Minutes of Heatherside Ward Residents Association Meeting (7th June 2019 - Heatherside Community Centre)

Present

Committee members - Larry Bain, Caroline Hibberd, Katherine Sargent
Heatherside County Councillor - Edward Hawkins
Heatherside Borough Councillors - Graham Tapper, John Skipper, Kristian Wrenn
Surrey Heath MP - Michael Gove
Len Williams - Heatherside Pillar team
Approximately 100 local residents
Apologies received from Kirsty North - Chair

Agenda Items

1) Welcome and Introductions

Caroline welcomed everyone to the meeting. She explained that unfortunately Kirsty North the HWRA Chair was unable to attend due to a family bereavement and offered her apologies. Caroline introduced our MP Michael Gove and explained that the first part of the meeting would be a question and answer session chaired by him. This would be followed by the rest of the HWRA business.

2) Question and Answer Session with Michael Gove

Michael Gove chaired a 45 minute question and answer session in which he answered questions on both local and national issues. Audience members were able to raise their hands to ask questions although Caroline had also received a few questions by email which she asked on behalf of residents. While it isn't possible to record the full details of all the questions and answers in these minutes we have attempted to note the general topics discussed with some more details given for particularly local issues.

Mr Gove explained that he was attending our meeting with his three aides Toby, Frances and Susannah and that it would be their job to note any outstanding issues he wasn't able to answer. They would then be able to ensure the relevant information was passed on. If you have any issues you want to raise with Mr Gove you can email him at michael.gove.mp@parliament.uk. You can also sign up for his monthly newsletter on his website at https://www.michaelgove.com/.

Mr Gove was asked questions on the following issues:-

• The lack of joined up working between SHBC/SCC and other organisations such as the NHS, specifically how this could be improved.

- How the work of volunteers and information about local causes could be more effectively publicised.
- What impact there would be on Surrey Heath if he were to become leader of the
 Conservative Party he replied that he is and would remain a keen constituency MP. He
 would continue to put Surrey Heath residents first as we are his employers. He also
 listed a number of politicians who have successfully led their party while continuing to
 effectively represent their constituents.
- Brexit, various issues including the question 'If you had a magic wand what one issue would you use it to resolve' to which he replied that he would like to resolve the issues with the Irish borders as he feels this is a major issue holding up the Brexit process.
- The state of Heather Ridge Arcade and what can be done to improve it. He said he was aware that the area is now very run down and mentioned that Edward Hawkins has been looking into the issues of land ownership here. Edward explained that in the last two months letters had been sent to all the registered owners of any part of the Heather Ridge Arcade. So far Surrey County Council have not received a single reply from anybody. Caroline Hibberd also added that there had been a management company but this had ceased to exist in the last 18 months.
- The possibility of a second Scottish referendum on independence post Brexit. Mr Gove said this was not something he would support.
- An update on the Ravenscote crossing was requested. He replied that he had written
 various letter to try and explore opportunities for funding. One avenue he had pursued
 was whether any money could be raised citing air quality issues however this was
 unsuccessful. He did announce that a crossing of some type would be put in place by
 September though.
- Whether he agreed with the statement made by Donald Trump on his visit to the UK regarding the NHS being on the discussion table for a deal with the US. He said this was not a view he supported and that the NHS is not for sale.
- Whether the number of local speed bumps and traffic calming measures are having an
 adverse effect on local air quality by slowing vehicles down and causing hold ups. Mr
 Gove said he believes that this is one of the situations where air quality has to be
 carefully balanced against road safety issues. Air quality is monitored by SHBC to ensure
 levels aren't too high. In the future he hopes ultra low emission and electric vehicles will
 overcome this problem.
- Current issues with protests about teaching in schools, specifically his view on the
 division of responsibility between schools and parents on what is taught. He explained
 that it was important that children receive a balanced education in all areas but that it
 was certainly a tricky area.
- What he had said to Donald Trump about climate change when he had met him recently. He replied that it was the briefest of meetings and he had only had a short

time but that he felt the US approach on climate change is wrong and that they were wrong to pull out of the Paris accord. He mentioned that he thought Prince Charles may also have had a conversation with Donald Trump about this issue but that he was not certain on this.

