Standards for SuDS \(MHCLG\)](#)
- [Surrey Sustainable Drainage System Design Guidance](#)
- [Natural England Green Infrastructure Planning and Design Guide](#)
- Research paper on groundwater flooding in Staines – Paul, J.D. et al. (2025) '[Groundwater flooding of superficial gravels in an urbanized catchment](#)', *Journal of Flood Risk Management*, 18(2). This academic paper was not commissioned by Spelthorne Borough Council.

4.1 High Streets

Design Code Checklist

Development proposed within High Street Area Types must complete this checklist to self-assess compliance with the Spelthorne Design Code. Submit the completed checklist with your planning application.

REF	PG.	REQUIREMENT	DOES YOUR PROPOSAL COMPLY?				JUSTIFICATION
4.1.1	44	Building Heights	Fully	Partially	No	N/A	If Partially or No , provide a reference to where in your planning application you have provided an evidenced justification If N/A please state why.
4.1.2	44	Building Lines	Fully	Partially	No	N/A	
4.1.3	45	Building Grain	Fully	Partially	No	N/A	
4.1.4	45	Vertical Mix of Uses	Fully	Partially	No	N/A	
4.1.5	46	High Street Public Realm	Fully	Partially	No	N/A	
4.1.6	47	Shop Fronts	Fully	Partially	No	N/A	
4.1.7	47	Facades	Fully	Partially	No	N/A	

4.2 Town Centre Neighbourhoods

Design Code Checklist

Development proposed within Town Centre Neighbourhoods must complete this checklist to self-assess compliance with the Spelthorne Design Code. Submit the completed checklist with your planning application.

REF	PG.	REQUIREMENT	DOES YOUR PROPOSAL COMPLY?				JUSTIFICATION
THE STREET AND GROUND FLOOR							
4.2.1.1	50	Active Frontages	Fully	Partially	No	N/A	If Partially or No , provide a reference to where in your planning application you have provided an evidenced justification If N/A please state why.
4.2.1.2	50	Spill-Out Space	Fully	Partially	No	N/A	
4.2.1.3	52	Street Networks and Design	Fully	Partially	No	N/A	
4.2.1.3a		Pedestrian Priority Streets	Fully	Partially	No	N/A	
4.2.1.3b		Multi-Modal Streets	Fully	Partially	No	N/A	
4.2.1.4	52	Street Trees and Planting	Fully	Partially	No	N/A	
SCALE AND MASSING							
4.2.2.1	54	Neighbourhood Massing Approach	Fully	Partially	No	N/A	
4.2.2.2	56	Development Typologies	Fully	Partially	No	N/A	
4.2.2.2a		Terraces, Back-to-Backs, Mews	Fully	Partially	No	N/A	

4.2.2.2b		Linear Blocks	Fully	Partially	No	N/A	
4.2.2.2c		Villa Blocks	Fully	Partially	No	N/A	
4.2.2.2d		Podiums and Towers	Fully	Partially	No	N/A	
4.2.2.3	62	Tall Building Design	Fully	Partially	No	N/A	
4.2.2.3a		Breaking Up Massing	Fully	Partially	No	N/A	
4.2.2.3b		Scale of the Street	Fully	Partially	No	N/A	
4.2.2.3c		Microclimate	Fully	Partially	No	N/A	

OPEN SPACES

4.2.3.1	64	Neighbourhood Open Space Approach	Fully	Partially	No	N/A	
4.2.3.2	65	Safety and Security	Fully	Partially	No	N/A	
4.2.3.3	66	Public Open Spaces	Fully	Partially	No	N/A	
4.2.3.3a		Squares and Parks	Fully	Partially	No	N/A	
4.2.3.3b		Courtyards, Pocket Parks	Fully	Partially	No	N/A	
4.2.3.3c		Linear and Transit Spaces	Fully	Partially	No	N/A	
4.2.3.4	68	Shared / Communal Open Spaces	Fully	Partially	No	N/A	
4.2.3.4a		Ground-Level Gardens	Fully	Partially	No	N/A	
4.2.3.4b		Podium Gardens	Fully	Partially	No	N/A	

4.2.3.4c		Roof Gardens and Terraces	Fully	Partially	No	N/A	
4.2.3.5	70	Landscape Character	Fully	Partially	No	N/A	
4.2.3.5a		Hard Landscape	Fully	Partially	No	N/A	
4.2.3.5b		Soft Landscape	Fully	Partially	No	N/A	
4.2.3.5c		Street Furniture	Fully	Partially	No	N/A	
4.2.3.5d		Street Trees	Fully	Partially	No	N/A	
4.2.3.5e		Surface Water Drainage Features	Fully	Partially	No	N/A	

HOMES AND PRACTICALITIES

4.2.4.1	72	Space Standards	Fully	Partially	No	N/A	
4.2.4.2	73	Mix of Homes	Fully	Partially	No	N/A	
4.2.4.3	73	Dwelling Aspect	Fully	Partially	No	N/A	
4.2.4.4	74	Residential Entrances and Circulation	Fully	Partially	No	N/A	
4.2.4.4a		Shared Entrances	Fully	Partially	No	N/A	
4.2.4.4b		Private Entrances	Fully	Partially	No	N/A	
4.2.4.5	75	Private Amenity Spaces	Fully	Partially	No	N/A	
4.2.4.5a		Balconies	Fully	Partially	No	N/A	
4.2.4.5b		Private Garden Space	Fully	Partially	No	N/A	

4.2.4.6	76	Vehicle and Cycle Parking	Fully	Partially	No	N/A	
4.2.4.6a		Visitor Cycle Parking	Fully	Partially	No	N/A	
4.2.4.6b		Residents' Cycle Parknig	Fully	Partially	No	N/A	
4.2.4.6c		Underground Parking	Fully	Partially	No	N/A	
4.2.4.6d		Podium Parking	Fully	Partially	No	N/A	
4.2.4.6e		Integrated Parking	Fully	Partially	No	N/A	
4.2.4.6f		Surface or On-Street Parking	Fully	Partially	No	N/A	

DETAIL AND RICHNESS

4.2.5.1	78	Townscape	Fully	Partially	No	N/A	
4.2.5.2	79	Distinctive Buildings	Fully	Partially	No	N/A	
4.2.5.2a		Marker Buildings	Fully	Partially	No	N/A	
4.2.5.2b		Landmark Buildings	Fully	Partially	No	N/A	
4.2.5.3	80	Design of Elevations	Fully	Partially	No	N/A	
4.2.5.3a		Facade Structure	Fully	Partially	No	N/A	
4.2.5.3b		Proportions	Fully	Partially	No	N/A	
4.2.5.3c		Building Tops and Roofs	Fully	Partially	No	N/A	
4.2.5.3d		Balconies	Fully	Partially	No	N/A	

4.2.5.3e		Corners	Fully	Partially	No	N/A	
4.2.5.3f		Windows and Fenestration	Fully	Partially	No	N/A	
CLIMATE CHANGE AND SUSTAINABILITY							
4.2.6.1	84	Mitigation: Reducing Energy Use	Fully	Partially	No	N/A	
4.2.6.2	85	Mitigation: Reducing Embodied Carbon	Yes	Partially	No	N/A	
4.2.6.3	85	Adaptation: Preparing for a Changing Climate	Yes	Partially	No	N/A	

4.3.1 Inner Suburban

Design Code Checklist: New Homes Or Apartments on Existing Streets

Development of new homes or apartments on existing streets proposed within Inner Suburban Area Types must complete this checklist to self-assess compliance with the Spelthorne Design Code. Submit the completed checklist with your planning application.

REF	PG.	REQUIREMENT	DOES YOUR PROPOSAL COMPLY?				JUSTIFICATION
DEVELOPMENT TYPE: NEW HOMES OR APARTMENTS ON EXISTING STREETS							
4.3.1.1	88	Layout Principles	Fully	Partially	No	N/A	
4.3.1.2	89	Built Form Parameters	Fully	Partially	No	N/A	
4.3.1.3	89	Roof Form	Fully	Partially	No	N/A	
4.3.1.4	89	Front Boundary Treatment	Fully	Partially	No	N/A	
4.3.1.5	90	Daylight, Privacy and Overlooking	Fully	Partially	No	N/A	
4.3.1.6	90	Access, Cycle and Vehicle Parking	Fully	Partially	No	N/A	
4.3.1.7	90	Apartment Development	Fully	Partially	No	N/A	
4.3.1.8	91	Detail, Richness and Materiality	Fully	Partially	No	N/A	

4.3.2 Inner Suburban

Design Code Checklist: Residential Extensions

Development of residential extensions proposed within Inner Suburban Area Types must complete this checklist to self-assess compliance with the Spelthorne Design Code. Submit the completed checklist with your planning application.

REF	PG.	REQUIREMENT	DOES YOUR PROPOSAL COMPLY?				JUSTIFICATION
DEVELOPMENT TYPE: RESIDENTIAL EXTENSIONS							
4.3.2.1	92	Context & Character	Fully	Partially	No	N/A	
4.3.2.2	92	Privacy & Outlook	Fully	Partially	No	N/A	
4.3.2.3	93	Daylight	Fully	Partially	No	N/A	
4.3.2.4	93	Side Extensions	Fully	Partially	No	N/A	
4.3.2.5	93	Dormers	Fully	Partially	No	N/A	

4.4.1 Suburban

Design Code Checklist: New Residential Neighbourhoods

Development of new residential neighbourhoods proposed within Suburban Area Types must complete this checklist to self-assess compliance with the Spelthorne Design Code. Submit the completed checklist with your planning application.

REF	PG.	REQUIREMENT	DOES YOUR PROPOSAL COMPLY?				JUSTIFICATION
DEVELOPMENT TYPE: NEW RESIDENTIAL NEIGHBOURHOODS							
4.4.1.1	96	Ensuring Distinctiveness	Fully	Partially	No	N/A	If Partially or No , provide a reference to where in your planning application you have provided an evidenced justification If N/A please state why.
4.4.1.2	96	Edges	Fully	Partially	No	N/A	
4.4.1.2a		Trees, Woodland and Hedgerows	Fully	Partially	No	N/A	
4.4.1.2b		Open Spaces	Fully	Partially	No	N/A	
4.4.1.2c		Watercourses and Water Bodies	Fully	Partially	No	N/A	
4.4.1.2d		Streets and Roads	Fully	Partially	No	N/A	
4.4.1.2e		Dual Carriageways	Fully	Partially	No	N/A	
4.4.1.2f		Railways	Fully	Partially	No	N/A	
4.4.1.2g		Residential	Fully	Partially	No	N/A	
4.4.1.2h		Local Facilities	Fully	Partially	No	N/A	
4.4.1.2i		Industry and Commercial Uses	Fully	Partially	No	N/A	

4.4.1.3	100	Movement: Streets	Fully	Partially	No	N/A	
4.4.1.3a		Street Layout Approach	Fully	Partially	No	N/A	
4.4.1.3b		Main Streets	Fully	Partially	No	N/A	
4.4.1.3c		Secondary Streets	Fully	Partially	No	N/A	
4.4.1.3d		Local or Residential Streets	Fully	Partially	No	N/A	
4.4.1.3e		Mews and Lanes	Fully	Partially	No	N/A	
4.4.1.4	102	Movement: Car Parking	Fully	Partially	No	N/A	
4.4.1.4a		On-Plot Parking	Fully	Partially	No	N/A	
4.4.1.4b		On-Street and Shared Parking	Fully	Partially	No	N/A	
4.4.1.5	104	Open Spaces	Fully	Partially	No	N/A	
4.4.1.5a		Open Spaces Amongst Homes	Fully	Partially	No	N/A	
4.4.1.5b		Open Spaces on Edge of Built-up Area	Fully	Partially	No	N/A	
4.4.1.6	106	Landscape Character	Fully	Partially	No	N/A	
4.4.1.6a		Hard Landscape	Fully	Partially	No	N/A	
4.4.1.6b		Soft Landscape	Fully	Partially	No	N/A	
4.4.1.6c		Street Trees	Fully	Partially	No	N/A	
4.4.1.6d		Surface Water Drainage Features	Fully	Partially	No	N/A	

4.4.2 Suburban

Design Code Checklist: New Homes Or Apartments on Existing Streets

Development of new homes or apartments on existing streets proposed within Suburban Area Types must complete this checklist to self-assess compliance with the Spelthorne Design Code. Submit the completed checklist with your planning application.

REF	PG.	REQUIREMENT	DOES YOUR PROPOSAL COMPLY?				JUSTIFICATION
DEVELOPMENT TYPE: NEW HOMES OR APARTMENTS ON EXISTING STREETS							
4.4.2.1	108	Layout Principles	Fully	Partially	No	N/A	
4.4.2.2	109	Built Form Parameters	Fully	Partially	No	N/A	
4.4.2.3	109	Roof Form	Fully	Partially	No	N/A	
4.4.2.4	109	Front Boundary Treatment	Fully	Partially	No	N/A	
4.4.2.5	110	Daylight, Privacy and Overlooking	Fully	Partially	No	N/A	
4.4.2.6	110	Access, Cycle and Vehicle Parking	Fully	Partially	No	N/A	
4.4.2.7	110	Apartment Development	Fully	Partially	No	N/A	
4.4.2.8	111	Detail, Richness and Materiality	Fully	Partially	No	N/A	

4.4.3 Suburban

Design Code Checklist: Residential Extensions

Development of residential extensions proposed within Suburban Area Types must complete this checklist to self-assess compliance with the Spelthorne Design Code. Submit the completed checklist with your planning application.

