

# Cabinet



**Date & time**  
Tuesday, 24 May  
2016 at 2.00 pm

**Place**  
Ashcombe Suite,  
County Hall, Kingston  
upon Thames, Surrey  
KT1 2DN

**Contact**  
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**Cabinet Members:** Mr David Hodge, Mr Peter Martin, Mrs Helyn Clack, Mrs Clare Curran, Mr Mel Few, Mr John Furey, Mr Mike Goodman, Mrs Linda Kemeny, Ms Denise Le Gal and Mr Richard Walsh

**Cabinet Associates:** Mr Tony Samuels, Mr Tim Evans, Mrs Kay Hammond and Mrs Mary Lewis

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**This meeting will be held in public. If you would like to attend and you have any special requirements, please contact Vicky Hibbert or Anne Gowing on 020 8541 9229 or 020 8541 9938.**

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## **1 APOLOGIES FOR ABSENCE**

## **2 MINUTES OF PREVIOUS MEETING: 26 APRIL 2016**

The minutes will be available in the meeting room half an hour before the start of the meeting.

## **3 DECLARATIONS OF INTEREST**

To receive any declarations of disclosable pecuniary interests from Members in respect of any item to be considered at the meeting.

Notes:

- In line with the Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012, declarations may relate to the interest of the member, or the member's spouse or civil partner, or a person with whom the member is living as husband or wife, or a person with whom the member is living as if they were civil partners and the member is aware they have the interest.
- Members need only disclose interests not currently listed on the Register of Disclosable Pecuniary Interests.
- Members must notify the Monitoring Officer of any interests disclosed at the meeting so they may be added to the Register.
- Members are reminded that they must not participate in any item where they have a disclosable pecuniary interest.

## **4 PROCEDURAL MATTERS**

### **a Members' Questions**

The deadline for Member's questions is 12pm four working days before the meeting (*18 May 2016*).

### **b Public Questions**

The deadline for public questions is seven days before the meeting (*17 May 2016*).

### **c Petitions**

The deadline for petitions was 14 days before the meeting, and no petitions have been received.

### **d Representations received on reports to be considered in private**

To consider any representations received in relation why part of the meeting relating to a report circulated in Part 2 of the agenda should be open to the public.

## **5 REPORTS FROM SCRUTINY BOARDS, TASK GROUPS, LOCAL COMMITTEES AND OTHER COMMITTEES OF THE COUNCIL**

No reports received to date.

## **6 SURREY COUNTY COUNCIL LOCAL TRANSPORT REVIEW**

(Pages 1  
- 52)

This report outlines the second year of a three year review of local transport services provided by Surrey County Council for its residents. This plan has been designed to maintain as many of the services that residents rely on as possible, and maximise cost savings with minimum changes to the level of service offered. This recognises the important role that bus services play for our residents in supporting the economy and personal wellbeing by providing access to employment, education, medical appointments and essential shopping.

N.B. an annex containing exempt information is contained in Part 2 of the agenda – item 17.

*[The decision on this item may be called in by the Economic Prosperity, Environment and Highways Scrutiny Board]*

## **7 TRAVEL ASSISTANCE POLICIES FOR CHILDREN AND YOUNG PEOPLE WITH SPECIAL EDUCATIONAL NEEDS AND DISABILITIES**

(Pages  
53 - 134)

The Children and Families Act 2014 and associated statutory guidance sets out the local authority's responsibilities in respect of travel assistance for those with special educational needs and disabilities (SEND). The existing policies have been reviewed and this report recommends adoption of a revised policy for those who are pre 16 (Annex 1) and a new policy for those who are 16-25 years old (Annex 2). The policies proposed have been through a 12 week period of consultation and were updated in light of feedback. The proposed policies support delivery of our wellbeing and resident experience strategic goals in addition to our SEND 2020 Development Plan.

*[The decision on this item may be called in by the Education and Skills Scrutiny Board]*

## **8 APPOINTMENT OF A NUMBER OF OPERATORS FOR THE PROVISION OF SPECIAL EDUCATION NEEDS HOME-TO-SCHOOL TRANSPORT**

(Pages  
135 -  
140)

The Council is required to provide home-to-school transport services for eligible children with Special Educational Needs (SEN). These services are provided in line with our SEND 2020 Development Plan and Strategy for children and young people.

This report seeks to award fixed price contracts to two transport operators for the provision of these services into the following schools, Manor Mead School (Primary) in Shepperton and Woodfield School (Secondary) in Merstham.

The current contracts which expire on 31 July 2016 have been retendered and if awarded will commence on 5 September 2016 for the above schools.

The report provides details of the procurement process, including the results of the evaluation process and, in conjunction with the Part 2 Report, demonstrates why the recommended contract award delivers best value for money.

Due to the commercial sensitivity involved in the contract award process, the financial details of the potential suppliers have been circulated as a Part 2 Report – item 18 of the agenda.

*[The decision on this item may be called in by either the Education and Skills Scrutiny Board or the Council Overview Board]*

**9 SHORT BREAKS FOR DISABLED CHILDREN** (Pages 141 - 156)

This paper sets out a proposed earlier re-commissioning of short breaks for disabled children and their families in Surrey, which will support the Council's strategic goal of promoting wellbeing. The paper addresses Cabinet's report on 27 October 2015 for an assessment of need and capacity to inform future commissioning, including provision at Beeches. This report highlights some unmet need, variation in cost and degree of focus on outcomes with a recommendation for an integrated approach to the re-commissioning of the wider short breaks offer county-wide. The re-commissioning will be integrated with SEND 2020 and the Early Help offer, enabling more disabled children's needs to be met earlier in future. This will enable the Council's restricted resources to go further, reaching a wider range of children rather than a few, and supporting more disabled children to achieve improved outcomes.

N.B. an annex containing exempt information is contained in Part 2 of the agenda – item 19.

*[The decision on this item may be called in by the Education and Skills Scrutiny Board]*

**10 PROPOSED NEW LIBRARY FOR HORLEY** (Pages 157 - 182)

To consider an opportunity to acquire new premises for Horley Library, providing a modern and flexible high profile environment in a town centre in a part of Surrey experiencing rapid population growth and ongoing regeneration.

N.B. an annex containing exempt information is contained in Part 2 of the agenda – item 20.

*[The decision on this item may be called in by either the Council Overview Board or the Resident Experience Scrutiny Board]*

**11 ASHLEY C OF E PRIMARY SCHOOL, WALTON ON THAMES** (Pages 183 - 188)

To approve the Business Case for the expansion of Ashley C of E Primary School from a two form of entry school (420 places) to a three form of entry primary school (630 places) creating 210 additional places in Walton on Thames to help meet the basic need requirements in the planning area from September 2017.

This will be a phased building project which involves demolition and rebuilding of part of the school. The Council has received a Community Infrastructure Levy (CIL) contribution from Elmbridge Borough Council to mitigate some of the cost of this project.

N.B. an annex containing exempt information is contained in Part 2 of the agenda – item 21.

*[The decision on this item may be called in by either the Council Overview Board or the Education and Skills Scrutiny Board]*

- 12 WEST HILL SPECIAL SCHOOL, LEATHERHEAD** (Pages 189 - 194)

To approve the Business Case for the alteration of the age range of West Hill School, from a 100 place 11 - 16 mixed special secondary school to a 112 place 5 - 11 mixed primary school, with an additional nursery providing seven full time equivalent places for those who present with Learning and Additional Needs.

N.B. an annex containing exempt information is contained in Part 2 of the agenda – item 22.

*[The decision on this item may be called in by either the Council Overview Board or the Education and Skills Scrutiny Board]*

- 13 DELIVERING THE SURREY WASTE STRATEGY** (Pages 195 - 206)

This report seeks approval from Cabinet to support the principle of a single co-ownership approach to waste management in Surrey, tasks officers to work with colleagues in District and Borough Councils to develop a detailed proposal by autumn 2016, and take the necessary steps, as the Waste Disposal Authority, to centralise the management of recyclables in anticipation of the new partnership arrangement. This approach is consistent with SCC's corporate strategy vision of one place, one budget and one team for Surrey.

*[The decision on this item may be called in by the Economic Prosperity, Environment and Highways Scrutiny Board]*

- 14 APPROVAL TO ENTER INTO ENTERPRISE AGREEMENT FOR MICROSOFT LICENCES** (Pages 207 - 212)

To deliver easy to use, responsive public services to residents, the Council needs to provide easy to use, modern and efficient digital technology tools to its staff. Surrey has chosen to adopt a Microsoft-based software approach, in line with many partnering authorities.

This report seeks Cabinet approval to enter into a three year Microsoft Enterprise Agreement commencing on 1 July 2016 for the supply of Microsoft licencing and associated support services under the recently awarded Microsoft Licence Solution Partner contract with Phoenix Software Limited.

The Enterprise agreement will enable delivery of up-to-date software, including cloud-based Office 365, which will allow staff to work more flexibly, enabling them to improve the service delivery to residents.

*[The decisions on this item can be called in by the Council Overview Board]*

- 15 LEADER / DEPUTY LEADER / CABINET MEMBER DECISIONS TAKEN SINCE THE LAST CABINET MEETING** (Pages 213 - 222)

To note any delegated decisions taken by the Leader, Deputy Leader and

Cabinet Members since the last meeting of the Cabinet.

**16 EXCLUSION OF THE PUBLIC**

That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting during consideration of the following items of business on the grounds that they involve the likely disclosure of exempt information under the relevant paragraphs of Part 1 of Schedule 12A of the Act.

**PART TWO - IN PRIVATE**

**17 SURREY COUNTY COUNCIL LOCAL TRANSPORT REVIEW 2016/17** (Pages

223 -  
226)

This is a part 2 annex relating to item 6.

**Exempt: Not for publication under Paragraph 3**

Information relating to the financial or business affairs of any particular person (including the authority holding that information)

*[The decision on this item may be called in by the Economic Prosperity, Environment and Highways Scrutiny Board]*

**18 APPOINTMENT OF A NUMBER OF OPERATORS FOR THE PROVISION OF SPECIAL EDUCATION NEEDS HOME TO SCHOOL TRANSPORT** (Pages  
227 -  
230)

This is a part 2 annex relating to item 8.

**Exempt: Not for publication under Paragraph 3**

Information relating to the financial or business affairs of any particular person (including the authority holding that information)

*[The decision on this item may be called in by either the Education and Skills Scrutiny Board or the Council Overview Board]*

**19 SHORT BREAKS FOR DISABLED CHILDREN** (Pages

231 -  
234)

This is a part 2 annex relating to item 9.

**Exempt: Not for publication under Paragraph 3**

Information relating to the financial or business affairs of any particular person (including the authority holding that information)

*[The decision on this item may be called in by the Education and Skills Scrutiny Board]*

**20 PROPOSED NEW LIBRARY FOR HORLEY** (Pages

235 -  
244)

This is a part 2 annex relating to item 10.

**Exempt: Not for publication under Paragraph 3**

Information relating to the financial or business affairs of any particular person (including the authority holding that information)

*[The decision on this item may be called in by either the Council Overview Board or the Resident Experience Scrutiny Board]*

- 21 ASHLEY C OF E PRIMARY SCHOOL, WALTON ON THAMES - BASIC NEED EXPANSION PROJECT** (Pages 245 - 252)

This is a part 2 annex relating to item 11.

**Exempt: Not for publication under Paragraph 3**

Information relating to the financial or business affairs of any particular person (including the authority holding that information)

*[The decision on this item may be called in by either the Council Overview Board or the Education and Skills Scrutiny Board]*

- 22 WEST HILL SPECIAL SCHOOL, LEATHERHEAD** (Pages 253 - 260)

This is a part 2 annex relating to item 12.

**Exempt: Not for publication under Paragraph 3**

Information relating to the financial or business affairs of any particular person (including the authority holding that information)

*[The decision on this item may be called in by either the Council Overview Board or the Education and Skills Scrutiny Board]*

- 23 PROPERTY TRANSACTIONS - DISPOSAL OF LAND** (Pages 261 - 274)

**Exempt: Not for publication under Paragraph 3**

Information relating to the financial or business affairs of any particular person (including the authority holding that information)

*[The decision on this item may be called in by the Council Overview Board]*

- 24 PROPERTY TRANSACTIONS - PROVISION OF FUNDING TO HGP FOR AN INVESTMENT ACQUISITION** (Pages 275 - 304)

**Exempt: Not for publication under Paragraph 3**

Information relating to the financial or business affairs of any particular person (including the authority holding that information)

*[The decision on this item may be called in by the Council Overview Board]*

- 25 PUBLICITY FOR PART 2 ITEMS**

To consider whether the item considered under Part 2 of the agenda

should be made available to the Press and public.

**David McNulty**  
**Chief Executive**

Published: Monday, 16 May 2016

### **QUESTIONS, PETITIONS AND PROCEDURAL MATTERS**

The Cabinet will consider questions submitted by Members of the Council, members of the public who are electors of the Surrey County Council area and petitions containing 100 or more signatures relating to a matter within its terms of reference, in line with the procedures set out in Surrey County Council's Constitution.

**Please note:**

1. Members of the public can submit one written question to the meeting. Questions should relate to general policy and not to detail. Questions are asked and answered in public and so cannot relate to "confidential" or "exempt" matters (for example, personal or financial details of an individual – for further advice please contact the committee manager listed on the front page of this agenda).
2. The number of public questions which can be asked at a meeting may not exceed six. Questions which are received after the first six will be held over to the following meeting or dealt with in writing at the Chairman's discretion.
3. Questions will be taken in the order in which they are received.
4. Questions will be asked and answered without discussion. The Chairman or Cabinet Members may decline to answer a question, provide a written reply or nominate another Member to answer the question.
5. Following the initial reply, one supplementary question may be asked by the questioner. The Chairman or Cabinet Members may decline to answer a supplementary question.

### **MOBILE TECHNOLOGY AND FILMING – ACCEPTABLE USE**

Those attending for the purpose of reporting on the meeting may use social media or mobile devices in silent mode to send electronic messages about the progress of the public parts of the meeting. To support this, County Hall has wifi available for visitors – please ask at reception for details.

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Use of mobile devices, including for the purpose of recording or filming a meeting, is subject to no interruptions, distractions or interference being caused to the PA or Induction Loop systems, or any general disturbance to proceedings. The Chairman may ask for mobile devices to be switched off in these circumstances.

It is requested that if you are not using your mobile device for any of the activities outlined above, it be switched off or placed in silent mode during the meeting to prevent interruptions and interference with PA and Induction Loop systems.

*Thank you for your co-operation*



**SURREY COUNTY COUNCIL**

**CABINET**

**DATE: 24 MAY 2016**



**REPORT OF: MR MIKE GOODMAN, CABINET MEMBER FOR ENVIRONMENT AND PLANNING**

**MS DENISE LE GAL, CABINET MEMBER FOR BUSINESS SERVICES AND RESIDENT EXPERIENCE**

**LEAD OFFICER: TREVOR PUGH, STRATEGIC DIRECTOR ENVIRONMENT & INFRASTRUCTURE**

**LAURA LANGSTAFF, HEAD OF PROCUREMENT**

**SUBJECT: SURREY COUNTY COUNCIL LOCAL TRANSPORT REVIEW**

#### **SUMMARY OF ISSUE:**

This report outlines the second year of a three year review of local transport services provided by Surrey County Council (SCC) for its residents. This plan has been designed to maintain as many of the services that residents rely on as possible, and maximise cost savings with minimum changes to the level of service offered. This recognises the important role that bus services play for our residents in supporting the economy and personal wellbeing by providing access to employment, education, medical appointments and essential shopping.

The Council achieved vital savings in the first year of the review in the face of increasing pressures on its funding. However, further savings are required to ensure it drives better value for money and delivers its savings target of £2m by 2017/18, as part of the Council's Medium Term Financial Plan (MTFP). The plan for year two has been drawn up collaboratively with bus operators following a wide reaching public consultation running from January to March 2016, with 2,677 residents and stakeholders having their say on the services that matter most to them.

Bus operator data and the assessment of the proposed changes indicate that an estimated average of 72 passengers per day Monday to Saturday will be impacted by the changes in the savings plan. However, most of those shown as impacted will still have a reasonable level of access to a bus service, with new travel opportunities introduced on some services. We are also working to stimulate patronage on bus services and reduce the need for council funding.

#### **RECOMMENDATIONS:**

It is recommended that Cabinet:

1. approves the proposed changes to local bus services in Surrey, as detailed in **Annex 2** of this report, and gives delegated authority to the Cabinet Member for Environment and Planning and the Strategic Director for Environment and Infrastructure to agree any adjustments before these changes take effect from the start of the 2016/17 academic year.

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2. approves the award of the nine local bus tenders as detailed in Part 2 of this report.

#### **REASON FOR RECOMMENDATIONS:**

These recommendations will enable SCC to achieve the required savings needed from the review and are based on:

- Responses to the public consultation on proposed changes.
- Full understanding of the impact on the recommended changes to the public (including those with protected characteristics) and the environment.
- Maintaining as many of the services that residents rely on as possible that get them to employment, healthcare, school and essential shopping.
- Funding arrangement with service operators that is sustainable in the long term.
- Ensuring the Council complies with Procurement Standing Orders, requiring Cabinet approval for those contracts that reach a specified value.

#### **DETAILS:**

##### **Background**

1. The Council currently spends £7.3m supporting local bus services. The proposed £2m Local Transport Review saving, part of which has already been delivered as set out in paragraph 2, is in addition to savings of £4.8m achieved through the Surrey Bus Review delivered between 2010 and 2012.
2. On 23 June 2015, Cabinet approved changes to local bus services in the first year of the Local Transport Review, with the changes coming into effect from the end of August 2015. These changes and other efficiencies enabled SCC to plan to reduce its local transport costs by £0.789m in 2015/16, rising to £1.043m over a full year. The actual position is shown in paragraph 31 and the Table at paragraph 34.
3. The changes in the first year of the review made important savings for the Council. However, further savings are required, so that the review can achieve the Council's MTFP requirement to reduce local transport costs by £2m by 2017/18. To achieve the required level of savings, further changes need to be made to the local bus services that the council subsidises.

##### **Overview of the public consultation**

4. On 20 January 2016, SCC launched a public consultation on proposed changes to local bus services, which ran until 14 March 2016. This gave residents and stakeholders a chance to have their say on the proposals. They could take part by completing the online survey or hard copy survey (available in standard, large-print and easy read formats), emailing or writing to the project team, telephoning the contact centre or attending one of the public roving bus events in person. The consultation summary report in **Annex 1** describes how we widely engaged with partners, stakeholders and the general public in the consultation.

## Responses to the public consultation (20 January 2016 – 14 March 2016)

5. This consultation received 2,677 responses from residents and stakeholders, who told us about how the proposed changes could impact them. A total of 4 petitions were also received, which have all been responded to. The feedback submitted during the consultation has played an important part in the review, and helped Officers draw up the final proposals for change. **Annex 1** gives a more detailed breakdown on the views submitted in this consultation including an overview of the petitions received.
6. The key findings in this consultation were:
  - The proposal to change the current route of the 46 service (Aldershot – Farnham – Shackleford – Godalming – Compton – Guildford) to a new route could limit access to shopping, especially from Badshot Lea, Compton, Hurtmore and Shackleford to Godalming and Guildford. Respondents also told us that this proposal could limit the ability to socialise and reduce quality of life e.g. visits to Watt's Gallery.
  - The proposal to review the current route of the 3 service (Yateley – Camberley – Frimley – Ash – Aldershot) to consider improving connections to Frimley Park Hospital, and splitting the service at Camberley could limit access to medical appointments, especially from Yateley to Frimley Park Hospital. Respondents also told us that this proposal could limit access to shopping in Camberley.
  - The proposal to amend the current route and frequency of the 4/5 service (North Town – Aldershot – Hale – Farnham) could limit access to shopping, especially from Folly Hill to Aldershot and/or Farnham, and the proposal could also have an impact on vulnerable people.
  - The proposal to amend the current route and frequency of the 409 service (Selsdon – Farleigh – Warlingham – Caterham Station) could limit access to shopping, especially from Selsdon and Farleigh. Respondents told us that this proposal could also limit the ability to socialise and reduce quality of life.
  - The proposal to amend the frequency and part of the route for the current 516 service (Dorking – Boxhill – Leatherhead – Epsom – Kiln Lane Sainsbury's) could limit access to shopping, especially to Epsom. Respondents stated that the current service is seen as acceptable and should be kept as it is. Conversely respondents also gave support to the alternative option to operate a service every two hours between Dorking and Epsom town centre Monday to Saturday.
  - Some respondents agreed with the proposal to maintain the current route and timetable of the 11 service (Farnborough – Frimley Green – Camberley – Paddock Hill – Ansell Road).

### Proposed changes to local bus services

7. The preferred approach to achieve the required savings has been through sensible negotiations, retendering of services, encouraging commercialisation and by re-planning the network of services. By adopting this approach, the overall potential impact and hardship to service users has been reduced.
8. This approach has also had to take account of a review conducted by Stagecoach of their non-subsidised services in West Surrey, which in some cases has resulted in a re-shaping of their routes to achieve what they feel

would be the best option for future commercial viability. This has meant that SCC has had to review the services it subsidises in the same area to avoid competitive duplication and to provide integration into a cohesive, sustainable network.

9. Nine local bus services have been tendered using the electronic Dynamic Purchasing System (DPS). Working with procurement we invited 21 companies who are suppliers on the DPS to bid for one or more of the nine local bus services via a mini competition. The nine local bus services put out to tender are:
  - **236** - Oxted-Westerham-Edenbridge-Dormansland-Lingfield-Newchapel-Crawley
  - **409** - Caterham-Warlingham-Chelsham Common-Farleigh-Selsdon
  - **509** - East Grinstead-Felcourt-Lingfield-Blindley Heath-South Godstone-Godstone-Caterham-Caterham on the Hill
  - **510** - Hurst Green-Oxted
  - **516** - Epsom-Leatherhead-Headley-Boxhill-Betchworth Station-Dorking
  - **594/595** - Chalkpit Wood-Oxted-Limpsfield-Limpsfield Chart/Tastfield-Westerham
  - **603** - Redhill-Merstham-Chaldon-Caterham-Godstone-Oxted School
  - **610** - Smallfield-Outwood-South Nutfield-Bletchingley-Godstone-Oxted School
  - **694** - Lingfield-Merle Common-Hurst Green-Pollards Oak-Oxted

The anticipated savings from this tender process are set out in Part 2 of this report.

10. The Council has also worked with operators to re-negotiate certain contracts to reach a compromise in what is provided within a lower-price framework, to provide the Council with better value for money. This exercise has resulted in a part-year saving of £0.138m in 2016/17, rising to a full year annual saving of £0.236m thereafter **without** changing the current level of service offered.
11. The savings described in the above paragraph are a beneficial outcome for the review. However, to make the required level of savings in the review, it has been necessary to propose some compromises on local bus services in terms of routes, frequencies, days of operation or timetables. The proposals have been drawn up through partnership working with the relevant operators by:
  - Encouraging operators to sustain services on a more commercial basis, thus reducing the requirement for funding support
  - Taking due regard of comments received in the consultation process and avoiding as much as possible impacts on services, or sections of the route, which have the highest levels of patronage
  - Retaining, where possible, key journeys at times that support travel to work, school/college, health care and general food shopping
  - Considering future factors, such as school place planning, economic growth and residential development

12. **Annex 2** provides information on the bus services for which proposals were published in the consultation, together with the actual outcome now being recommended to Cabinet. If approved by Cabinet, the proposed changes are expected to come into effect from 3 or 4 September 2016. This review has focused on bus services contracts due to expire at that time. However, during discussions with bus operators, opportunities to renegotiate other contracts have been realised.
13. The services proposed to change from 3 or 4 September 2016 are expected to have an impact on a small number of passengers who use these services. Most of those shown as impacted in **Annex 2** will still have a reasonable level of access to a bus service. However, in a few instances, as a result of the proposed change:
- Some passengers may no longer be able to make a direct journey to certain destinations requiring a change of bus in the future.
  - Some passengers may experience a lesser choice of travel opportunity or a less frequent service.
14. Passenger journey data derived from operator's ticket machines has been averaged over several weeks. This has been used to give the best estimate of potential impact caused by the recommended outcome, as shown in **Annex 2**. It is difficult to accurately estimate the number of current passengers who might be unable to travel as a result of a reduction in frequency or a revised timetable, as some will find that the new arrangements are still satisfactory for their individual requirements. Passengers who still have a bus service to their required destination, albeit by a different route and/or with a revised timetable, have been excluded from the estimate.
15. To address some of the concerns expressed during the public consultation exercise, it has proven possible to recommend some enhancements to the original proposals including:
- **Stagecoach 46:** Will continue to operate from Guildford to Farnham on a generally hourly basis, along its current route i.e. via Compton and Hurtmore
  - **Stagecoach 72:** Will continue to operate from Ockford Ridge/ Aarons Hill to Guildford on a generally hourly basis and could be diverted via Catteshall to give a link to the Mill Medical Practice
  - **Stagecoach 3 and 4/5:** Stagecoach's intention to possibly alter these services from their current form is cancelled
  - The **Stagecoach rural services** of **503, 520, 523** and the Guildford area shoppers service **538** are all retained
  - The through link between Caterham – Whyteleafe – Warlingham – Farleigh – Selsdon will be retained (services **357** and **409**)
  - The link from Box Hill and Headley to Epsom Town Centre and Kiln Lane Sainsbury's has been maintained six days a week
16. Of the rural communities originally proposed to lose their conventional bus service, this would now only apply to Dockenfield. However, the service to Weydon School from Shortfield Common and Dockenfield would continue and the Waverley Hoppa Demand-Responsive service exists already to provide a link at off-peak times to Farnham; it also accepts concessionary bus passes.