- The possibility of taking a more regional approach to housing and other needs rather than everything being done on an individual borough or county basis.
- Whether he would cancel the plans for a third runway at Heathrow in response to the current climate emergency. This would have both environment and noise reduction impacts. There were also concerns raised about misinformation being given out on the planned Heathrow expansion.
- His views on Extinction Rebellion. He said the he feels their movement is similar to the sort that are active in most generations and that while he may not agree with their arguments he understand what motivates them.
- Policing and Community Safety, specifically the lack of visible policing and cameras and
 what can be done to improve this. He said he has visited the Chief Constable of Surrey
 Police with County Councillors to discuss this. Apparently a lot of modern crimes are
 now carried out online and as a consequence a large portion of the police budget has to
 be put towards tackling this. He suggests a dedicated online police force should be
 formed to deal with these kinds of crimes.
- The London Road Recreation ground and Arena redevelopment project. This project
 would see 23% of the recreation ground given over to parking and there is currently a
 petition being run to oppose this. Mr Gove says he has met with the local residents
 association and is also meeting the CEO of SHBC to discuss it but then he will be able to
 give an update on it.
- Whether he has any plans to move to live within Surrey Heath as he has previously
 indicated he intended to. He explained that his family are based in London and this is
 where his children go to school. He used to own property on the Upper Chobham Road
 but more recently has owned property in Chobham and West End. He is considering his
 next option for housing.
- Whether the reduction in the speed limit on the A331 was a good thing or whether there were other ways to reduce air pollution issues. He replied that there may be other ways to tackle this issue but it was also pointed out that the speed reduction planned is actually only for a short section of the road not the full length.

3) Chairs Update

Our last meeting was held at the end of April and was the meeting where we held election hustings. Caroline updated the attendees that there was very little to report since then with the exception of the election results. She thanked our outgoing Borough Councillors Paul Ilnicki, Ian Cullen and Jonathan Lytle for the work they had put in for the benefit of Heatherside residents

and for their work with HWRA over the last few years. Caroline also congratulated our new Councillors John Skipper, Graham Tapper and Kristian Wrenn on their election.

4) Heatherside Arcade Planters

Caroline gave an update on the recent work to the planters in Heather Ridge Arcade. HWRA had applied for and been successful in receiving a grant from Surrey Heath Borough Council (SHBC) from the High Street Community Clean Up Fund. The amount received was £817 which had been calculated by Caroline as the amount needed to purchase tools to carry out the work, bee bombs, plants etc. The work has involved the removal of rotten sleepers around the trees, weeding and planting of new plants and bee bombs. Hopefully some bulbs can also be planted in the autumn to provide colour in the spring. Caroline thanked Alison Coster who had donated a number of plants and also Nicola Smith at The Venue Hairdressers who has agreed to water the new plants.

The work was carried out over 4 weekends by a team of volunteers. Caroline thanked everyone who had been involved and also gave particular thanks to Phil Green who had provided advice and dealt with the removal and disposal of the old rotten sleepers. She also thanked John Skipper and his children who had helped at every volunteer session and her husband Tim Hibberd who had also been a great help. Katherine Sargent thanked Caroline for all the hard work and time she had put into planning and running this project.

A member of the audience asked what the plan is in the future to ensure the planters are maintained. Caroline explained that this is only a short term solution to the problem and that longer term a decision will have to be made as to whether the planters are removed or upgraded and how they will be maintained. Caroline has been in discussion with Edward Hawkins over the issue of land ownership in this area which is one of the main issues in determining who is responsible for the upkeep of this area.

5) Policing On Heatherside and Antisocial Behaviour

HWRA have received a number of emails from residents expressing concern about the levels of antisocial behaviour and lack of police presence on Heatherside. This was also raised as an issue by the audience members. The new Councillors were asked to look into this.

Graham Tapper said he too was concerned about these issues. Our PCSO's Vince and Sian are very stretched and rarely seen on Heatherside nowadays. Although there had been an increase in Council Tax to fund more police this will only stretch to 100 across the whole of Surrey. Graham said that Bob Darkens the Borough Commander had been to the last Neighbourhood watch meeting he attended and said that the area is still generally very safe with low crime levels. It is really important that any crime or antisocial behaviour is reported to the police non

emergency number 101 as this helps up build a picture of where these issues are occurring and also provides evidence to support an increase in policing in this area.