REF	PG.	REQUIREMENT	DOES YOUR PROPOSAL COMPLY?				JUSTIFICATION
DEVELOPMENT TYPE: RESIDENTIAL EXTENSIONS							
S-X1	112	Context & Character	Fully	Partially	No	N/A	
S-X2	112	Privacy & Outlook	Fully	Partially	No	N/A	
S-X3	113	Daylight	Fully	Partially	No	N/A	
S-X4	113	Side Extensions	Fully	Partially	No	N/A	
S-X5	113	Dormers	Fully	Partially	No	N/A	

5.1 Staines-upon-Thames Town Centre

Design Code Checklist: Area of Change

Development within the Staines-upon-Thames Town Centre Area of Change must complete this checklist to self-assess compliance with the Spelthorne Design Code. Submit the completed checklist with your planning application.

What Area of Change Area Type is your application within? (tick multiple if across boundaries)

Have you completed a checklist for the general Area Type that the detailed Area Types sit within?

Does your proposal comply with the coding requirements set out?

5.1.1 Staines Village p122	-----> <i>No checklist - design approach to be set out in Design & Access Statement</i>	Fully	Partially
5.1.2 Historic Core p124	-----> High Street	No	N/A
5.1.3 Memorial Gardens p128	-----> Town Centre Neighbourhood	If Partially or No, provide a reference to where in your planning application you have provided an evidenced justification	If N/A please state why.
5.1.4 Station Path p132	-----> Town Centre Neighbourhood		
5.1.5 London Road p136	-----> Town Centre Neighbourhood		
5.1.6 Two Rivers p140	-----> Town Centre Neighbourhood		
5.1.7 Elmsleigh p144	-----> Town Centre Neighbourhood		
5.1.8 Railway Edges p148	-----> Town Centre Neighbourhood		

5.2 Sunbury Cross

Design Code Checklist: Area of Change

Development within the Sunbury Cross Area of Change must complete this checklist to self-assess compliance with the Spelthorne Design Code. Submit the completed checklist with your planning application.

What Area of Change Area Type is your application within? (tick multiple if across boundaries)

Have you completed a checklist for the general Area Type that the detailed Area Types sit within?

Does your proposal comply with the coding requirements set out?

5.2.1 The Parade p156	----->	High Street	Fully	Partially
5.2.2 Staines Road West p157	----->	Suburban	No	N/A
5.2.3 Station Area p158	----->	Town Centre Neighbourhood	If Partially or No, provide a reference to where in your planning application you have provided an evidenced justification	
5.2.4 Hanworth Road p159	----->	Town Centre Neighbourhood	If N/A please state why.	
5.2.5 Central Area p160	----->	Town Centre Neighbourhood		

Glossary

Access

This term has two broad meanings: The route(s) to a site and the route layout within a site, related to different modes of movement (foot, cycle, vehicular), and the inclusive approach to design, which aims to create a built environment which is accessible to everyone, regardless of age or ability.

Active frontage

A building frontage to the public realm which is characterised by entrances and windows (residential, commercial or retail), allowing interaction between the public realm and the use facing the street, as well as passive surveillance of the public realm.

More information on active frontages in town centre neighbourhoods is found under [4.2.1.1](#).

Area type

Parts of the local area that share common features and characteristics. For example, a suburban area type might bring together a number of different streets with common densities, heights, building line, under the umbrella term "Inner Suburban". Common rules and parameters can then be applied to the "Inner Suburban" area type in the design code. Example area types are provided in the National Model Design Code, but area types should be defined locally.

The borough's area types are defined at the start of Chapter 4. Staines-upon-Thames and Sunbury Cross Areas of Change have more detailed Area Types defined in Chapter 5.

Boundary treatment

The physical interface that delineates the public realm from a private building, crossing which enters a defensible zone before reaching the building entrance. Treatments can include planting, low fences or walls.

Borough-wide

Relating to the borough of Spelthorne.

Block

A building or set of continuous buildings within a plot.

Building line

The linear definition of a building's frontage facing the street. Usually shared by different building typologies and sizes to organise the definition between the public street and private internal space of the building and urban block.

Building height

The height of a building. For the purposes of the Spelthorne Design Code, this is measured from pavement level to the top of the roof. For the purposes of determining the prevailing height in the area, the number of storeys can be also used. Minor projections above roof height (e.g. flues or chimneys) are not included.

Character

The combination of features of a building or a place that give it a distinctive identity compared with other buildings or areas.

Contemporary development

Contemporary development is the architecture of the 21st century. It is characterised by efficient layouts that use a combination of low rise, mid-rise and tall buildings in perimeter blocks to optimise capacity. These tend to be set within gridded street networks that are highly permeable and legible.

Conserve

Enhancing and protecting the existing character.

Context

The surrounding environment of a proposed development, including existing buildings, landscape and consented schemes.

Defensible space

The area occupying space between a building entrance and the boundary treatment. Typically associated with residential buildings, they provide a sense of spatial separation and visual privacy between the public street and private home at ground floor.

Density

In the case of residential development, a measurement of either the number of habitable rooms per hectare or the number of dwellings per hectare.

Design code

A set of illustrated design requirements that provide specific, detailed parameters for the physical development of a site or area. The graphic and written components of the code should build upon a design vision, such as a masterplan or other design and development framework for a site or area.

Design-led approach

Using urban design and architectural processes to prepare proposals that represent the optimum design response to a site, responding to the surrounding context of massing, connections, open spaces and other factors. This process should be evidenced through exploring a range of options.

Design process

The process of developing a proposal for a site. The design process is expected to follow good urban design principles set out in the National Design Guide and the National Model Design Code.

A full explanation of what is expected is contained in Chapter 2.

Dual aspect

A habitable unit with windows on two walls facing different directions.

Elevation

A vertical projection of one side of a building, showing a single façade.

Enclosure

The extent to which streets and open spaces are visually defined by buildings, walls and trees.

Façade

The external faces of a building, characterised by a choice of materials, windows, doors, entrances, and openings.

Fenestration

The arrangement of entrances, windows, balconies, and other openings on a building facade.

Formal / informal

A formal layout of streets and building groups is characterised by symmetrical or geometric plans and elevations. The features of an informal design include layout and elevations which are asymmetrical, winding and which relate to natural site characteristics.

Floor Area Ratio (FAR)

A metric used to calculate the density of developments regardless of building type and use. FAR is expressed as the ratio of a building's total floor area to the size of the plot upon which it is built.

Frontage

The front face of a building articulated with entrances and windows. Well defined frontage enables overlooking from the building out into the street or space, creating a positive relationship between the two.

Gateway

The marking of a point of entry to an area of character or to a specific development through a change built form, landscape materials or a key view to signify and reinforce the transition.

Grain

The general shape and direction of building footprints. Fine grain refers to the higher intensity of smaller plots or streets. Coarse grain refers to larger scale plots with fewer roads.

Green infrastructure

A network of multi-functional green space, urban and rural, which is capable of delivering a wide range of environmental and quality of life benefits for local communities.

Gridded Street Network

A style of street network defined by a repetition of streets and urban blocks intersecting at right angles, comprising an overall grid structure. Regular grid patterns allow for ease of accessibility and legibility.

Hierarchy

A logical sequence of spaces, streets or building forms, increasing or decreasing in size or density throughout a development.

Impenetrable

An unconnected street or pedestrian network with a low frequency of routes, inhibiting easy passage of movement. Often associated with coarse urban grain patterns or illegible layouts such as cul-de-sacs or free form block estates.

Innovative development

A departure from both the traditional and modern approaches. Innovation could be technological or design-related.

Landmark building

Landmark buildings are prominent buildings that are easily recognisable and have significant cultural or historical value. Landmark buildings do not have to be tall, and they should be used sparingly in development.

More information on landmark buildings in town centre neighbourhoods is found under [4.2.5.2](#).

Layout

The layout of a block relates to the arrangement of buildings, open spaces and streets and the relationship between these components in creating an efficient, positive and legible environment.

Legible

The combination of buildings, streets, trees, and open spaces that use visual cues to create an intuitive and easily navigable environment.

Linear block

A building consisting of stacked apartments and maisonettes organised in a linear urban form. Can be stand alone and running parallel with a street to form a contemporary terrace, or form part of a block that forms the perimeter between the public street and private internal space.

More information on linear blocks in town centre neighbourhoods is found under [4.2.2.2](#).

Listed Building

A building that is included on the List of Buildings of Special Architectural or Historic Interest administered by Historic England on behalf of the Secretary of State for Digital, Culture, Media and Sport. Listed buildings are graded I, II* or II with grade I being the highest. Buildings within the curtilage of a listed building constructed before 1948 are also protected. The significance of a listed building may be external and/or internal.

Local Plan

The plan for the future development of the local area, drawn up by the local planning authority in consultation with the community. In the context of the Spelthorne Design Code, this refers to the Spelthorne Local Plan 2022-2037.

Low-rise buildings

Low-rise buildings are classified as buildings up to and including 3 storeys e.g. up to 9 metres.

Marker building

Marker buildings are memorable buildings that stand out from the surrounding built form. They can help people to navigate and make the townscape more distinctive and interesting.

More information on marker buildings in town centre neighbourhoods is found under [4.2.5.2](#).

Massing

The three-dimensional volume and structure of a building's urban form. Massing is expressed through the size, shape and scale of its different components. Commonly understood as the expression of a building without any finer architectural elements and details. Massing can influence the ways in which a building is perceived, particularly in regards to reducing the impact of visual bulk.

Mews

Traditionally a stables at the rear of a building along a back (service street). The term now typically describes quiet streets of smaller homes inserted within a larger block, with an intimate character and semi-private atmosphere.

More information on mews in town centre neighbourhoods is found under [4.2.2.2](#).

Mid-rise buildings

Mid-rise buildings are classified as buildings between 4 and 6 storeys e.g. between 12 and 18 metres.

Mixed-use / mixed-use development

Provision of a mix of complementary uses, such as residential, community and/or leisure uses, on a site or within a particular area.

National Model Design Code

The National Model Design Code provides detailed guidance on the production of design codes, guides and policies to promote successful design.

Overlooking

A term used to describe the effect when a development or building affords an outlook over adjoining land or property, often causing loss of privacy.

Over shadowing

The effect of a development or building on the amount of sunlight presently enjoyed by a neighbouring property, resulting in a shadow being cast over that neighbouring property.

Parade

A continuous row of shops or commercial units, typically in the town centre. They sometimes have residential accommodation above.

Passive surveillance

Design that increases the occupation and/or visibility of a space to deter crime.

Perimeter block

A perimeter block is an urban form that concentrates the development of a city block along its outermost - or public - edges to strongly define a boundary between public and private or semi-private space. This form is highly efficient by making best use of available land and avoiding surplus spaces that lack clear role or function. The blocks themselves are impermeable but are set within a highly permeable street network.

Permeable

A connected street or pedestrian network with a high frequency of routes that allow easy passage of movement, often associated with fine urban grain patterns.

Place

A space in the built environment that has some meaning for people due to the activities and uses which characterise the space, or the quality of the space itself.

Plot

An area of developable land less public open space, primary road infrastructure, and non-developable areas.

Plot coverage

The proportion of a site that is occupied by a building's footprint. The plot ratio of a development is calculated by dividing the building's footprint by the total area of a site.

Prevailing height

The average or typical building height within an area. Please see Building height above.

Primary Street

The principal route or main access. Dominant to the secondary street network joining it. Often wider and carrying more significant traffic volumes or a route for public transport.

Public realm

The public realm is any part of a site, area, village, town or city that everyone can use and enjoy, including streets, squares and parks. The public realm is very important for pedestrian movement, as it connects various places and buildings.

Rhythm

The repeated pattern of an element such as a building, street or architectural detail.

Roofline

The profile of the top edge of a building.

Roofscape

The appearance of buildings as seen along the skyline, as well as the uses and occupancies as seen from tall buildings.

Roof Form

The type of roof based on its three-dimensional size and shape, often belonging to and characteristic of different typologies. Roof forms can include flat, gabled, hipped, mansard, butterfly, saw-tooth and more.

Scale

Most commonly understood as building height, though scale is relative to another (usually neighbouring) building's height. It can also relate to the size of a building's different elements e.g. massing, fenestration, rather than purely its absolute building height.

Secured by Design

The national police scheme which aims to minimise crime and opportunities to commit crime through better design of buildings and places.

Secondary Street

Subordinate to the primary street. Often more local routes, within residential areas.

Setting

The physical (built and landscape), community and economic surroundings in which the development takes place.

Set back

A step-like recess in massing of upper storeys, used where proposed building heights exceed the shoulder height of street. This strategy can preserve the established street width ratio and allow daylight to reach lower storeys.

Shoulder

The part of a taller building where a set back occurs. It should be treated as a distinct part of an elevation, to crown the lower part of a building visible from the street. See also set back above.

More information on the use of shoulders can be found under [4.2.2.3](#).

single aspect

A habitable unit with windows on one wall facing a single direction.

