

Dear Residents,

The impact of the cost of living crisis continues to affect us all. At MVDC, high inflation and energy costs, coupled with reductions in central government funding in the past 10 years, mean that over the next 12 months we must make significant savings and raise additional income to continue providing and improving much valued services to our residents and businesses.



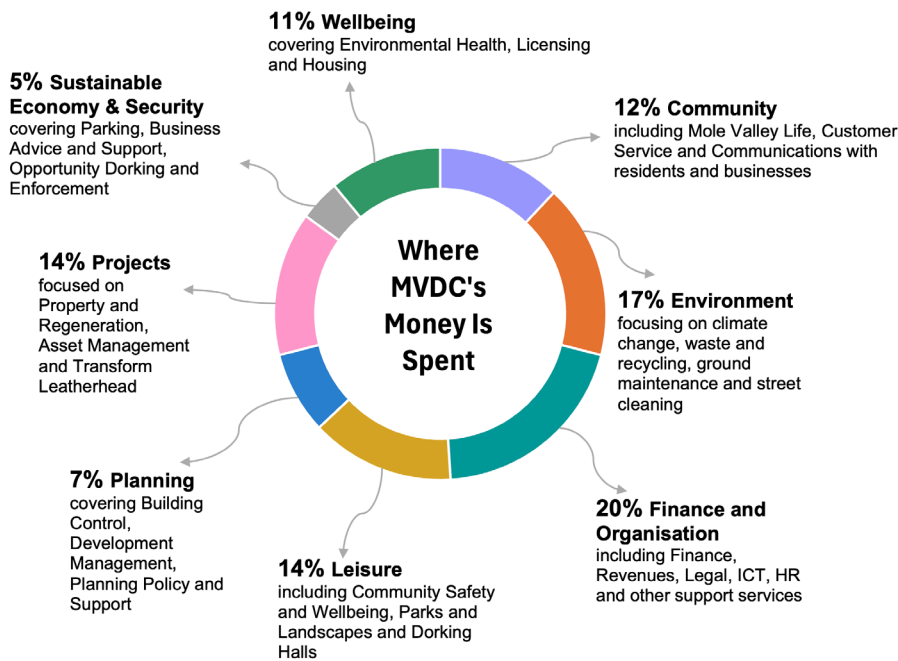
Our ambition remains to progress several projects set out in our Annual Plan this year, including:

- Build on work set out in our Climate Change Strategy
- Supporting local organisations via various grant schemes that we administer
- Continue to progress our Local Plan
- Progress redevelopment plans for Bull Hill, the Swan Centre and Claire House and James House
- Move to next stage of redevelopment of the Foundry and Church Street workshops in Dorking
- Continue with initiatives such as 'Enabling You With Technology' and the Community Responder Service
- Repairs and improvements to Dorking Halls
- Continue to invest in our car parks

Thank you for your continued support as we navigate our way forward.

**Councillor Stephen Cooksey, Leader of Mole Valley District Council**

## Where does your Council Tax go?



## Our key investment projects until March 2025 include spending...

**£864,000** on affordable housing

**£887,000** on disabled facility grants

**£60,000** on community grants

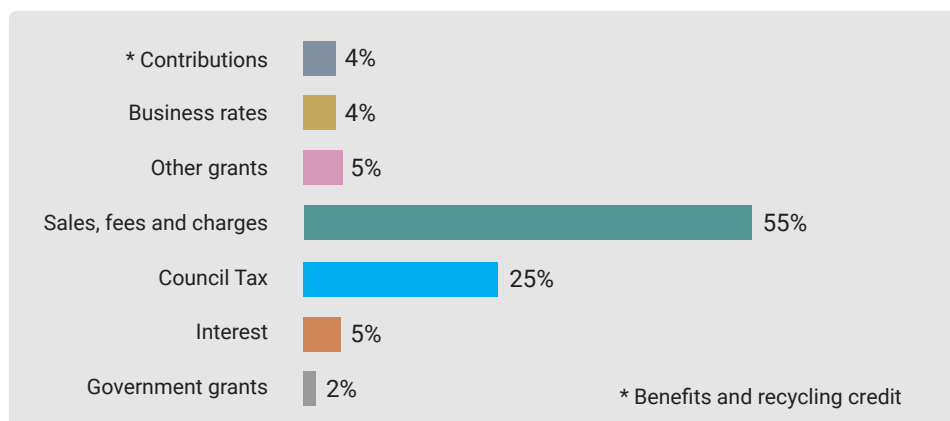
**£3,375,000** on Dorking Halls refurbishment

**£1,528,000** on Pippbrook House refurbishment

**£210,000** on car park refurbishment

**£658,000** on solar panels in the car park at Leatherhead Leisure Centre

## Where does MVDC's money come from?



# Annual Plan Projects

Key areas of work demonstrating MVDC's commitments

## Residents' Wellbeing

MVDC's Wellbeing Team is involved with initiatives such as Surrey Youth Games and supporting the Mole Valley Arts Alive Festival. Grant funding will continue to be used to support a free and inclusive summer holiday activities programme for children and young people, and organising free wellbeing walks. They have also secured the new partnership with GLL to operate our Dorking and Leatherhead Leisure Centres to ensure they bring value to our community.