17. The recommended outcome also includes some enhanced travel opportunities including:

- A direct link from the Woolmer Hill area of Haslemere to Godalming and Guildford
- A direct link from the High Lane Estate area of Haslemere to Farnham
- Regular through services from Selsdon, Farleigh, Warlingham, Whyteleafe and Caterham to Godstone, Lingfield and East Grinstead (409) and to Redhill and Reigate (357)
- New connectivity for Mole Valley villages with through links: Epsom – Leatherhead – Boxhill – Dorking – Horley/ Crawley (21/22) and the reinstatement of the bus link from the Charlwood area to Gatwick Airport at certain times.

Further details are provided in **Annex 2**.

18. Two services are included in **Annex 2**, which did not form part of the year two review. Some attractive proposals were submitted by the successful bidder in the tender process, as referred to in paragraph 9, for the contract to provide service 516 Dorking – Epsom. These are the 22 (Newdigate – Chart Downs – Dorking – Holmbury St Mary) and 26 (Crawley – Charlwood – Hookwood – Horley). The package to provide these services strengthens the existing offer, presents best value to SCC and will provide improved transport opportunities for a greater number of Mole Valley residents to encourage passenger growth. As well as maintaining all existing links some journeys will operate to restore the direct link between Charlwood and Gatwick Airport.

19. By implementing the recommended service changes in **Annex 2**, the total annual subsidy will reduce by £0.435m in a full year. The saving in 2016/17 will be £0.257m, as the changes will come into effect, subject to Cabinet approval, part way through the financial year. This is summarised in the table at paragraph 33.

20. Subject to Cabinet approval, there may be a need to make further adjustments during final service planning and mobilisation. SCC will also be reviewing other local bus services in 2017 to ensure the required overall savings target is achieved by the end of the review.

21. It should also be noted that some commercial service proposals were put forward by operators, which in the main are not subsidised by SCC and therefore not part of the review. These were included in the public consultation to tell the public what the operator was planning to do and to give a clearer overall picture. It is the prerogative of the operator if they wish to make commercial service changes upon which SCC has very limited influence. They are therefore excluded from **Annex 2**. The current understanding on these proposals in respect of any change in September 2016 is:

- **Stagecoach “Kite” service:** Aldershot-Ash-Normandy-Guildford: No change
- **Stagecoach 1 “Gold” service:** Aldershot-Camberley-Old Dean: No change.
- **Stagecoach 2:** Farnborough-Frimley-Heatherside-Camberley: No change.

- **Stagecoach 3:** Aldershot-Mytchett-Camberley-Yateley: No change.
- **Stagecoach 4 and 5:** Farnham-Sandy Hill-Heath End-Aldershot: Proposed withdrawal of Service 4 from the Folly Hill area was cancelled and a new timetable featuring generally three buses per hour between Farnham and Aldershot was introduced on 10 April 2016.
- **Stagecoach 17:** Aldershot-Farnham-Shortheath-Rowledge: No change to the route or general frequency of the service.
- **Stagecoach 18:** Aldershot-Farnham-Bordon-Haslemere: No change to the route or general frequency of the service.
- **Stagecoach 65:** Guildford-Farnham-Alton: No change.
- **Metrobus 281:** Lingfield-Dormansland-East Grinstead-Crawley: No decision on the future structure of this service has been advised by the operator at this time.
- **Southdown 424 :** Redhill-Woodhatch-Horley-Smallfield-Crawley (commercially provided between Horley and Crawley): The planned change of route between Copthorne and Crawley will not proceed and the generally hourly service will be retained but with some timetable changes.

### Other savings proposals for 2016/17

22. Work has continued to review funding allocations from SCC to community transport services in Surrey. We have recommended maintaining current levels of community transport support for 2016/17. However, additional savings of £0.052m have been achieved due to two factors.
- Firstly, a reduction in the level of funding for the Tandridge Taxi Voucher scheme. The level of grant has reduced by £0.018m. This has been achieved by the scheme using reserves, which will allow current levels of support to be maintained.
  - Secondly, Reigate & Banstead Borough Council (RBBC) took the decision to withdraw their Dial a Ride service. RBBC has decided to support the needs of their residents through a taxi voucher scheme by diverting some of their funding to the scheme. Previously £0.034m of SCC grant funding was allocated to RBBC to support their Dial a Ride service.
23. In 2016/17, SCC will continue to grant fund organisations, who provide Dial a Ride, Taxi Voucher and Voluntary Car Schemes. Ongoing partnership work with the boroughs and districts and community transport partners is well underway. Areas of work include an East Surrey Community Transport review being led by Tandridge District Council and a taxi voucher scheme audit. Findings from these reviews will contribute to the revised grant allocations for the last year of the review in 2017/18.

### Update on year one changes and other savings work streams

24. As stated in paragraph 2, a number of changes to local bus services came into effect from the end of August 2015. Over the last year, SCC has reviewed the effectiveness of these changes, most of which are performing to the expected level. During this time, Abellio has become increasingly concerned with the reliability of certain services in North Surrey due to

increasing traffic volumes, especially during the peak hours, which are unpredictable in terms of impact and location.

25. Introducing more resources onto these services was not commercially sustainable, and no further Council funding was available to offset the significant extra cost. To improve reliability, Abellio have now introduced revised timetables for these services. SCC has worked with Abellio to seek to minimise the impact of the changes and will continue to work in partnership to monitor and improve reliability.
26. As part of the programme to manage the English National Concessionary Travel Scheme (ENCTS) free travel on the Guildford Park & Ride network was withdrawn during November 2015 for passengers with Older Persons ENCTS passes. This has been replaced with a £1 return fare. Passengers with Disabled Persons ENCTS passes can still travel at no cost.
27. On 1 April 2016 MCL Transport were contracted to advise SCC on the development and operation of the ENCTS scheme, and to undertake the bus operator reimbursement. We will work with MCL over the coming months to improve the quality of data and to review the reimbursement arrangements and calculations, with recommendations for change being implemented for the 2017/18 scheme.
28. The Knowledge Transfer Partnership (KTP), the jointly funded project between Innovate UK, University of Surrey and Surrey County Council, has appointed a KTP Associate who started during autumn 2015. The KTP has been established with the aim to stimulate additional patronage on bus services and reduce the need for SCC revenue funding. The KTP will also embed market research methodologies and skills within the county council to allow this approach to be applied widely across all funded bus services. To date the Associate has completed the research phase of the project, and is progressing with the Focus Groups. It is anticipated that the first pilot will be implemented during autumn 2016.

#### **RISK MANAGEMENT AND IMPLICATIONS:**

29. The main risk identified was the adverse public reaction to the proposed changes. The recommended changes are expected to have an impact with an estimated 72 passengers per day Monday to Saturday who use these services affected. Most of those shown as impacted will still have a reasonable level of access to a bus service. However in a few instances, as a result of the proposed change:
  - Some passengers may no longer be able to make a direct journey to certain destinations requiring a change of bus in the future.
  - Some passengers may experience a lesser choice of travel opportunity or a less frequent service.
30. Every effort has been made to ensure that residents and stakeholders understand why particular changes are being proposed in certain areas and what other alternative services are available to them.



## Financial and Value for Money Implications

31. The Local Transport Review is an agreed MTFP savings programme which has a requirement to deliver £2m in savings by 2017/18. As shown in the Table at paragraph 34, part-year savings of £0.759m in 2015/16, £1.023m in 2016/17 rising to a full year value of £1.043m by 2017/18 were achieved in Phase 1 of the review.
32. A sum of £0.009m has been spent to assist with the production of publicity materials required for the public consultation. This relatively small cost has delivered a high quality consultation receiving an excellent level of response ensuring that we have listened to our residents' views before drawing up final proposals for change.
33. Paragraphs 10, 19 and 22 explain the detail of proposed savings for 2016/17. If Cabinet agree to the recommended changes, the full annual savings achieved will be **£0.723m**. The saving in 2016/17 for this is less at £0.447m, as the changes will come into effect part way through the financial year. This is summarised in the table below.

Method	2016/17 saving (part year)	Full year saving
Through contract negotiations with bus operators <b>without</b> changing the current level of service offered.	£0.138m	£0.236m
Proposed changes to local bus services as detailed in <b>Annex B</b> (also includes anticipated savings from the tender process).	£0.257m	£0.435m
Grant reduction to community transport providers	£0.052m	£0.052m
<b>Total</b>	<b>£0.447m</b>	<b>£0.723m</b>

34. The table below shows how the Local Transport Review is on target to delivering the £2m required saving set out in the council's Medium Term Financial Plan (MTFP):

Annual savings	2015/16	2016/17	2017/18
Phase 1 savings	£0.759m	£1.023m	£1.043m
Phase 2 savings	-	£0.447m	£0.723m
Phase 3 savings	-	-	£0.234m
<b>Total savings</b>	<b>£0.759m</b>	<b>£1.470m</b>	<b>£2.000m</b>
MTFP Target	£0.750m	£1.265m	£2.000m
Difference	+£0.009m	+£0.205m	-

## Section 151 Officer Commentary

35. The MTFP includes a saving of £2m across 2015-18 from a review of local transport services. This report outlines how phase 2 of those savings can be made, as summarised in paragraphs 31-34. If the recommendations are approved, measures will be implemented during the year leading to a saving of £0.447m in 2016/17, rising to £0.723m in 2017/18. These measures include savings from the award of local bus contracts, which are further explained in Part 2 to this paper.

#### **Legal Implications – Monitoring Officer**

36. Under Section 63(1)(a) of the Transport Act 1985, Local Transport Authorities must secure the provision of such public passenger transport services as the Council consider it appropriate to secure to meet any public transport requirements within the County which would not in their view be met apart from any action taken by them for that purpose.
37. For the purpose of providing such services, the Council has the power to enter into an agreement providing for service subsidies, but only where the service in question would not be provided, or would not be provided to a particular standard, without subsidy. The reference to a standard to which a service is provided includes (a) the frequency or timing of the service, (b) the days, or times of day, when the service is provided, or (c) the vehicles used to provide the service.
38. The Council also has the power to take any measures that appear to them to be appropriate for the purpose of or in connection with promoting:
- (a) the availability of public passenger transport services other than subsidised services and the operation of such services, in conjunction with each other and with any available subsidised services, so as to meet any public transport requirements the Council consider it appropriate to meet; or
  - (b) the convenience of the public (including persons who are elderly or disabled) in using all available public transport services (whether subsidised or not). In exercising this power, the Council has to have regard to a combination of economy, efficiency and effectiveness.
39. In exercising or performing any of the functions described above, the Council has to have regard to the transport needs of members of the public who are elderly or disabled.
40. The public sector equality duty (Section 149 of the Equality Act 2010) applies to the decision to be made by Cabinet in this report. There is a requirement when deciding upon the recommendations to have due regard to the need to advance equality of opportunity for people with protected characteristics, foster good relations between such groups, and eliminate any unlawful discrimination. These matters are dealt with in the Equalities and Diversity section of this report, paragraphs 42 - 45, below and in **Annex 3**.
41. In considering this report, Cabinet must give due regard to the results of the public consultation as set out in this report and the annexes to it and the response of the Service to the consultation comments and conscientiously take these matters into account when making its final decision.

### **Equalities and Diversity**

42. The Local Transport Review has sought to understand the impact that the proposed changes to local bus services would have on Surrey residents and bus service users, especially those with protected characteristics. An Equalities Impact Assessment (EIA) was completed during Year One and a further update has been carried out for year two (See **Annex 3**).
43. The EIA has used a variety of data and feedback sources including:
- Responses received during the public consultation
  - Feedback given at our stakeholder events during the public consultation period, especially those given during meetings with the Surrey Coalition of Disabled People, Surrey Disability Alliance Networks and other equality groups. Feedback has also been gathered from our public roving bus events
  - National surveys and bus operator patronage data
  - ESP Systex Concessionary Fares Card Management System data
  - Local information (Surrey-i)
44. Potential impacts are perceived to mainly be negative. Any changes to local bus services are likely to impact people with protected characteristics who rely on services to access employment, education, health care, places of worship and essential shopping. Mitigating actions have been developed to ensure the likelihood of any potential inequalities is reduced.
45. An estimated average of 72 passengers per day on Monday to Saturday, identified as using services proposed for change in **Annex 2**, could be negatively impacted by the proposed changes. However, most of those shown as impacted will still have a reasonable level of access to a bus service.

### **Corporate Parenting/Looked After Children implications**

46. Most looked after children attend mainstream schools and some may travel to school on the public bus network. They may not qualify for bespoke transport under the usual entitlement criteria and could be affected by some of the outcomes from the revised services.

### **Public Health implications**

47. In the public consultation, residents told us that they use local bus services to attend medical appointment at GP surgeries, health centres, opticians or one of Surrey's Acute Hospitals. Services to these healthcare destinations will be retained, where possible, but in some cases a user may now have to change bus to reach their preferred healthcare destination.
48. Bus travel itself encourages older people to remain active and mobile in visiting shops and other leisure activities and meeting with friends and family. The majority of respondents to the consultation stated that they were over the age of 65. Consultation feedback from those aged 65 and over has been analysed to see if the proposed changes reduce their options to travel by bus. This analysis has informed the final recommendations to Cabin

## Climate change/carbon emissions implications

49. The proposed changes to local bus services in **Annex 2** would, in theory, lead to a reduction in emissions, as there would be a decrease in the total miles travelled by buses. However the net effect could lead to a slight increase in emissions equivalent to the energy used in less than 2 homes a year. This would be due to a switch by a number of existing bus passengers, to some form of car transport including:

- Driving alone
- Obtaining a lift, either as part of an existing journey being made by car or as a direct result of the change in bus service
- Taking a taxi

50. However, this should be seen as a worst case scenario, and will likely lead to much less because:

- Most existing passengers are likely to retain access to some form of local transport
- Furthermore, the proposals include some enhanced travel opportunities, which could encourage increases in bus patronage
- The last bus review in 2010 estimated that patronage would fall by 17% but patronage actually remained static

## WHAT HAPPENS NEXT:

51. If Cabinet approves the recommendations the next steps will be:

- Formally award new contracts to the relevant operators.
- Launch a full communication programme with residents and stakeholders from mid-June 2016 to ensure bus users are aware of the changes that will take effect from early September 2016.
- Begin preparations for year three of the Local Transport Review.

### **Contact Officer:**

Paul Millin, Group Manager Travel & Transport, Tel: 020 8541 9365  
 Nick Meadows, Change Consultant, Directorate Programme Group, Tel: 020 8541 7804

### **Consulted:**

The Local Transport Review has consulted:

- Economic Prosperity, Environment and Highways Board
- Local Transport Review Member Reference Group
- Local Committee Chairmen's Group and Local Area Committee's
- Bus Users UK and North-West Surrey Bus Users Group
- Surrey Coalition of Disabled People and Surrey Disability Alliance Networks
- Public and other stakeholders

### **Annexes:**

Annex 1 – Public Consultation Summary Report

Annex 2 – Table of proposed local bus changes  
Annex 3 – Equality Impact Assessment  
Part 2 report with financial details attached to agenda as item 17.

**Sources/background papers:**

- Surrey County Council Local Transport Review, Cabinet paper, 23 June 2015
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# Surrey County Council

## Local Transport Review

Year Two public consultation summary report:  
20 January – 14 March 2016



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## 1. Introduction

- 1.1 From 20 January to 14 March 2016, Surrey County Council (SCC) ran a public consultation as part of Year Two of our review into Local Transport services. This review aims to provide maximum value for money for Surrey residents, whilst also delivering much needed savings for the council in the face of huge funding pressures. Changes made in the first year made vital savings, but further savings are required to maintain as many of the services as possible which residents rely upon.

## 2. Our approach

- 2.1 This public consultation followed a similar approach to the one undertaken in Year One of the Local Transport Review, with resources focused on areas where there were proposed changes to local bus services, but with materials still widely available for all other areas. The consultation for Year Two was allocated a budget of £9000.00. A breakdown of the expenditure for this consultation can be seen below:

Item	Cost (£)
Hard copy booklets and questionnaires (all formats) (9400)	£ 2,821
Posters (1400)	£ 214
Digital advertising	£ 2,810
Facebook	£ 410
Press advertisements	£ 2,263
<b>Total</b>	<b>£ 8,519</b>

- 2.2 Residents and stakeholders could respond by:
- Completing the online survey at [www.surreycc.gov.uk/transportreview](http://www.surreycc.gov.uk/transportreview)
  - Completing the hard copy survey, which was enclosed in the information booklet on proposed changes to the local bus services. This was available in libraries, local council offices and on buses in affected areas of Surrey. Residents and stakeholders could also request for this to be sent directly to them in either the standard, easy read or large print formats by calling the contact centre. Further information can be found in **Appendix A**
  - Attending a public event (explained in further detail in paragraph 2.5 below)
  - Emailing or writing to the project team
  - Telephoning or texting the contact centre to submit their responses or to ask how to access the survey
- 2.3 Emails and letters were sent out to a variety of stakeholders (a full list can be found in **Appendix A**), which raised awareness of the public consultation and encouraged them to participate and to promote to their wider networks.
- 2.4 Posters advertising the public consultation were printed and distributed to the affected areas of Surrey and neighbouring regions; reference copies were also sent to other locations in Surrey and neighbouring regions. (More information can be found in **Appendix A**).
- 2.5 A roving bus visited affected areas of Surrey. On 26 February 2016, we visited Godalming and Farnham, and on 2 March 2016, we visited Caterham and Warlingham Green. Over 140 people attended these events, providing them with an opportunity to find out about the proposed changes to local bus services. At these events, SCC

officers handed out information booklets and questionnaires and encouraged residents to submit their views on how the proposed changes may affect them. Representatives from the bus operators, including Stagecoach, Metrobus and Southdown, were also in attendance.

**2.6** Other forms of communication were used to promote the consultation, including:

- A dedicated website for the review ([www.surreycc.gov.uk/transportreview](http://www.surreycc.gov.uk/transportreview))
- Social media (Facebook promoted posts and Twitter campaign)
- Digital advertising (Google Adwords search and display campaigns)
- E-newsletters (Communicate Members, Surrey Matters and Shelf Life)
- Press advertisements in the Surrey Advertiser and Surrey Mirror
- Surrey Matters magazine (sent to every household in Surrey)
- Web banners on surreycc.gov.uk homepage and bus pages and on the District and Borough local web pages
- Editorial copy which could be used in District and Borough and Parish newsletters

**2.7** Stakeholder meetings were held with:

- Local Area Committee Chairman's Group (meeting of all Local Area Committee Chairmen) and Local Area Committee meetings (where changes were proposed)
- Local Transport Review Member Reference Group (a Member scrutiny panel set up for the Local Transport Review)
- Disability Alliance Networks
- Chairs Meeting of the Empowerment Board (meeting of all the Disability Alliance Networks Chairmen)
- Local bus meetings (Blackwater Valley meeting, County Wide Transport Group)

**2.8** It is important to note that the responses to this consultation do not represent a statistically representative sample of the population of Surrey and consequently, findings should not be extrapolated and used to represent the wider population. Typically, consultations are not intended to be statistically representative of a population. Instead, they are a vehicle for those with a desire to contribute and voice their opinion to influence findings and contribute to the future direction of policy.

### 3. Summary of the findings of the public consultation

**3.1** This public consultation received a total of **2677** responses. Residents and stakeholders submitted their responses and feedback, including whether they supported or opposed the suggested proposals to change the local bus services. The table below shows a breakdown of how responses were received.

Format	Number Received	Percentage of response
Consultation survey (online and hard copy formats)	2422	90.47
Letters and emails from residents	201	7.51
Letters and emails from stakeholders	54	2.02
<b>Total</b>	<b>2677</b>	<b>100.00</b>

#### Consultation survey

**3.2** The consultation survey received **2422** responses. Over three fifths (62.2%) of these were via the hard copy questionnaire (including the easy read and large print formats) and nearly two fifths (37.8%) via the online questionnaire. A further breakdown of this can be found at the beginning of **Appendix B**.

### Emails and letters from residents and stakeholders

**3.3** 201 letters and emails were received in the consultation from residents. 54 letters and emails were received from key stakeholders. These were all analysed together with the consultation survey responses. The key stakeholders have been summarised below:

Stakeholder Type	Number of Responses
Parish and Town Councils	25
District and Borough Councils	2
Councillors- SCC and others	7
Community/ Residents'/ Village Associations	4
Bus User Group	2
Local Publications	2
Disabilities Alliance Network	2
Other Local Stakeholder Groups	10
<b>Total</b>	<b>54</b>

### Telephone calls via the Contact Centre

**3.4** The Contact Centre fielded 111 telephone calls. Calls were mainly for assistance in understanding what the proposed changes were or to request a hard copy information booklet. In some instances, Contact Centre colleagues mediated calls and completed a questionnaire with the caller. This information is broken down in the below table.

Type of Call Fielded	Number of Calls
Information provided	15
Referred to service	2
Referred to webpage	2
Literature sent	77
Mediated	5
Calls related to Year 1 consultation	10
<b>Total</b>	<b>111</b>

### Petitions received relating to the consultation

**3.5** In total, 4 petitions have been received concerning the proposed changes to local bus services. One of these petitions (Arriva 17) was responded to. A further two of these (Stagecoach 46/ 72 and Southdown 509/ Metrobus 281) will be heard at the Cabinet Member for Environment and Planning Decision meeting on 12 April 2016, as they have received over 100 signatures, which is the required number for this process to take effect. Since the consultation process ended, one petition (Metrobus 409) has received over 100 signatures and will be heard at the following Cabinet Member for Environment and Planning Decision meeting on 11 May 2016. The table below provides some detail on the petitions received, highlighting which bus route it concerned and the number of signatures:

Bus Route	Number of Signatures
Arriva 17	322
Stagecoach 46/ 72	516
Southdown 509/ Metrobus 281	292
Metrobus 409	116

## Results from the consultation

**3.6** The results of the consultation can be found in **Appendix B**. A summary on these has been provided below:

### Responses by area

**3.7** Responses were generally from Waverley, Guildford, Tandridge and Surrey Heath, where the majority of changes are proposed. Some responses also came from outside of Surrey in neighbouring regions, including Hampshire and Greater London. These have been broken down by district and borough, where a postcode was provided, as illustrated in **Appendix B Question 12**.

### Profile of respondents

**3.8** Approximately four in five (83%) of responses came from those aged 45 and over. The majority of responses came from females, with a share of 63% of the overall response. Most responses came from those that are either retired, with 60%, or those that are in employment (full-time, part-time, self-employed or in voluntary employment), with 29% of the overall response. This may reflect the age, gender and employment status of a typical bus user of the services proposed for change, who have responded to this consultation process. This data can be seen in more detail in **Appendix B Questions 6, 7 and 10**.

### Local bus responses

- 3.9** The most number of responses received, indicating usage, was for the current 46 route (Aldershot – Farnham – Shackleford – Godalming – Compton – Guildford) with a total of 309 responses. The answers given in the consultation on service usage need to be analysed in the context of the actual number of users, as recorded by operators. Further information can be found in **Appendix B Questions 1 and 5**.
- 3.10** This consultation told us of those responding, buses are used mostly 3-5 days or less per week and usually between 09:30am- 3:00pm. Again, this data can be seen in more detail in **Appendix B Questions 2 and 3**.

### Key findings in opposition of the proposed changes to local bus services

- 3.11** The proposal to change the current route of the 46 service (Aldershot – Farnham – Shackleford – Godalming – Compton – Guildford) to a new route could limit access to shopping, especially from Badshot Lea, Compton, Hurtmore and Shackleford to Godalming and Guildford. Respondents also told us that this proposal could also limit the ability to socialise and reduce quality of life e.g. visits to Watt's Gallery.
- 3.12** The proposal to review the current route of the 3 service (Yateley – Camberley – Frimley – Ash – Aldershot) to consider improving connections to Frimley Park Hospital and splitting the service at Camberley could limit access to medical appointments, especially from Yateley to Frimley Park Hospital. Respondents also told us that this proposal could also limit access to shopping, especially in Camberley.
- 3.13** The proposal to amend the current route and frequency of the 4/5 service (North Town – Aldershot – Hale – Farnham) could limit access to shopping, especially from Folly Hill to Aldershot and/or Farnham, and the proposal could also adversely impact on vulnerable people.
- 3.14** The proposal to amend the current route and frequency of the 409 service (Selsdon – Farleigh – Warlingham – Caterham Station) could limit access to shopping, especially from Selsdon and Farleigh. Respondents also told us that this proposal could also limit the ability to socialise and reduce quality of life.
- 3.15** The proposal to amend the frequency and part of the route for the current 516 service (Dorking – Boxhill – Leatherhead – Epsom – Kiln Lane Sainsbury's) could limit access to shopping, especially to Epsom. Respondents stated that the current service is seen as acceptable and should be kept as it is. Conversely, respondents also gave support

to the alternative option to operate a service every two hours between Dorking and Epsom town centre Monday to Saturday.