Storey / number of storeys

Number of storeys is described as the number of floors in the building that have all internal perimeter walls of full floor height. If there is additional accommodation in the roofspace that is created within a pitched or similar style roof, where all perimeter walls are not of full floor height, this would not count as a full storey.

A building containing X number of full storeys with additional accommodation in the roofspace would be called 'X storeys with rooms in the roofspace'. If there are multiple (Y) floors within the roofspace this would be described as 'X storeys with rooms in the roofspace contained in Y floors'.

Street hierarchy

A system of classifying different routes within a movement network. This is principally based on the type and volume of movements a route supports, as well as its characteristics in terms of neighbouring building scale, use and enclosure. The character of a route can change along its length e.g. High Street along an arterial route.

Suburban

An area on the edge of a large town or city, typically residential in character. Suburbs became common in the UK during the 19th and 20th centuries when the development of rail and road transport made commuting viable. Also defined as a distinct and coherent Area Type in Spelthorne.

Taller building

Building that exceeds prevailing height of the surrounding area (please see [4.2.2.3](#)).

Traditional development

Directly reflects the local vernacular and historic architectural styles, materials and features.

Townscape

The urban equivalent of landscape: the overall effect of the combination of buildings, changes of level, green spaces, boundary walls, colours and textures, street surfaces, street furniture, uses, scale, enclosure, views etc.

More information on townscape in town centre neighbourhoods is found under [4.2.5.1](#).

Typology

The classification of buildings into typical and easily recognisable types, based on shared characteristics such as scale, massing, layout, architectural style and period. This organisational device can also apply to urban blocks e.g. Perimeter Block, Free Form Block.

Urban Greening Factor (UGF)

A tool used to evaluate the quality and quantity of natural features proposed as part of a development, such as planting, waterbodies and green roofs, collectively referred to as urban greening.

More information on calculating the Urban Greening Factor can be found as part of Natural England's Green Infrastructure Framework.

Villa blocks

A building consisting of stacked apartments. A villa block is characterised by a central core and efficient circulation arrangement, typically with three to five dwellings per floor, per core. This enables habitable rooms to have views in multiple directions.

More information on villa blocks in town centre neighbourhoods is found under [4.2.2.2](#).

Wayfinding

The process of navigating through and around the development, using spatial and visual clues and/or markers.

Prepared for Spelthorne Borough Council by



Fathom Architects

LATCHAM

APPENDIX B- Consultation Statement: Spelthorne Design Code



DEC 2025

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Introduction

Spelthorne Borough Council has prepared a Design Code to guide high-quality, sustainable development that reflects local character and the community's design priorities. The Code sets out design requirements for future new development, including guidance for the design of buildings, streets, open spaces and the public realm across the Borough. The Code will also be a factor in guiding future planning decisions.

The Design Code has been prepared in line with national policy and guidance. The National Planning Policy Framework (NPPF) encourages local authorities to set clear design expectations and use tools such as design codes and masterplans to secure high-quality development (NPPF, Chapter 12). Planning Practice Guidance (PPG) identifies design codes as effective tools for shaping well-designed places (PPG Ref ID: 26-006-20191001). The National Model Design Code (NMDC) further supports this approach by providing a Design Code framework for larger sites. These documents collectively provide a strong policy basis for the Design Code as a Supplementary Planning Document (SPD).

The Design Code will be adopted as a Supplementary Planning Document (SPD) under the Planning and Compulsory Purchase Act 2004. While SPDs are not part of the statutory development plan and are not subject to independent examination, they are a material consideration in planning decisions and provide detailed guidance to implement Local Plan policies, in this case those concerning the design of future development in the Borough.

In accordance with Spelthorne Borough Council's Statement of Community Involvement (SCI) and Regulation 12(a) of the Town and Country Planning (Local Planning) (England) Regulations 2012 (as amended), this Consultation Statement sets out:

1. What was consulted on during the statutory consultation of the draft Spelthorne Design Code
2. How the Council consulted stakeholders
3. A summary of the main issues raised by those consulted on the draft Design Code
4. How those issues have been addressed in the Design Code
5. Stakeholder engagement throughout the preparation of the Design Code

1. What was consulted on during the statutory consultation of the draft Spelthorne Design Code

The [Spelthorne Design Code- Final Draft for Consultation \(May 2025\)](#) was the main document published to be consulted on during the statutory consultation on the draft Code.

The questions on the online survey, which was available for comment on the dedicated [Spelthorne Design Code engagement hub](#), revolved around the following:

- if the Design Code is easy to understand, accessible, deliverable and will make a difference for better quality design in the Borough;
- if the design requirements for future development meet Spelthorne's needs and aspirations;
- how the Design Code could be improved.

2. How the Council consulted stakeholders

The Consultation Process

The consultation process followed Spelthorne Borough Council's SCI, which sets out how and when the Council intends to involve people, businesses and organisations in the planning process. In the lead up to, and during, the statutory consultation on the draft Design Code, the Council undertook a variety of communication methods to ensure that as many people as possible were notified of the consultation and encouraged to respond.

Stakeholders consulted

The following stakeholders were engaged during the consultation:

- All residents
- People who work in the Borough
- Visitors to the Borough (including shopping, leisure, culture etc)
- Local businesses
- Statutory consultees
- Councillors
- Residents' associations
- Students and young people via local schools and youth groups etc.
- Charity, voluntary and local community groups and community interest companies
- Relevant governmental organisations and public bodies
- Emergency services and utility companies
- Council staff
- House builders and registered providers

How stakeholders could respond

The consultation ran from 26 June to 4 August 2025. The [Spelthorne Design Code- Final Draft for Consultation \(May 2025\)](#), which was being consulted on, was available to view

and download on the Spelthorne Design Code engagement hub, as well as available via printed copies at all libraries across the Borough and at the Council Offices.

To respond to the consultation, stakeholders could submit their comments via multiple ways:

- [Online survey](#) on the engagement hub
- Email to the designated Design Code inbox designcode@spelthorne.co.uk
- Post to Strategic Planning, Council Offices, Knowle Green, Staines-upon-Thames, TW18 1XB

Consultation responses

The consultation received 81 responses in total from stakeholders including residents, other local groups and statutory consultees.

Statutory consultees who responded to the consultation included:

- Surrey County Council (SCC)
- National Highways
- Historic England
- Network Rail (NR)
- Surrey Police
- Natural England
- Colne Valley Regional Park
- Woodland Trust

3. A summary of the main issues raised by those consulted on the draft Design Code

Feedback Themes

Public Feedback Themes

Design Quality, Heritage and Character

Support for character-led design but concerns that recent developments look generic and unattractive. Calls for more innovative architecture, preservation of historic facades and better integration with existing buildings.

Code Accessibility, Usability and Clarity

The Code is seen as too long, technical and less accessible for lay readers. Suggestions include simplified summaries, clearer diagrams, an improved glossary, clearer definitions and stronger mandatory language (e.g., “must” instead of “should”).

Building Heights and Density*

Strong concern about high-rise buildings (specifically 8+ storeys), especially in Staines-upon-Thames. Concerns include high-rise buildings harming local character, blocking light and creating too-tight spaces. Calls for clear, enforceable height caps (defined in metres, not storeys and from ground base level, not pavement level), particularly near conservation areas and riversides.

Infrastructure and Services*

Concerns that the Code overlooks infrastructure needs such as GP surgeries, schools, roads, traffic and flood defences. Many feel that Staines is being overdeveloped without adequate provisioning of public services.

Flood Risk and Groundwater Concerns*

Strong concern about groundwater flooding and lack of specific flood mitigation measures. Calls for mandatory hydrological and hydrogeological surveys with planning applications, with strong desire to use Royal Holloway research.

Riverside Identity and Character

Strong desire to preserve Staines' riverside character as a leisure and heritage area. Concerns about commercial or high-rise development along the River Thames frontage, with calls for improved river access for small boats and recreation.

Housing Mix*

Concerns about Houses in Multiple Occupation (HMOs) and potential loss of family homes, if over-reliance on flats. Calls for minimum quotas of 3+ bedroom houses, proper design standards for HMOs and further protection of suburban character.

Transport and Connectivity*

Calls for improved public transport and traffic management, including better rail and bus links, enhanced station access and lighting. Desire to address and not worsen congestion around Staines Bridge and Two Rivers.

Enforcement and Monitoring*

Concerns about enforcement and monitoring, with doubts over how compliance will be policed and whether developers will follow the rules.

***NB: The feedback themes with a purple asterisk are mostly or partly matters that fall outside the scope of the Design Code and are addressed through other policies and legislation, or deal with implementation of the Code rather than its contents.**

Technical Consultee Themes

Green Infrastructure, Biodiversity and Connectivity

Calls for stronger integration of new development with natural environments like the Colne Valley Regional Park (CVRP) to enhance access, biodiversity, recreation and climate resilience. Tree-lined streets and green infrastructure are supported by the Woodland Trust but some desire for clearer guidance on species selection and planting.

Heritage and Local Identity

Requests for more detailed treatment of historic areas, with emphasis from SCC and Historic England on preserving Spelthorne's heritage. Suggestions include using Historic Environment Record data, coding town centres individually and ensuring context-sensitive design for historic settlements like Sunbury, Ashford, Stanwell and Laleham.

Transport, Accessibility, and Active Travel

Support for walking and cycling access, with backing from NR and SCC for active travel principles. Recommendations include improving access to railway stations, enhancing public realm around transport hubs, integrating SCC's Healthy Streets for Surrey principles and aligning street typologies and parking standards with this guidance.

Flood Risk and Sustainable Drainage

Support for incorporating Sustainable Drainage Systems (SuDS) and flood resilience strategies, with SCC (Lead Local Flood Authority) supporting their inclusion in the Code.

Public Safety

Advocacy for Secured by Design standards, with Surrey Police desiring stronger integration of crime prevention measures, such as lighting, surveillance, access control and secure doors/windows, especially for tall buildings. NR supports connectivity principles but expresses concerns over safety risks from increased level crossing use, recommending elevated pedestrian crossings instead.

4. How those issues have been addressed in the Design Code

You Said:

Concerns were raised about heights, in terms of lack of clarity in measurement (storeys vs. metres) and the impact on character and views.

✓ We Did + Why:

Height diagrams and storey-to-metre clarification added and marker buildings were redefined. The Design Code sets out design parameters that can make different development densities and heights work successfully together with acceptable density measures (e.g. Floor Area Ratio) or acceptable heights in different area types and locations. Coding requirements for density or height measures for allocated sites ensure anticipated capacity can be delivered.



We Did + Why:

Conservation Area clarity added and relevant heritage documents referenced. Added design guidance with new town centre strategy for river frontage. More information was added on smaller villages for thoroughness, with reference to historic character. The Local Plan already contains policy to safeguard and enhance leisure spaces and the Conservation Area.

You Said:

Desire expressed to protect historic buildings and riverside character, especially in Staines and Sunbury. Suggestions to improve access to the river and to preserve riverside leisure spaces and heritage buildings.

You Said:

Comments on need for more consideration for disabled residents and inclusive and safe design.



We Did + Why:

Accessibility aims, considerations and requirements are already mentioned in the Code, particularly in relation to front boundary treatment, new streets, active travel and building adaptability. The Design Code promotes inclusive and accessible environments in line with the Equality Act 2010. SCC's Healthy Streets for Surrey is also referenced, which includes accessibility considerations the Code adheres to. Further integrated Secured by Design references.



We Did + Why:

The location and quantum of development in the Borough falls within the remit of the Local Plan and is not addressed in the Design Code.

The Design Code sets out design parameters that can make different development densities and heights work successfully together with acceptable density measures (e.g. Floor Area Ratio) or acceptable heights in different area types and locations. Coding requirements for density or height measures for allocated sites ensure anticipated capacity can be delivered.

You Said:

Fears that Staines is being overburdened with housing targets, leading to more congestion, loss of character and strain on infrastructure.



You Said:

Complaints about the document being too long, technical and hard to navigate.



We Did + Why:

Improved navigation, glossary, diagrams and added simplified checklists. The Spelthorne Design Code has been developed to be as concise as possible, in light of the content that has to be included. The Code is anticipated for use as a digital version. The digital Code will enable applicants to easily navigate to the parts of the Code relevant to a site's location and the type of development proposed.

The Council will monitor adherence to the Design Code through planning application validation and planning conditions where appropriate. This approach aligns with the NPPF's emphasis on securing high-quality design and ensures the Code is applied consistently.



We Did + Why:

Native species and Colne Valley Regional Park referenced. Local Plan policies and the Climate Change SPD are the primary documents that address these issues, however the Design Code contains detailed requirements for green infrastructure elements within the built environment as well as codes relating to climate change and sustainability.



You Said:

Requests for stronger green infrastructure, tree canopy targets and climate adaptation measures.

You Said:

Broader concerns about fluvial and surface water flooding, not just groundwater.



We Did + Why:

Flood risk and groundwater constraints are primarily addressed through Local Plan policies and national policy requirements, including the NPPF's flood risk tests. The Design Code supports these policies by incorporating guidance on Sustainable Drainage Systems (SuDS) and resilience measures to manage surface water and climate



We Did + Why:

How to use the checklists further clarified and “Comply or Justify” principle emphasised. When it is completed, the Design Code will be adopted as a Supplementary Planning Document (SPD). An SPD is a planning document which expands upon policy and provides more detail to policies in development plans, such as the Local Plan.