[molevalley.gov.uk/wellbeing](https://molevalley.gov.uk/wellbeing)



## Mole Valley Life

In addition to the traditional installers who visit your home to fit lifeline alarms and guide you through the equipment, Mole Valley Life now provides self-install alarms for those who want to maintain independence, peace of mind, and have access to emergency assistance if required. These alarms can be set up effortlessly without the need for professional help and come equipped with fall detection and two-way communication to allow the user to connect with a trained operator at the touch of a button. To order, please call us on 01372 204500.

[molevalleylife.co.uk](https://molevalleylife.co.uk)



## Employment and Skills Hub

Over the past three years, the Mole Valley Employment and Skills Hub, based at the Swan Centre in Leatherhead, with the help of grant funding from the Department for Work and Pensions, has helped hundreds of residents. This year, using funding provided by MVDC from the UK Shared Prosperity Fund, it will continue to provide initiatives such as jobs fairs, digital skills advice, and cost of living events.

[molevalleytogether.co.uk/mvhub](https://molevalleytogether.co.uk/mvhub)



## Funding & Grants

At a time when community, voluntary and not-for-profit organisations need financial help the most, we're glad to continue funding opportunities in 2024/25. Eligible groups in Mole Valley have the option of applying for a range of grants which help them to carry out valuable work in local communities. More information can be found on the MVDC website.

[molevalley.gov.uk/grants](https://molevalley.gov.uk/grants)



## Business Support

Mole Valley for Business continues to offer a range of free measures to support businesses across the district, including 1-2-1 advice sessions, networking events and business leaders' forums. In 2024, frequent business networking events featuring industry expert speakers will take place at different venues across Mole Valley.

[molevalleyforbusiness.co.uk](https://molevalleyforbusiness.co.uk)



## Transform Leatherhead

The Joint Venture agreement with Kier Property (covering the Bull Hill and Swan Centre projects) was signed in October 2023 and ground surveys followed. The first stage of public engagement is planned for this spring. Last year residents had the opportunity to share their views on the initial ideas for the Riverside area and we have identified a specialist developer for Claire House and James House.

[transformleatherhead.com](https://transformleatherhead.com)



## Vision

A Mole Valley which is **Fairer**, **Greener** and provides **Opportunity** for all.

## Priorities

### **Fairer**

Supporting individuals and communities to lead safe, healthy and fulfilling lives.

### **Greener**

Striving to become carbon neutral and maximising opportunities to ensure Mole Valley remains a highly attractive area.

### **Opportunity**

Enabling a prosperous local economy with thriving towns and villages.

## Progressing Together

**Working with our partners and the Mole Valley community, our mission is to transform our services to ensure that they are modern, valued, efficient, digital by choice and accessible by all.**

### **We will**

- Review our ways of working to make us more efficient, effective, and to improve customer satisfaction
- Increase the digital options available for our residents and businesses, so they have better choice in how, and when, to access our services
- Make sure our customer interactions are managed in a way that provides best value for money and faster, more efficient outcomes for our residents and businesses
- Train and develop our staff so we can continue to improve how we deliver our services, now and in the future

\* At the time of going to print, the Council Strategy is pending final approval from Council on 20 February 2024.

Please check [molevalley.gov.uk/strategy](https://molevalley.gov.uk/strategy) to see the full version.

# Experience Convenience

Our services are just a click away

Discover the ease of over 80 online forms for reporting issues, applying for services, and paying your bills. Accessible 24/7, our user friendly website caters to your needs and keeps you updated with all the latest news.

You can also register for our residents' newsletter, as well as for waste collections, and planning updates. Don't forget to follow us on social media either.

If you need help navigating the online world, our friendly Customer Services Team is just a call away, available on 01306 885001, Mon-Fri 8.30am to 5pm and our reception is open 9am to 2.30pm for face-to-face appointments and assistance.



## Reducing Waste for Rewards!

Sign up online for Surrey's 'Rethink Waste' for tips, videos, quizzes, and pledges designed to reduce waste. Win points to make donations, help schools or enter prize draws and see how your actions are helping save carbon. Join up today and work towards a greener Mole Valley in 2024! [rethinkwaste.co.uk/more](https://rethinkwaste.co.uk/more)



## Our Recycling Goals

The UK has a target to recycle 65% of its waste by 2035. In Mole Valley, we recycle 54.2% of all the waste produced in our households. This puts us 39th out of 314 similar councils in England, where the average recycling rate is 44.1%. Let's prove our pride in protecting the environment by hitting the 65% target. Find out how at [surreyep.org.uk](https://surreyep.org.uk).



## Can you help us to be greener?

**While nearly 80% of residents use direct debit for council tax, only 17% have opted for online billing. Can you help us boost this number to support the environment and increase efficiency?**

[molevalley.gov.uk/ebilling](https://molevalley.gov.uk/ebilling)



MOLE VALLEY  
**COMMUNITY  
LOTTERY**

Don't forget the Mole Valley Community Lottery. At least 60% from each ticket sold goes to support Mole Valley good causes and the environment, and there's a chance to win the £25,000 jackpot every week!

[molevalleylottery.co.uk](https://molevalleylottery.co.uk)

For any advice on Adult Social Care Precept please contact Surrey County Council. For details on the increase percentage, calculation, and illustrative examples, visit [surreycc.gov.uk/counciltax](https://surreycc.gov.uk/counciltax).