There was a brief discussion about the lack of CCTV cameras on Heatherside. Previously a mobile camera had been sited overlooking the area around the playground and toilet block. This appeared to have acted as a deterrent and crime levels had reduced as a result. However, this meant that the cameras were then removed to higher crime areas in the borough. An increase in reports about crime here might mean the return of the camera. There is also the view that even if the cameras were reinstated that this just means the problem is being pushed elsewhere rather than actually being resolved.

6) Heatherside Parks and Play Areas

Katherine gave an update on information HWRA had received from SHBC about the Maguire Drive play area. We had previously been informed that this park was on the list to be replaced this year. Katherine had emailed SHBC to see if this was still the case and if so whether there would be a similar consultation to the one held for the Cheylesmore Park replacement project. Apparently the work is still due to be carried out this year but that the park will be a simple like for like replacement so no consultation will be carried out with local residents. Graham Tapper added that he had heard the work was due to be done hopefully by September.

There was a discussion about the state of Heatherside park. The basket swing is currently out of action again and has now been missing for several weeks. An enquiry to SHBC regarding the likely date of repair has so far received no reply. In addition, SHBC have notified the borough councillors and HWRA that the zip wire is no longer safe and has been fenced off. It is not yet clear whether there is a plan to repair or replace this. With the removal of these two pieces of equipment there is really very little in the park, especially for older children. Correspondence has also been received from residents regarding the state of the grass in the park. In dry weather the park area becomes like a dust bowl as there are so many children using it. It was suggested that we could ask the Councillors to ask SHBC whether there is any possibility of installing astroturf in more areas that just the slide mound.

There has previously been mention of a fund that was put in place to cover maintenance costs of work in Heatherside park. Caroline seemed to recall that this money was left over when the current park was installed and had amounted to around £30K. It is not clear whether this money has been spent and if not, where it is now held. Graham agreed to investigate this. There was also the suggestion that perhaps some CIL (Community Infrastructure Levy) money could be spent on improvements here.

Graham mentioned that there has recently been an incident of antisocial behaviour in the park when someone had urinated in the play tunnel. He asked whether incidents like this meant that this particular piece of equipment should be taken out of use. Once again CCTV was mentioned as a possible deterrent for this type of behaviour.

7) Surrey Heath Lottery

Caroline explained that there is a new Surrey Heath Lottery being set up which will raise money for local good causes and charities. HWRA have the opportunity to be a beneficiary of this money by nominating ourselves. People purchasing tickets can then nominate us or other good causes to receive a part of the ticket money. The rest of the money goes towards the running costs and prizes. Tickets for the lottery cost just £1 per week. Each ticket has a 1 in 50 chance to win a prize each week, with a top prize of £25,000.

Caroline asked the audience if they felt this was something HWRA should get involved with. A show of hands indicated that there was little interest or support from local residents. We may revisit this in the future once it is clear if the lottery is successful.

8) Esso Pipeline

The final route for the Esso Pipeline has now been decided. Within Heatherside the pipeline will follow a similar route to the existing one running through the Fuel Allotments/Pine Ridge Golf Course and along the strip of land on the eastern side of The Maultway. Locally there are some variations to the current route which may be somewhat disruptive. A planning application for the work was submitted on the 19th May. Full details of the planned route can be seen at https://www.slpproject.co.uk.

9) Heatherside Pillar

Len Williams gave an update on the latest progress on the Heatherside Pillar. The full details of this can be seen in APPENDIX A at the end of the minutes.

The post for the pillar has now been erected on the Recreation Ground. Len has applied a number of coats of gloss varnish to it. The finial which will sit on the top is under construction. The first layout for the sign's template has been received but was rejected as there were a number of mistakes, including missing hedgehogs and problems with the trees. Once these problems have been rectified and the sign is approved it will be used to compete the finial which will then be erected on the post.

Len explained that there had been limited interest in his suggestion for a 'Celebration of Heatherside' to tie in with the inauguration of the pillar and so consequently it was not going to happen. The Scouts and Guides have expressed interest and the Heatherside Social Walking and

Cycling groups have asked permission to use the sign design on t-shirts but there had been no other offer to take part or get involved.

It is hoped that the pillar will be completed by the end of June the final act being the installation of a plaque as part of the inauguration ceremony. It was suggested that perhaps the Mayor of Surrey Heath could be approached to open the pillar. Larry Bain also suggested that Heather Ridge School might like to be involved depending on timings.