#### **Key findings in support of the proposed changes to local bus services**

- Some respondents agreed with the proposal to maintain the current route and timetable of the 11 service (Farnborough – Frimley Green – Camberley – Paddock Hill – Ansell Road)

#### **4. Next steps in the process**

- 4.1** The feedback submitted in this public consultation will inform the final proposals to be submitted to Cabinet on 24 May 2016.
- 4.2** If Cabinet agree to these proposals, a full communication programme will be launched with residents and stakeholders from mid-June 2016 to ensure bus users are aware of the changes which will take effect from early September 2016.

## Appendix A: Summary of stakeholders contacted and where materials were distributed to

Emails were sent to stakeholders informing them of the public consultation for Year Two of the Local Transport Review and encouraged involvement. These were sent to:

- SCC Members, District and Borough Councillors, Local Committees, Surrey MPs, Local Enterprise Partnerships, Central Government
- District and Borough Councils, Parish and Town Councils, Resident Associations, Neighbourhood Forums, Neighbouring Local Authorities, Libraries
- Employers and Business Organisations, Schools and Colleges, Phase Council, Public Health, Clinical Commissioning Groups (CCGs)
- Bus operators, Airports, Train operating companies
- Equality organisations (disability and older people groups etc), Faith Groups, Community transport providers
- Bus Users UK, North West Surrey Bus User Group
- Internally – Schools and Learning, Adult Social Care, etc

The promotional campaign focused on areas of Surrey where changes to local bus services were proposed. Most of the changes were proposed in Waverley, Guildford, Tandridge, Surrey Heath and Woking and to a lesser extent Epsom and Ewell, Mole Valley, Reigate and Banstead and Runnymede.

**1400** posters advertising the public consultation were printed and distributed to locations in these areas including:

- SCC offices, District and Borough offices, Parish and Town Councils, resident associations, equality organisations
- Libraries, community centres, village halls, GP surgeries, sixth form colleges, supermarkets, citizens advice bureaux
- Bus stations, on buses and at the busier bus stops
- Public events
- Made available on request via our Contact Centre

**9400** paper copies of the survey were distributed to libraries, local council offices, bus stations and on buses in the affected areas. They were also made available on request via the Contact Centre in standard, easy read and large print format. Neighbouring Councils and libraries were also included in receiving posters and hard copies of the survey.

## Appendix B: Responses to the consultation questionnaire

This appendix gives an analysis of the responses received to each question in the questionnaire. Some of the responses to questions in the questionnaire have been grouped for illustrative purposes, but will still be treated as individual responses.

### Responses by type of questionnaire

Format	Number received	Percentage of response
Standard hard-copy booklet	1495	61.7
Online	915	37.8
Easy read hard-copy booklet	6	0.2
Large print hard-copy booklet	6	0.2
<b>Total</b>	<b>2422</b>	<b>100.0</b>

### Responses to local bus services proposed for change

#### Q. 1 Which of the bus services in this booklet would you like to comment on?

These have been sorted by the number of responses received with the highest first in sort order. The results below indicate how many respondents said they use these services. For this question, respondents could give comments on a **maximum of three services** that they use, which is why the total number of comments received was **3197** from the total of 2677 responses (including consultation responses, letters and emails from residents and letters and emails from key stakeholders). The services which received the most comments are highlighted at the top of the grid below.

It must be noted that some routes, or part of a route, are operated on a commercial basis and are not funded by SCC and in turn SCC has no control over them. It is the prerogative of the bus operator to make any changes they feel necessary and these routes were therefore included for information only. These routes are noted below in bold and with an asterisk.

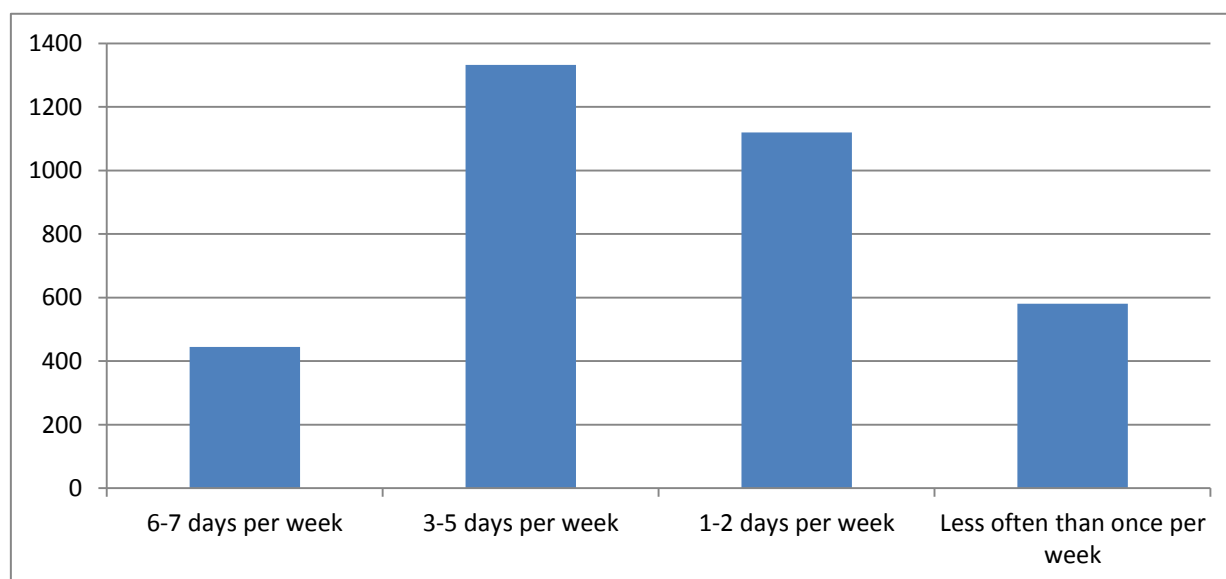
Service Number including Current Route	Total Number of responses indicating usage
46 Aldershot - Farnham - Shackleford - Godalming - Compton - Guildford	309
<b>* 3 Yateley - Camberley - Frimley - Ash - Aldershot</b>	245
<b>*4/5 North Town - Aldershot - Hale - Farnham</b>	186
409 Selsdon - Farleigh - Warlingham - Caterham Station	180
516 Dorking - Boxhill - Leatherhead - Epsom - Kiln Lane Sainsbury's	164
<b>*1 Gold Aldershot - Farnborough - Camberley - Old Dean</b>	135
509 Caterham on the Hill - Godstone - Lingfield - East Grinstead	131
<b>*281 Lingfield - Dormansland - East Grinstead - Crawley Down - Crawley</b>	129
11 Farnborough - Frimley Green - Camberley - Paddock Hill - Ansell Road	120
70 Guildford - Godalming - Witley - Haslemere - Midhurst	111
446 Woking - Chertsey - Stanwell Moor - Heathrow Terminal 5	108
72 Guildford - Godalming - Aarons Hill	104
462/ 463 Woking - Send - Burpham - Guildford	103

71 Guildford - Godalming - Witley - Haslemere - Shottermill	99
<b>*17 Aldershot - Farnham - Rowledge - Shortheath</b>	95
<b>*65 Guildford - Hog's Back - Farnham - Alton</b>	93
<b>*18 Aldershot - Farnham - Bordon - Grayshott - Haslemere</b>	74
24 Guildford - Bramley - Nanhurst - Cranleigh	72
520 Aldershot - Ash Green - Fairlands - Guildford/ Woking	70
19 Aldershot - Farnham - Churt - Haslemere	65
25 Cranleigh - Gomshall - Merrow - Guildford	61
16 Dockenfield - Ridgway Road - Farnham - The Avenues - Weybourne	60
503 Hambledon - Godalming - Wonersh - Godalming	60
<b>*236 Oxted - Westerham - Lingfield - Copthorne - Crawley</b>	58
<b>*2 Camberley - Frimley Park Hospital - Cove - Farnborough</b>	56
48 Frimley Park Hospital - Frimley Green - Knaphill - Woking	55
500 Frimley Park Hospital/ The Meadows - Camberley - Egham - Staines	49
Kite Service Guildford - Normandy - Ash - Aldershot	42
23 Guildford - Warren Road - Merrow	39
538 Worplesdon Road - Stoughton - Jacob's Well - Burpham Sainsbury's Store	32
No Bus Route Specified/ Route Not Part of this Consultation	26
<b>*424 Redhill - Reigate - East Surrey Hospital - Horley - Three Bridges - Crawley</b>	23
523 Milford Hospital - Godalming - Guildford	21
59 Hammer Hill - Shottermill - Grayswood	9
305 Poyle - Wraysbury - Staines - Magna Carta School	5
29 Newdigate - Leigh - Brockham - Dorking	4
Tandridge Demand Responsive Service	4
<b>Total</b>	<b>3197</b>

**\* Commercial changes proposed**

## Q. 2 How frequently do you use each of these services?

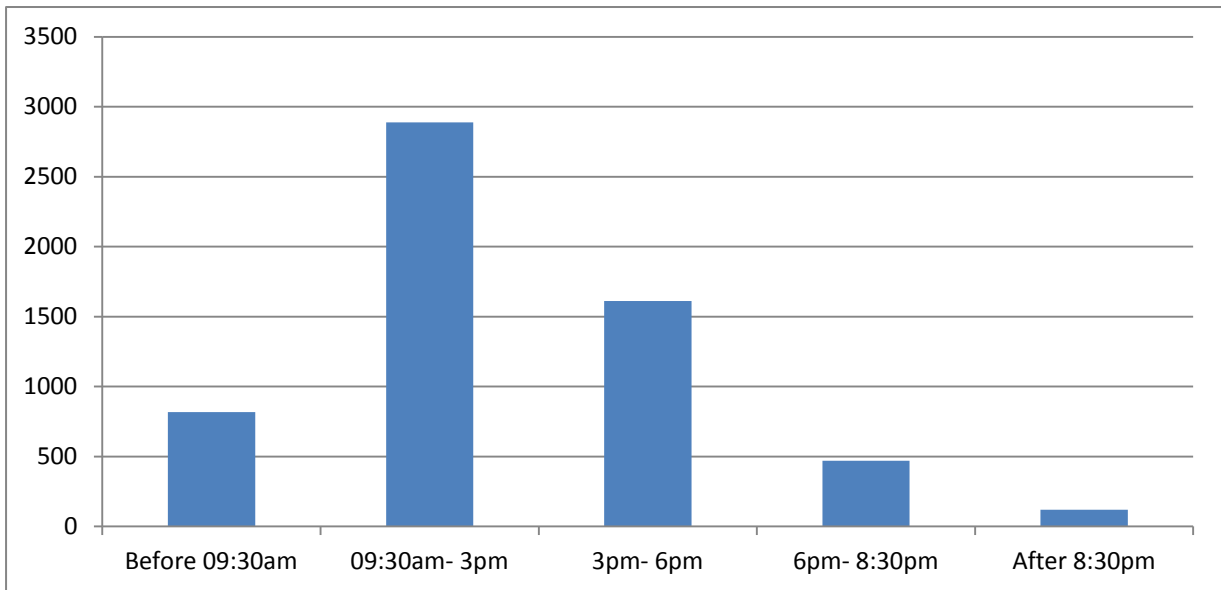
Again, respondents could give comments on a **maximum of three services** that they use.



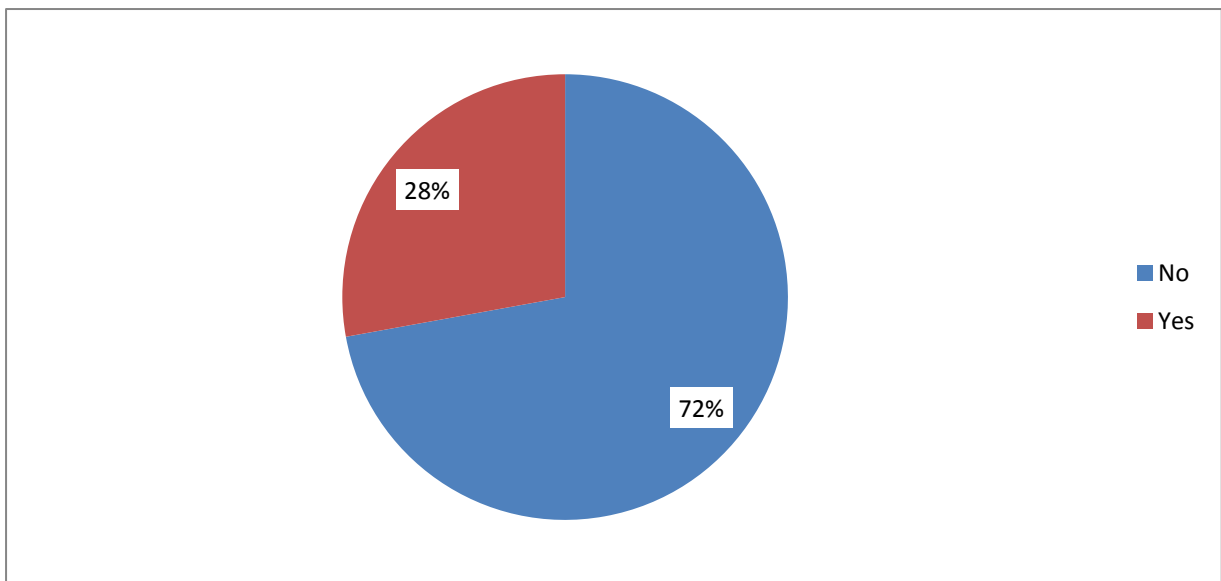


**Q. 3 What time(s) of day do you use each of these services?**

Respondents were able to tick more than one box for this question. Again, respondents could give comments on a **maximum of three services** that they use.



**Q. 4 Do you have access to an alternative form of transport, other than this bus service(s)?**



It must be noted that Questions 2-4 use data obtained from online and hard-copy responses only, therefore from 2422 responses.

**Q. 5 Would any of the proposed changes to the bus service(s) you have listed above have an impact on you?**

Question 5 (and Question 13) considered all 2677 responses (including consultation responses, letters and emails from residents and letters and emails from key stakeholders). Respondents could provide details of what the potential impact could be by providing comments in a free-text box. Comments received to this question (and Question 13) have

been broken down and categorised into groups. The table below demonstrates what the top key issues are and these are highlighted at the top. However, there were 121 responses which supported some of the proposals.

Issue	Number of Responses
Proposal would limit access to shopping or town centre	939
Proposal would limit access to medical appointments	603
Proposal would impact vulnerable people	525
Proposal would limit ability to socialise or reduce quality of life	509
Respondents stated that the current service is seen as acceptable and should be kept as it is	431
Proposal would limit access to and from work / voluntary work	333
Consider a better timetable	287
Consider increasing the frequency of the service	266
Proposal does not provide an alternative option to travel by bus	264
Proposal would leave one housebound and/or isolated	223
Consider altering the route of the service	213
Support/Agree with proposal	191
Proposal would force one to travel by car or taxi	172
Current bus service is not reliable	170
Proposal would limit access to education	166
Consider an evening service or Saturday service or Sunday service	160
Proposal would increase journey time	123
Proposal would force one to use the train or walk or cycle	114
Proposal would increase waiting times	108
Proposal would impact the environment (congestion)	103
Consider improving infrastructure, information or journey experience	93
One does not understand proposed changes	88
Other - Comments not relevant to this consultation	73
Comments relate to concessionary fares	70
Proposal would increase journey cost	47
Comments relate to the consultation process	36
Comments relate to housing developments and a need for public transport	35
Comments relate to safety concerns regarding access/ non access to public transport	27
Consider decreasing the capacity of a bus	24
Comments on bus routes not included within this consultation	23
Consider increasing the capacity of a bus	18
Current bus service is expensive and not affordable	10
Proposal would have a negative impact on the economy	7

The responses to this question have been further analysed to understand what the main issues(s) are for each service proposal. Please see below:

Service Number	Operator	Main issue(s) raised
<b>*1 Gold Aldershot - Farnborough - Camberley - Old Dean</b>	Stagecoach	This bus service is currently not reliable and splitting the service at Camberley could increase waiting times and restrict access to Frimley Park Hospital
<b>*2 Camberley - Frimley Park Hospital - Cove - Farnborough</b>	Stagecoach	Proposal would limit access to medical appointments, especially Frimley Park Hospital and this service is currently not reliable
<b>*3 Yateley - Camberley - Frimley - Ash - Aldershot</b>	Stagecoach	Proposal would limit access to medical appointments, especially from Yateley to Frimley Park Hospital, and limit access to shopping or town, especially Camberley
<b>*4/5 North Town - Aldershot - Hale - Farnham</b>	Stagecoach	Proposal would limit access to shopping or town centre, especially from Folly Hill to Aldershot and/or Farnham, and proposal would impact vulnerable people
11 Farnborough - Frimley Green - Camberley - Paddock Hill - Ansell Road	Stagecoach	Proposal would limit access to shopping or town centre, especially from Farnborough to Mytchett
16 Dockenfield - Ridgway Road - Farnham - The Avenues - Weybourne	Stagecoach	Proposal would limit access to shopping or town centre, especially from Dockenfield to Farnham
<b>*17 Aldershot - Farnham - Rowledge - Shortheath</b>	Stagecoach	Proposal would limit access to shopping or town centre and respondents stated that the current service is seen as acceptable and should be kept as it is.
<b>*18 Aldershot - Farnham - Bordon - Grayshott - Haslemere</b>	Stagecoach	Proposal would limit access to shopping or town centre and access to and from work/ voluntary work
19 Aldershot - Farnham - Churt - Haslemere	Stagecoach	Proposal would limit access to shopping or town centre, especially to Guildford
23 Guildford - Warren Road - Merrow	Buses Excetera	Proposal would limit access to shopping or town centre and impact vulnerable people
24 Guildford - Bramley - Nanhurst - Cranleigh	Buses Excetera	Consider a better timetable and proposal would limit access to medical appointments, especially for Elmbridge Village residents
25 Cranleigh - Gomshall - Merrow - Guildford	Buses Excetera	Proposal would limit access to shopping or town centre
29 Newdigate - Leigh - Brockham - Dorking	Buses Excetera	Proposal would increase journey cost and limit access to education
46 Aldershot - Farnham - Shackleford - Godalming - Compton - Guildford	Stagecoach	Proposal would limit access to shopping or town centre, especially from Badshot Lea, Compton, Hurtmore and Shackleford to Guildford and Godalming, and limit ability to socialise and reduce quality of life e.g. visit Watt's Gallery
48 Frimley Park Hospital - Frimley Green - Knaphill - Woking	Dickson Travel	Proposal would limit access to medical appointments, especially Frimley Park Hospital
59 Hammer Hill - Shottermill - Grayswood	Stagecoach	Proposal would limit access to shopping or town centre

<b>*65 Guildford - Hog's Back - Farnham - Alton</b>	Stagecoach	Proposal would limit access to shopping or town centre and access to and from work/ voluntary work
70 Guildford - Godalming - Witley - Haslemere - Midhurst	Stagecoach	Proposal would limit access to shopping or town centre and access to medical appointments
71 Guildford - Godalming - Witley - Haslemere - Shottermill	Stagecoach	Proposal would limit access to shopping or town centre and access to medical appointments
72 Guildford - Godalming - Aarons Hill	Stagecoach	Proposal would limit access to medical appointments and limit access to shopping or town centre
<b>*236 Oxted - Westerham - Lingfield - Copthorne - Crawley</b>	Southdown	Proposal would limit access to shopping or town centre, especially Crawley
<b>*281 Lingfield - Dormansland - East Grinstead - Crawley Down - Crawley</b>	Metrobus	Proposal would limit access to shopping or town centre, especially Lingfield and Dormansland to East Grinstead and Crawley
305 Poyle - Wraysbury - Staines - Magna Carta School	Bear Buses	Proposal would limit access to shopping or town centre
409 Selsdon - Farleigh - Warlingham - Caterham Station	Metrobus	Proposal would limit access to shopping or town centre, especially from Selsdon and Farleigh, and limit ability to socialise/ reduce quality of life
<b>*424 Redhill - Reigate - East Surrey Hospital - Horley - Three Bridges - Crawley</b>	Buses Excetera	Support/ agree with proposal
446 Woking - Chertsey - Stanwell Moor - Heathrow Terminal 5	Abellio	Proposal would limit access to shopping or town centre, especially Staines to Heathrow T5, and limit access to medical appointments
462/ 463 Woking - Send - Burpham - Guildford	Arriva	Proposal would limit access to shopping or town centre, especially from Ripley
500 Frimley Park Hospital/ The Meadows - Camberley - Egham - Staines	Dickson Travel	Proposal would limit access to shopping or town centre, especially Staines, and limit access to medical appointments, especially Frimley Park Hospital and respondents stated that the current service is seen as acceptable and should be kept as it is.
503 Hambledon - Godalming - Wonersh - Godalming	Stagecoach	Proposal would limit access to shopping or town centre, especially Godalming, and would impact vulnerable people
509 Caterham on the Hill - Godstone - Lingfield - East Grinstead	Southdown	Proposal would limit access to shopping or town centre, especially East Grinstead, and would limit ability to socialise/ reduce quality of life
516 Dorking - Boxhill - Leatherhead - Epsom - Kiln Lane Sainsbury's	Buses Excetera	Proposal would limit access to shopping or town centre, especially Epsom, and respondents stated that the current service is seen as acceptable and should be kept as it is.
520 Aldershot - Ash Green -	Stagecoach	Proposal would impact vulnerable people

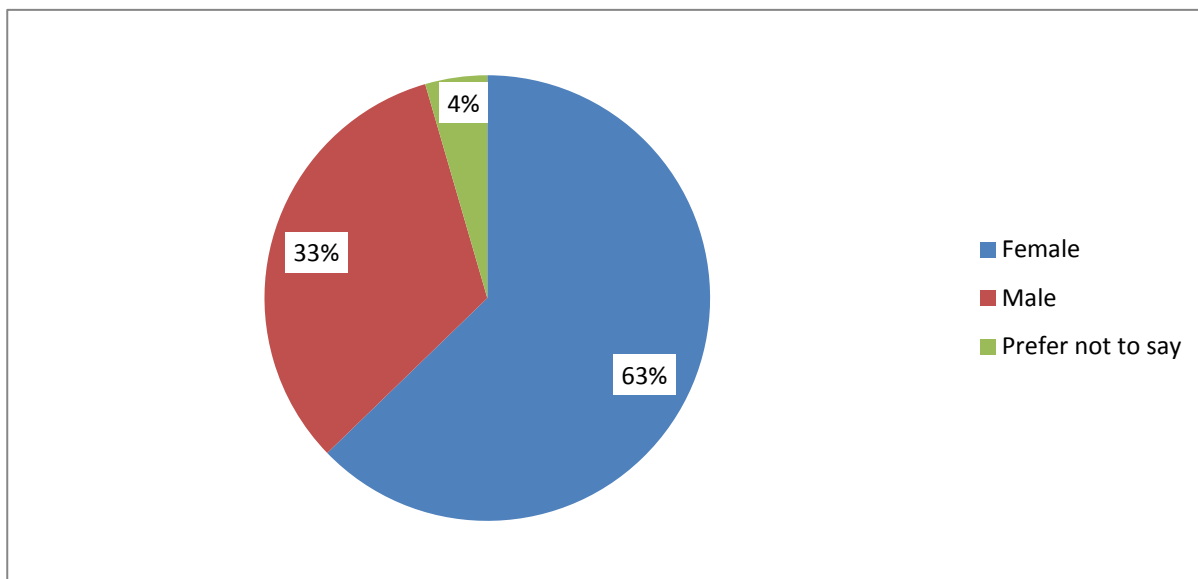
Fairlands - Guildford/ Woking		and limit access to shopping or town centre
523 Milford Hospital - Godalming - Guildford	Stagecoach	Housing developments and need for public transport and respondents stated that the current service is seen as acceptable and should be kept as it is. The proposal would also limit access to shopping or town centre
538 Worplesdon Road - Stoughton - Jacob's Well - Burpham Sainsbury's Store	Stagecoach	Proposal would limit access to shopping or town centre, especially from Jacobs Well, and respondents stated that the current service is seen as acceptable and should be kept as it is
Kite Service Guildford - Normandy - Ash - Aldershot	Stagecoach	Consider an evening, Saturday or Sunday service and proposal would limit access to shopping or town centre
Tandridge Demand Responsive Service	Buses 4U	Proposal would limit ability to socialise/ reduce quality of life