SPDs are a material consideration in planning decisions but are legally not part of statutory development plans, nor are they subject to independent examination.

Therefore, the Design Code once adopted, will have a material weight in planning decisions and will provide more detailed guidance and on how the policies in the Local Plan will be implemented in relation to design of future development.

Some parts of the Code set out guidance, best practice or design inspiration from elsewhere that could provide the basis for the development of design proposals.

These are design ideas that development could implement, and are highlighted as such.

You Said:

Doubts about whether developers will follow the Code and how it will be enforced.



You Said:

Strong concerns about the hydrological impact of deep foundations, referencing Royal Holloway research. Calls for mandatory surveys and legal accountability of developers.



We Did + Why:

Need for engineering evidence highlighted and flood risk and groundwater impact referenced. Risk of groundwater flooding is a constraint to development and does not fall within the scope of the Design Code.

Local Plan policy addresses flooding issues where they are a constraint to development. The design code sets out good design process and advises that constraints including flooding should be considered and addressed as set out in the Local Plan.



We Did + Why:

The delivery of supporting infrastructure does not fall within the scope of the Design Code and is covered by the Local Plan. Healthy Streets for Surrey also covers design principles in relation to road design, integrating public transport and pedestrian and pavement design.



You Said:

Lack of planning for schools, GPs, transport and public services to support population growth.

You Said:

Worries about congestion, especially around Staines Bridge and Two Rivers. Requests for better transport planning.

✓ We Did + Why:

Network Rail guidance referenced and Code further aligned with Healthy Streets for Surrey. Traffic and transport concerns are not within the remit of the Design Code. Surrey County Council's Local Transport Plan and the emerging Local Plan cover transport policies, schemes and other transport matters. Healthy Streets for Surrey also covers accessibility and traffic design principles.



We Did + Why:

Feedback noted and further guidance considered. Housing mix and use types in the Borough falls within the remit of the Local Plan and is not addressed in the Design Code.

You Said:

Concerns about loss of family homes and rise of HMOs, especially in suburban areas.

5. Stakeholder engagement throughout the preparation of the Design Code

The Overall Engagement Process

The Design Code was developed through a three-stage engagement process from Summer 2024- Summer 2025. For online public engagement throughout the project, the Spelthorne Design Code Commonplace page, which is an online engagement hub, was established.

Initial Engagement (Stage 1- LISTEN)

Public feedback was gathered in this first stage to understand the following:

- The places of Spelthorne in detail
- What makes Spelthorne special
- The key design challenges in Spelthorne
- How the Design Code can enhance and improve the Borough in the future

Engagement type	Further details
Summer 2024	
Walking tours and digital walks	A series of 2-hour long walking tours took place in 6 locations across the Borough (Staines-upon-Thames Town Centre, Staines-upon-Thames Wider Area, Stanwell, Ashford, Sunbury-on-Thames and Shepperton), which were guided by local people to find out their opinions about local buildings, streets and spaces they liked and disliked and to gain an insight into design issues that matter to them. Digital Walks were also held virtually for those unable to attend the ones in-person. Residents could share their views about different parts of the Borough that were of interest by guiding the team around an online map. This resulted in 4.5 hours of digital engagement.
Youth workshops with local schools and Ashford Youth Club	To provide some youth engagement opportunities, sessions were held at 2 local schools (The Matthew Arnold School and

	Sunbury Manor School) and Ashford Youth Club to find out young people's opinions about design issues and their design priorities.
Autumn 2024	
2 Citizens' Panel workshop sessions	<p>A Citizens' Panel was created to demographically-represent the Borough and to share views and help shape the Design Code to ensure it is inclusive and meets the community's diverse needs. Following a 7.5-week recruitment period, which saw over 140 applications, over 40 Panel members were blindly selected to reflect Spelthorne's diverse demographics including age, gender, ethnicity, housing situation and geographical location, according to Census data.</p> <p>2 Citizens' Panel focus sessions, which were run by the appointed consultants David Lock Associates and Feria Urbanism, were held on 16 November 2024 and 23 November 2024. The first workshop fed public feedback that had been collected so far into the Panel and Panel members reviewed this. Panel members also worked on exploring what makes Spelthorne unique, what to preserve and change and a vision for the Borough's design. The second workshop focused on safety and accessibility, particularly on how future development can cater to everyone's needs. Members also shared personal experiences and their vision for various edge conditions and building types, considering how development fits within its surroundings. These valuable insights were fed into the draft Code.</p>
Interactive map on Commonplace engagement platform	Local people could virtually drop pins on specific locations within Spelthorne and share their thoughts and pictures about that place, area or a more specific design feature. This engagement opportunity ran for 14 weeks and received over 600 contributions.
Drop-in session at Elmsleigh Shopping Centre	A public drop-in session with interactive activities was held in the Elmsleigh Shopping Centre in November 2024 and provided residents with an opportunity to meet the Design Code Team, learn about Spelthorne in detail, engage in discussions, ask questions, and share their perspectives on what makes Spelthorne unique.

First Draft Engagement (Stage 3- TEST)

Public feedback was gathered during this stage to understand the following:

- Whether the draft Code is clear in what it covers
- If and how the draft Code could be improved
- If the design vision and principles are supported
- How well the draft Code responds to the community's priorities

Engagement type	Further details
Spring 2025	
Citizens' Panel workshop session	The third and final Citizens' Panel session was held on 1 March 2025 to test the draft Code. At the session, the Panel worked on reviewing and applying the draft Design Code to real-world development scenarios and example sites. The project team also explained the Design Code's purpose, development and role in planning, how public feedback had shaped the Code so far and who will use it.
Public engagement on first draft of the Spelthorne Design Code	A public engagement opportunity for the wider community ran for 3 weeks from 18 March 2025 to 8 April 2025 on Commonplace for technical stakeholders and local people to test the draft Code. The draft Code was available to view and download and the local community could find out what was in the draft Code, see how the draft Code responded to the community and provide feedback to help refine and develop the Code. Feedback was gathered via a survey on the Commonplace engagement hub and also via email, which resulted in 45 responses.

Public Statutory Consultation (Stage 4- STATUTORY CONSULTATION)

Public feedback was gathered during this stage to understand the following:

- Stakeholder views on the draft Code in general, more particularly on the content and requirements set out in the Code
- Whether the language is clear and accessible
- Whether diagrams are clear and sufficiently detailed
- If the Code will help deliver good design and improve the quality of design in the future
- If the checklists will aid applicant compliance
- If and how the draft Code can be improved

Engagement type	Further details
Summer 2025	
Statutory consultation on final draft of the Spelthorne Design Code	<p>The statutory public consultation on the Spelthorne Design Code - Final Draft for Consultation (May 2025) ran for 6 weeks from 24 June 2025 to 4 August 2025, mainly run via the Commonplace engagement hub. The updated draft Code was available for the public to view and download online, as well as in-person with physical copies also available in public libraries around the Borough and at the Council Offices during office hours. A survey was available on Commonplace for public response, which asked for comment on the document overall and the applicant self-assessment compliance checklists. There was also the opportunity to provide further comments or upload document(s) to support a response. The public could also provide feedback on the draft Code via email or by post. The consultation received 81 responses and these were fed into the Final Code (as detailed above).</p>

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Committee Report Checklist

Please submit the completed checklists with your report. If final draft report does not include all the information/sign offs required, your item will be delayed until the next meeting cycle.

Stage 1

Report checklist – responsibility of report owner

ITEM	Yes / No	Date
Councillor engagement / input from Chair prior to briefing	No	
Commissioner engagement (if report focused on issues of concern to Commissioners such as Finance, Assets etc)	No	
Relevant Group Head review	Yes	
MAT+ review (to have been circulated at least 5 working days before Stage 2)	No	
This item is on the Forward Plan for the relevant committee	No	
	Reviewed by	
Finance comments (circulate to Finance)	Yes	
Risk comments (circulate to Lee O'Neil)	Yes	
Legal comments (circulate to Legal team)	LH	23/12/25
HR comments (if applicable)	N/A	

For reports with material financial or legal implications the author should engage with the respective teams at the outset and receive input to their reports prior to asking for MO or s151 comments.

Do not forward to stage 2 unless all the above have been completed.

Stage 2

Report checklist – responsibility of report owner

ITEM	Completed by	Date
Monitoring Officer commentary – at least 5 working days before MAT	L Heron	23/12/25
S151 Officer commentary – at least 5 working days before MAT	T.Collier	24/12/25
Confirm final report cleared by MAT		

Environment and Sustainability Committee

8 January 2026

Title	Statutory Consultation on Spelthorne Houses in Multiple Occupation (HMO) Supplementary Planning Document (SPD)
Purpose of the report	To make a decision
Report Author	Simon Rowberry, Interim Planning Development Manager
Ward(s) Affected	All Wards
Exempt	No
Exemption Reason	N/A
Corporate Priority	Community/Addressing Housing Need/Environment
Recommendations	<p>Committee is asked to:</p> <ul style="list-style-type: none">• Agree that the Consultation Draft of the Spelthorne Houses in Multiple Occupation (HMO) Supplementary Planning Guidance (SPD) be published for a 4-week public consultation under Regulation 12 of the Town and Country Planning (Local Planning) Regulations 2012
Reason for Recommendation	To enable consultation to be undertaken on the proposed SPD. The cumulative effect of the two Article Directions the Council has made is that all new HMOs in the Borough will require planning permission from 13 March 2026, which will mean an increase in the number of planning applications as existing Permitted Development rights will be removed. The SPD will provide an additional set of quantitative criteria, in addition to those currently used, against which to determine all planning applications for HMOs, irrespective of size.

1. Executive summary of the report

What is the situation	Why we want to do something
<ul style="list-style-type: none"> Spelthorne Borough Council has prepared a Borough-wide SPD in respect of all new HMOs. This code aims to provide clear additional guidance for new HMO development. Additionally, the SPD seeks to address concerns from both residents and elected Members regarding the location, impact and quality of HMO proposals. 	<ul style="list-style-type: none"> The SPD seeks to address concerns from both residents and elected Members regarding the location, impact and quality of HMO proposals. In order to formally adopt the SPD and make it a material consideration in planning decisions, a statutory consultation must be carried out.
This is what we want to do about it	These are the next steps
<ul style="list-style-type: none"> Seek approval from the Committee to initiate the statutory public consultation in respect of the draft SPD. According to planning regulations, this consultation is essential, as it allows residents, developers, and stakeholders the opportunity to formally provide their feedback on the draft document 	<ul style="list-style-type: none"> Secure agreement to proceed with statutory consultation Begin the 4-week consultation period using online, print and public engagement methods Analyse feedback received and revise the draft SPD as necessary Bring the updated SPD to full Council with recommendation to adopt Upon approval, the SPD will be formally adopted and used in planning decision-making

2. Key issues

- 2.1 On 21 August 2024, the Council made a non-immediate Article 4 Direction to remove permitted development rights for a change of use from a dwellinghouse (C3 use) to a small house in multiple occupancy – “small HMO” (C4 use) across the following three wards:
 - Staines
 - Stanwell North
 - Ashford North & Stanwell South
- 2.2 This Direction came into effect on 29 August 2025. Planning permission is therefore required to convert a dwelling house into a small HMO in those wards on or after this date.
- 2.3 On 9 December 2025, the Council confirmed a second non-immediate Article 4 Direction covering all remaining wards in Spelthorne Borough. This Article 4 Direction will come into effect on 13 March 2026.

- 2.4 The direction applies to the Ashford Common, Ashford East, Ashford Town, Halliford and Sunbury West, Laleham and Shepperton Green, Riverside and Laleham, Shepperton Town, Staines South, Sunbury Common, and Sunbury East wards.
- 2.5 The cumulative effect of the two Directions is that all new HMOs in the Borough will require planning permission from 13 March 2026. This will mean an increase in the number of planning applications as existing Permitted Development rights will be removed
- 2.6 This report seeks approval to commence the statutory 4-week consultation for the SPD, a document that sets out the assessment process and requirements for all proposed new HMOs, irrespective of their size, to ensure that:
 - a) the overall quality of new HMO accommodation in the borough is improved, through compliance with the standards set out in this SPD;
 - b) potential adverse impacts on neighbouring properties and communities are recognised and mitigated where possible;
 - c) a balanced approach is achieved between meeting the significant demand for three or more-bedroom dwellings for larger families and addressing the needs of those who rely on HMO accommodation; and
 - d) a quantitative, objective, transparent and consistent framework is established for making decisions on HMO planning applications.

The SPD expands on policies in the Spelthorne Local Plan 2025 – 2040 that are relevant to HMO development, specifically:

- a) Policy PS2: Designing Places and Spaces
- b) Policy H1: Homes for All

- 2.7 The SDC is set out in 7 sections:
 - Section 1: Purpose and scope of the SPD
 - Section 2: Legislative background to HMOs and Article 4 Directions
 - Section 3: Planning policy background – national and local
 - Section 4: Spelthorne's proposed 4-stage approach to assessing proposals for new HMOs
 - Section 5: Space standards
 - Section 6: Car parking standards
 - Section 7: Waste management
- 2.8 Following the public consultation and consideration of the resulting feedback, the SPD may be amended and an adoption version will be brought back to the Environment and Sustainability Committee for consideration as soon as possible, to seek a recommendation to Council for adoption.