10) Councillor Updates

County Councillor

Edward gave an update on the latest Surrey County Council (SCC) issues he has been dealing with. The full details of this can be seen in APPENDIX B at the end of the minutes.

County Finances

Edward explained that he has been working with other members of the Audit and Governance Committee to try and improve the financial position at SCC. Last year SCC had to draw about £27m from diminishing reserves but this year they have been able to balance the books without using reserves and have managed to put a small sum back. This work is ongoing but has been hard work and has meant difficult decisions which Edward said he has not always agreed with.

The cost of services carried out by SCC is approximately £1.677bn. Children and Families and Health and Wellbeing make up 76% of the SCC spend. In addition, £315m is spent on schools. Demand and costs are continuing to rise.

County Hall

Surrey County Council are planning to move out of County Hall over the next couple of years. The current occupation levels are only 45% and the building is very expensive to run. Edward has been part of a group putting together a Surrey Asset and Place Strategy for the rationalisation of all County property. SCC hold assets valued at about £1.5bn however this includes areas of water such as canals, schools, offices, depots, countryside etc. In reality there about 300 occupational properties and the aim is over a period of time to get this down to 100. Properties which are no longer required may be sold off or converted to housing if appropriate.

The Head Office function is likely to be in either Woking or Guildford and will be considerably smaller than existing. The intention is that staff will be placed in Hubs around the County working in shared accommodation with Boroughs and Districts and other County services. There may not be a dedicated SCC Chamber but the meetings may move around the County making use of suitable buildings.

Recycling

Edward explained that he had not been happy about the proposed costs to take wood and hard core to recycling centres and that in 2017/18 it cost SCC about £1.4M to dispose of all the wood collected. He and others believed that wood and hard-core would be a revenue raiser but it appears that this is not the case and that it is the make-up of much of the wood which makes it costly to dispose of.

Edward added that following representations from a number of areas, Tim Oliver (Leader at SCC) had announced that SCC will defer introducing charges for disposal whilst a review is carried out. The review is being led by Cllr Dr Andrew Povey into not just the charging for wood etc but also the decision to close many of the Community Recycling Centres. A further part of the review is to work with and adopt proposals from the Government on Environmental issues based on the work led by Michael Gove.

Red Road roundabout

The works being carried out by Skanska are now completed and there has been an overall positive reaction to the result. Traffic flow seems to be smoother and there is less congestion. The anti-slip surface treatment is to be carried out this month with improved road markings. This means there will be some road work disruption while this is carried out. Edward thanked Caroline Hibberd for her contact with SCC over finalising the works. Following complaints by audience members about incorrect signs Edward explained that there will be snagging audit carried out to make sure that signage is correct and appropriate.

Ravenscote Crossing

It has been agreed by SCC that there will be a crossing on the Upper Chobham Road from Ravenscote School. There will be speed cushions either side of the crossing as well as on the Old Bisley Road. Notification of the works has now been issued and the work is planned to be carried out before the start of school in September.

Reporting potholes etc

Edward reminded residents that there is provision on the County website to report potholes and other problems. This can be found at https://www.surreycc.gov.uk/. Edward would like residents to let him know about any potholes they report so he can monitor performance and push to get the required work carried out.

Members Grant

Edward mentioned that he has a small sum of money which he can use to support good causes and carry out works to highways. On Heatherside, he has signed off landscaping work to parts of Longlands Way, Glassonby Walk and Habershon Drive. He is still pushing for resurfacing work

to be carried out on Inglewood but this year all the budget has been spent on the Ravenscote crossing works.

Edward was asked whether SCC are planning to ensure that the gas main works contractors are returning pavements they have excavated to a reasonable state. Apparently some areas are quite patchy. He said he would chase this with the Highways team.

The junction of The Maultway and Old Bisley Road was mentioned as a site where vegetation could do with being cut back. Edward explained that the overgrown trees and shrubs were on Frimley Fuel Allotments land and that they needed to do some work to cut them back. There was a brief discussion on the speed limits and previous accidents at this junction. Some residents feel the speed limit needs to be reduced here.