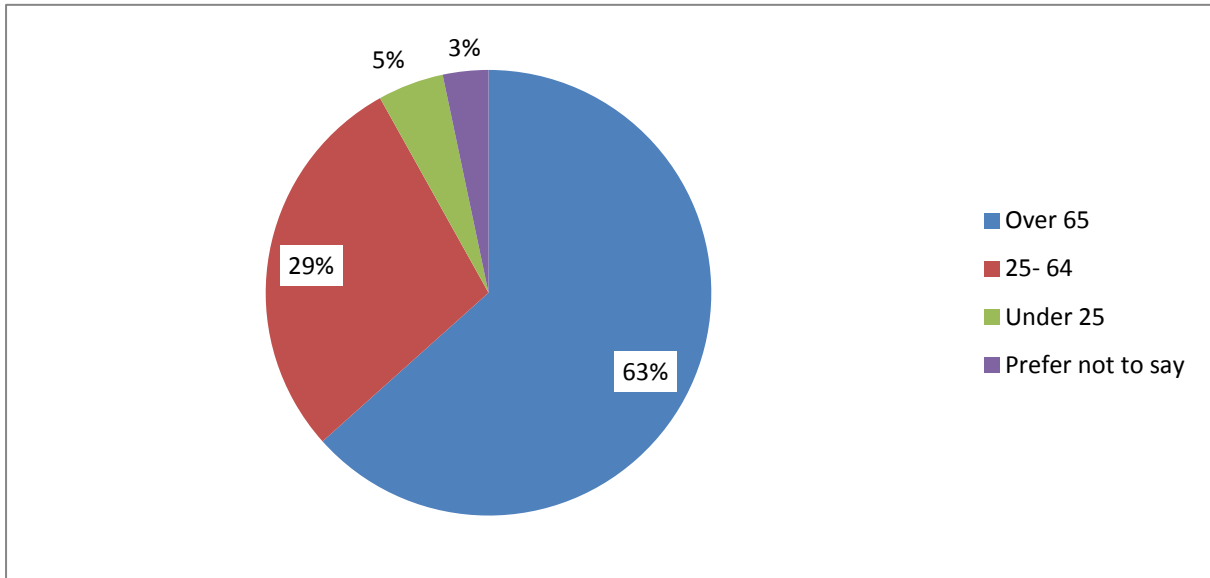
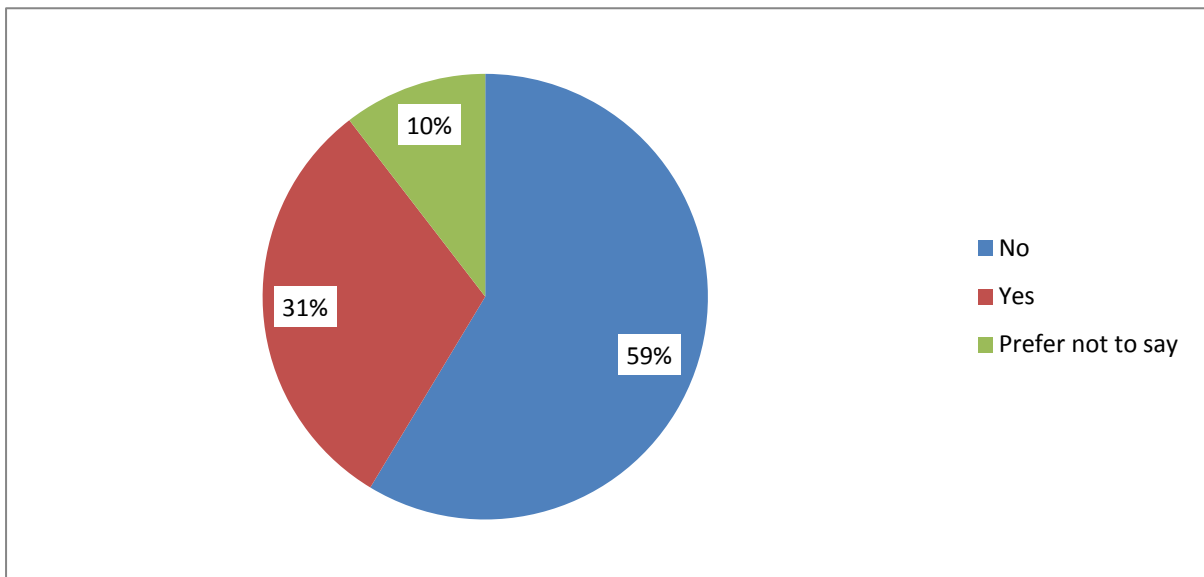
**\*Commercial changes proposed**

**About You**

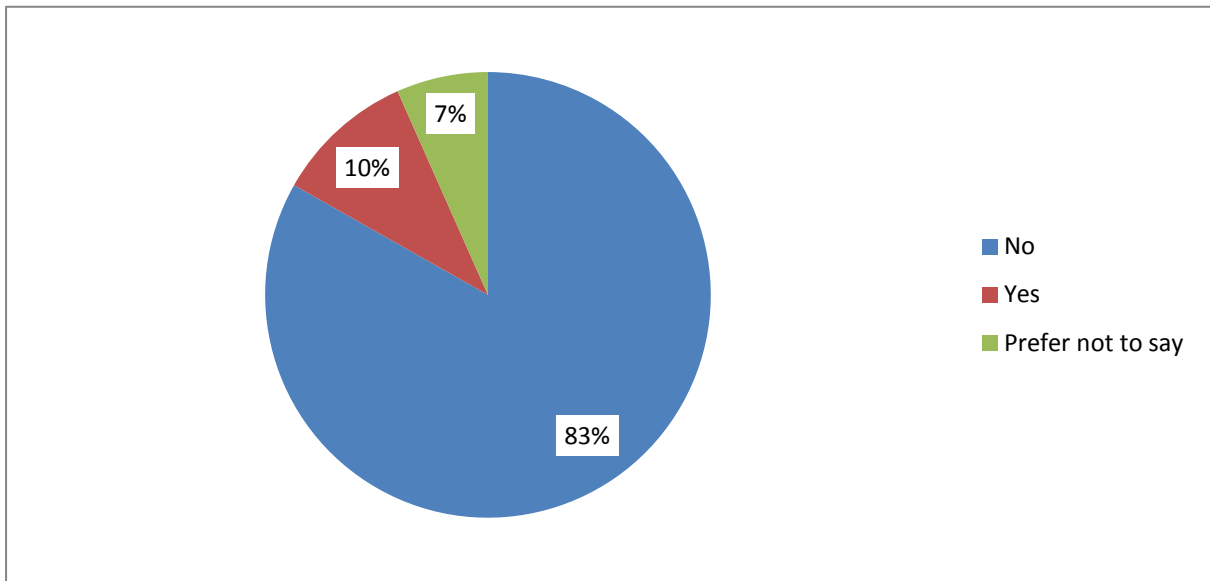
This second section collected data on those responding to the questionnaire (therefore out of the 2422 online and hard-copy responses) to inform trends and information on the demographic of those partaking in the public consultation for Year Two of the Local Transport Review.

**Q. 6 What is your gender?**

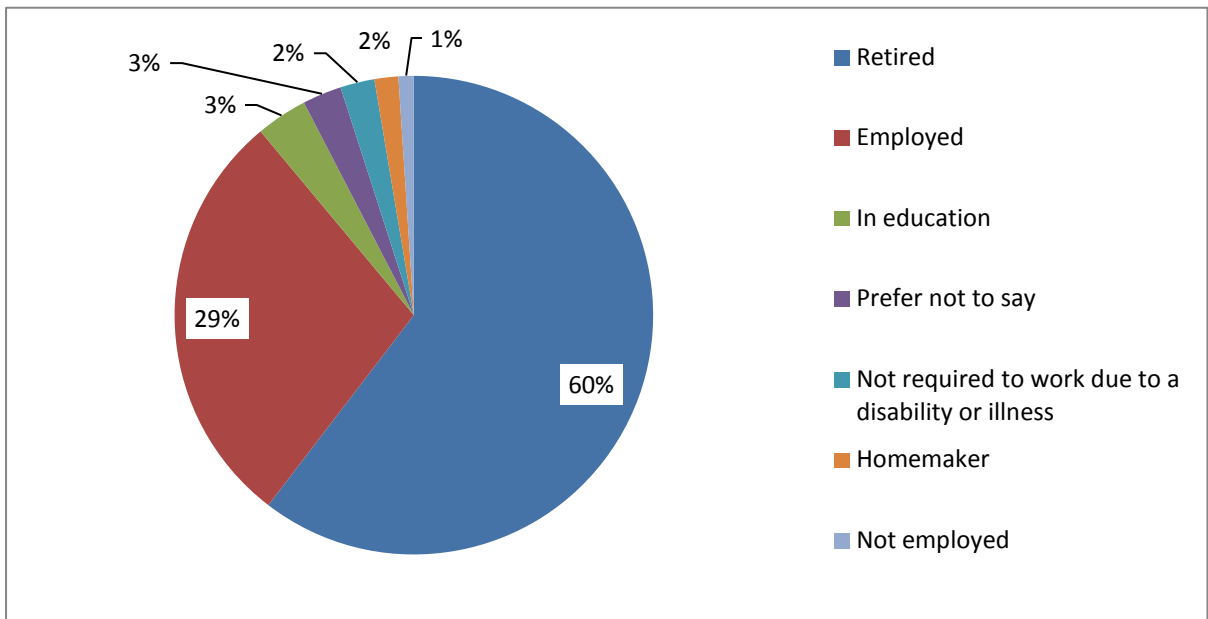


**Q. 7 What is your age?****Q. 8 Do you consider yourself to have a disability or a long-standing condition which affects how you travel?**

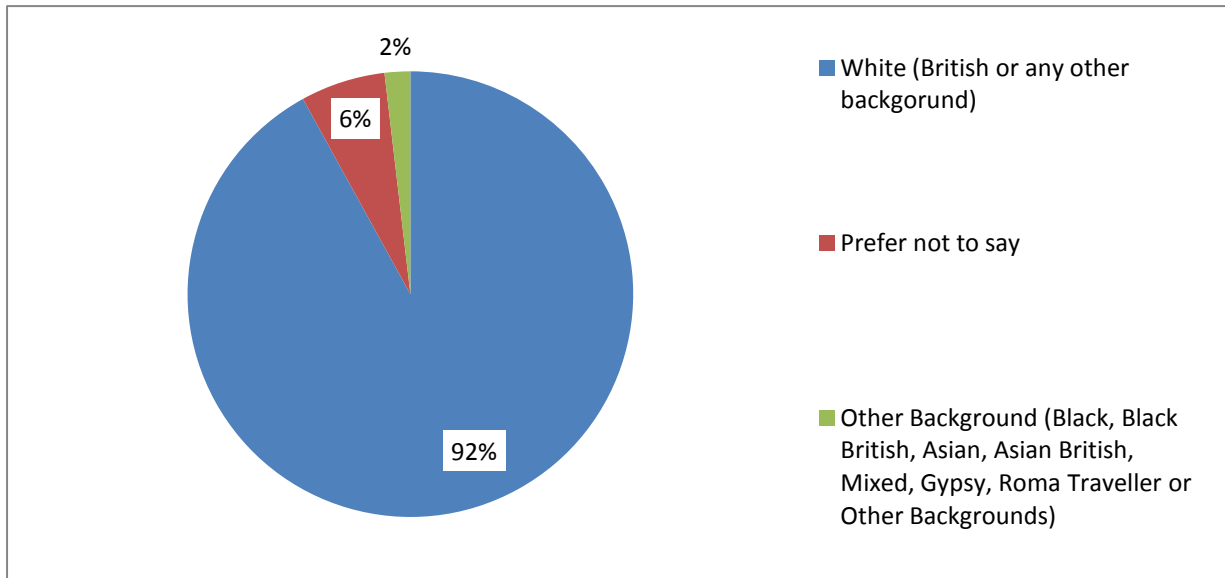
**Q. 9 Do you have a caring responsibility for an adult or a child with a disability?**



**Q. 10 Which of the following categories do you feel best describes your employment status?**



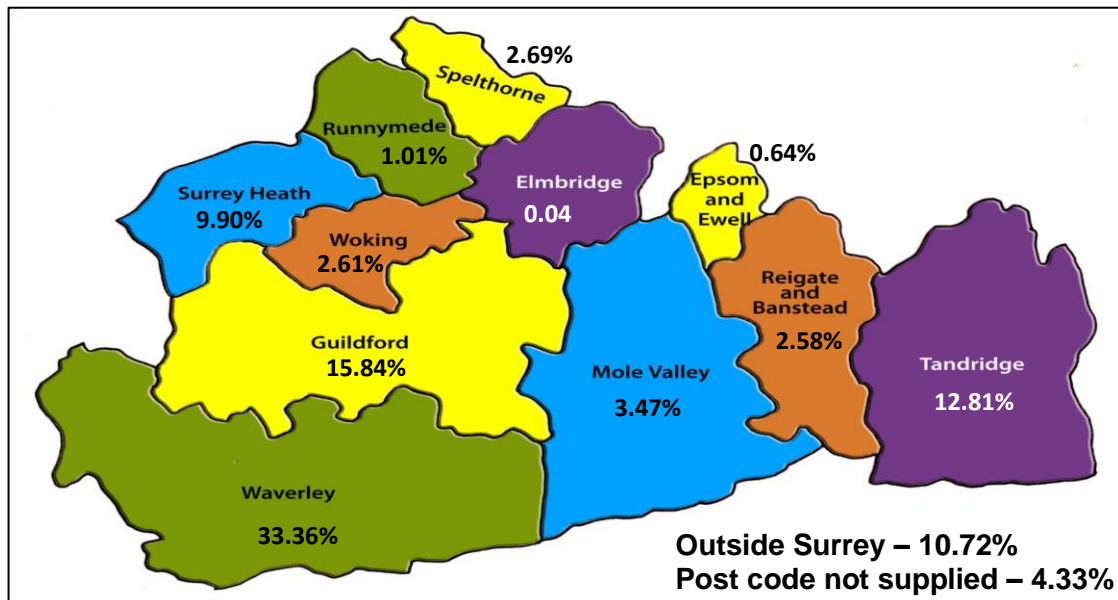
### Q. 11 Which of the following categories best describes your ethnicity?



All questions in the About You section, especially questions 8, 9 and 11, are important ones to ask within the consultation process. They are useful in terms of providing data on the demographics of Surrey bus users. The data collected will also inform the Equality Impact Assessment completed for Year 2 of the Local Transport Review.

### Q. 12 What is your post code?

This question intended to obtain information concerning responses by area. Please see the graphic below which highlights the percentage of responses (where provided) from each Surrey District and Borough and from outside of the county.



### Q. 13 Do you have any other feedback?

The analysis for this question was included in the responses to Question 5.



Annex B Proposed local bus service changes from September 2016 - Services supported by Surrey County Council

Service	Current route	Present operator	Frequency and days of operation (journey figure means journeys each way)	Borough / District served	Total number of annual one-way passenger journeys on current service (as recorded by Bus Operators)	* Number of respondents to the public consultation January - March 2016 who stated they used the service	Original proposal	Recommended outcome	** Best estimate of number of people on an average weekday potentially impacted by proposed change	Current annual cost £	New annual cost £	Cost saving in 2016/17 financial year £	Annual saving £
Page 33 11	Farnborough-Mytchett-Frimley Green-Deepcut-Maultway-London Road-Camberley-Bain Avenue-Frimley Park Hospital-Paddock Hill-Worsley Road, Ansell Road	Stagecoach	Monday to Saturday approx hourly	Surrey Heath	54,000	120	<ul style="list-style-type: none"> <li>• <b>Option 1:</b> Route and timetable to remain unchanged</li> <li>• <b>Option 2:</b> Revise the hourly route to: Farnborough-Frimley-Frimley Park Hospital-Paddock Hill-Worsley Road-Frimley Green-Deepcut-Maultway-London Road-Camberley. Dickson Service 500 could be diverted via the Bain Avenue area of Frimley, but Mytchett and the Ansell Road/ Middlemoor Road area of Frimley would not be served</li> <li>• <b>Option 3:</b> Split the service into two separate routes, each operating every 90 minutes. Service 11 route would be: Farnborough-Mytchett-Frimley Green-Worsley Road-Paddock Hill-Frimley Park Hospital-Bain Avenue-Camberley. Service 12 would be Farnborough-Mytchett-Frimley Green-Deepcut-Maultway-London Road-Camberley</li> <li>• Any option could involve a reduced service on Saturdays or a later start and earlier finish</li> </ul>	Current route to continue with a generally hourly frequency but with some reduction on parts of the route early morning and between 15:00 and 16:30hrs	8	£147,600	£143,000	£2,683	£4,600
16	Dockenfield-Rowledge-Shortheath-Ridgway Road-Menin Way-Farnham-Water Lane Sainsbury's-The Avenues-Knights Road-Copse Avenue-Weybourne	Stagecoach	Monday to Friday 5 journeys daily	Waverley	6,300	60	<ul style="list-style-type: none"> <li>• Timetable and route could be expanded to give more journeys from Rowledge and to provide a limited service for Folly Hill to Farnham and for Badshot Lea to Farnham</li> <li>• The council would be keen to support local organisations to deliver a community transport solution in the Dockenfield area, possibly a Dial a Ride basis</li> </ul>	<p>Revised to provide a service on Mondays to Saturdays between Shortheath and Aldershot via Ridgway Road, Farnham, Water Lane Sainsburys and Badshot Lea. Diverted between Ridgway Road and Farnham Station via Tilford Road. Menin Way will be served by Service 46. Diverted between Farnham and Water Lane Sainsbury's via Hale Road instead of Guildford Road.</p> <p>Approx. four journeys on the section between Shortheath and Farnham and five or six between Farnham and Aldershot. Certain journeys would extend from/to Rowledge to maintain current link with Sainsburys. Withdrawn from Dockenfield and from the current section of route via "The Avenues" in Heath End and the Weybourne residential roads. However, the Waverley Hoppa Demand-Responsive service is available in those areas and from Dockenfield for door-to-door trips to Farnham, on which concessionary bus passes for free travel are available. The revised service 16 would also provide a replacement for much of service 46 between Farnham and Aldershot.</p>	5	£53,400	£64,900	£6,708	£11,500
19	Aldershot-Weybourne-Farnham-Lower Bourne-Frensham-Churt-Beacon Hill-Hindhead-Haslemere	Stagecoach	Monday to Saturday approx hourly	Waverley	131,800	65	<ul style="list-style-type: none"> <li>• Service would continue with current route and frequency but with timetable adjustments</li> <li>• At Haslemere, buses would no longer run through to Godalming and Guildford as Service 71, to improve reliability</li> </ul>	To continue on its current route to a generally hourly frequency. Extended within Haslemere from the town centre to High Lane Estate, to replace part of service 59. Note that buses on service 19 would no longer change their number to 71 at Haslemere and then run on to Guildford.	0	£42,900	£42,900		
22	Chart Downs-Dorking-Westcott-Shere-Abinger Hammer-Holmbury St Mary-Abinger Common	Metrobus	Monday to Friday, 7 journeys	Mole Valley	24,168		This service is included as it now forms part of an alternative tender package with services 26/29/516	<p>Service 516 would be renumbered <b>service 21</b> and be extended from Dorking to Crawley. Operating basically every 2 hours between Crawley and Epsom (with some longer gaps in service at certain times) providing new direct links from Epsom, Ashtead, Leatherhead, Headley, Box Hill, Dorking with Beare Green, Newdigate, Charlwood, Ifield and Crawley. 7 journey opportunities from Dorking to Leatherhead via Box Hill on Monday to Friday (currently 8), 5 of these continuing to serve Kiln Lane Sainsburys, Epsom (currently 7). 6 journeys on Saturdays, 5 continuing to Kiln Lane, Epsom (same as current provision). First bus from Box Hill to Leatherhead Station would operate 20 minutes earlier on Monday to Friday at 06:45 with the last bus from Leatherhead Station to Box Hill being 30 minutes later at 19:02. In conjunction with revised service 22 (see below) this creates a new, generally hourly service between Dorking and Crawley Monday to Friday. New regular journey opportunities for Newdigate Monday to Saturdays. Maintains all school links currently undertaken by service 516. <b>Service 22</b> - Revised route operating basically every 2 hours Monday to Friday between Dorking, Chart Downs, Leigh, Charlwood, Hookwood, Horley, Gatwick Airport and Crawley. Holmbury St Mary and Abinger Common would maintain a similar number of journeys as currently provided into Dorking with buses running through to Crawley.</p> <p><b>Note - this new annual cost includes new services 21/22, which replace existing services 22,26,29 &amp; 516</b></p>	0	£107,564	£363,902	£149,531	£256,338

23	Guildford-Charlotteville-Warren Road-Boxgrove Park-Merrow (Great Goodwin Drive)	Buses Excetera	Monday to Saturday, every 2 hours	Guildford	12,600	39	<b>Proposed changes:</b> • A revised timetable would be introduced, also including the Tornead Road/ Cross Lanes area, in conjunction with plans to re-route Service 25.	No change to route or timetable on Mondays to Fridays, but a reduced service introduced on Saturdays, with journeys from Merrow and Boxgrove Park at approx. 09:10, 11:10, 13:40, 15:40 and 17:50 on that day, returning from Guildford at approx. 10:45, 13:15, 15:15 and 17:35. On Saturdays the route would be via Charlotteville and Warren Road in both directions, with Cross Lanes and Tornead Road not served.	3 Saturdays only	Included in 24	Included in 24		
24	Guildford-Shalford-Bramley-Birtley-Grafham-Palmers Cross-Nanhurst-Elmbridge Village-Cranleigh	Buses Excetera	Monday to Saturday, 11 journeys daily	Guildford, Waverley	36,900	72	<b>Proposed changes:</b> • Revise the timetable with journeys at these approximate times: Mondays to Fridays: Cranleigh to Guildford at 07:25, 08:35, 10:35, 12:35, 14:35, 15:35 and 17:10; Guildford to Cranleigh at 08:00, 10:00, 12:00, 14:00, 16:30 and 18:00 Saturdays: Cranleigh to Guildford at 08:10, 10:10, 12:40, 14:40, 16:40; Guildford to Cranleigh at 09:35, 11:35, 14:05, 16:05 and 17:20 • Journeys for Glebelands School will be maintained  <b>Alternative services:</b> • Arriva Service 53/63 between Guildford and Bramley • Compass Bus Service 42 between Nanhurst and Cranleigh	No change to route and no change to timetable on Mondays to Fridays, but with a revised Saturday timetable, with departures from Guildford at 09:35, 11:35, 14:05, 16:35 and 17:50 and from Cranleigh at 08:10, 10:10, 12:40, 14:40 and 17:10	5 Saturdays only	£268,100	£258,100	£5,833	£10,000
25	Cranleigh-Ewhurst-Peaslake-Burrows Cross-Gomshall-Shere-Merrow-Boxgrove Park-Tornead Road-Guildford	Buses Excetera	Monday to Saturday, every 2 hours	Guildford, Waverley	20,800	61	<b>Proposed changes:</b> • Re-route the service to operate direct via Epsom Road between Merrow and Guildford, except for journeys at school times (departing Ewhurst at 07:30 and Guildford at 15:10) which would still serve George Abbot School, Boxgrove Road and Tornead Road • Revise timetable to provide at least two trips each way into Guildford and two into Cranleigh, between 09:30 and 14:45 • Withdraw the journey at 16:25 from Tornead School to Ewhurst, 17:09 Cranleigh to Guildford and 17:30 Guildford to Ewhurst, Mondays to Fridays • Withdraw service on Saturdays  <b>Alternative services:</b> • Services 36/37 between Guildford and Merrow • Compass Service 32 between Guildford and Gomshall via Chilworth and Shere • Arriva Service 53 between Ewhurst, Cranleigh and Guildford	No change to current route and timetable on Mondays to Fridays, except that the journey at 16:25 on school days from Tornead School to Ewhurst would not operate as it only carries one or two students in total. Service to be withdrawn on Saturdays due to low unique patronage, although service 23 would continue to serve Merrow, Boxgrove Park and Warren Road (see above)	2 schooldays 6 Saturdays	Included in 24	Included in 24	Included in 24	Included in 24
26	Horley-Charlwood-Crawley	Metrobus	Monday to Saturdays, approx every 90 minutes	Mole Valley	17,186		This service is included as it now forms part of an alternative tender package with services 22/29/516	Integrated with services 21/22 (above), with the 26 number no longer used. On Monday to Friday the number of journeys from Charlwood to Crawley would increase from 6 to 12 with some operating via Hookwood, Horley and Gatwick Airport and some operating direct via Ifield. New services 21/22 provide regular buses from Charlwood to Dorking with onward links including to Box Hill, Leatherhead and Epsom. On Saturdays the new service 21 is proposed to operate every 2 hours from Crawley to Ifield, Charlwood, Newdigate, Beare Green, Dorking, Box Hill, Leatherhead and Epsom. Charlwood would no longer have links with Horley and Hookwood on Saturdays. School journey to Oakwood School from Charlwood is maintained. Taken together services 21/22 provide significantly enhanced connectivity for several Mole Valley villages and represent a major improvement on the current network of routes.	7 on Saturdays	£122,812	included in 22	£71,640	£122,812
29	Newdigate-Parkgate-Shellwood Cross-Leigh-Strood Green-Brockham-Dorking	Buses Excetera	29 - Monday to Friday 1 journey	Mole Valley	13,018	4	<b>Proposed changes</b> Withdraw this service of one journey each way, Monday to Friday. Separate provision would be made for those students from the Newdigate and Leigh areas who are entitled to free home to school transport.  <b>Alternative services:</b> Proposed changes to Service 516 and existing Service 32 would serve passengers travelling from Strood Green and Brockham	as original proposal (see also 516)	4	included in 516	included in 22		