2.9 It is important to note that legally the SPD cannot be adopted until the Local Plan 2025 – 2040 itself has been adopted. This is because the SPD is supplementary to the policies in the Local Plan 2025 – 2040.

Background

2.10 The cumulative effect of the two Article 4 Directions is that all new HMOs in the Borough will require planning permission from 13 March 2026. It is anticipated that this will mean an increase in the number of planning applications for HMOs as existing Permitted Development rights will be removed.

2.11 Planning applications have been required for all HMOs within the three wards of Staines, Stanwell North and Ashford North & Stanwell South, since the first Article 4 Direction came into force on 29 August 2025. The same requirement will apply in the remaining ten wards from 13 March 2026, when the second Article 4 Direction comes into force: currently, planning permission is only required for “large HMOs” (7 persons or more) in these ten wards.

2.12 At present, planning applications for HMOs are considered primarily against development management standards, as set out in paragraph 4.5.1 of the draft SPD, attached as Appendix 1.

2.13 Whilst some of these development management criteria are quantitative, many (such as impact on street scene and neighbouring properties) do involve an element of subjectivity.

2.14 In addition, current development management criteria do not directly address two of the key concerns of Members and residents:

- a) The potential concentration of HMOs within a neighbourhood; and
- b) The impact of the proposal in terms of proximity with other HMOs at the more local level

It is a key purpose of the SPD to provide quantitative tools for assessing these two factors.

Proposed Four-Stage Approach to Assessment

2.15 The SPD sets out a proposed four-stage approach to assessing all planning applications for new HMOs:

	Assessment Involved	Description
Stage 1	Neighbourhood Impact Assessment	Assess whether the proposal creates a harmful concentration within the locality
Stage 2	Proximity Impact Assessment	Assess whether the proposal results in existing dwellings being “sandwiched” between or surrounded by HMOs
Stage 3	Planning Standards Assessment	Assess whether all planning criteria criteria and standards are met, including space standards, car parking provision and waste management arrangements
Stage 4	Design Assessment	Ensure, where applicable, that the Council’s Design Code is complied with

2.16 These stages are fully detailed in the draft SPD and can be summarised as set out below. it should be noted that these proposed stages would be sequential, and a proposal would be required to satisfy each stage in turn. Failure to “pass” any stage would normally result in the proposal being unsatisfactory and a recommendation that planning permission be refused. It can be helpful to consider each stage as a “gateway” through which an application must successfully pass.

Stage 1 – Neighbourhood Impact Assessment (“10% Threshold”)

2.17 Proposals for the development or intensification of HMOs will not be permitted if the development leads to a harmful concentration of HMOs or the development is proposed in a location where this already occurs. A harmful concentration occurs when 10% or more of all dwellings within a 100-meter radius of the application site are already in use as HMOs. This 10% threshold has been established following a review of best practice across the country.

2.18 Detailed examples are set out in Section 4.2 of the draft SPD

Stage 2 – Proximity Impact Assessment (“Sandwiching Criterion”)

2.19 The SPD proposes that planning permission will not be granted where the introduction of a new HMO would result in existing dwellings being sandwiched by any adjoining HMOs on both sides or being surrounded to the front and back. The latter also applies where the properties are separated by an intersecting road or where properties have a back-to-back relationship in different streets.

2.20 This criterion is applied differently, depending on the type of dwellings which lie adjacent to the proposed HMO (detached, semi-detached or terraced). Diagrams to further explain this are set out in Section 4.4 of the attached draft SPD.

Stage 3 – Planning Standards Assessment

2.21 If a proposal for a new HMO satisfies the requirements of Stages 1 and 2, it will then be assessed against planning standards and criteria. Examples of these are set out in Section 4.5 of the draft SPD.

Stage 4 – Design Assessment

2.22 The final stage is an assessment of the proposal against planning design standards, where appropriate, including against the Council’s Design Code. This is only likely to apply to those proposals which are new-build or, in the case of the conversion of existing properties, where significant or relevant external alterations or extensions are proposed as part of the planning application.

Extensions to Existing HMOs

2.23 Section 4.7 sets out how proposed extensions to existing, lawful HMOs will be assessed.

Other Standards

2.24 The draft SPD then proposes how space and car parking standards will be applied as part of Stage 3, along with waste management arrangements.

2.25 The draft SPD provides links to standards fully set out in the Council’s other existing adopted SPDs and its “Landlords’ Guide to Standards for Houses in Multiple Occupation (HMO)”. The reason for this linkage is that the external documents (SPDs and the Landlords’ Guide can be subsequently reviewed and updated as necessary, without the need to review and update the HMO SPD, which would involve further lengthy consultation and adoption processes.

Proposed Changes to the Draft SPD Prior to the Consultation Exercise

2.26 The appended draft SPD contains some illustrative material which has been borrowed for the purposes of this approval process from other Councils’ documents (and credited accordingly). This has been done to expedite this approval process. Notwithstanding this, these diagrams will be replaced by this Council’s own graphics and some additional illustrative material, prior to the consultation exercise.

Consultation Period

2.27 It is anticipated that the consultation exercise will be undertaken over the 4-week period 2 February to 2 March 2026. The results of the consultation will be undertaken immediately thereafter.

Further Steps to Adoption of the SPD

It may be possible to bring a report on the outcome of the consultation exercise to this Committee’s meeting of 19 March 2026, and to seek a recommendation that Council adopts the SPD (with any amendments that may result from the consultation exercise). However, this target is uncertain as it is dependent on:

3. The volume and complexity of representations received, and the time required to analyse them and respond accordingly; and
 - a) The Local Plan 2025 – 2040 having been formally adopted by the Council by this date
- 3.1 A further factor that will impact on the timetable for formal adoption is the pre-election period prior to Local Government Reorganisation.

4. Options appraisal and proposal

- 4.1 **Option 1 - Recommended option:** The Committee approve the commencement of the public consultation.

Option 2 – Not Recommended: The Committee resolve to seek amendments to the SPD before commencement of public consultation.

This option is not recommended as any delay in the start of the statutory consultation, outside the window set out at para 2.18, would mean that it would not be possible to begin the consultation until after the elections in May 2026.

Option 3 – Not Recommended: The Committee resolve to reject the request for consultation on the SPD.

This option is not recommended as in order to adopt the SPD, so that it can be considered as a material consideration in decision making in respect of planning applications for HMOs, a statutory consultation is required by legislation as set out above. If a public consultation is not held the project cannot move forward and the SPD cannot be adopted.

5. Risk implications

- 5.1 Failure to proceed with the statutory public consultation for the SPD may result in reputational damage to the Council, undermining its commitment to community engagement, transparency, and proactive planning.
- 5.2 The Council has already invested staff resources in the development of the SPD. Not proceeding with the public consultation would render these efforts ineffective, resulting in wasted expenditure without achieving the intended planning and design outcomes.
- 5.3 Without the adoption of the SPD, the Council will be less equipped to take a proactive approach to development management in respect of HMO proposals. This may lead to inconsistent planning outcomes and a missed opportunity to improve decision-making for HMO proposals across the Borough.
- 5.4 It is considered that refusals of planning permission for HMOs that are subsequently appealed are less likely to be supported (i.e. the appeal is dismissed) by the Inspectorate in the absence of robust quantitative analysis such as that proposed in the draft SPD.
- 5.5 In light of Local Government Reorganisation (LGR), the new unitary authority may have other priorities. There is a risk that if the consultation and adoption of the SPD is not progressed in line with the current project programme, it may not be implemented.

6. Financial implications

6.1 Undertaking and evaluating the consultation to be undertaken by resources covered by existing budgets.

7. Legal comments

7.1 The Council must comply with the process set out in the Town and Country Planning (Local Planning) Regulations 2012 when creating a Supplementary Planning Document (SPD).

7.2 Public consultation is one of the requirements, full details of which are set out under Regulation 12 of the Town and Country Planning (Local Planning) Regulations 2012.

7.3 The Council must ensure that the statutory procedures set out within the Town and Country Planning (Local Planning) Regulations 2012 are fully complied with before adopting the SPD.

Corporate implications

8. S151 Officer comments

8.1 The S151 Officer confirms that all financial implications have been taken into account and that the recommendations are fully funded from within the budget.

9. Monitoring Officer comments

9.1 The Monitoring Officer confirms that the relevant legal implications have been taken into account.

10. Procurement comments

10.1 There are no procurement comments arising directly from this report.

11. Equality and Diversity

11.1 This will be dealt with as an integral part of the implementation of the SPD.

12. Sustainability/Climate Change Implications

12.1 This will be dealt with as an integral part of the SPD through the application of the development management criteria.

13. Other considerations

13.1 There are none.

14. Timetable for implementation

- 14.1 The proposed dates for the public consultation are 2 February 2026 to 2 March 2026.
- 14.2 If the consultation dates are agreed by the Committee and the project proceeds on the agreed timetable, it is anticipated that the SPD will be adopted in May 2026.

15. Contact

- 15.1 Simon Rowberry is the Project Lead: s.rowberry@spelthorne.gov.uk

Please submit any material questions to the Committee Chair and Officer Contact by two days in advance of the meeting.

Background papers: There are none.

Managing the Development of Houses in Multiple Multiple Occupation (HMOs)

Supplementary Planning Guidance

Consultation Draft

January 2026



1. Purpose and Scope of the SPD

2. Legislative Background

- 2.1 What is a House in Multiple Occupation (HMO)?
- 2.2 HMOs in Planning Legislation
- 2.3 When is Planning Permission Normally Required
- 2.4 What is an Article 4 Direction?
- 2.5 The Planning Requirements for HMOs in Spelthorne Borough
- 2.6 HMOs and Licensing
- 2.7 HMOs and Other Legislation

3. Planning Policy Background

- 3.1 National Planning Policy Framework
- 3.2 Spelthorne Local Plan 2025 - 2040

4. Spelthorne's Approach to Assessing Proposals for New HMOs

- 4.1 Four-Stage Approach to Assessment
- 4.2 Stage 1 - Harmful Concentration
- 4.3 Applying The 10% Threshold
- 4.4 Stage 2 – Proximity Impact Assessment (Applying the Sandwiching Criterion)
- 4.5 Stage 3 – Planning Standards Assessment
- 4.6 Stage 4 – Design Assessment
- 4.7 Extensions to existing HMOs

5. Space Standards

6. Car Parking Standards

7. Waste Management

1 Purpose and Scope of the SPD

- 1.1 This document is a Supplementary Planning Document (SPD) that supplements the adopted Spelthorne Local Plan 2025 – 2040. It constitutes formal planning policy of Spelthorne Borough Council and is an important material consideration for the Council when determining planning applications for new HMOs.
- 1.2 This SPD seeks to ensure that:
 - a) the overall quality of new HMO accommodation in the borough is improved, through compliance with the standards set out in this SPD;
 - b) potential adverse impacts on neighbouring properties and communities are recognised and mitigated where possible;
 - c) a balanced approach is achieved between meeting the significant demand for three or more bedroom dwellings for larger families and addressing the needs of those who rely on HMO accommodation; and
 - d) a quantitative, objective, transparent and consistent framework is established for making decisions on HMO planning applications.
- 1.3 This SPD expands on policies in the Spelthorne Local Plan 2025 – 2040 that are relevant to HMO development, specifically:
 - a) Policy PS2: Designing Places and Spaces
 - b) Policy H1: Homes for All

These are set out in Section 3.2 below.
- 1.4 This SPD does not introduce new policies or requirements, but rather it assists in the interpretation and application of existing policies. It should be noted that potential harms caused by an HMO can include planning and non-planning issues. This document only provides planning guidance.
- 1.5 This SPD cannot, therefore, itself address non-planning issues such as potential Anti-Social Behaviour (ASB) or nuisance; these are matters to be addressed by other agencies such as the police, or other functions within the Council, such as Environmental Health or Community Safety.

2 Legislative Background

2.1 What is a House in Multiple Occupation (HMO)?

- 2.1.1 A property (a house or flat) is defined as an HMO if it is occupied by 3 or more persons from 2 or more households typically sharing facilities such as a toilet, bathroom or cooking facilities. HMOs can include house and flat shares, student homes, bedsits and some buildings converted into self-contained flats.
- 2.1.2 The full legal definition of an HMO is given under sections 254 and 257 of the Housing Act 2004 <https://www.legislation.gov.uk/ukpga/2004/34/section/254>.
- 2.1.3 The Housing Act 2004 also defines types of living accommodation that are not HMOs. These include properties occupied by the owner and up to two lodgers (if three lodgers or more, then the property is classed as an HMO), higher education halls of residence or other types of student accommodation and properties occupied by religious communities.
<https://www.legislation.gov.uk/ukpga/2004/34/schedule/14>

2.2 HMOs in Planning Legislation

- 2.2.1 The use of any land or building is categorised into “Use Classes” for planning purposes.