Surrey Heath Lottery

Edward mentioned the new Surrey Heath Lottery which had been discussed earlier. 60% of every ticket sold will go to fund a good cause in Surrey Heath including a nominated charity. For more information you can visit www.surreyheathlottery.co.uk or contact Josephine Hawkins who is the Portfolio Holder responsible for the lottery on josephine.hawkins@surreyheath.gov.uk.

Borough Councillors

Kristian Wrenn

Kristian gave a brief update on the issues he had been made aware of in the four weeks since he had been elected. This included the problem of bins not being collected and also issues with bins not being returned to the correct location after they had been emptied.

He urged local residents to contact him and the other new councillors if there were any problems or issues they would like them to help with or investigate. Contact details for the councillors can be seen here https://heathersidewra.weebly.com/contacts.html

John Skipper

John mentioned that he had already been investigating a number of issues since the election. These included litter problems where he had asked SHBC to install new bins. He has also asked for the benches to be replaced in Cheylesmore Park as the existing ones are rotten.

John indicated that he hopes to have a noticeboard installed in Heather Ridge Arcade to make it easier for him and the other councillors to share information with residents. He has also asked Copped Hall residents if they would like a noticeboard but most of those who replied felt it would be more useful to have it in the main shopping area.

John was asked how he and the other councillors intend to keep in touch with local residents. They replied that they intend to use the noticeboard if it's installed and are they are all setting up Facebook pages. Some members of the audience pointed out that not everyone is on Facebook. It was suggested that perhaps an email mailing list could be set up.

Graham Tapper

Graham reported that he has now been appointed to the SHBC Planning Committee and to the Heatherside Community Centre Committee. He's also now been appointed as a trustee of the Frimley Fuel Allotments (FFA) charity. He explained that although he receives many messages about local issues he is unable to decide how he will vote on these until they are actually discussed and voted on at the relevant meeting. Katherine asked if his position as a FFA Trustee would be a conflict of interest with his position on the Planning Committee should an application be submitted for houses on FFA land but he explained that he had been told this was not the case.

11) Next Meeting Date

The next meeting date is yet to be decided but will be at the end of September or beginning of October. This meeting will be our AGM where we elect committee members. If you would like to stand for the positions of Chair, Vice Chair, Treasurer or Secretary then please let us know at heathersidewra@gmail.com

12) AOB

London Road Recreation Ground Petition

Although not strictly related to Heatherside, HWRA were asked to mention the current petition to ask SHBC to not take over 20% of the existing London Road Recreation Ground as a car parking land when the Arena is redeveloped. The removal of this land will leave the area unable to be used for Cricket or Football and means a reduction in recreation area for local residents of the area. The number of residents is likely to increase with the development of more flats in the town centre. Petition organisers also feel this will set a precedent for the disposal of other areas of green spaces across the borough. The petition can be signed here https://you.38degrees.org.uk/petitions/save-our-park-save-the-planet.

Land Ownership

Katherine explained that a lot of work had been done by the previous Councillors with SHBC to try and resolve the ownership issues on Heatherside between Bovis/SHBC and SCC. Progress seemed to be being made with regard to an agreement on the maintenance of the disputed areas. It would be a shame if this work was not carried on or progress made was forgotten

about due to the change in councillors. Katherine asked the new Councillors if they could try and find out what progress had been made and see whether this could be moved forward.

APPENDIX A - Heatherside Pillar Update from Len Williams

The post for the pillar has been received and erected in the plinth funded by the Councillor's CIL Fund, the works being carried out by Multibuild Ltd of Mytchett. Not only did they complete the work on time, and in budget, they proved very helpful beyond their basic remit. The post has received two additional coats of the lacquer recommended by the supplier.

The finial is currently under construction and the first layout for the sign's template has been received and reviewed. Some minor discrepancies in relation to the approved design have been brought to the manufacturer's attention.

Post meeting note: the revised layout was received the morning after the meeting and are currently being reviewed.

On final approval the template will be used to form the mould from which the two signs, (front and rear), will be formed. Following a review of the painted signs the completed finial will be supplied and mounted on the post.

There will be an inauguration ceremony, whose format is still to be decided, however it will not be the 'Heatherside Celebration' suggested at the last meeting. While several individuals verbally registered support only the Guides and Scouts and a video game roadshow committed to helping with the organisation. Only one group indicated support for participation in the celebration, i.e. the Heatherside Walking and Cycling Group, (HWCG). The HWCG are having Tee-Shirts made bearing the pillar finial motif.