46	Aldershot-Badshot Lea-Farnham- Elstead-Cock Hill- Elstead- Shackleford- Hurtmore- Charterhouse- Godalming- Farncombe- Binscombe- Compton- Sunnydown- Guildford	Stagecoach	Monday to Saturday 10 journeys daily	Guildford, Waverley	105,600	309	<ul style="list-style-type: none"> <li>New route proposed as Aldershot-Weybourne-Farnham-Elstead Green-CockHill-Elstead Green-Milford-Ockford Ridge-Aarons Hill-Godalming-Farncombe-Binscombe-New Pond Road-Peasmarsh-Guildford</li> <li>Would operate approximately hourly, Monday to Saturday</li> <li>Would replace Service 17 between Aldershot and Farnham and Service 72 between Ockford Ridge and Guildford</li> <li>In Milford, could run via Portsmouth Road (Milford Post Office) or via the Milford Church stop</li> <li>Overall, Milford could have three buses per hour to Guildford and Godalming, increased from two</li> <li>Badshot Lea linked to Farnham by revised Service 16 but not to Aldershot</li> <li>Shackleford, Hurtmore, Charterhouse, Compton and Sunnydown would no longer be served. This would be due to current low usage of these services. However, there may be an opportunity to provide limited links to Godalming and Guildford during shopping hours. Alternatively, the council would be keen to work with these communities to assist with possible community transport initiatives</li> </ul>	Recommended that the service continues to operate on its current route throughout the day, to a generally hourly frequency, between Guildford and Farnham via Compton, Godalming, Hurtmore and Elstead. The section of route between Farnham, Badshot Lea and Aldershot to be replaced largely by service 16, although it may prove possible to provide an early morning through journey from Aldershot to Guildford on service 46. In South Farnham, the route will be diverted via Menin Way and Tilford Road, instead of direct via Waverley Lane.	15	£169,000	£142,900	£15,225	£26,100
48	Frimley Park Hospital- Heatherside- Deepcut-Frimley Green-Brookwood- Knaphill-Littlewick- Horsell-Woking	Dickson Travel	Monday to Friday, every 2 hours	Guildford, Surrey Heath, Woking	19,500	55	<p><b>Proposed changes:</b></p> <ul style="list-style-type: none"> <li>Withdraw journeys before 09:30 and after 14:30, due to very low use</li> <li>Service to run at approximately 09:30 from Frimley Park Hospital to Woking, returning to Frimley Park at approximately 13:30 from Woking. Between these trips there will be two journeys each way between Brookwood Station and Woking, timed to run between journeys on Arriva Service 28</li> </ul> <p><b>Alternative services:</b></p> <ul style="list-style-type: none"> <li>Stagecoach Services 2 and 11 between Deepcut, Heatherside and Frimley Park Hospital</li> <li>Arriva Services 28, 34, 35 and 91 between Knaphill and Woking</li> <li>Arriva Service 28 between Brookwood and Woking</li> <li>Buses Excetera Service 73 between Horsell and Woking</li> </ul>	as original proposal	10	Included in 500	Included in 500		
59	Hammer Hill- Woolmer Hill- Shottermill- Haslemere-High Lane Estate- Grayswood	Stagecoach	Monday to Saturday approx every 40 minutes;	Waverley	53,500	9	<ul style="list-style-type: none"> <li>The two return journeys over the section of the route between High Lane Estate and Grayswood would be withdrawn. Service 70 offers an alternative</li> <li>There could be a reduced service on Saturdays, finishing at around 14:00</li> </ul>	Service to be withdrawn and replaced by extensions of service 19 (for High Lane Estate) and 70 (for Woolmer Hill area). Section of route to Hammer Hill Estate (in West Sussex) withdrawn due to very low patronage. A link on school days from High Lane Estate to Woolmer Hill School will continue to be included.	2	£77,500	£0	£45,208	£77,500
70	Guildford- Peasmarsh- Farncombe Meadrow- Godalming-Milford- Witley-Brook- Grayswood- Haslemere- Shottermill- Camelsdale- Fernhurst-Midhurst	Stagecoach	Monday to Saturday approx hourly	Guildford, Waverley	424,600	111	<ul style="list-style-type: none"> <li>Service would continue with current route and frequency, but with timetable adjustments to improve reliability and to integrate with other services between Guildford and Milford/ Witley</li> </ul>	To continue on its current route between Guildford and Shottermill and then extended to Woolmer Hill area, on a generally hourly frequency. Haslemere-Midhurst section transferred to service 71.	0	£288,300	£275,600	£7,408	£12,700
71	Guildford- Peasmarsh- Farncombe Meadrow- Godalming-Milford- Witley- Chiddingfold- Ramsnest- Haslemere- Shottermill	Stagecoach	Monday to Saturday approx hourly; Sunday every 2 hours	Guildford, Waverley	included in 70	99	<ul style="list-style-type: none"> <li>Service would continue with current route and frequency, but with timetable adjustments to improve reliability and to integrate with other services between Guildford and Milford/ Witley</li> <li>At Shottermill, buses would no longer run through to Hindhead, Farnham and Aldershot as Service 19, to improve reliability</li> <li>The service could be diverted between Peasmarsh and Godalming, to follow Service 46 through Binscombe and Farncombe, increasing choice of service in those areas</li> </ul>	To continue on its current route from Guildford to Haslemere, on a generally hourly frequency, but then extended Mondays to Saturdays from Haslemere to Fernhurst and Midhurst, to replace service 70. Certain journeys can divert via Eashing Lane Green in Godalming, (to supplement service 72) as they presently do.	0	Included in 70	Included in 70		
72	Guildford- Peasmarsh- Farncombe Meadrow- Godalming- Ockford Ridge- Aarons Hill	Stagecoach	Monday to Saturdays, every 30 mins.	Guildford, Waverley	included in 70	104	The service could be withdrawn and replaced by revised Service 46	Service to continue from Ockford Ridge/Aarons Hill to Godalming and Guildford on a generally hourly frequency, supplemented early morning/late afternoon-evening by diversions of service 71. Service 72 proposed to operate between Godalming and Catteshall (for the Mill Medical Practice). Route from Meadrow to Guildford could be direct via Old Portsmouth Road and Peasmarsh (as now), or through Farncombe, Summers Road and Peasmarsh. If service 72 operated via Catteshall, consideration would have to be given whether Compass Bus service 42 should take a more direct route between Godalming and Farncombe.	0	Included in 70	Included in 70		

236	Oxted - Westerham-Edenbridge-Dormansland-Lingfield-Newchapel	Southdown	Monday to Friday 6 journeys	Tandridge	20,426	58	<p><b>Proposed changes:</b></p> <ul style="list-style-type: none"> <li>The operator is considering withdrawing the section of route between Copthorne and Crawley.</li> </ul> <p><b>Alternative services:</b></p> <ul style="list-style-type: none"> <li>Metrobus service 281 hourly from Lingfield and Dormansland to Crawley (Please note, Metrobus are reviewing the 281 service to Lingfield and Dormansland)</li> <li>*Southdown 424 and Metrobus service 82, 281, 291, 400 connect parts of Copthorne with Three Bridges and Crawley</li> </ul>	Operating every 2 hours on Monday to Friday - Route would continue to operate to a similar timetable as now between Oxted, Westerham, Edenbridge, Dormansland and Lingfield. It is proposed that the route would then continue to East Grinstead operating via Felcourt which together with revised route 409 would maintain an hourly service between Lingfield, Felcourt and East Grinstead on Mondays to Fridays. Service withdrawn from Lingfield to Newchapel, Snow Hill, Copthorne, Three Bridges and Crawley. Newchapel continues to be served by Southdown service 485 to East Grinstead and for additional journey opportunities, Buses4U, the demand responsive service, operating throughout Tandridge can be booked in advance and concessionary bus passes are also accepted on this service.	7	included in 509	included in 509		
305	Poyle-Colnbrook-Wraysbury-Staines-Magna Carta School	Bear Buses	Monday to Friday 4 peak and 4 off-peak journeys; Saturday 4 off-peak journeys	Runnymede, Spelthorne	25,900	5	<p><b>Proposed changes:</b></p> <ul style="list-style-type: none"> <li>Withdraw the subsidy payment for the journeys on school days at 07:35 from Poyle and at 15:25 from Magna Carta School, which may result in those journeys being withdrawn. This is due to low usage by Surrey residents.</li> </ul> <p><b>Alternative services:</b></p> <ul style="list-style-type: none"> <li>Services 117, 290 and 458 into Staines town centre to connect to services 71 and 441 which run to Pooley Green, near Magna Carta School</li> </ul>	Funding withdrawn as per the original proposal. The two journeys affected may continue to cover the other local authority areas through which service 305 runs, subject to agreement between the operator and those authorities.	2	£35,000	£0	£23,333	£35,000
357	Warlingham-Whyteleafe South-Marden Lodge-Caterham Station-Chaldon-Merstharn-Redhill-Reigate	Southdown	Monday to Friday, hourly	Tandridge, Reigate & Banstead	commercial service		This service is included as it now forms part of an alternative tender offer with services 409 and 509	Would continue to operate Monday to Friday basically hourly - It is proposed to extend this route each hour from Warlingham Sainsburys to Farleigh, Chelsham Common Great Park and Selsdon to compliment the revised hourly service on route 409. This maintains 2 buses per hour between Caterham Valley, Whyteleafe, Warlingham and Selsdon on Monday to Friday. All school journeys on 357 will continue unaltered.	0	nil	nil	nil	nil
409	Selsdon-Great Park-Farleigh-Chelsham-Warlingham-Whyteleafe-Caterham on the Hill-Caterham Station	Metrobus	Monday to Saturday approx every 30 minutes	Tandridge	158,775	180	<p><b>Proposed changes:</b></p> <ul style="list-style-type: none"> <li>Service to run approximately hourly Monday to Saturday</li> <li>Reduce or withdraw the service between Farleigh and Selsdon</li> <li>Journeys to Warlingham School would continue to operate but may have some revisions</li> </ul> <p><b>Alternative services:</b></p> <ul style="list-style-type: none"> <li>Service 403 every 12 minutes from Warlingham Sainsbury's to Sanderstead and Croydon</li> <li>Service 412 approximately every 12 minutes from Sanderstead to Selsdon. The overall journey time from Warlingham Green is a maximum of 25 minutes</li> <li>Services 400 and 509 between Caterham on the Hill and Caterham Valley</li> <li>Buses4U demand responsive service throughout Tandridge, Monday to Saturday</li> <li>Service 357 from Caterham on the Hill to Caterham Valley, Whyteleafe, Warlingham Green and Warlingham Sainsbury's at Chelsham, Monday to Friday</li> </ul>	Operating hourly - it is proposed to maintain the current route on Monday to Friday between Selsdon, Chelsham Common Great Park, Farleigh, Warlingham, Whyteleafe, Caterham on the Hill, Caterham Station and then extending to serve Godstone hourly and then operating every two hours from Godstone to East Grinstead via South Godstone, Blindley Heath, Lingfield, and Felcourt to East Grinstead. This revised 409 together with revised service 357 will maintain a half hourly link between Caterham Valley and Selsdon on Monday to Friday - service 409 operating its usual route via Caterham on the Hill, Buxton Lane, Whyteleafe Hill and service 357 operating its usual route via Croydon Road and Godstone Road. On Saturday an hourly service would operate on route 409 from Chelsham Common Great Park to Godstone, with a bus every 2 hours continuing to East Grinstead via South Godstone, Blindley Heath, Lingfield and Felcourt. There would be no service to Selsdon on Saturdays. Service 409 together with Metrobus commercial route 400 will jointly provide a half hourly service between Godstone, Caterham Station and Caterham (Coulson Road) on Monday to Saturday. A journey to Warlingham School that currently operates from Caterham Station via Croydon Road and Godstone Road will operate in the opposite direction, starting at Whyteleafe and operating via Marden Lodge to Caterham Station where it rejoins the normal 409 route operating via Caterham on the Hill and Buxton Lane. For additional journey opportunities in South Godstone and Blindley Heath Buses4U, the demand responsive service operating throughout Tandridge can be booked in advance and concessionary bus passes are accepted on this service. For additional buses between Caterham Valley and Caterham on the Hill (The Village) see service 509.	23 on Saturdays	£255,572	£0	£149,084	£255,572
446	Woking-Ottershaw-St Peter's Hospital-Chertsey-Staines-Ashford Hospital-Stanwell Moor-Heathrow Terminal 5	Abellio	Daily, hourly	Runnymede, Spelthorne, Woking	198,900	108	In August 2015 the service was extended from Ashford Hospital to Heathrow. This followed representations from the community of Stanwell Moor, which sought a bus service to Staines and Heathrow from the village itself. Funding for one year only was made available by Surrey County Council and Heathrow Airport Ltd., subject to usage of the service increasing. Therefore, the service will be reviewed during 2016 to inform whether the extended section of route should continue to be supported.	Decision deferred as discussions are still continuing between the County Council, the operator and Heathrow Airport Ltd.	0				
Page 36 462/463	Woking-Rydens Way-Old Woking-Send-Send Marsh-Ripley-Burnt Common-Burpham (462)-West Clandon (463)-Morrow (463)-Guildford	Arriva	Monday to Saturday, hourly	Woking, Guildford	79,600	103	<p><b>Proposed changes:</b></p> <ul style="list-style-type: none"> <li><b>Option 1:</b> Reduce the number of journeys serving Ripley, but retain some morning and afternoon journeys to/from Woking.</li> <li><b>Option 2:</b> Change all journeys to run direct between Send Marsh and Burnt Common, with none serving Ripley</li> <li>Change all journeys to run via West Clandon and Merrow (463) instead of some via Burpham (462)</li> </ul> <p><b>Alternative services:</b></p> <ul style="list-style-type: none"> <li>515 operates between Ripley, Burnt Common, Burpham and Guildford</li> <li>40 provides one round trip on Tuesdays from Ripley to Woking</li> </ul>	<b>Option 1</b> to be pursued. Services would still operate between Guildford and Woking as currently, but journeys diverting to serve Ripley reduced. It is anticipated that journeys will continue to leave Ripley for Woking at approx. 09:20, 10:15, 13:15 and 17:50, returning from Woking at approx. 09:00, 09:50, 12:50 and 17:25. These journeys would start/finish at Guildford as usual.	3	£168,900	£165,300	£2,100	£3,600

500	Frimley Park Hospital (Monday to Friday) or The Meadows (Saturday)-Camberley-Bagshot-Lightwater-Windlesham-Sunningdale-Egham-Staines	Dickson Travel	Monday to Friday maximum 9 journeys; Saturday 2 journeys	Runnymede, Spelthorne, Surrey Heath	48,500	49	<b>Proposed changes:</b> <ul style="list-style-type: none"> <li>One less round trip between Frimley Park Hospital and Staines, Monday to Friday, to improve reliability of the service. Journeys to/from Charters School would be maintained. Change 17:15 from Camberley to Sunningdale to 17:35</li> <li>Include two journeys for commuters from Lightwater to Sunningdale via Windlesham, arriving at the station at 07:20 and 07:50, returning at 18:00 and 19:00 from Sunningdale Station to Windlesham, Lightwater and Bagshot</li> </ul>	As original proposal. In addition to the "commuter" journeys (see left), it is expected that journeys will run from Camberley via Windlesham to Staines at approx. 07:40, 10:40, 13:50, 15:10 and 16:25, also 17:35 as far as Sunningdale. They would return from Staines to Camberley at approx. 09:15, 11:50, 14:55 and 16:20, also at 18:00 as far as Bagshot and also a journey from Windlesham to Camberley at 08:20. Four journeys each way would run to/from Frimley Park Hospital. On Saturdays, the current timetable would continue.	0	£215,400	£175,400	£23,333	£40,000
Page 37 503	Hambledon-Hydestile-Milford (Manor Fields and Chapel Lane)-Godalming-Guildford and Shalford-Chilworth-Blackheath-Wonersh-Bramley-Farncombe-Godalming (Monday, Wednesday, Friday)	Stagecoach	Monday, Wednesday and Friday 2 journeys each day	Guildford, Waverley	7,100	60	<ul style="list-style-type: none"> <li>Journey from Shalford to Godalming could be maintained on two days per week</li> <li>Withdraw from Hambledon, Hydestile and Milford. The Council would be keen to support local organisations to deliver possible community transport initiatives, such as a Dial a Ride service</li> </ul>	Service to continue to serve Hambledon, Hydestile, Milford, Chilworth, Blackheath, Wonersh and Bramley at a similar general level to that currently provided, on at least Wednesdays and Fridays and possibly another day to be determined during the detailed service planning process.	0	£38,200	£38,200	£0	£0
509	Caterham on the Hill-Caterham Valley-Godstone-South Godstone-Blindley Heath-Lingfield-Felcourt-East Grinstead	Southdown	Monday to Friday approx hourly; Saturday every 2 hours	Tandridge	70,392	131	<b>Proposed changes:</b> <ul style="list-style-type: none"> <li>Reduced frequency to approximately one journey every two hours</li> </ul> <b>Alternative services:</b> <ul style="list-style-type: none"> <li>Service 409 from Caterham on the Hill to Caterham Valley, Monday to Saturday. (Please note there is a proposal to reduce the 409 to an hourly service)</li> <li>Service 400 from Caterham on the Hill to Godstone via Caterham Valley</li> <li>Service 281 from Lingfield to East Grinstead via Dormansland (Please note the operator Metrobus plan to review this commercially-provided service in the Lingfield and Dormansland area)</li> <li>Buses4U demand responsive service throughout Tandridge, Monday to Saturday</li> <li>Service 315 between Lingfield and Blindley Heath, Monday to Friday</li> </ul>	The section of service 509 between Caterham and East Grinstead is replaced by a revised route 409 (see above). In future route 509 would be a shuttle service between Caterham on the Hill (The Village) and Caterham Valley between 09:15-14:45, Monday to Saturday which together with service 409 and 400 will provide 4 buses per hour from Caterham Valley to Caterham Westway Common, with 3 of these buses continuing to serve Caterham on the Hill (The Village). <b>Note- the costs shown here include other services not under review and that the new cost includes revised service 409.</b>	10	£557,536	£673,694	-£67,759	-£116,158
516	Dorking-Pixham Lane-Boxhill-Headley-Leatherhead-Ashtead-Epsom-Kiln Lane Sainsbury's	Buses Excetera	516 - Monday to Friday 10 journeys daily; Saturday 5 journeys	Mole Valley, Epsom & Ewell	67,990	164	<b>Proposed changes :</b> <ul style="list-style-type: none"> <li><b>Option 1:</b> Operate a service every two hours between Dorking and Epsom Town Centre, Monday to Saturday</li> <li><b>Option 2:</b> Operate an hourly service between Dorking and Leatherhead Town Centre with no service to Epsom Monday to Friday. A service every two hours on Saturdays would continue operating to Epsom to maintain a service along the A24 between Leatherhead and Ashtead when Route 408 does not run. Under this option journeys to Therfield and St Andrews Schools would be continued</li> <li>Re-route journeys to/from Dorking at school times to serve Strood Green and Brockham, if the proposal for Service 29 is implemented</li> </ul>	See entry for service 22 - This service now forms part of a new integrated package to replace existing services 22,26,29 & 516. <b>Service 516</b> would be renumbered service 21 and be extended from Dorking to Crawley. Operating basically every 2 hours between Crawley and Epsom (with some longer gaps in service at certain times) providing new direct links from Epsom, Ashtead, Leatherhead, Headley, Box Hill, Dorking with Beare Green, Newdigate, Charlwood, Ifield and Crawley. 7 journey opportunities from Dorking to Leatherhead via Box Hill on Monday to Friday (currently 8), 5 of these continuing to serve Kiln Lane Sainsburys, Epsom (currently 7). 6 journeys on Saturdays, 5 continuing to Kiln Lane, Epsom (same as current provision). First bus from Box Hill to Leatherhead Station would operate 20 minutes earlier on Monday to Friday at 06:45 with the last bus from Leatherhead Station to Box Hill being 30 minutes later at 19:02. In conjunction with revised service 22 (see above) this creates a new, generally hourly service between Dorking and Crawley Monday to Friday. New regular journey opportunities for Newdigate Monday to Saturdays. Maintains all school links currently undertaken by service 516. Taken together, services 21/22 provide significantly enhanced connectivity for several Mole Valley villages and represent a major improvement on the current network of routes.	0	£181,016	included in 22	£105,592	£181,016
520	Aldershot-Tongham-Poyle Road-Ash Green-Ash-Wyke-Christmas Pie-Fairlands-Guildford (and also to Woking on Wednesday)	Stagecoach	Monday to Friday 4 journeys; Wednesday 1 journey to Woking	Guildford, Woking	4,500	70	<ul style="list-style-type: none"> <li>Withdraw the service</li> <li>Surrey County Council would be keen to support local organisations to deliver any possible community transport initiatives, such as a Dial a Ride service for areas uniquely served by the 520</li> <li>The Kite Service runs frequently to Aldershot and Guildford from Tongham, Ash, Wyke and Normandy, as an alternative</li> </ul>	Route unchanged and service to continue to a revised timetable, but with links to Guildford on at least two days per week, to Aldershot on three days per week and to Woking on one day a week. Other opportunities may be identified during the detailed timetable planning process.	5	£33,700	£33,700		
523	Milford Hospital-Busbridge-Brighton Road-Godalming-Guildford	Stagecoach	Tuesday and Thursday, 2 journeys per day	Guildford, Waverley	1,400	21	<ul style="list-style-type: none"> <li>Withdraw the service</li> <li>Surrey County Council would be keen to support local organisations to deliver any possible community transport initiatives, such as a Dial a Ride service</li> <li>As an alternative, Service 42 regularly links Busbridge with Godalming and Guildford</li> </ul>	Service to continue to serve Leithfield Park/Milford Hospital and Busbridge on at least Tuesdays and Thursdays at a similar general level to that currently provided. Further opportunities may be identified during the detailed service planning process.	0	included in 503	included in 503	£0	£0

538	Worplesdon Road-Grange Park-Stoughton-Bellfields-Slyfield Green-Jacobs Well-Burpham Sainsbury's Store (Tuesdays and Thursdays)	Stagecoach	Tuesday and Thursday, 1 journey per day	Guildford	1,900	32	<ul style="list-style-type: none"> <li>Withdraw the service</li> <li>As an alternative, buses run regularly from Worplesdon Road, Grange Park, Stoughton, Bellfields, Slyfield Green and Jacobs Well into Guildford, from where Arriva Services 36/37 operate frequently to the Burpham Sainsbury's Store</li> </ul>	Service to continue on at least two mornings per week, allowing similar time at Burpham Sainsburys as currently provided	0	included in 503	included in 503	£0	£0
658	Merstham - Reigate School	Southdown	Monday to Friday, 1 journey	Reigate & Banstead	2,090		This service is included as it now forms part of an alternative tender package.	This school service will be withdrawn due to low daily number of students (5). Alternative services are already available between these points on Metrobus routes 430/435.	0	included in 509	included in 509	included in 509	included in 509
Tandridge Demand Responsive Service	Flexible service	Buses4U	Monday to Friday 09:00-15:00 and 16:30-22:30 (schooldays); 08:00-22:30 (school holidays); Saturday 08:00-22:30	Tandridge	1,900	4	<p><b>Proposed changes:</b></p> <ul style="list-style-type: none"> <li>Operate two buses between 09:00 and 18:00 Monday to Friday with one bus operating an evening service three days a week</li> <li>Saturdays: operate one bus between 09:00- 17:00</li> <li>Journeys providing home to school transport would continue</li> </ul>	The service after 18:00 on Monday to Friday will reduce from 5 evenings to 3. On Saturday the service will operate 09:00-17:00.	5	£222,908	£172,908	£29,167	£50,000
										<b>Current Annual Cost</b>	<b>£2,985,408</b>		
										New Annual Cost		<b>£2,550,504</b>	
										Cost saving in 2016/17 financial year			<b>£256,610</b>
										Annual cost saving			<b>£434,904</b>

\* This public consultation received a total of 2,677 responses overall indicating usage on the bus services that were proposed for change. The consultation questionnaire response was 2422 but bus users could tell us about a maximum of three services that they use. It must also be noted that information within this annex relates to services which SCC supports and not commercial services (see paragraph 21 of the Cabinet Report); this accounts for any differences in the number of respondents to the public consultation. These respondents told us how frequently they used them, at what times of day and how the proposed change would impact them.

\*\* See explanatory note in paragraph 45 of the Cabinet Report

## 1. Topic of assessment

<b>EIA title:</b>	Surrey County Council (SCC) Local Transport Review
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<b>EIA author:</b>	Ashley Field, Project Officer
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## 2. Approval

	<b>Name</b>	<b>Date approved</b>
<b>Approved by<sup>1</sup></b>	Paul Millin	27/04/2016

## 3. Quality control

<b>Version number</b>	V2.0	<b>EIA completed</b>	26/04/2016
<b>Date saved</b>	26/04/2016	<b>EIA published</b>	13/05/2016

## 4. EIA team

<b>Name</b>	<b>Job title (if applicable)</b>	<b>Organisation</b>	<b>Role</b>
Nick Meadows	Directorate Programme Group, Change Consultant	Surrey County Council	Project Manager
Cassandra Brewer	Principal Transport Officer (Community Transport and Travel Schemes)	Surrey County Council	Project Officer
Valerie Sexton	Senior Transport Officer Planning	Surrey County Council	Project Officer
Ashley Field	Directorate Programme Group, Project Consultant	Surrey County Council	Project Officer

<sup>1</sup> Refer to earlier guidance for details on getting approval for your EIA.

## 5. Explaining the matter being assessed

### What policy, function or service is being introduced or reviewed?

Surrey County Council (SCC) invests significant Council funding in local bus services and concessionary fares; both are statutory duties. SCC also invests in the funding of community transport, supporting partnership work with District/Borough, community and voluntary organisations. All of these services benefit a large and diverse number of residents, giving them access to work, employment, health care and essential shopping, as recognised by the Department for Transport (DfT).

Twenty nine million trips are made each year on Surrey buses, half of these on services that we subsidise. About a third (31%) of these trips are made by concessionary pass holders (mostly older people) or children.