<https://www.planningportal.co.uk/permission/common-projects/change-of-use/use-classes>

Residential properties (“Dwelling Houses”) are categorised as Use Class C3, formed of three parts:

- a) C3(a) covers use by a single person or a family (a couple whether married or not, a person related to one another with members of the family of one of the couple to be treated as members of the family of the other), an employer and certain domestic employees (such as an au pair, nanny, nurse, governess, servant, chauffeur, gardener, secretary and personal assistant), a carer and the person receiving the care and a foster parent and foster child
- b) C3(b) covers up to six people living together as a single household and receiving care e.g. supported housing schemes such as those for people with learning disabilities or mental health problems
- c) C3(c) allows for groups of people (up to six) living together as a single household. This allows for those groupings that do not fall within the C4 HMO definition (see 2.2.2 below), but which fell within the previous C3 use class, to be provided for i.e. a small religious community may fall into this section as could a homeowner who is living with a lodger

A dwelling house can change between any of the aforementioned three elements within Use Class C without the need for planning permission.

2.2.2 In 2010 a new planning Use Class - C4 - was created for dwellings occupied as HMOs by up to six residents ("small HMOs"). The planning meaning of the new Use Class was aligned with the definition of an HMO in the Housing Act 2004.

2.2.3 Use Class C4 ("small HMOs") is defined as:

"Small shared houses occupied by between three and six unrelated individuals, as their only or main residence, who share basic amenities such as a kitchen or bathroom."

2.2.4 HMOs with over 6 occupants ("large HMOs") do not fall within any specific Use Class. These are known as "Sui Generis" uses. A Sui Generis Use is one which does not fit into any of the defined classes and will always require planning permission for a change of use. It therefore means a "use on its own."

2.2.5 Therefore, from a town planning perspective, HMOs fall into the following classes as per the Town and Country Planning (Use Classes) Order 1987 (as amended):

- a) Use Class C4 – use of a dwelling house by three, but no more than six unrelated individuals, as an HMO ("small HMO"); or
- b) Sui Generis – accommodating 7 or more unrelated individuals ("large HMO").

2.3 When is Planning Permission Normally Required?

2.3.1 Changes of use from Use Class C3 (dwelling house) to Use Class C4 (an HMO with between 3 and 6 unrelated occupants) is considered to be "Permitted Development" (PD) and therefore does not require planning permission. The exception to this is when a specific Article 4 Direction is in place. Article 4 Directions are explained in 2.4 below.

2.3.2 Changes of use from C3 (dwelling house) to a "large HMO" (7 or more unrelated occupants) always requires planning permission.

2.4 What is an Article 4 Direction?

2.4.1 An Article 4 Direction is a planning tool that allows local councils to remove specific "permitted development rights," which means planning permission is required for certain types of use and/or development that would normally not need any. It is used when a local authority believes that development without prior planning permission could harm local amenities or the proper planning of an area. Examples include changes of use, such as from a commercial to a residential property, or changes to a building's exterior in a conservation area.

2.4.2 Article 4 Directions must relate to a specific geographical area and must also specify the particular permitted development rights that are removed by virtue of that Direction.

2.4.3 Article 4 Directions cannot, by law, be applied retrospectively.

2.5 The Planning Requirements for HMOs in Spelthorne Borough

2.5.1 On 21 August 2024, the Council made a non-immediate Article 4 Direction to remove permitted development rights for a change of use from a dwellinghouse (C3 use) to a small house in multiple occupancy (C4 use) across the following three wards:

- Staines
- Stanwell North
- Ashford North & Stanwell South

2.5.2 The Article 4 Direction was confirmed on 18 February 2025 following a vote at planning committee on 08 January 2025 and came into effect on 29 August 2025. The effect of this Direction is that all new HMOs now require planning permission in these 3 wards, regardless of the number of occupants.

2.5.3 A further Article 4 Direction was confirmed on 17 December 2025, following a vote at Planning Committee on 9 December 2025, for the remaining 10 wards in the Borough and will come into effect on 13 March 2026. The effect of this Direction is that all new HMOs will require planning permission in these remaining wards from 13 March 2026, regardless of the number of occupants.

2.5.4 The cumulative effect is that from 13 March 2026, all new HMOs in the Borough, regardless of the number of occupants, will require planning permission.

2.6 HMOs and Licensing

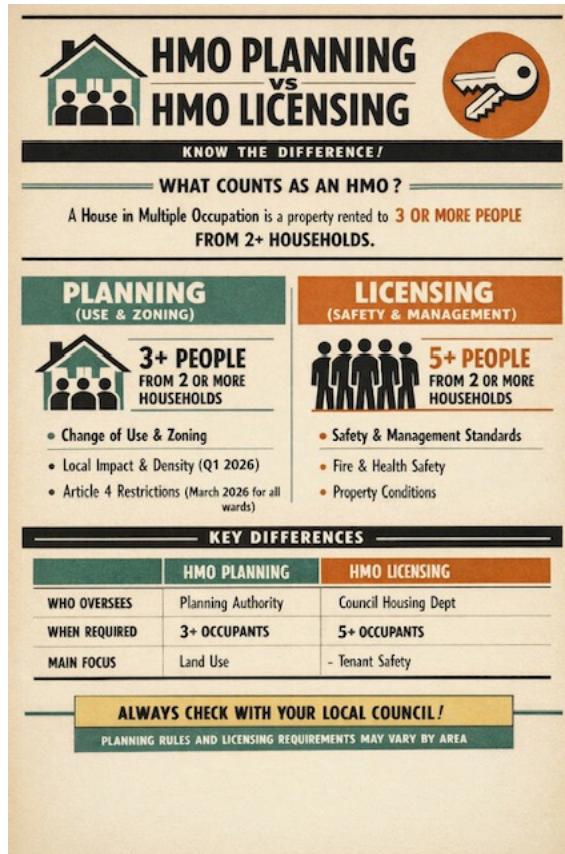
2.6.1 The planning and HMO licensing requirements are entirely separate and operate wholly independently, under different legislative regimes.

2.6.2 Spelthorne operates the mandatory licensing scheme under Part 2 of the Housing Act 2004, but does not currently operate any additional or selective licensing schemes.

2.6.3 A HMO needs a licence if:

- it has five or more people, and
- the occupants form two or more households

HMOs in Spelthorne with three or four occupants do not need to be licensed.



2.6.4 The Council's Environmental Health Department must grant a HMO licence with appropriate conditions where:

- the house is reasonably suitable for occupation having regard to amenity levels, available living space and general health and safety consideration;
- the management arrangements are satisfactory, and
- the licensee, manager and those involved in the running of the property are fit and proper persons.

2.6.5 Other relevant legislation that falls within the Environmental Health's remit includes the Management of Houses in Multiple Occupation (England) Regulations 2006, the Environmental Protection Act 1990, and the Prevention of Damage by Pests Act 1949.

2.6.6 Spelthorne HMO's licensing scheme is a risk-based system that results in licences being granted for differing durations according to risk. Licences are granted with a one, three or five-year duration depending on a risk rating of the property. The cost of the licence remains the same regardless of the term of the licence.

2.7 HMOs and Other Legislation

- 2.7.1 In addition to planning and potential licensing requirements, HMOs are likely to also be required to comply with other legislation. In particular, Building Regulations approval will be required for new build premises and is likely to also be required where a property is changed from a single household dwelling to an HMO. Similar to housing licensing, it will be for the property owner to ensure that the necessary building regulations have been secured for the premises to operate as an HMO.
- 2.7.2 In addition, proposals may need to comply with the Party Wall Act 1996 <https://www.legislation.gov.uk/ukpga/1996/40/contents>. This is a civil matter and HMO applicants are advised to seek independent advice through a suitably qualified professional.

3 **Planning Policy Background**

3.1 National Planning Policy Framework

- 3.1.1 Whilst the National Planning Policy Framework (NPPF) does not contain any specific guidance on HMOs, it sets out a need to provide a mix of housing to provide for current and future generations and to achieve healthy, inclusive and safe places.
- 3.1.2 The NPPF also places emphasis on the quality of new residential development and requires a good standard of amenity to be provided for all existing and future occupants of land and buildings.

3.2 Spelthorne Local Plan 2025 – 2040

- 3.2.1 The Spelthorne Local Plan 2025 – 2040 was adopted on **XXXXX (date to be inserted when adopted)**. The policies below (as mentioned in 1.3 above) are particularly relevant in assessing an HMO planning applications.

PS2: Designing Places and Spaces

- 1) The Council will require a high standard in the design and layout of new development. Proposals for new development should demonstrate that they will:
 - create buildings and places that are attractive with their own distinct identity;
 - respect and make a positive contribution to the street scene and the character of the area in which they are situated; and
 - pay due regard to the scale, height, proportions, building lines, layout, materials and other characteristics of adjoining buildings and land.

Impact on Neighbours

- 2) Proposals for new development should demonstrate that they will achieve a satisfactory relationship to adjoining properties avoiding adverse and un-neighbourly impacts in terms of loss of privacy, daylight or sunlight, or overbearing effect due to bulk and proximity or outlook.

Accessibility

- 3) All new development will be designed to meet the needs of all users and be accessible to all. This includes the setting of the building in the wider environment, the location of the building on the plot, the gradient of the plot, transport infrastructure and public realm.

Landscaping

- 4) All new development should:
 - (a) incorporate landscape to enhance the setting of the development;
 - (b) avoid the loss of trees and other vegetation worthy of retention and supplemented with additional high-quality planting, or where retention is not feasible or desirable provide for high quality replacement planting; and
 - (c) provide for suitable boundary treatment to enhance the setting.

Public Realm

- 5) All development proposals should:
 - (a) seek to positively impact on public realm through:
 - enhancing the quality of existing public realm where appropriate;
 - establishing relationships between development proposals and existing public realm;
 - maximising opportunities to create new public realm where appropriate.
 - (b) ensure that public realm is well-designed, safe, inclusive, attractive, well-connected, adaptable, related to the local and historical context and easy to understand, service and maintain. Landscape treatment, planting, street furniture and surface materials should be of good quality, fit-for-purpose, durable and sustainable; and

- (c) seek to incorporate green infrastructure such as street trees and other vegetation into the public realm to support rainwater management through sustainable drainage, reduce exposure to air pollution, moderate surface and air temperature and increase biodiversity; and
- (d) ensure appropriate management, maintenance and governance arrangements are in place to secure the quality of public realm in perpetuity.

Safe, Connected and Efficient Streets

6) All new development will be designed:

- (a) in a manner which is safe and welcoming, supporting natural surveillance through the use of active frontages and mixed used development. This will ensure maximum opportunities for natural security through layout and design, to reduce opportunities for crime and antisocial behaviour; and
- (b) Secured by Design standards should be incorporated and consideration given to how an area functions at different times of day, on different days of the week and throughout the year.
- (c) to ensure it connects appropriately to existing street patterns and creates safe and accessible spaces. Proposals should offer safe, attractive, legible and permeable routes which are suitable for all users, linking people with places through active and sustainable travel choices delivered to best practice standards and in accordance with the principals set out in the National Model Design Code¹⁷ and Manual for Streets¹⁸.

Major Developments and Allocated Sites

7) Given the size, function and proposed density of major developments, particularly those exceeding 50 dwellings, tall buildings and/or allocated sites on former Green Belt land, it may not always be desirable to reflect locally distinct patterns of development. These sites should create their own identity to ensure cohesive and vibrant neighbourhoods. High rise development in appropriate locations will be expected to be supported by a visual impact assessment and demonstrate a positive contribution to the skyline through its architectural merits. In Staines, the Development Framework will provide site specific guidance on the design of larger and tall buildings. On a case-by-case basis, it may be appropriate for larger developments to be shaped by a design panel review process at the applicant's expense, and in conjunction with the Council.

H1: Homes for All

Housing Need

- 1) The Council will make provision for at least an additional 618²⁶ homes per annum in Spelthorne Borough over the plan period.

Housing Mix and Standards

- 2) New residential development is required to deliver a wide choice of homes to meet a range of accommodation needs. New development should provide a mix of housing tenures, types and sizes appropriate to the size, characteristics and location.
- 3) Development proposals will be expected to contribute to meeting identified housing needs by having regard to the housing type and size mix as set out in the Strategic Housing Market Assessment²⁷ or any similar evidence for market and affordable units.
- 4) All new residential development across all tenures (under Use Class C3) will be expected to meet with the minimum space standards as set out by the Ministry of Housing, Communities and Local Government (MHCLG). Houses of Multiple Occupation (HMOs) will be expected to comply with HMO space standards defined by the Council.
- 5) The Council will permit residential development provided that it does not result in a net loss of units (C2 or C3²⁸ use class accommodation or gypsies, travellers and travelling showpeople pitches or plots) unless the loss can be justified on other policy grounds.
- 6) The Council supports development proposals which take opportunities to facilitate healthy lifestyles and include measures to boost the sustainability of the location.

7) The Council is supportive of Build to Rent housing, where a need for this type of accommodation can be demonstrated. Where Build to Rent housing is proposed, the proportion of Affordable Housing provision should be in line with the benchmark level set by the Council and follow any up to date evidence, plans or strategies.

Accessible Homes

8) All new homes must be designed and constructed in a way that enables them to be adaptable, so they can meet the changing needs of their occupants over their lifetime. Planning permission will be granted for new dwellings subject to the following:

- (a) All new build dwellings will, as a minimum, be constructed in accordance with the requirements of Building Regulations Part M4 (2) and any subsequent updates, unless it can be demonstrated that it is unfeasible to do so.
- (b) The encouragement, where practicable and viable, of dwellings on schemes involving major development being provided as wheelchair adaptable dwellings in accordance with the Building Regulations M4(3) standard: Category 3.
- (c) Unless it can be demonstrated that it is unfeasible to do so, the Borough Council will require a minimum of 10% of new dwellings on major housing developments to accord with Category M4(3) (wheelchair adaptability).