It is hoped that the pillar will be completed by the end of June the final act being the installation of a plaque as part of the inauguration ceremony.

Len Williams

APPENDIX B - County Councillor Update from Edward Hawkins

County Finances

Two years ago I said that I wanted to help get the County's finances back on track. The first year we had to draw about £27m from diminishing reserves. This year we balanced the books without using reserves. In fact we have managed to put a small sum back. In my role as a member of the Audit & Governance Committee I will be spending the next month going over the accounts in detail before reporting back to Full Council. We had the first session yesterday morning.

To get to this stage it has been hard work with difficult decisions. We have also changed the political and officer leadership at the County. As an elected member I have not always agreed with some of the actions and decisions taken but Councillors have a responsibility to look at the wider picture.

The cost of services carried out by SCC is circa £1.677bn. Of this £315m is for schools whilst Children / Families is £504m and Health / Wellbeing / Adult is £526m. The last two make up some 76% of the Council spend. Demand and costs are continuing to rise.

County Hall

One of the other areas I talked about two years ago, and like improving the finances I was told I had no chance of being successful, was to move out of County Hall. We vacate next year. Actually, I doubt if all services will be away 'till 2021 but the main parts of the organisation will be.

For 6 months I was part of a small Strategy Group working with Officers and Industry specialists (who worked on a pro bono basis) chaired by a past High Sherriff of Surrey, in putting together a Surrey Asset and Place Strategy for the rationalisation of all County property. In basic terms, the County has a range of assets valued at about £1.5bn however this includes areas of water / canals; schools; offices; depots; countryside etc. In reality there about 300 occupational properties and the aim is over a period of time to get this down to 100. Surplus freehold assets will either be sold or put into a JV to create much needed affordable housing, subject to the constraints of Local Plans.

The Head Office function is likely to be in either Woking or Guildford and will be considerably smaller than existing. The intention is that staff will be placed in Hubs around the County working in shared accommodation with Boroughs and Districts and other County services.

Recycling

The proposed charging regime was one of those areas that I was not happy about and sometimes working quietly behind the scenes to get things changed is the best way to make progress

In 2017/18 it cost SCC about £1.4M to dispose of all the wood collected at the recycling centres. I like many other people believed that wood and hard-core would be a revenue raiser if not cost neutral, but it seems not. It appears that it is the make-up of much of the wood which makes it costly to dispose.

Following representations from a number of areas, Tim Oliver (Leader at SCC) announced that SCC will defer introducing charges for disposal whilst a review is carried out. The review is being led by Cllr Dr Andrew Povey into not just the charging for wood etc but also the decision to close many of the Community Recycling Centre's. A further part of the review is to work with and adopt proposals from the Government on Environmental issues based on the work led by Michael Gove.

Red Road roundabout

I am pleased to say that the works being carried out by Skanska are now completed. There has been an overall positive reaction to the result. The anti-slip surface treatment is to be carried out this month with improved road markings. Thanks to Caroline Hibbard of HWRA who has remained in contact with SCC over finalising the works.

Ravenscote Crossing

It has been agreed by SCC that there will be a crossing on the Upper Chobham Road from Ravenscote School. There will be speed cushions either side of the crossing as well as on the Old Bisley Road. Notification of the works has now been issued and I understand that the work will be completed by September this year.

Reporting potholes etc

There is provision on the County website to report potholes and other problems. Can I ask that residents even if they have reported a pothole on line also let me know. That way I can monitor performance and push to get the required work carried out.

Members Grant

As a reminder, I have a small sum of money which I can use to support good causes and carry out works to highways. On Heatherside, I have signed off landscaping work to parts of Longlands Way; Glassonby Walk; Habershon Drive. Please contact me direct.

Surrey Heath Lottery

Not a County issue but something that may be of interest to residents who are involved in a Charity. Surrey Heath is launching a lottery to help provide additional funds to good causes. Tickets will cost £1 each and the minimum purchase is a month. 60% of every ticket will go to fund a good cause in Surrey Heath including a nominated charity. For more information go to www.surreyheathlottery.co.uk or contact Josephine Hawkins who is the Portfolio Holder responsible for the lottery on (Josephine.hawkins@surreyheath.gov.uk).

Edward Hawkins (edward.hawkins@surreycc.gov.uk)