SCC's budget for supporting local transport services is under increasing pressure because:

- Bus operating costs have risen faster than general inflation.
- Increased road traffic in Surrey means bus services are becoming less efficient, which means higher operating costs.

The directorate has been tasked in its medium term financial plan (MTFP) with delivering £2million in savings, from an overall budget of £19.39 million, over three years from 2015/16. A summary of the expected savings for each financial year can be found below, as specified in the MTFP:

2015/16 (£000s)	2016/17 (£000s)	2017/18 (£000s)	Total
£750	£515	£735	£2million

The Local Transport Review aims to grow the commercial value of the network, integrate services, find efficiencies and make savings via three streams: local buses, concessionary fares and community transport.

In Year One, a public consultation ran from 8 October 2014 – 2 February 2015. This was held to determine the importance of bus and community transport services, to understand the impact that would be had if they were not there, to determine what could be done to encourage travel by bus and to determine the value placed on the two enhanced SCC funded concessions for English National Concessionary Travel Scheme (ENCTS) pass holders. The two types of ENCTS concessions are disabled person's bus pass and a companion bus pass holders.

An additional public consultation on the proposals identified for change ran from 8 May 2015 – 11 June 2015 and the feedback received helped inform final recommendations for change. The final recommendations were taken to Cabinet on 23 June 2015, communicated to residents and stakeholders in early July 2015 and came into effect from late August 2015.

Changes made in Year One made vital savings, but further savings are required to ensure that we meet our savings target of an overall £2m by the end of 2017/18. In Year Two, a further public consultation ran from 20 January 2016 – 14 March 2016 and residents and stakeholders were again able to feedback on the services proposed for change. This feedback informed final recommendations that will be taken to Cabinet for approval on 24 May 2016. Any agreed changes will be communicated from mid-June 2016 and will come into effect from early September 2016.

As this is a three year savings programme, this equality impact assessment



	will now focus on changes for year two (2016/17) but will be updated for the final year of the programme (2017/18).															
<b>What proposals are you assessing?</b>	<p>The <b>proposal</b> for 2016/17 that the EIA will be assessing is:</p> <ol style="list-style-type: none"> <li>To reduce the subsidy given by the County Council to the bus operators and community transport providers, who run services on the current transport network in Surrey.</li> </ol> <p>This proposal is explained in more detail below:</p> <p><b><u>Local bus services</u></b></p> <p>Twenty nine million passenger journeys are made each year on Surrey's bus services. Over half of these journeys are made using the services subsidised by the County Council. The remaining journeys are provided by the commercial market.</p> <p>In light of the financial pressures mentioned in the section above, the current subsidised network is unsustainable and to achieve the savings needed from the review, we are proposing some changes to local bus services including:</p> <ul style="list-style-type: none"> <li>Encouraging operators to sustain services on a more commercial basis, thus reducing the requirement for funding support</li> <li>Taking due regard of comments received in the consultation process and avoiding as much as possible impacts on services, or sections of the route, which have the highest levels of patronage</li> <li>Retaining, where possible, key journeys at times that support travel to work, school/ college, health care and general food shopping</li> <li>Considering future factors, such as school place planning, economic growth and residential development</li> </ul> <p>The 2016/17 savings projected in year two are £0.723m, with a good proportion of this coming through the types of changes mentioned above. This is summarised in the table below:</p> <table border="1" data-bbox="375 1350 1369 1704"> <thead> <tr> <th>Method</th> <th>2016/17 saving</th> <th>Annual saving</th> </tr> </thead> <tbody> <tr> <td>Through contract negotiations with bus operators <b>without</b> changing the current level of service offered.</td> <td>£0.138m</td> <td>£0.236m</td> </tr> <tr> <td>Proposed changes to local bus services as detailed in <b>Annex B</b>.</td> <td>£0.257m</td> <td>£0.435m</td> </tr> <tr> <td>Grant reduction to community transport providers</td> <td>£0.052m</td> <td>£0.052m</td> </tr> <tr> <td><b>Total</b></td> <td><b>£0.447m</b></td> <td><b>£0.723m</b></td> </tr> </tbody> </table> <p>Analysis of annual passenger journeys, for those services supported by SCC with proposed changes in 2016/17, has been carried out. The total patronage per annum, as identified in <b>Annex B</b> of the Cabinet report, is 3,218,690 (including a return journey), which identifies how many passenger journeys could be affected by the proposed changes. An estimated average of 72 passengers per day on Monday to Saturday, identified as using services proposed for change in <b>Annex B</b>, could be negatively impacted by the proposed changes. However, most of those shown as impacted will still have a reasonable level of access to a bus service.</p>	Method	2016/17 saving	Annual saving	Through contract negotiations with bus operators <b>without</b> changing the current level of service offered.	£0.138m	£0.236m	Proposed changes to local bus services as detailed in <b>Annex B</b> .	£0.257m	£0.435m	Grant reduction to community transport providers	£0.052m	£0.052m	<b>Total</b>	<b>£0.447m</b>	<b>£0.723m</b>
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Grant reduction to community transport providers	£0.052m	£0.052m														
<b>Total</b>	<b>£0.447m</b>	<b>£0.723m</b>														

We believe that although the savings will be made through a combination of service reductions and contract negotiations the number of annual passenger trips will remain static due to the fact that in the vast majority of cases alternative bus services are available. The increased frequencies and destinations being introduced in some areas, together with the County Councils continued investment in Real Time Passenger Information and bus stop improvements within the County, will help to maintain and, in some areas, potentially grow the patronage of commercial and tendered services. However, it must be recognised that in some areas reduced levels of services or reduced destination choices will be evident.

#### **Community transport services**

Typically community transport services are not commercially viable and are often outside of an authority's statutory remit. Services are very much needs led with local solutions and without the commercial profit element this often leads to unconventional approaches to a community's transport problems. Community transport is not commercially viable and as such public/grant funding is essential to support schemes.

Due to increasing financial pressure both at a county and borough/district level, it is important to recognise that level of community transport grant and support cannot continue. The aim is to move toward a cost neutral delivery to the public purse with a phased programme of change, over several years, to be delivered in partnership with boroughs/district councils and the voluntary sector.

Currently, SCC grant funds the community transport sector approximately £0.600m per annum. This funding is allocated to community transport providers to assist them in the provision of Dial a Ride services, Taxi Vouchers Schemes and Voluntary Car Schemes. The boroughs and districts are the major funders of the Dial a Ride services and SCC contributes approximately 10% of the overall transport costs of a Dial a Ride service through its grant funding.

A review of community transport funding in 2015/16 contributed a total of £0.040m in savings without changing the level of service offered. A review of community transport funding in 2016/17 will further contribute an additional total of £0.052m in savings.

Surrey County Council will continue to grant fund organisations who provide Dial a Ride, Taxi Voucher and Voluntary Car Scheme services in 2016/17. However, more detailed work will be undertaken with our community transport partners in the coming months to revise allocations for 2017/18. This will also include working alongside Boroughs and Districts, for example, on the East Surrey Community Transport Review being led by Tandridge District Council.

**Who is affected by the proposals outlined above?**

- Service users and their carers or families.
- General public.
- Service operators.
- Partner and External organisations.

## 6. Sources of information.

Engagement carried out
<p>In Year One, a public consultation ran from 8 October 2014 – 2 February 2015 and a second consultation ran from 8 May 2015 – 11 June 2015 and the feedback received helped inform what proposals for change were developed. The final proposals were taken to Cabinet on 23 June 2015, communicated to residents and stakeholders in early July 2015 and came into effect from late August 2015.</p> <p>In Year Two, a public consultation ran from 20 January 2016 – 14 March 2016 and residents and stakeholders were again able to feedback on the services which matter the most to them. The final proposals will be taken to Cabinet for its approval on 24 May 2016. Any agreed changes will be communicated from mid-June 2016 and will come into effect from early September 2016.</p> <p>This consultation followed a similar approach to the one undertaken in Year One and residents and stakeholders could respond to this consultation by:</p> <ul style="list-style-type: none"> <li>• Completing a questionnaire (online and hard-copy). <b>9400</b> hard copy questionnaires were available from multiple locations across the county including libraries, local council offices and on request via the contact centre. They were also available in easy read and large print formats. Resources have been concentrated in areas of Surrey where there are proposed changes to bus services, but with materials still widely available for all other areas, including neighbouring counties.</li> <li>• Emailing or writing to the project team and phoning or texting the contact centre.</li> <li>• Emails and letters were sent out to a variety of stakeholders, informing them of the dates of the public consultation and to encourage them and their wider networks to participate.</li> <li>• <b>1400</b> posters advertising the public consultation were printed and distributed to multiple locations across the county, especially in areas affected by the proposed changes.</li> <li>• Other forms of communication were used to promote the consultation including a dedicated website for the review (<a href="http://www.surreycc.gov.uk/transportreview">www.surreycc.gov.uk/transportreview</a>), social media (Facebook and Twitter posts), online newsletters (Communicate Members, Surrey Matters, Shelf Life, internal issues monitor), online advertising on the SCC website and Travel SMART website, digital advertising (Google Adwords search and display campaigns) editorial copy for District and Borough and Parish Council newsletters, and paid for press advertising in the Surrey Advertiser and Surrey Mirror.</li> <li>• A range of other meetings were held throughout the consultation. These included the Local Area Committee Chairman's Group, some Local Area Committee meetings (where changes were proposed), Local Transport Review Member Reference Group, Disability Alliance Networks, Chairs Meeting of the Empowerment Board, local bus meetings. Further meetings with the Member Reference Group, the Economic Prosperity, Environment and Highways Board, Local Area Committee Chairman's Group and Cabinet are scheduled to take place.</li> <li>• A roving bus event was organised to visit four destinations across Surrey (Godalming, Farnham, Caterham and Warlingham Green) over two days in February and March 2016, giving residents and bus users an opportunity to find out more about the review and submit their feedback.</li> </ul>
Data used
<ul style="list-style-type: none"> <li>• Surrey-i, our local data and information portal, which can be searched by protected characteristic.</li> <li>• Feedback to the consultation questionnaire and views submitted by e-mail or post. (This includes the feedback from the public consultation which closed on 14 March 2016).</li> <li>• Outcomes of stakeholder meetings/public events during the public consultation (The National Travel Survey).</li> <li>• ESP Systex Concessionary Fares Card Management System</li> <li>• Data provided by bus operators</li> <li>• Community Transport Grant annual monitoring data</li> </ul>

## **7. Impact of the new/amended policy, service or function**

### **7a. Impact of the proposals on residents and service users with protected characteristics**

Please see details on the following pages.

Protected characteristic <sup>2</sup>	Potential positive impacts	Potential negative impacts	Evidence
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 45</p> <p style="text-align: center;"><b>Age</b></p>	None	<p>The National Travel survey indicates that bus usage is highest amongst 16-24 year olds and those aged 65 and over. In Surrey we have 190,406 concessionary passes in circulation. 177,672 of these are older person concessionary passes.</p> <p>And approximately a third (31%) of all annual journeys by bus are made by concessionary pass holders (mostly older people) or children.</p> <p>Almost two thirds (63%) of respondents to the consultation questionnaire were aged 65 and over, and 1 in 20 (5%) of respondents were aged 24 or under. The under 24 age group was under represented.</p> <p>Any changes to services could have an impact on older people and younger people who rely on local bus services to access employment, education, health care services and essential shopping.</p> <p>Reduced levels of community transport grant funding may lead</p>	<p>Evidence gathered from the public consultation, ESP Systex Concessionary Fares Card Management System and the national travel survey.</p>

<sup>2</sup> More information on the definitions of these groups can be found [here](#).

		<p>to a lower level of service provision if additional income is not generated from other opportunities. As a consequence, this would make it more difficult for those older residents who need accessible transport to travel and access key services. This could then have an adverse effect on other service areas within the council e.g. Adults Social Care.</p>	
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 46</p> <p style="text-align: center;"><b>Disability</b></p>	<p>None</p>	<p>There are 12,734 disabled concessionary persons pass holders.</p> <p>Approximately a third (31%) of respondents to the consultation questionnaire said that they had a disability or longstanding condition which affects how they travel.</p> <p>Reduced levels of services may affect disabled people who are dependent on using bus services to access employment, education, health care services and essential shopping.</p> <p>Reduced levels of community transport grant funding may lead to a lower level of service provision if additional income is not generated from other opportunities. As a consequence, this would make it more difficult for those residents with disabilities who need accessible transport to travel and access key services. This could then have an</p>	<p>Evidence gathered from the public consultation and ESP Systex Concessionary Fares Card Management System.</p>

		adverse effect on other service areas within the council e.g. Adults Social Care.	
<b>Gender reassignment</b>	None	None	There is no differential impact on this protected characteristic.
<b>Pregnancy and maternity</b>	None	Reduced levels of service on routes may make journeys longer for pregnant women particularly on their way to/from health care appointments.	No data was collected on this protected characteristic as part of the public consultation.
<b>Race</b>	None	<p>We believe that there will be no differential impact on this protected characteristic. However an overwhelming majority of respondents (92%) to the consultation questionnaire were of a white background. This figure is consistent with the ethnic profile of Surrey.</p> <p>In the most recent census data from 2011, the majority (90.4%) reported their ethnic group as white.</p>	Evidence gathered from the public consultation and Surrey-i.
<b>Religion and belief</b>	None	Reduction in services may affect people's ability to get to their place of worship.	No data was collected on this protected characteristic as part of the public consultation.
<b>Sex</b>	None	The National Travel Survey indicates that a greater proportion of bus users are female. Approximately two thirds (63%) of respondents to the public consultation were female. Therefore any reduced levels of service may have a greater impact on the female population.	Evidence gathered from the public consultation and the national travel survey.
<b>Sexual orientation</b>	None	None	There is no differential impact on this protected characteristic.

<b>Marriage and civil partnerships</b>	None	None	There is no differential impact on this protected characteristic.
Page 48 <b>Carers<sup>3</sup></b>		<p>Reduced levels of service may impact on carers if the cared for person is no longer able to access a bus service as a result of the proposed changes. 1 in 10 (10%) of respondents to the public consultation said they had a caring responsibility for an adult or child with a disability.</p> <p>So any impact on the services they use needs to be quantified.</p> <p>Reduced levels of community transport grant funding may lead to a lower level of service provision if additional income is not generated from other opportunities. As a consequence, this would make it more difficult for those carers who require accessible transport to travel and access key services. This could then have an adverse effect on other service areas within the council e.g. Adults Social Care.</p>	Evidence gathered from the public consultation.

## 7b. Impact of the proposals on staff with protected characteristics

There are no implications on staff with protected characteristics only service users.

<sup>3</sup> Carers are not a protected characteristic under the Public Sector Equality Duty, however we need to consider the potential impact on this group to ensure that there is no associative discrimination (i.e. discrimination against them because they are associated with people with protected characteristics). The definition of carers developed by Carers UK is that 'carers look after family, partners or friends in need of help, because they are ill, frail or have a disability. The care they provide is unpaid. This includes adults looking after other adults, parent carers looking after disabled children and young carers under 18 years of age.'



## 8. Amendments to the proposals

Change	Reason for change
N/A	N/A

## 9. Action plan

Potential impact (positive or negative)	Action needed to maximise positive impact or mitigate negative impact	By when	Owner
<b><u>Negative</u></b>	It is recognised that SCC is unable to meet the needs of everyone in the review; however in any potential changes to services, we'll ensure that provision is directed to where it is most needed. We'll endeavour to achieve this through iterative work with our bus operators, and considering other important factors centring on social and economic need.	Ongoing throughout the timescale of the review (2014/15 to 2017/18)	Local Bus Planning Team
<b><u>Positive</u></b>	To make some savings through contract pricing efficiencies resulting in no changes to the current service that is provided. We'll endeavour to achieve this by extending contracts that are due to expire and through iterative work with our bus operators to provide best value for money.	Ongoing throughout the timescale of the review (2014/15 to 2017/18)	Local Bus Planning Team
<b><u>Positive</u></b>	Look for opportunities to grow the commercial value of the current network. We'll endeavour to achieve this by securing funds through bid opportunities or contributions from developments to implement improvements that will encourage people to start travelling by bus or increase their bus travel.	Ongoing and beyond the life scale of the review	Transport Projects Team
<b><u>Positive</u></b>	Investigate income generation opportunities for the community transport sector to sustain, support and grow their services. Moving organisations to become less grant reliant and more income reliant will improve the robustness of the sector.	Ongoing and beyond the life scale of the review	Transport Projects Team
<b><u>Positive</u></b>	Ensure the robust communication of any service changes well in	Mid-June 2016 – September	Review Project team and

	advance of them coming into effect. This will include providing these materials in alternative formats if requested for those with a visual impairment or those with learning disabilities.	2016 (for year two changes 2016/17)	corporate communications
<b><u>Positive</u></b>	Update this equality impact assessment if there are any future changes planned in Year 3.	Ongoing throughout the timescale of the review (2014/15 to 2017/18)	Review Project team

## 10. Potential negative impacts that cannot be mitigated

Potential negative impact	Protected characteristic(s) that could be affected
<p>Analysis of annual passenger journeys, for those services supported by SCC with proposed changes in 2016/17, has been carried out. The total patronage per annum, as identified in <b>Annex B</b> of the Cabinet report, is 3,218,690 (including a return journey), which identifies how many passenger journeys could be affected by the proposed changes. An estimated average of 72 passengers per day on Monday to Saturday, identified as using services proposed for change in <b>Annex B</b>, could be negatively impacted by the proposed changes. However, most of those shown as impacted will still have a reasonable level of access to a bus service.</p> <p>This impact could be due to a change of bus being required to reach some destinations or in a few cases, passengers having to walk further to reach a bus stop.</p> <p>Where service frequencies have reduced it is difficult to make assumptions on any negative impact this could create as the journey is still possible, albeit with less choice. However, it should be recognised that this may have a negative impact on some users.</p>	Age, Disability, Religion and Belief, Sex, Carers

## 11. Summary of key impacts and actions

<b>Information and engagement underpinning equalities analysis</b>	<p>Analysis is mainly based on:</p> <ul style="list-style-type: none"> <li>• Responses received during the public consultation</li> <li>• Feedback given at our stakeholder events during the public consultation period</li> <li>• National surveys and bus operator patronage data</li> <li>• ESP System Concessionary Fares Card Management System data</li> <li>• Local information (Surrey-i)</li> </ul>
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<p><b>Key impacts (positive and/or negative) on people with protected characteristics</b></p>	<p>Potential impacts are perceived to be negative and in some cases positive. Where possible, savings will be found through contract pricing efficiencies resulting in no changes to the current service provided. However, any changes to local bus services are likely to impact people with protected characteristics who rely on services to access work, employment, education, health care, places of worship and essential shopping. Mitigating actions have been developed to ensure the likelihood of any potential inequalities is reduced.</p>
<p><b>Changes you have made to the proposal as a result of the EIA</b></p>	<p>No amendments made</p>
<p><b>Key mitigating actions planned to address any outstanding negative impacts</b></p>	<ul style="list-style-type: none"> <li>• Ensure that funding support is directed where it's needed most</li> <li>• To make some of the required savings without changing the current service level.</li> <li>• Look for opportunities to grow the commercial value of the current bus network.</li> <li>• Investigate income generation opportunities for the community transport sector to sustain, support and grow their services. Less grant reliant and more income reliant.</li> <li>• Ensure service changes are communicated well in advance of them coming into effect including providing materials in alternative formats for those who are visually impaired or those that have learning disabilities.</li> <li>• Continue to update the equality impact assessment throughout the life cycle of the review.</li> </ul>
<p><b>Potential negative impacts that cannot be mitigated</b></p>	<p>An estimated average of 72 passengers per day on Monday to Saturday, identified as using services proposed for change in <b>Annex B</b>, could be negatively impacted by the proposed changes. However, most of those shown as impacted will still have a reasonable level of access to a bus service.</p>

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**SURREY COUNTY COUNCIL****CABINET****DATE: 24 MAY 2016**

**REPORT OF: MRS LINDA KEMENY, CABINET MEMBER FOR SCHOOLS,  
SKILLS AND EDUCATIONAL ACHIEVEMENT**

**MR MIKE GOODMAN, CABINET MEMBER FOR ENVIRONMENT  
AND PLANNING**

**LEAD OFFICER: MRS JULIE FISHER, DEPUTY CHIEF EXECUTIVE AND  
STRATEGIC DIRECTOR FOR CHILDREN, SCHOOLS AND  
FAMILIES'**

**MR TREVOR PUGH, STRATEGIC DIRECTOR FOR  
ENVIRONMENT AND INFRASTRUCTURE**

**SUBJECT: TRAVEL ASSISTANCE POLICIES FOR CHILDREN AND YOUNG  
PEOPLE WITH SPECIAL EDUCATIONAL NEEDS AND  
DISABILITIES**

**SUMMARY OF ISSUE:**

The Children and Families Act 2014 and associated statutory guidance sets out the local authority's responsibilities in respect of travel assistance for those with special educational needs and disabilities (SEND). The existing policies have been reviewed and this report recommends adoption of a revised policy for those who are pre 16 (Annex 1) and a new policy for those who are 16-25 years old (Annex 2). The policies proposed have been through a 12 week period of consultation and were updated in light of feedback. The proposed policies support delivery of our wellbeing and resident experience strategic goals in addition to our SEND 2020 Development Plan.

**RECOMMENDATIONS:**

It is recommended that Cabinet:

1. adopts the updated policy for Travel Assistance for Children and Young People with an Education, Health and Care plan/statement of special educational needs (pre 16) from 1 September 2016;
2. adopts the updated policy for Travel Assistance for Children and Young People with an Education, Health and Care Plan/statement of special educational needs (16-25 years) from 1 September 2016;
3. approves the proposed charge per day to all post 16 students with an Education, Health and Care Plan starting in year 12 from September 2016 onwards;
4. agrees that the charge to post 16 students is adjusted annually from 1 September, by the March Retail Price Index or Consumer Price Index whichever is the lower rate; and
5. agrees that our mileage rates are set in line with the Her Majesty's Revenue and Customs (HMRC) rates that are designed to cover fuel and running costs for each mile of travel.

## **REASON FOR RECOMMENDATIONS:**

The Local Authority is required to have robust, equitable, coherent and transparent policies in line with Department for Education (DfE) Home to School Transport Statutory Guidance (July 2014) and the Special Educational Needs and Disabilities (SEND) Code of Practice 2014. The policies will also ensure there is an equitable approach to Post 16 travel for learners with an Education, Health and Care Plan (EHCP) and a more flexible approach for families choosing to use the parent mileage scheme.

## **DETAILS:**

### **Context**

1. Surrey County Council currently provides travel assistance to approximately 2,900 children and young people with an Education Health and Care Plan (EHCP) at a cost of approximately £25m in 2015/6.
2. The existing policy frame work for travel assistance and home to school transport for those with a special educational need or disability has been reviewed in light of the new Code of Practice 2014 and the 2014 DFE Guidance. The Statutory Guidance requires local authorities to have clear policies with the eligibility criteria in an accessible format.
3. The pre 16 policy has been largely unchanged. There is a new statutory requirement to have a travel assistance policy for those with SEND who are between 16 -25 years published by 31 May 2016. This will apply to travel for the 2016/17 academic year.
4. A SEND Travel Group made up of Local Authority officers and in consultation with members of Family Voice Surrey, the official family parent carer forum for Surrey, was established in 2015. This group has developed and proposed amended policies that were the subject of consultation between 4 January 2016 and 1 April 2016.
5. The key items introduced by the refreshed and proposed policies are as follows:

#### **Pre 16 Policy - Travel Allowance System**

6. SEND Travel Group proposed that the parental mileage scheme be reviewed and renamed as a "parental travel allowance scheme"(see Annex 1). This scheme is in keeping with the SEND Reform Code, promoting choice and control through alternative, more flexible ways to support families to get their children and young people to school.
7. The key changes to the system are that payments will be made in advance on a monthly basis and a revised mileage rate of 45p for two journeys per day is proposed. It is proposed that monthly payments are reviewed and could be adjusted if attendance falls below 80% (representing average attendance levels for this cohort of pupils). Transition arrangements will be put in place for those current claimants of parental mileage whose journeys are over 10 miles (currently set at 40p per mile/four journeys per day).
8. The proposed rate per mile for the travel allowance is in line with the current maximum tax free threshold for mileage payments. The rate per mile in Surrey

was last changed in 2005. Benchmarking revealed that the proposed rate is in line with other similar local authorities.

**Post 16 Charging arrangements**

9. The current post 16 arrangements employ different charging arrangements for young people requiring transport who have a LDA (or an EHCP) and are at college, and those who have a statement or who are transferring to EHCPs in school. The Group also proposed that the post 16 charging arrangements for young people requiring transport who have a Learning Disability Assessment (LDA), statement or EHCP are consistently applied to ensure the arrangements are applied equitably.
10. It is proposed that this change will be introduced for new year -12 students only from 1 September 2016 onwards. The policy makes clear support arrangements for those families who are on a low income (see Annex 2).