9) Exemptions will only be considered where the applicant can robustly demonstrate that compliance would significantly harm the financial viability of the scheme, or where it is not practical to do so given the flood risk. All residential proposals should be accompanied by a separate document setting out how proposals (including each dwelling type) accord with each of the standards as detailed in Building Regulations. Where exemptions are sought on practicality or viability grounds, the minimum number of units necessary will be exempted from the requirements i.e. If only 1 out of 3 wheelchair accessible dwellings can be provided, then the 1 still applies.

Specialist Accommodation

10) The provision of well-designed specialist forms of accommodation, including sheltered housing, care homes and other appropriate forms of accommodation for the elderly and those with particular needs, will be permitted provided that the development:

- (a) Meets demonstrable established local community need; and
- (b) Is in a sustainable location, with access to appropriate services and facilities where these are not provided on site. This includes public transport, shops, local services and community facilities.

11) Where specialist accommodation falls within use class C3, an appropriate proportion of affordable housing in accordance with Policy H2 will be required, with the mix of tenures negotiated by the Council having regard to advice from appropriate specialist bodies.

12) The Council encourages mixed development that include an element of specialist accommodation (including sheltered housing, supported housing, extra care housing and residential/nursing care homes) on larger schemes where the character and size of the site allows.

Self and Custom Build Housing

- 13) The Council will support Self and Custom Build developments for residential accommodation in appropriate locations, in the interests of supporting high quality homes which meet the identified needs of the Borough. In considering major development applications, the Council will consider the currently applicable Self Build Register and whether provision should be included within the development.
- 14) The delivery of housing on these plots will:
 - (a) In terms of the mix of plots, be negotiated by the Council as informed by the Council's self-build and custom housebuilding register;
 - (b) Be required to be completed within 3 years of a custom builder purchasing the plot;
 - (c) Where plots have been made available and marketed appropriately for at least 12 months and have not sold, the plot(s) will be expected to remain on the open market as self-build or custom build or be offered to the Council or a Housing Association before being built out by the developer.

4 Spelthorne's Approach to Assessing Planning Applications for New HMOs

4.1 Four-Stage Approach to Assessment

4.1.1 In considering planning applications for new HMOs, the Council will take a four-stage approach, as follows:

	Assessment Involved	Description
Stage 1	Neighbourhood Impact Assessment	Assess whether the proposal creates a harmful concentration within the locality
Stage 2	Proximity Impact Assessment	Assess whether the proposal results in existing dwellings being “sandwiched” between or surrounded by HMOs
Stage 3	Planning Standards Assessment	Assess whether all planning criteria criteria and standards are met, including space standards, car parking provision and waste management arrangements
Stage 4	Design Assessment	Ensure, where applicable, that the Council’s Design Code is complied with

4.2 Stage 1 – Neighbourhood Impact Assessment (Avoiding a Harmful Concentration)

4.2.1 Proposals for the development or intensification of HMOs will not be permitted if the development leads to a harmful concentration of HMOs or the development is proposed in a location where this already occurs. A harmful concentration occurs when 10% or more of all dwellings within a 100-meter radius of the application site are already in use as HMOs. This 10% threshold has been established following a review of best practice across the country.

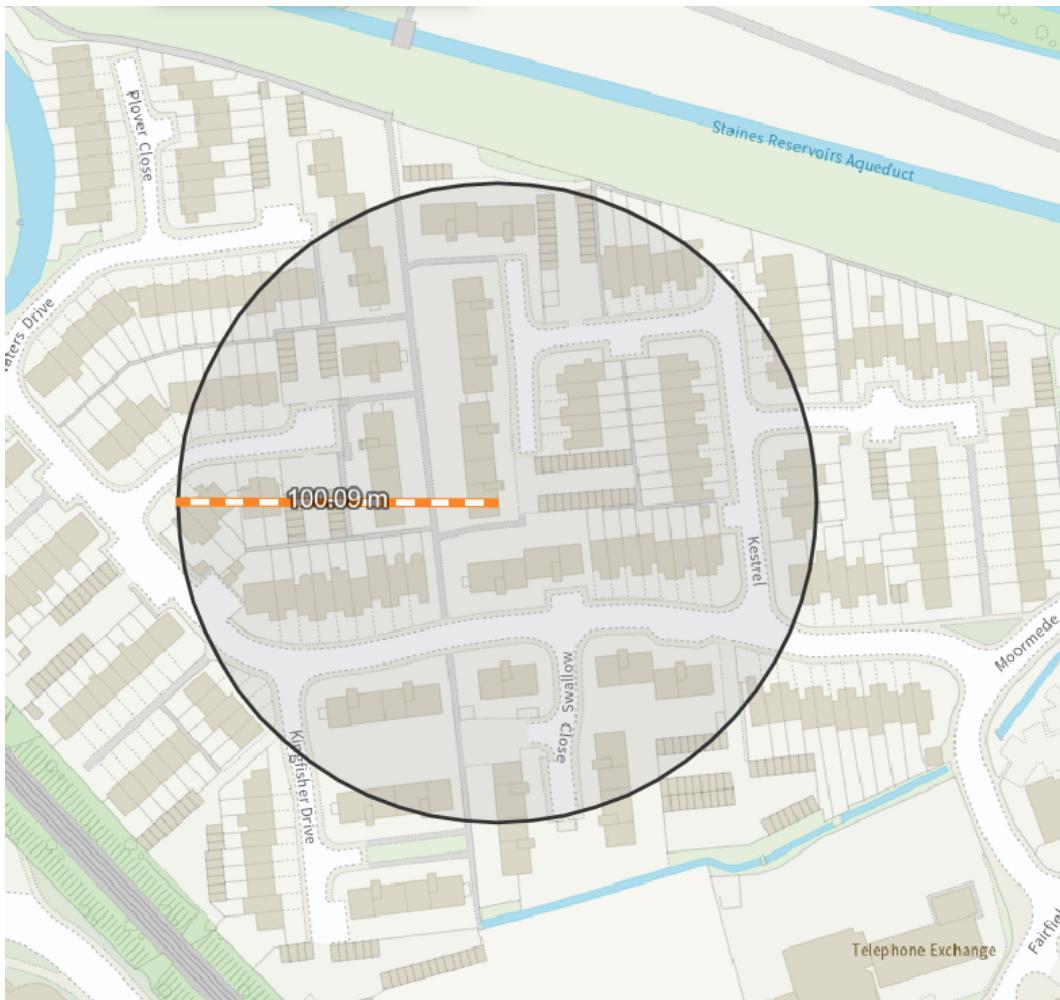
4.2.2 To calculate the number of surrounding residential properties and HMOs percentage, the Council will apply a radius, with the centre of the circle positioned in the middle of the building’s front façade. This fixed radius method offers a clear and consistent approach for both applicants and planning officers when determining whether an HMO over concentration exists in an area.

4.2.3 The 100-meter radius is considered indicative of an immediate local neighbourhood. This distance is manageable for assessing the impact of proposed HMO developments on the surrounding area.

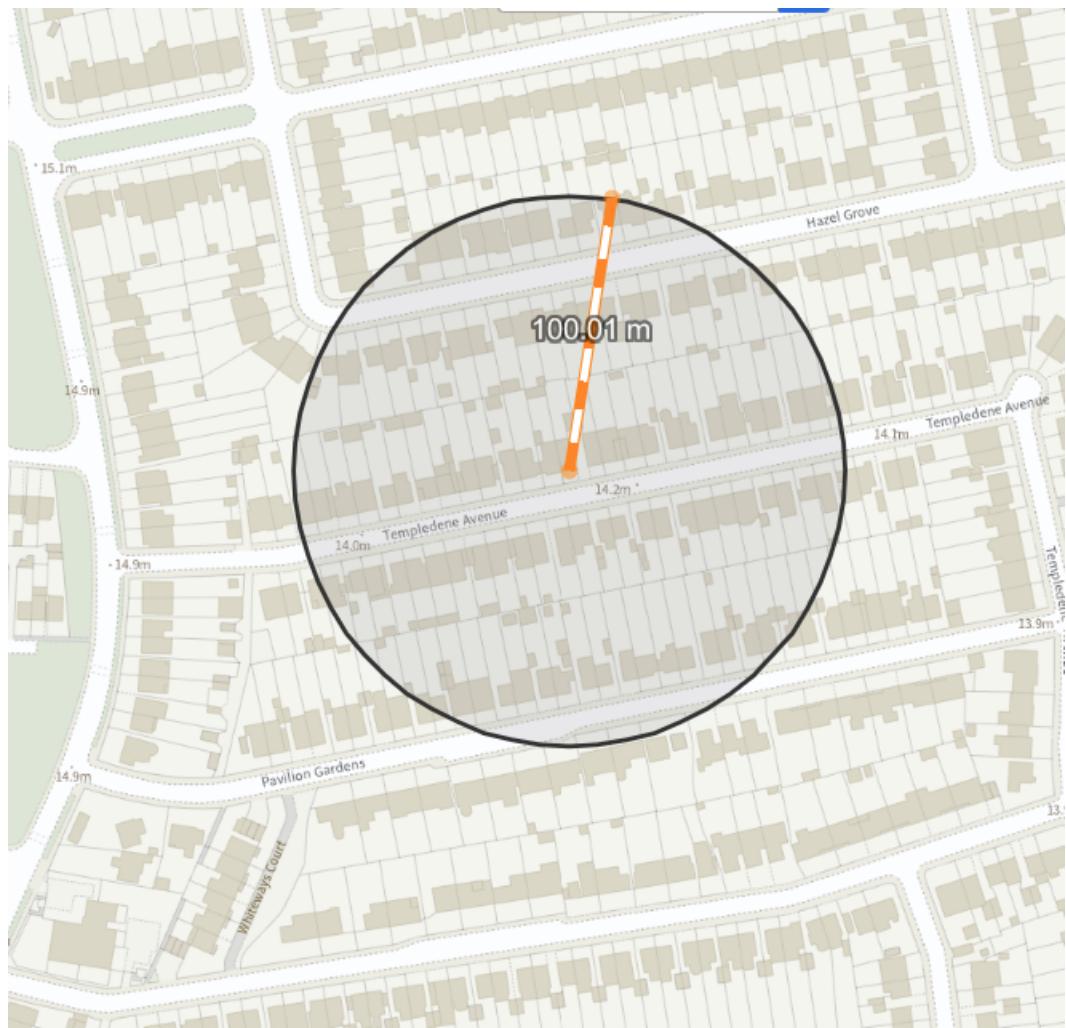
4.2.4 Assessing HMO concentration by street was considered, but streets vary in length and the number of properties they contain, making this method inconsistent. Using a fixed radius is more suitable and consistent.

4.2.5 The examples below show the effect of the 100m radius on three different types of neighbourhood:

- a) Predominantly terraced housing
- b) Predominantly semi-detached housing
- c) Predominantly detached housing



- a) Predominantly terraced housing neighbourhood



b) Predominantly semi-detached housing neighbourhood



c) Predominantly detached housing neighbourhood

4.3 Applying the 10% Threshold

4.3.1 The Stage 1 assessment of the percentage concentration of HMOs surrounding the application site will be calculated through three processes, as per the diagram below (**diagram will be inserted to illustrate the assessment process**):

Stage 1.1 – identify residential properties

The residential properties identified are those located within the defined area of impact surrounding the application site i.e. the 100 metre radius. To be clear which residential properties are identified, all sub-divided properties including flatted blocks within the same curtilage are counted as one whole property at the first stage. Properties identified within Schedule 14 of the Housing Act will not be identified as residential properties, for example care homes and children's homes.

Stage 1.2 – Count HMOs

Using the HMO sources listed in paragraph 4.7 below, the residential properties identified at stage A will be investigated to check whether they are an existing HMO or have HMO consent.

Stage 1.3 – Calculate concentration

The concentration of HMOs surrounding the application site is calculated as a percentage of the 'total estimated number of existing HMOs' against the 'total number of residential properties'. The total number of residential properties does not include those properties listed in Schedule 14 of the Housing Act. The final figure calculated is rounded up for a percentage of HMOs equal to or greater than decimal point 0.5, and rounded down when less than 0.5 (i.e. 8.5% would be rounded up to 9%, whilst 8.4% would be rounded down to 8%).

4.3.2 For the purposes of the threshold, HMOs can be identified from the following sources:

SBC Planning register:

Those dwellings with a consent or a lawful use for a HMO (either C4 or sui generis extant planning permission or lawful use, regardless of their current occupation i.e. including those properties with a consent for C3 and C4 use occupied as C3 use). Small HMOs with a lawful flexible permission are counted as an HMO.

SBC Electoral register:

Showing 3 or more apparently unrelated individuals, but it is recognised that this will not provide conclusive evidence that the property is a HMO. A property not registered will still be investigated under the other sources.

SBC Council Tax records:

This information cannot be disclosed to individual members of the public. The information will only be made public by the council in the determination of a planning application. As Council Tax may be paid by the owner of the property rather than the occupants, this may be of limited value and will be used on a case-by-case basis.