**CONSULTATION:**

11. The Local Authority consulted on the proposed policies for 12 weeks from 4 January 2016.
12. The consultation was communicated to parents, carers, schools and charities through various schools and charity networks as well as family forums. This was supported through the use of various media including newsletters and social media. The consultation also included two opportunities for public scrutiny through the Education and Skills Board. The consultation survey was facilitated through the Surrey Says on-line portal.
13. Cabinet have reviewed the full range of consultation responses prior to the Cabinet meeting and a full supporting data pack is available to Members. Whilst there were a limited number of responses to the survey, 44 directly to the consultation, there were a range of other mechanisms used to capture feedback. These included a consultation meeting with 12 members of the Deaf Society, email responses from SOS SEN (the independent helpline for special educational needs) and officers, feedback from Family Voice Surrey at a conference in January which 48 families attended and public scrutiny of the draft policies during the consultation.
14. The themes raised by the consultation feedback have been addressed as shown in the table below:

Consultation feedback Theme	Our response
Clarity / accessibility of the consultation and the proposed documents.	<ul style="list-style-type: none"> <li>• Following initial feedback the Survey was relaunched on 24 February with additional questions and a fact sheet giving further explanation of the travel allowance proposal. We further extended for email feedback to 1 April 2016.</li> <li>• Stakeholders received regular alerts about the consultation.</li> <li>• Certain elements have been rewritten and</li> </ul>

	<p>sections reordered in both policies to improve clarity and accessibility.</p> <ul style="list-style-type: none"> <li>• We acknowledge the concern about the lack of information for parents/carers and will ensure that a new co produced Parent Guide will contain the appropriate information.</li> </ul>
<p>Eligibility for travel assistance and the change to an offer of a travel allowance replacing the current offer of parent mileage.</p>	<ul style="list-style-type: none"> <li>• We have stated that we will take into account the child's and families' particular needs.</li> <li>• We have changed the language from 'home' to 'habitually resides' to ensure clarity.</li> <li>• We have ensured the phrasing relating to eligibility for those children in residential provision is clear and adheres to statutory guidance.</li> <li>• We have clarified the policies in regard to how the distance is measured and updated recommended journey times.</li> <li>• We will update the Parent Guide by co-producing a new Parent Guide to ensure all relevant information is available for officers, parents/ carers.</li> <li>• We will continue to engage with parents to seek feedback on the services offered through workshops and regular feedback opportunities – parents are represented on the SEND Travel Group.</li> </ul>
<p>Charging post 16</p>	<ul style="list-style-type: none"> <li>• The financial section has been rewritten and reordered within the policies to ensure that the information is transparent and clarifies the situation for low income families.</li> <li>• A new Parent Guide will be co-produced to ensure all relevant information is available for parents/ carers/officers and ensure information is accessible through the Post 16 websites for students and parents/ carers.</li> <li>• Steps will be taken to ensure that independent travel training is available to those for whom it is suitable.</li> <li>• A process will be put in place for the EHCP annual review from year 9 to ensure discussion of Preparation for Adulthood.</li> </ul>
<p>Policy compliance with</p>	<ul style="list-style-type: none"> <li>• We have reviewed the proposed policies in</li> </ul>



statutory requirements	light of the available legislative guidance and case law and determined that the policies are compliant.
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15. The proposed policies ensure that :
- They reflect the feedback received;
  - they have been updated to provide additional clarity in respect of the eligibility criteria and the emphasis on the individual needs of the child and family when assessing travel assistance;
  - the Local Authority is meeting its statutory duties and has published policies that are in line with DfE Statutory Guidance;
  - There is an equitable offer to post 16 students.
16. The updated policies have strengthened sections on expectations. This enables the Local Authority to ensure regular review of the use of single pupil transport and escorts.

#### **RISK MANAGEMENT AND IMPLICATIONS:**

17. Legal services have provided clear advice on the development of these policies to promote statutory compliance. Their input also extended to rigorous challenge and review of the consultation process to ensure it was acceptable in light of the low response rate to the consultation.
18. Similarly the Education and Skills Board were rigorous in their scrutiny and challenge both during and after the consultation. This scrutiny, both officer and Member led, has ensured all of the feedback received was responded to in the final drafting of the policies and could articulate the sufficiency of the consultation.
19. Further co-design activity will be undertaken with families to ensure SCC has a parent guide available in respect of the application of these policies.
20. Full equality impact assessments were undertaken to ensure the identification of any negative impacts and all impacts identified have suitable mitigations.
21. The finance team have worked closely with the lead officer to ensure that there are no unintended consequences in relation to the implementation of these policies and finance colleagues are satisfied that there will be a neutral effect on the existing budget and could deliver savings in the longer term. No additional funding is required.
22. The publication of the Post 16 policy will ensure there is no reputational damage associated with the Local Authority failing to meet the statutory publication deadline.

### **Financial and Value for Money Implications**

23. The policy proposals are cost neutral and could prove better value for money and generate savings in the longer term.
24. Attracting new parents to use the new travel allowance system could see savings over time. In 2015-16 there were on average 242 children claiming parental mileage per month and there were on average 2,684 children travelling by taxi. Based on the average cost per user, if the number of children travelling by taxi reduced by 5% and these children transferred to a travel allowance, depending on the type and length of route, there could be a potential saving of between £0.5m - £1m.
25. The student contribution in 2015-16 is set at £3.66 per day which equates to £695.40 per year. This rate is reviewed annually, and adjusted by Retail Price Index (RPI) or Consumer Price Index (CPI) (whichever is the lower) in September each year in line with the overarching county policy in respect of fees and charges. In 2015-16 forty students have been charged a student contribution, which has contributed £28,000 to the cost of transport. The contribution would rise to £158,000 per annum when all post 16 students with an EHCP make a contribution towards their travel assistance.

### **Section 151 Officer Commentary**

26. The financial implications of the proposed changes have been appropriately considered in this report.

### **Legal Implications – Monitoring Officer**

27. The public sector equality duty (Section 149 of the Equality Act 2010) applies to the decision referred to in this report. There is a requirement when deciding upon the recommendation to have due regard to the need to advance equality of opportunity for people with protected characteristics, foster good relations between such groups and eliminate any unlawful discrimination. These matters are dealt with in the equalities paragraphs of the report and in the attached Equalities Impact Assessments for Pre 16 and Post 16 (Annex 3 and 4). Members will see that negative impacts have been identified and will need to take account of these and the mitigating actions that have been identified in reaching their decision.
28. In relation to the Policies there is a public duty to consult in relation to the Pre 16 Policy and in relation to Post 16 there is a statutory to consult under section 509AB (6) of the Education Act 1996 as amended by the Apprenticeships, Skills, Children and Learning Act 2009. It was decided that the prescribed statutory consultation process would be adopted for both policies and one consultation run.
29. The consultation process began on 4 January 2016 and was extended until 1 April 2016. The relevant material was made available to consultees by way of an online survey. The consultation page was amended on 24 February with new questions to give improved information on the proposed travel allowance system and a fact sheet of two case studies to show how the introduction of this would affect families financially. As a result of the responses received

during the consultation elements of the Policies have been rewritten and sections reordered in both Policies to ensure clarity and accessible language.

**Equalities and Diversity**

- 30. An Equalities Impact Assessment (EIA) for each Policy is included in Annexes 3 and 4.
- 31. The policies have been updated to mitigate any potential negative impacts on groups with protected characteristics.
- 32. The summary EIA in relation to the Travel Assistance Policy for Children and Young People with and EHCP or Statement of Educational Needs pre 16 is below (see Annex 3):

<b>Information and engagement underpinning equalities analysis</b>	Consultation with children and young people with SEND and their families; and professionals and voluntary groups working with SEND, from January to March 2016. This identified the need to improve the clarity and accessibility of policies and led to agreement to develop a co-produced Parents' Guide.
<b>Key impacts (positive and/or negative) on people with protected characteristics</b>	Anticipated positive impacts include improved clarity of information in relation to education travel assistance for children/young people with SEND and an improved parental travel allowance offer. Applies for people with protected characteristics, specifically children and young people with disabilities and their families. Negative impacts may include affordability issues for some people with protected characteristics; however, it is intended to mitigate this through clarity about how cases of financial hardship can be supported.
<b>Changes you have made to the proposal as a result of the EIA</b>	Re-drafted policies with clearer information about entitlement and provision and emphasis that individual needs will be considered; clearer information relating to financial hardship and/or exceptional needs; agreement to co-produce a Parents' Guide; proposals for staff training and communications.
<b>Key mitigating actions planned to address any outstanding negative impacts</b>	Re-drafted policies with clearer information about entitlement and provision and emphasis that individual needs will be considered; clearer information relating to financial hardship and/or exceptional needs; agreement to co-produce a Parents' Guide; proposals for staff training and communications.
<b>Potential negative impacts that cannot be mitigated</b>	None identified

- 33. The Equality Impact Assessment summary for the Travel Assistance Policy for Children and Young People with and EHCP or Statement of Educational Needs 16-25 is below (see Annex 4):

<b>Information and engagement underpinning equalities analysis</b>	Consultation with young people with SEND and their families; and professionals and voluntary groups working with SEND, from January to March 2016. This identified the need to improve the clarity and accessibility of policies and led to agreement to develop a co-produced Parents' Guide.
<b>Key impacts (positive and/or negative) on people with protected characteristics</b>	Anticipated positive impacts include improved clarity of information in relation to education travel assistance for young people with SEND and an improved parental travel allowance offer. Applies for people with protected characteristics and specifically young people with disabilities and their families. Negative impacts may include affordability issues for some people with protected characteristics; however, it is intended to mitigate this through clarity about how cases of financial hardship can be supported, and offering transition arrangements to current claimants.
<b>Changes you have made to the proposal as a result of the EIA</b>	Re-drafted policies with clearer information about entitlement and provision and emphasis that individual needs will be considered; clearer information relating to financial hardship and/or exceptional needs; offering transition arrangements; agreement to co-produce a Parents' Guide; proposals for staff training and communications.
<b>Key mitigating actions planned to address any outstanding negative impacts</b>	Re-drafted policies with clearer information about entitlement and provision and emphasis that individual needs will be considered; clearer information relating to financial hardship and/or exceptional needs; offering transition arrangements; agreement to co-produce a Parents' Guide; proposals for staff training and communications.
<b>Potential negative impacts that cannot be mitigated</b>	None identified.

#### **WHAT HAPPENS NEXT:**

34. The policies will be adopted and published by 31 May 2016. They will be supported by a communications campaign during the summer term.
35. The Parent Guide will be co-produced with families by 31 July 2016 to ensure that parents have access to parent friendly guidance that is transparent and comprehensive. The Parent guide will be promoted through a communications campaign.
36. Internal systems will be updated to reflect the new policy arrangements

37. Transition arrangements will be put in place in respect of the Parent Travel Allowance Scheme with final authorisation sought from the Cabinet Member for Schools, Skills and Educational Achievement and the Cabinet Member for Environment and Planning.
- 

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**Consulted:**

Education and Skills Board  
Public  
Family Voice Surrey  
Paul Millin, Group Manager Travel and Transport  
Sue Roch, South East Area Education Officer  
Julie Stockdale, Assistant Director (Interim) Schools and Learning

**Annexes:**

- 1 Proposed Travel Assistance Policy pre 16
- 2 Proposed Travel Assistance Policy Post 16
- 3 Pre 16 EIA
- 4 Post 16 EIA

**Sources/background papers:**

- SEND Code of Practice 2014 and associated guidance (DfE)
  - Home to School Travel and Transport Statutory Guidance July 2014 (DfE)
  - SCC Home to School Transport Policy for 4-16 year olds 2016/17
  - SCC Home to School transport Policy for 16 – 25 years olds 2015/16
  - SEND 2020 Strategy, SEND Development Plan (Spring 2016)
  - National Statistics: Pupil absence in schools in England: 2014 to 2015
  - <https://www.gov.uk/government/statistics/pupil-absence-in-schools-in-england-2014-to-2015>
  - Consultation Response Data Pack
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Travel assistance for children and young people  
with an education health and care plan / statement of  
special educational needs

Age group: pre 16

**September 2016**

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## 1. Introduction

This policy explains Surrey County Council's arrangements for providing travel assistance for children and young people aged 0-16 years who have a statement of special educational needs (SSEN) or an education, health and care plan (EHCP).

Many children with a SSEN or EHCP are able to walk to their school or travel independently using public transport. However, we recognise that some children will require more support and we will ensure that children and young people are assessed on an individual basis and that any decision about travel assistance is based on individual needs. This policy explains when assistance can be provided and the different types of travel arrangements available, including the option for a parental travel allowance which may offer greater flexibility for children and young people who qualify and their families.

**A child/ young person's individual needs will determine the support they are given and evidence will be taken from a range of professionals and parents/ carers.**

**We will ensure that children / young people are assessed on an individual basis and any decision based on individual needs.**

## 2. Qualifying for SEND travel assistance

### 2.1 To be considered under this policy children / young people *must*:

- a. be resident in Surrey County, and
- b. continue to hold a EHCP/ SSEN, and
- c. be under 16 years of age on 31st August prior to the start of the academic year in which the application applies, and
- d. be attending a qualifying education provider (see section 3.1 below), and
- e. be attending the nearest appropriate education provider unless agreed otherwise and stipulated within the EHCP/ SSEN.

There is a separate policy for 16-19 year olds with special educational needs and disabilities.

### 2.2 General principles

- a. We will consider applications for travel assistance to an education provider for a child/young person in receipt of a SSEN or an EHCP.
- b. We accept responsibility for travel arrangements between the child/young person's main residence and their nearest appropriate education provider. Where a child/young person has more than one address, home to school transport will be based on the residence where the child/young person habitually resides.
- c. We will consider factors including statutory walking distances; whether families are in receipt of free school meals or maximum working tax credit, and recommendations from appropriate medical professionals in relation to the child/young person's or their parents'/carers' disabilities. We will ensure that children and young people are assessed on an individual basis and any decision about travel assistance will be based on individual needs (see sections 2.3 and 2.4 for details).
- d. We appreciate that many families will want to make their own arrangements to get their child/young person to school rather than requesting a taxi and we have an offer to enable this to happen (See section 4.2).
- e. We also encourage parents and carers to work with the local authority to enable their child/young person to travel independently if and when appropriate.
- f. Travel assistance will be reviewed at the Annual Review of the EHCP / statement

### 2.3 Surrey County Council will provide travel assistance as set out below.

We expect parents/carers to accompany their child/young person whilst they are travelling, where appropriate.

NB: Please refer to section 2.4 for information about how individual needs will be considered.

#### Nursery Schools

We provide travel assistance to children who are attending the nearest appropriate nursery school to their home where their placement is supported by the local authority and the distance between their home and the nursery is more than 2 miles. This may include children on early years' assessment placements.

Infant/primary schools (children in foundation stage and key stage 1, aged under 8 years on 31st August)

We provide travel assistance to children attending the nearest appropriate infant/primary school to their home where the distance between their home and the school is more than 2 miles, except in circumstances where the local authority is able to comply with a parental preference for a school but this is not the nearest appropriate school to the home address. In this circumstance, the parents/carers will be responsible for ensuring their child gets to school.

Junior/primary schools (children in key stage 2, aged 8 years and over on 31st August)

We provide travel assistance to children attending the nearest appropriate junior/primary school to their home where the distance between their home and the school is more than 3 miles, except in circumstances where the local authority is able to comply with a parental preference for a school which is not the nearest appropriate school to the home address. In this circumstance, the parents/carers will be responsible for ensuring their child gets to school.

Secondary schools (children in key stage 3 and key stage 4, up to age 16 years)

We provide travel assistance to children and young people attending the nearest appropriate school to their home where the distance between their home and the school is more than 3 miles, except in circumstances where the local authority is able to comply with a parental preference for a school which is not the nearest appropriate school to the home address. In this circumstance, the parents/carers will be responsible for ensuring their child gets to school.

Free school meals/maximum working tax credit

We provide travel assistance to children and young people in receipt of free school meals and/or whose parents/carers receive maximum working tax credit, provided the pupil attends a suitable school 2 miles from home. A suitable school is defined as one that is able to meet the child/young person's needs as defined within their EHCP/SSEN.

Children/young people in residential educational provision

Where children/young people are placed at a residential education provider, Surrey County Council will normally provide one return journey at the start and end of the placement timeframe e.g. 52 weeks; termly, or as otherwise agreed in the child/young person's EHCP/ SSEN. Any requests for travel assistance outside of the placement timeframe will be considered but must be made in advance and will be considered on a case by case basis by the Area Special Needs Manager and advice may be sought from the residential education provider.

**2.4 In addition to providing travel assistance as described in 2.3 above, we will ensure that children and young people are assessed on an individual basis and any decision about travel assistance will be based on individual needs.**

Individual needs that we can take account of include:

- a. Some children/young people with specific needs may require support for an agreed period of time.
- b. Some children/young people with special educational needs and disabilities may not be able walk or travel by public transport to school because of their needs.

- c. There may be parents/carers who are unable to take children to school themselves as they do not have an appropriate vehicle.
- d. We are required to make transport arrangements for all children who cannot reasonably be expected to walk to school because of their mobility problems or because of associated health and safety issues related to their special educational needs or disability. Eligibility for such children should be assessed on an individual basis to identify their particular transport requirements. Usual criteria (e.g. statutory walking distances) should not be considered when assessing the transport needs of children in these circumstances.

A child/young person's individual needs will determine the support they are given and evidence will be taken from a range of professionals and from parents or carers.

Where relevant, a risk assessment will be carried out before the child/young person begins travelling to make sure that the transport provided meets their needs. This will include a detailed breakdown of the child's needs, explaining how they will be kept safe while travelling, and will include whether an escort will be required and any medical protocols that may be needed.

We are **not** normally able to take the following factors into account as criteria for awarding travel assistance:

- a. parents/carers work or other commitments
- b. attendance by siblings at other schools/colleges
- c. a work experience placement
- d. an address other than the home address, including childminders
- e. a journey from one educational establishment to another
- f. ad hoc visits to other schools, colleges or other establishments
- g. short break provision/respite care – please discuss with your social worker
- h. out of hours clubs (e.g. breakfast, after school activity)
- i. link courses
- j. any educational provision planned over weekends or bank holidays
- k. collection from school due to illness
- l. parental attendance at meetings
- m. part-time timetables or to meet examination timetables

However, please note that we will consider each child's/family's circumstances individually before making a decision. Please refer to section 3.5 on 'Exceptional Needs' for further information.

### 3. Further information about qualifying for travel assistance

#### 3.1 Qualifying education providers

To be eligible for travel assistance under this policy, children/young people must be attending a qualifying education provider. These must be educationally appropriate to the age, ability and aptitude of the child/young person and any special educational needs that the child/young person may have, as outlined in the child/young person's EHCP/SEN. Qualifying education providers may be one of:

- a. community, foundation or voluntary aided schools
- b. community or foundation special schools
- c. non-maintained or independent special schools
- d. pupil referral units
- e. private/voluntary/independent nursery schools
- f. maintained nursery schools
- g. academies
- h. free schools

#### 3.2 What does 'nearest appropriate' school mean?

When determining which qualifying education provider is the nearest appropriate to the home address, distances will be measured by the shortest straight line distance between home and school, as used in the admission criteria for Surrey community and voluntary controlled schools.

#### 3.3 Measuring the distance for transport between home and the nearest appropriate school

When establishing whether the nearest appropriate school is within statutory walking distance, the distance between home and school will be measured by the shortest available safe walking route following recognised public footpaths. Where the school is not within statutory walking distance, the distance for travel assistance will be measured by the shortest available road route. Statutory walking distance is 2 miles for children under 8 years old and 3 miles for children and young people over 8 years old.

#### 3.4 Route safety

Any queries regarding the safety of a route will be assessed by a Community Travel Advisor from the Safer Travel Team in line with Surrey County Council's Risk Assessment Procedure at Highway Sites.

Factors to be taken into consideration include the age and ability of the child, the width of the roads, the existence of pavements, visibility, the speed and volume of traffic, the existence or otherwise of lighting and the condition of the route at different times of the year. Each case will be considered on its own merits on consideration of all the risks and the existence of any one negative factor will not automatically deem the route to be unsafe.

If measures are subsequently introduced which make a route safe which was previously assessed as unsafe then the shortest walking distance will be reassessed for any affected children and

Transport may be withdrawn if the walking distance falls below the distance threshold appropriate to the age and ability of the child.

### 3.5 Changes of address

It is the parent's/carer's responsibility to inform their child/young person's SEND case worker if the child/young person has a change of address at any point within the school year. The child/young person's eligibility will be reassessed following a new measurement of the distance between their home and the school/education provider.

### 3.6 Exceptional needs

Where parents/carers consider that exceptional needs apply to their application for travel assistance, they are asked to complete a Home to School/College Transport – Exceptional Needs form (available from the SEND Case Worker). Exceptional needs might include, *but are not limited to*, health needs/disability/circumstances affecting the child's sibling(s) or other close family members who are dependent upon the child's parents/carers; exceptional financial difficulties, or other factors that are likely to significantly impact on the parents'/carers' ability to meet their responsibilities in connection with transporting their child to an education provider. Surrey County Council may require appropriate verification of any information which is materially relevant to its decision.

If travel assistance is agreed based on exceptional need or means testing, the decision will be reviewed termly or at other intervals as specified by Surrey County Council. Parents/carers will be expected to provide updated benefits or other information if requested, and if this is not provided, Surrey County Council reserves the right to withdraw the travel assistance.

### 3.7 Medical conditions - child/ young person or parent/carer

- a. Travel assistance may be provided within statutory walking distances if written evidence from a hospital consultant is received which states that the child/young person is unable to walk safely to school due to their special educational needs or disability.
- b. Travel assistance may be provided within statutory walking distances where written evidence from an appropriate consultant confirms that the child/young person requires accompaniment to school due to their special educational needs or disability, *and* written evidence from a GP confirms that their parent is unable to accompany the child/young person to the education provider due to the parent's disability or pre existing medical condition.

Home to school transport provided on medical grounds will be reviewed regularly. Temporary medical conditions will be reviewed every half term, dependent on medical advice. Decisions relating to longer-term medical conditions will be reviewed annually.

## 4. Type of travel provision offered

4.1 When assessing the type of travel provision to be offered we will take into account:

- a. the age and maturity of the child/young person
- b. the child/young person's disability and/or their special educational needs
- c. ability and aptitude of the child/young person
- d. suitability of the type of provision for the child/young person's needs
- e. the length of the journey
- f. nature of the possible routes from home to school/college, particularly in relation to safety
- g. whether the child/young person is able to safely walk the distance involved
- h. whether the child/young person needs to be accompanied and whether it is possible for the child/young person to be accompanied (taking into account factors such as parental disability)

### 4.2 Parental travel allowance

Where it is considered the most cost effective method, we will encourage parents to opt to transport their child/young person personally and will offer a travel allowance based on the child/young person's home to school journey. The travel allowance may be used flexibly by parents, e.g. journeys may be via other destinations on the way to/from school, however, only journeys between home and school by the shortest available route by road will be reimbursed.

If a travel allowance is the preferred option, the child's SEND case worker can advise parents of the annual sum and the process for claiming. Surrey County Council also provides a 'Guide for Parents' which explains this information.

If a travel allowance is agreed, we will implement the following procedure:

- a. Re-imburement can only be authorised where it is the most cost effective method of providing travel assistance. We reserve the right to cease this arrangement at any time if we are able to procure the transport at a lower cost.
- b. Any claim for reimbursement is subject to the child/young person meeting qualifying criteria, and continuing to meet qualifying criteria. This particularly applies when a child/young person changes school/education provider or their main residence changes such as if the family moves house.
- c. Parents/carers will be reimbursed based on the journey between home and school on each day the child/young person is required to attend, unless the child/young person is in residential accommodation, in which case reimbursement will be in line with their EHCP or SSEN. A digital mapping system is used to measure the shortest available route by road to the school/education provider.
- d. Reimbursement will be paid in equal monthly instalments from October to July of the relevant academic year.
- e. Payments will be made as long as the child/young person's attendance is above 80% per term. Attendance will be monitored, and payments adjusted in subsequent months if attendance falls below this level.
- f. Parents/carers are responsible for ensuring that their current motor insurance is appropriate for this use.
- g. If parents/carers are temporarily unable to transport their child/young person due to unavailability of appropriate transport, alternative arrangements must be made by the

parent/carer as Surrey County Council would be unable to provide transport at short notice for short periods of time.

- h. If the parents'/carers' transport becomes permanently unavailable, a new application for alternative travel assistance will need to be made via the child/young person's SEND case worker.



## 5. Travel arrangements

### 5.1 Independent travel

Education providers are expected to provide the necessary support to develop the young person's ability to access and use independent travel. This will be related to their preparation for adulthood. Progress in this aspect will be reviewed as part of the annual review for the child/young person's SEN/EHCP.

Education providers will be also expected to work with the child/young person in line with the risk assessment prior to any changes being made to arrangements. Any requests for solo transport or other changes must be supported by a risk assessment.

### 5.2 Provision of escorts

An escort is not routinely provided. However, an escort may be provided for the route or the individual child/young person where either:

- a. a child is of pre-school age, or
- b. if a child/young person has significant health or behavioural requirements identified through a risk assessment.

### 5.3 Journey times

Home to education provider transport will be arranged so as to be as non-stressful as possible. Wherever possible, and subject to individual needs, the journey time will be no more than 45 minutes for primary aged pupils and no more than 75 minutes for secondary aged pupils, complying with best practice guidelines. In some circumstances it may be necessary to increase these timeframes where specialist placements are concerned. Journeys to and from education providers outside of Surrey's borders, or for children/young people placed some distance from their home may also, by definition, exceed the usual maximum journey times.