SBC HMO Licensing register:

Shows HMOs licensed under the Housing Act.

4.3.3 The sources listed above are not a conclusive or exhaustive record of all HMOs in the relevant area. There may be existing HMOs which are occupied but unknown to the council. In particular, on 6th April 2010¹ the Uses Classes Order introduced a class for HMOs to reclassify C3 dwellings to either the new C3 or C4 classes. The reclassification of existing dwellings to C4 use did not require planning permission and therefore will not be registered on the council's register of planning applications. Planning permission was not required to convert from C3 to C4 under permitted development rights until the Article 4 directions came into effect (See Section 2.4 above).

¹ The Town and Country Planning (Use Classes) (Amendment) (England) Order 2010 (SI 2010/654) - <http://www.legislation.gov.uk/uksi/2010/653/contents/made>

4.4 **Stage 2 – Proximity Impact Assessment (Applying the Sandwiching Criterion)**

4.4.1 Planning permission will not be granted where the introduction of a new HMO would result in existing dwellings being sandwiched by any adjoining HMOs on both sides or being surrounded to the front and back. The latter also applies where the properties are separated by an intersecting road or where properties have a back-to-back relationship in different streets.

4.4.2 This assessment will be applied differently, depending upon the type of dwellings which lie adjacent to the proposed HMO. Proposals for the development or intensification of an HMO will not be permitted where the development would result in residential properties (Use Class C3) being located between two HMOs as follows:

Adjacent Dwelling Type	Criteria
Detached	The proposed HMO will result in one property being sandwiched between HMO properties on each side
Semi-Detached	The proposed HMO will result in two adjacent properties being sandwiched between HMO properties on each side
Terraced	The proposed HMO will result in three adjacent properties being sandwiched between HMO properties on each side



 <p>A site plan showing a street layout with several building footprints. Two pink rectangles represent the 'Proposed HMO', and two dark red rectangles represent the 'Existing HMO'. The two proposed HMO properties are positioned such that they are sandwiched between two existing HMO properties on either side of a street.</p>	<p>This proposed HMO will result in two properties being sandwiched between two HMO properties on either side.</p>

 <p>This diagram illustrates a proposed HMO (pink) being sandwiched between two existing HMO properties (dark red) on opposite and rear sides of a building line. The building line is represented by a grey line with a hatched pattern. The proposed HMO is highlighted in pink, and the existing HMOs are highlighted in dark red. The diagram shows a street layout with other buildings and roads.</p>	<p>This proposed HMO will result in three properties being sandwiched between two HMO properties on either side.</p>
 <p>This diagram illustrates a proposed HMO (pink) being sandwiched between two existing HMO properties (dark red) on opposite and rear sides of a building line. The building line is represented by a grey line with a hatched pattern. The proposed HMO is highlighted in pink, and the existing HMOs are highlighted in dark red. The diagram shows a street layout with other buildings and roads.</p>	<p>This proposed HMO will result in two properties being sandwiched between two HMO properties, to the opposite and rear.</p>

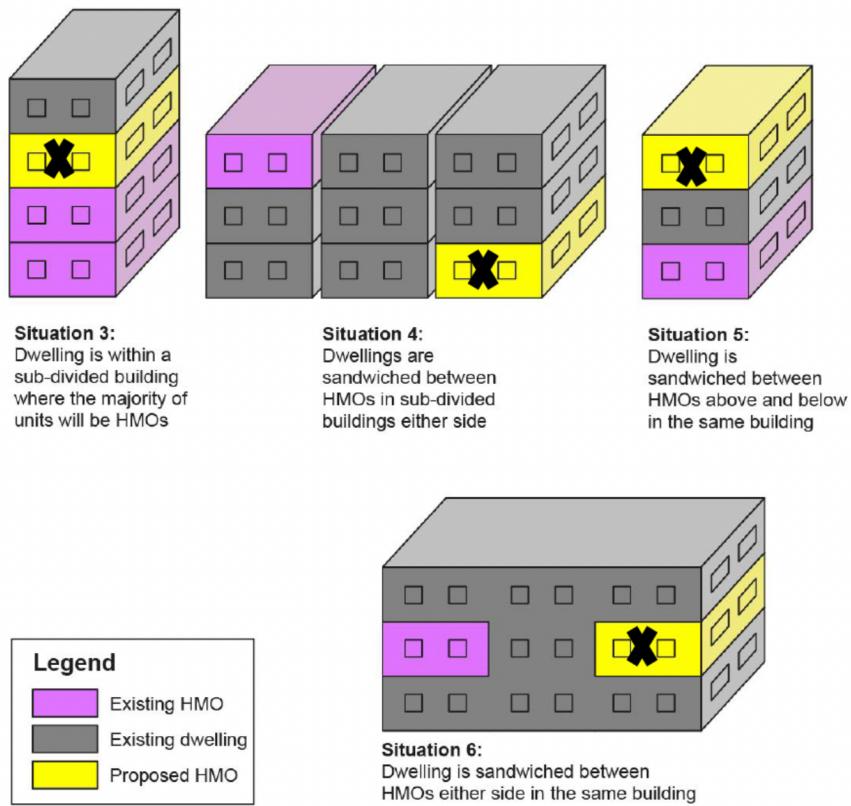
(Diagrams courtesy of Maidstone Borough Council for the purposes of the Committee Report. These will be redrawn for the consultation version)

- 4.4.3 HMO sandwiching situations apply regardless of minor interruptions in the building line, such as vehicular or pedestrian access points (e.g. drives or footpaths), except in cases where a road serves as a separator.
- 4.4.4 A proposed HMO will not be permitted when it results in any single property being sandwiched between two HMO properties, opposite (including where this is separated by a road) and to the rear.

4.4.5 In the case of flats or sub-divided dwellings, new HMOs will not be permitted where this will result in:

- a) The majority (more than 50%) of the dwellings in the building being HMOs;
- b) A dwelling in the sub-divided building in a street being located between two other sub-divided buildings with at least one HMO in each building;
- c) A dwelling in a sub-divided building being located between two HMO flats above and below; or
- d) A dwelling in a sub-divided building being located between two HMO flats on both sides.

4.4.6 Sandwiching situations are considered to occur in such cases irrespective of limited breaks in the building line, such as a vehicular or pedestrian access.



(Diagram courtesy of Bristol City Council for the purposes of the Committee Report. This will be redrawn for the consultation version)

4.5 Stage 3 – Planning Standards Assessment

4.5.1 If a proposal for a new HMO satisfies the requirements of Stages 1 and 2, it will then be assessed against planning standards and criteria. These include (but are not limited to):

- Internal space standards, including room size
- Outdoor amenity space provision
- Impact on the amenity of neighbouring properties
- Waste and recycling storage
- Parking provision
- Impact on streetscene (where new build or extensions are proposed)
- Bulk, massing and scale (where new build or extensions are proposed)

4.5.2 Space standards are discussed in Section 5 below, parking provision in Section 6 and waste management in Section 7.

4.6 Stage 4 – Design Assessment

4.6.1 Stage 4 is an assessment of the proposal against planning design standards, where appropriate, including against the Council’s Design Code. This is only likely to apply to those proposals which are new-build or, in the case of the conversion of existing properties, where significant or relevant external alterations or extensions are proposed as part of the planning application.

4.7 Extensions to Existing HMOs

4.7.1 It is important to note that the existence of Borough-wide Article 4 coverage does not remove the distinction between Class C4 (“small”) and Sui Generis (“large”) HMOs. Planning permission will still be required to increase the number of occupiers in an existing lawful HMO from 6 to 7 or more unrelated occupiers.

4.7.2 The council however recognises that the intensification of persons when existing C4 (“small”) HMOs increase the number of occupants, can have a harmful impact on neighbouring occupiers.

- 4.7.3 A planning condition will be applied to limit the number of occupants to that which is specified in the original planning application. If an increase in this number is subsequently sought, an application to vary the condition under S73 of the Town & Country Planning Act will be required.
- 4.7.4 When considering a planning application for an extension to an existing lawful HMO (and this will increase the number of occupants), the 10% threshold limit itself will not be a material consideration, so therefore Stage 1 does not apply. This is because the HMO has already been established in the street and, therefore, has no further effect on the concentration of HMOs and balance and mix of households in the local community.
- 4.7.5 Where the extension results in an increase of occupiers which results in over 6 persons or more living in the HMO, planning permission must be sought in its own right for a change of use to a large HMO (i.e. a S73 variation of condition application will not be acceptable). The 10% threshold limit itself will not apply, though other impacts arising from the proposal will be assessed in accordance with Stages 3 and 4 of the methodology, including planning standards and criteria.

5 SPACE STANDARDS

- 5.1 Proposals for HMOs will not be acceptable unless they comply with the adopted standards set out in the Council's "Landlords' Guide to Standards for Houses in Multiple Occupation (HMO)" approved in August 2025 and any successor to this document. This requirement also applies to proposals for intensification of existing HMOs.
- 5.2 The Landlords' Guide will be kept under review and may be modified when considered appropriate.
- 5.3 These planning-related standards relate to the following and are set out in full at https://www.spelthorne.gov.uk/sites/default/files/2025-10/Landlords_guide_to_standards_for_HMO-A4_v18.pdf

Space Standards

Personal Washing Facilities

Toilet Facilities

Sharing Ratios for Bathrooms and Toilet Facilities

Facilities for Storage, Preparation and Cooking of Food

Kitchens for Exclusive Use: Bedsits

- 5.4 The amenity space provided in relation to new HMO proposals will be expected to comply with the Council's Design of Residential Extensions and New Residential Development SPD. This is currently a minimum of 70 sqm per dwelling.
- 5.5 This document will be kept under review and may be modified and/or amended accordingly in the future.
- 5.6 The SPD can be found at:
https://www.spelthorne.gov.uk/sites/default/files/migration/media/1427/Design-of-Residential-Extensions-and-New-Residential-Development/pdf/design_of_residential_development2.pdf

6 CAR PARKING STANDARDS

- 6.1 HMO proposals will be considered against the Council's current parking standards. These were last amended in September 2011 and can be found at:
https://www.spelthorne.gov.uk/sites/default/files/migration/media/2286/Parking-Standards-updated-September-2011/pdf/parking_standards_update_september_2011.pdf
- 6.2 These car parking standards will be kept under review and may be modified and/or amended accordingly in the future.

7 WASTE MANAGEMENT

- 7.1 HMO proposals will be considered against the Council's current waste management guidelines for architects, planners and contractors. These were last amended in November 2012 and can be found at:
https://www.spelthorne.gov.uk/sites/default/files/migration/media/1385/Waste-management-guidelines-for-property-developers-architects-planners-and-contractors/pdf/Waste_management_guidelines_for_property_developers_1.7.pdf
- 7.2 These guidelines will be kept under review and may be modified and/or amended accordingly in the future.



Spelthorne Borough Council Services Committees Forward Plan

This Forward Plan sets out the decisions which the Service Committees expect to take over the forthcoming months.

Please direct any enquiries about this Plan to CommitteeServices@spelthorne.gov.uk.

Spelthorne Borough Council

Service Committees Forward Plan and Key Decisions for 1 January 2026 to 30 April 2026

Anticipated earliest (or next) date of decision and decision maker	Matter for consideration	Key or non-Key Decision	Decision to be taken in Public or Private	Lead Officer
Members' briefing pack 17 12 2025	Surrey Climate Change Adaptation and Resilience Strategy (Surrey Adapt)	Non-Key Decision	Public	Sandy Muirhead, Group Head - Commissioning and Transformation, Timothy Snook, Sustainability & Resilience Lead
Environment and Sustainability Committee 08 01 2026 Council 26 02 2026	Adoption of the Spelthorne Design Code	Non-Key Decision	Public	Laura Richardson, Joint Interim Service Lead for Strategic Planning
Environment and Sustainability Committee 08 01 2026	HMO Supplementary Planning Guidance Consultations Draft	Key Decision	Public	Lee O'Neil, Deputy Chief Executive
Environment and Sustainability Committee 08 01 2026	Budget Report	Non-Key Decision	Public	Ola Owolabi, Interim Chief Accountant
Environment and Sustainability Committee 08 01 2026	Fees and Charges (E & S)	Non-Key Decision	Public	Ola Owolabi, Interim Chief Accountant
Environment and Sustainability Committee 08 01 2026	Service Plans	Non-Key Decision	Public	Heather Morgan, Group Head - Place, Protection and Prosperity, Sandy Muirhead, Group Head - Commissioning and Transformation

Date of decision and decision maker	Matter for consideration	Key or non-Key Decision	Decision to be taken in Public or Private	Lead Officer
Environment and Sustainability Committee 19 03 2026	MUGA - Memorial Gardens	Key Decision	Public	Jackie Taylor, Group Head - Neighbourhood Services
Environment and Sustainability Committee 19 03 2026	Green Initiatives fund Bid - Solar Panels	Non-Key Decision	Public	Timothy Snook, Sustainability & Resilience Lead
Environment and Sustainability Committee Council	Re-adoption of Climate Change Supplementary Planning Document	Non-Key Decision	Public	Jane Robinson, Principal Planning Officer
Environment and Sustainability Committee Council	Adoption of Local Plan	Non-Key Decision	Public	Jane Robinson, Principal Planning Officer

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