### 5.4 Pick-up and drop off points

Where appropriate, parents/carers may be expected to take their child/ young person to/from a pick up/drop off point.

### 5.5 Review of travel arrangements

We reserve the right to review the travel arrangements in circumstances where either:

- a. Parents/carers repeatedly fail to inform the Transport Coordination Centre and the child/young person's transport provider that the transport is not required as a result of the child/young person's illness before it arrives at the home address, or
- b. a child/young person suddenly decides not to travel in transport which has arrived on any given day (without any prior notice having been given to the transport company), where the refusal is not related to their SEND

- c. there is a situation where the behaviours of a child / young person / parent / carer pose a safeguarding risk given the Council's duty of care to the drivers, escorts and operators, as well as the passengers in their care.

If it is necessary to withdraw the travel arrangements for a period, parents/carers will become responsible for transporting their child/young person.

## 5.6 Extreme weather

On rare occasions, severe weather may impact on Surrey County Council's ability to provide home to school transport safely. In such circumstances, the safety and wellbeing of children and young people and transport providers remains our key priority. Where severe weather results in the requirement to cancel transportation, the Transport Co-ordination Centre/transport provider will always notify parents/carers at the earliest opportunity, to avoid unnecessary disruption.

If transport is cancelled due to extreme weather, the following is applicable:

- a. Where a route is cancelled and a parent/carer takes the decision to transport their child/young person themselves, the parent/carer remains responsible for the return journey or any subsequent costs should a return journey not be possible.
- b. If a child/young person is unable to attend school/college due to severe weather, the parent/carer remains responsible for their child/young person.

## 6. Appeals procedure

Where the decision has been made that a child/young person is not eligible for travel assistance, or where a change in transport arrangements has been made and notified, or where transport has not been agreed on exceptional grounds, parents/carers may ask for the decision to be reconsidered to include any exceptional circumstances they wish to put forward. A form will be provided for this purpose and supplementary evidence may be requested.

The SEND case worker for the child/young person is responsible for collating the appeal case, in conjunction with the parents/carers, at all stages of the appeal process.

Any decision resulting from an appeal will include the details for further appeal. All decisions will be notified in writing, no more than 5 working days after being made.

### 6.1 Stage 1 – Review by an area special needs manager (ASNM)

- a. The first stage of the appeal process is in writing to the relevant ASNM. The written request should detail why the parent believes the decision should be reviewed and give details of any personal and/or family circumstances the parent believes should be considered when the decision is reviewed.
- b. A parent has 20 working days from receipt of the local authority's home to school transport decision to make a written request asking for a review of the stage one decision.

### 6.2 Stage 2 – SEN panel

If the decision remains unchanged, the parents/carers can progress their appeal to Stage 2 of the process.

A panel of professionals from the Special Educational Needs Service and partner agencies considers Stage 2 appeals.

The panel will consider the points of the case, alongside the decisions made at Stage 1.

### 6.3 Stage 3 – review by an independent appeal panel

If the decision remains unchanged, the parents can progress their appeal to Stage 3 of the process.

A panel of elected members considers Stage 3 appeals.

Within 40 working days of receipt of the parents' request an independent appeal panel considers representations from both the parent and officers involved in the case and gives a detailed written notification of the outcome (within 5 working days), setting out:

- the nature of the decision reached;
- what factors were considered;
- the rationale for the decision reached; and
- information about the parent's right to put the matter to the Local Government Ombudsman

The independent appeal panel members should be independent of the original decision making process (but are not required to be independent of the local authority) and should be suitably experienced (at the discretion of the local authority).

#### **6.4 Local Government Ombudsman**

Parents can contact the Local Government Ombudsman at any time; however, the Local Government Ombudsman will normally expect them to have completed all stages of the Council's complaints procedure before considering their complaint. Further advice is available on [www.lgo.org.uk](http://www.lgo.org.uk) or on the Local Government Ombudsman advice line on 0300 061 0614.

This is the final stage in the appeals process.

### **7. Other guidance which underpins this policy document?**

Surrey County Council must have regard to the latest statutory guidance when carrying out its responsibilities in relation to transport arrangements for children and young people. This includes:

*Home to school travel and transport guidance: Statutory guidance for local authorities July 2014*

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/445407/Home\\_to\\_School\\_Travel\\_and\\_Transport\\_Guidance.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/445407/Home_to_School_Travel_and_Transport_Guidance.pdf)

Surrey County Council also has an existing mainstream policy that sets out the transport support that is available from Surrey County Council for pre-16 students not holding a current SSEN or EHCP:

*Home to School Transport Policy for 4-16 year olds 2016/17*

[http://www.surreycc.gov.uk/\\_data/assets/pdf\\_file/0011/64973/Transport\\_Policy\\_4-16\\_FINAL\\_2016-17\\_V1.pdf](http://www.surreycc.gov.uk/_data/assets/pdf_file/0011/64973/Transport_Policy_4-16_FINAL_2016-17_V1.pdf)

### **8. Review of this policy**

The education travel assistance policy for children and young people under 16 with an EHCP/SSEN will be reviewed annually and consulted upon in accordance with statutory guidance should changes be considered.

Travel assistance for young people with an education  
health and care plan / statement of  
special educational needs

Age group: 16 -25

September 2016



**SURREY**

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## 1. Introduction

This policy explains Surrey County Council's arrangements for providing travel assistance for young people aged 16-25 years who have a statement of special educational needs (SEN) or an education, health and care plan (EHCP).

Many young people with a SEN or EHCP are able to walk to their education provider or travel independently using public transport. However, we recognise that some young people will require more support. This policy explains when assistance can be provided and the different types of travel arrangements available, including the option for a parental travel allowance which may offer greater flexibility for young people who qualify and their families.

**A young person's individual needs will determine the support they are given and evidence will be taken from a range of professionals and from parents / carers.**

**We will ensure that young people are assessed on an individual basis and that any decision about travel assistance is based on individual needs**

## 7 2. Qualifying for SEND travel assistance

### 2.1 To be considered under this policy a young person *must*:

- a. be resident in Surrey County, and
- b. continue to hold a EHCP/SSEN, and
- c. be under 25 years of age on 31st August of the academic year prior to when they start their course, and
- d. be attending a qualifying education provider (see section 3.1), and
- e. be attending the nearest appropriate education provider unless agreed otherwise and stipulated within the EHCP or SSEN, and
- f. be attending a full-time, non-advanced, publicly funded course of at least one academic year's duration (a full time student is one enrolled on a programme of at least 540 study hours), and
- g. not be in receipt of help towards their travel costs from any other source (with the exception of Surrey's Student Fare Card), and
- h. be attending an education provider that is more than three miles walking distance from their home, unless the young person's disability impacts on their ability to walk this distance or to walk the route safely (see section 2.4), or if the walking route is deemed unsafe (see section 3.4).

There is a separate policy for children and young people under 16 years old with special educational needs and disabilities

[http://www.surreycc.gov.uk/\\_data/assets/pdf\\_file/0011/64973/Transport\\_Policy\\_4-16\\_FINAL\\_2016-17\\_V1.pdf](http://www.surreycc.gov.uk/_data/assets/pdf_file/0011/64973/Transport_Policy_4-16_FINAL_2016-17_V1.pdf)

### 2.2 General principles

- a. We will consider applications for travel assistance to an education provider for a young person in receipt of a SSEN or an EHCP.
- b. We accept responsibility for travel arrangements between the young person's main residence and the nearest appropriate education provider. Where a young person has more than one address, travel assistance to the education provider will be based on the residence where the young person habitually resides.
- c. When deciding whether to offer travel assistance we will consider factors including statutory walking distances; whether the young person is in receipt of the 16 to 19 vulnerable bursary; whether the young person's family is in receipt of the maximum working tax credit and/or meets the eligibility criteria for free school meals; and recommendations from appropriate medical professionals in relation to the young person's special educational needs or disabilities. We will ensure that young people are assessed on an individual basis and any decision about travel assistance will be based on individual needs (see sections 2.3 and 2.4 for details).
- d. We appreciate that many families prefer to make their own arrangements to get their young person to the education provider rather than requesting a taxi and we have an offer to enable this to happen (See section 4.4).
- e. We also encourage parents and carers to work with the local authority to enable their young person with special educational needs or disabilities to travel independently if and when appropriate.
- f. An application for transport assistance should be made annually.



Many young people who have a SSEN or EHCP are able to travel independently using public transport. Those that can are expected to take advantage of existing schemes as follows:

- **Surrey Student Fare Card** - reduced rate travel to the education provider for young people aged 16-18. For more information and to apply online go to [www.surreycc.gov.uk/studentfarecards](http://www.surreycc.gov.uk/studentfarecards)
- **Disabled person's bus pass** - travel anywhere in Surrey, at any time, for free. If you have difficulty travelling you could be entitled to travel with a companion. Please go to [www.surreycc.gov.uk/freebuspass](http://www.surreycc.gov.uk/freebuspass) for information on eligibility and how to apply.

We recognise, however, that some young people with specific needs will require more support, often for an agreed period of time. Some young people with special educational needs and disabilities may not be able to walk or travel by public transport to their education provider because of their particular needs or lack of accessibility.

### **2.3 Surrey County Council will provide travel assistance as set out below.**

NB: Please refer to section 2.4 for information about how individual needs will be considered.

#### Non-residential education providers

We will provide travel assistance where a young person attends their nearest appropriate qualifying education provider when this provider is more than three miles walking distance from the young person's home, and provided the young person fulfils all other criteria as outlined in sections 2.1 and 2.2 above, unless the young person's disability impacts on their ability to walk this distance or to walk the route safely (see section 2.4), or if the walking route is deemed unsafe (see section 3.4).

#### Young people in residential educational provision

Where young people are placed at a residential education provider, Surrey County Council will normally provide one return journey at the start and end of the placement timeframe e.g. 52 weeks; termly, or as otherwise agreed in the young person's EHCP/SSEN. Any requests for travel assistance outside of the placement timeframe will be considered but must be made in advance and will be considered on a case by case basis by the Area Special Needs Manager / Post 16 Area Lead / Transition and advice may be sought from the residential education provider

#### Young people aged 19-25 with social care needs

For those young people aged 19-25 who are eligible for a social care package and in need of travel assistance in order to access their education provider, Surrey County Council's transition team may provide support to access appropriate transport, wherever possible and appropriate.

For more information, families are advised to speak to their allocated worker or alternatively contact the duty officer on 01276 800270.

### **2.4 We will ensure that young people are assessed on an individual basis and any decision about travel assistance will be based on individual needs.**

A young person's individual needs will determine the support they are given and evidence will be taken from a range of professionals and from parents or carers.

7 Evidence of a young person's disability and/or learning difficulty and why it would cause them to require additional support, must be provided from a relevant consultant.

Where relevant, a risk assessment will be carried out before the young person begins travelling to make sure that the transport provided meets their needs. This will include a detailed breakdown of the young person's needs, explaining how they will be kept safe while travelling, and will include whether an escort will be required and any medical protocols that may be needed.

We are **not** normally able to take the following factors into account as criteria for awarding travel assistance to an education provider:

- a. parents'/carers' work or other commitments
- b. attendance by siblings at other schools/colleges
- c. a work experience placement
- d. an address other than the home address, including childminders
- e. a journey from one educational establishment to another
- f. ad hoc visits to other education providers
- g. short break provision/respite care – please discuss with your social worker
- h. out of hours clubs (e.g. breakfast, after school activity)
- i. link courses
- j. any educational provision planned over weekends or bank holidays
- k. collection from the education provider due to illness
- l. parental attendance at meetings
- m. part-time timetables or to meet examination timetables

However, please note that we will consider each young person and their family's circumstances individually before making a decision. Please refer to section 3.7 on 'Exceptional Needs' for further information.

### **3. Further information about qualifying for travel assistance**

#### **3.1 Qualifying education providers**

To be eligible for travel assistance under this policy, young people must be attending a qualifying education provider. The qualifying education provider must be educationally appropriate to the age, ability and aptitude of the young person, and any special educational needs that the young person may have, as outlined in the young person's SSEN/EHCP. Qualifying educational providers may be one of:

- a publicly funded school (including an academy)
- a publicly funded further education institution
- a local authority maintained or assisted institution providing further education
- an establishment in direct receipt of government funding, for example independent specialist providers for learners with learning difficulties and /or disabilities
- a learning provider that is funded by the local authority to deliver accredited programmes of learning which lead to a positive outcome (this could include colleges, charities and private learning providers)

#### **3.2 Nearest appropriate education provider**

When determining which qualifying education provider is the nearest appropriate to the home address, distances will be measured by the shortest straight line distance between home and education provider.

Where a parent/carer/young person expresses a preference for an education provider further away than that which is considered to be the nearest appropriate provider and this is agreed within the EHCP, transport assistance will not normally be offered to that education provider unless otherwise stated.

#### **3.2 Measuring the distance for transport between home and education provider**

When establishing whether the nearest appropriate education provider is within statutory walking distance, the distance between home and the education provider will be measured by the shortest available safe walking route following recognised public footpaths. Where the school is not within statutory walking distance, the distance for travel assistance will be measured by the shortest available road route. Statutory walking distance is 3 miles for children and young people over 8 years old.

Assistance will not normally be awarded if a house move results in statutory walking distance being exceeded. However, special considerations may be given as a result of an enforced council move. Evidence of an enforced permanent or temporary council move must be provided.

#### **3.4 Route safety**

7 Any queries regarding the safety of a route will be assessed by a Community Travel Advisor from the Safer Travel Team in line with Surrey County Council's Risk Assessment Procedure at Highway Sites.

Factors to be taken into consideration include the age and ability of the young person, the width of the roads, the existence of pavements, visibility, the speed and volume of traffic, the existence or otherwise of lighting and the condition of the route at different times of the year. Each case will be considered on its own merits on consideration of all the risks and the existence of any one negative factor will not automatically deem the route to be unsafe.

If measures are subsequently introduced which make a route safe which was previously assessed as unsafe then the shortest walking distance will be reassessed for any affected young people and transport may be withdrawn if the walking distance falls below the distance threshold appropriate to the age and ability of the young person.

### **3.5 Changes in circumstances during the relevant academic year**

Once eligibility has been confirmed, young people will be assumed to be eligible for the remainder of the academic year (September to July). It is the parents'/carers'/young person's responsibility to inform their SEND case worker if a young person has a change of circumstances at any time that might affect their eligibility for travel assistance, such as a change of address, course, institution, or the young person leaving the education provider. The SEND case worker must be notified immediately in writing. The young person's eligibility will be reassessed where there is still a need for travel assistance.

Assistance with travel in these circumstances will normally only be agreed for the minimum time required to complete the course. Unless there are extenuating circumstances, Surrey County Council would not expect to assist with repeat years. However, an application form must be completed for each year of the course and support will not be renewed automatically.

### **3.6 Moving out of Surrey**

If a young person moves out of the administrative area of Surrey County Council, they will have their transport assistance withdrawn. Responsibility for travel will rest with the local authority in whose area the young person now lives.

### **3.7 Exceptional needs**

Where parents/carers/young people consider that exceptional needs apply to their application for travel assistance, they are asked to complete a Home to School/ Education Provider Transport – Exceptional Needs form (available from the SEND Case Worker).

Exceptional needs might include, *but are not limited to*, health needs/disability/circumstances affecting the young person's sibling(s) or other close family members who are dependent upon the young person's parents/carers; exceptional financial difficulties, other factors that are likely to significantly impact on the parents'/carers' ability to meet their responsibilities in connection with transporting the young person to an education provider. Surrey County Council may require appropriate verification of any information which is materially relevant to its decision.

If travel assistance is agreed based on exceptional needs, the decision will be reviewed termly or at other intervals as specified by Surrey County Council. Parents/carers/young people will be expected to provide updated benefits or other information if requested, and if this is not provided, Surrey County Council reserves the right to withdraw the travel assistance.

### **3.8 Medical conditions - young person or parent/carer**

- a. Travel assistance may be provided within statutory walking distances if written evidence from an appropriate medical professional, e.g. hospital consultant is received which states that the young person is unable to walk safely to the education provider due to their special educational needs or disability.
- b. Travel assistance may be provided within statutory walking distances where written evidence from an appropriate consultant confirms that the young person requires accompaniment to their education provider due to their special educational needs or disability, *and* written evidence from GP confirms that their parent is unable to accompany the young person to the education provider due to the parent's disability or pre existing medical condition
- c. Final decisions on whether to grant travel assistance in relation to medical conditions as above remains with Surrey County Council.

Travel assistance provided on medical grounds will be reviewed regularly. Temporary medical conditions will be reviewed every half term, dependent on medical advice. Decisions relating to longer-term medical conditions will be reviewed annually.

**3.9** No reimbursement of travel costs incurred prior to an application will be made.

## 7 1. Type of travel provision offered

4.1 When assessing the type of travel provision to be offered we will take into account:

- a. the age and maturity of the young person
- b. the young person's disability and/or their special educational needs
- c. ability and aptitude of the young person
- d. suitability of the type of provision for the young person's needs
- e. the length of the journey
- f. nature of the possible routes from home to education provider, particularly in relation to safety
- g. whether the young person is able to safely walk the distance involved
- h. whether the young person needs to be accompanied and whether it is possible for the young person to be accompanied (taking into account factors such as parental disability)

When deciding whether to offer a parental travel allowance as set out in section 4.4 below, we will take into account the suitability and availability of existing transport provision.

### 4.2 Contract coach or other contract vehicle

Where a young person is unable to travel on public transport as a result of their disability or condition, or where they are unable to use a Student Fare Card or Disabled Persons Bus Pass, they will be expected to make a contribution towards their travel costs. The contribution rate was capped at £3.66 per day for the academic year 2015-16. This contribution will be reviewed annually and adjusted on 1 September in line with the March Retail Price Index (RPI) or Consumer Price Index (CPI), whichever is the lower.

Travel assistance will only be agreed for costs incurred at the start and end of the education provider day. Where existing transport provision is available at the start and end of the education provider day, additional journeys will not be provided at alternative times to cater for young people's individual timetables.

If there is a seat on a contract coach or other contract vehicle travelling to the education provider and the young person takes up this place the parents/young person will normally be invoiced termly in advance (2015-16 rate is £231.80 per term, equivalent to £3.66 a day). More frequent invoice arrangements will be considered in cases of hardship.

Alternatively a taxi may be provided to take the young person from home to the education provider and the young person will be invoiced for their contribution termly in advance (2015-16 rate is £231.80 per term, equivalent to £3.66 a day).

### 4.3 Young people unable to use a Student Fare Card or disabled person's bus pass

As for all young people, where a young person is able to travel independently on public transport but is unable to use the Student Fare Card or disabled persons bus pass to get to the education provider, they will be expected to make a contribution towards their travel costs.

If the young person travels on alternative public transport routes the amount to be reimbursed will be the equivalent cost to travelling by the lowest equivalent public transport rate, less the specified

contribution (2015-16 is contribution rate £3.66 a day). Costs will be reimbursed at the end of each term upon receipt of a claim form accompanied by receipts for tickets purchased and confirmation of attendance at the education provider.

#### 4.4 Parental travel allowance

Where a young person is unable to travel using public transport and is considered eligible for travel assistance, we encourage parents/carers to opt to transport their young person personally if this is the most cost effective method of procuring travel. The travel allowance may offer flexibility for parents/young people, e.g. journeys may be made via other destinations on the way to/from the education provider; however, only journeys between home and the education provider by the shortest available route by road will be reimbursed.

Parents/carers/young people receiving a travel allowance will be expected to make a contribution towards their travel costs (2016-17 rate £3.66 a day). A travel allowance will be offered based on the young person's home to education provider journey, less the parent/carer/young person's contribution.

If a travel allowance is the preferred option, the young person's SEND case worker can advise parents of the annual sum and the process for claiming. Surrey County Council also provides a 'Guide for Parents' which explains this information.

If a travel allowance is agreed, we will implement the following procedure:

- a. Re-imburement can only be authorised where it is the most cost effective method of providing travel assistance. Surrey County Council reserves the right to cease this arrangement at any time if we are able to procure the transport at a lower cost.
- b. Any claim for reimbursement is subject to the young person meeting qualifying criteria, and continuing to meet qualifying criteria. This particularly applies when a young person changes education provider or their main residence changes such as if the family moves house.
- c. Parents/carers/young people will be reimbursed based on the journey between home and the education provider on each day they are required to attend unless the young person is in residential accommodation, in which case reimbursement will be in line with the young person's EHCP or SSEN. A digital mapping system is used to measure the shortest available route by road to the education provider.
- d. Reimbursement will be paid in equal monthly instalments from October to July of the relevant academic year.
- e. Payments will be made as long as the young person's attendance is above 80% per term. Attendance will be monitored, and payments adjusted in subsequent months if attendance falls below this level.
- f. Parents/carers (or the young person if using their own vehicle) are responsible for ensuring that their current motor insurance is appropriate for this use.
- g. If parents/carers/young people are temporarily unable to provide transport due to unavailability of appropriate transport, alternative arrangements must be made by the parent/carer/young person as Surrey County Council would be unable to provide transport at short notice for short periods of time.
- h. If the young person's/parents'/carers' transport becomes permanently unavailable, a new application for alternative travel assistance will need to be made via the young person's SEND case worker.





## 5. Additional Support

It is recognised that those young people who fall within one of the following categories might need additional assistance with travel costs:

- a. Young people who are in receipt of the 16 to 19 vulnerable student bursary (for young people in care; care leavers; those Income Support/ Universal Credit and disabled young people that receive Employment Support Allowance and Disability Living Allowance or a Personal Independence Payment).
- b. Young people whose families are in receipt of the maximum Working Tax Credit or who meet the eligibility criteria for Free School Meals. Free School Meal eligibility relates to families in receipt of one of the following benefits:
  - Income Support
  - Income Based Jobseeker's Allowance (IBJSA)
  - Income-related Employment and Support Allowance
  - Child Tax Credit, provided they are not entitled to Working Tax Credit and have an annual income (as assessed by Her Majesty's Revenue and Customs) that does not exceed £16,190
  - Financial support under part VI of the Immigration and Asylum Act 1999
  - Guarantee element of State Pension Credit
  - Universal Credit

### 5.1 Vulnerable student bursary holder

Where a young person is in receipt of a vulnerable student bursary they can apply for reimbursement of part of their travel costs to their education provider where their fares amount to more than £2.64 a day. Agreed reimbursement of costs in excess of £2.64 a day when using a Student Fare Card as appropriate will be made at the end of each term on receipt of a claim form accompanied by receipts for tickets purchased (using a Surrey Student Fare Card as appropriate) and confirmation of attendance at the education provider. Young people who travel on contract coaches or other contract vehicles will normally be invoiced termly in advance (£167.20 per term, equivalent to £2.64 a day). More frequent invoice arrangements will be considered in cases of hardship.

### 5.2 Low income families

Where a young person's family is in receipt of one of the benefits listed above, support will be provided if the young person's fares amount to more than £3.66 a day when using a Student Fare Card as appropriate. Agreed reimbursement of costs in excess of £3.66 a day will be made at the end of each term on receipt of a claim form accompanied by receipts for tickets purchased (using a Surrey Student Fare Card as appropriate) and confirmation of attendance at the education provider. Young people who travel on contract coaches or other contract vehicles will normally be invoiced termly in advance (£231.80 per term, equivalent to £3.66 a day). More frequent invoice arrangements will be considered in cases of hardship.

### 5.3 Bursaries from education providers

In addition to the above, education providers may offer their own bursary schemes or other assistance. Parents/carers/young people should contact education providers directly to discuss their situation.

## 6. Travel arrangements

### 6.1 Independent travel

Education providers are expected to provide the necessary support to develop the young person's ability to access and use independent travel. This will be related to their preparation for adulthood. Progress in this aspect will be reviewed as part of the annual review for the young person's SSEN/EHCP. An independent travel training scheme is to be developed in 2016/17.

Education providers will be also expected to work with the young person in line with the risk assessment prior to any changes being made to arrangements. Any requests for solo transport or other changes must be supported by a risk assessment.

### 6.2 Provision of escorts

An escort is not routinely provided. However, an escort may be provided for the route or for the individual young person where a young person has significant health or behavioural requirements identified through a risk assessment.

### 6.3 Journey times

Home to education provider transport will be arranged so as to be as non-stressful as possible. Wherever possible, and subject to individual needs, the journey time will be 75 minutes, complying with best practice guidelines. In some circumstances it may be necessary to increase these timeframes where specialist placements are concerned. Journeys to and from education providers outside of Surrey's borders, or for those young people placed some distance from their home may also, by definition, exceed the usual maximum journey times.

### 6.4 Pick-up and drop off points

Where appropriate, parents/carers may be expected to take the young person to/from a pick up/drop off point.

### 6.5 Review of travel arrangements

We reserve the right to review the travel arrangements in circumstances where either:

- a. the young person or their parents/carers repeatedly fail to inform the Transport Coordination Centre and the young person's transport provider that the transport is not required as a result of the young person's illness before it arrives at the home address, or
- b. a young person suddenly decides not to travel in transport which has arrived on any given day (without any prior notice having been given to the transport company), where the refusal is not related to their SEND.
- c. there is a situation where the behaviours of a child / young person / parent / carer pose a safeguarding risk given the Council's duty of care to the drivers, escorts and operators, as well as the passengers in their care.

7 If it is necessary to withdraw the travel arrangements for a period, parents/carers will become responsible for the young person's travel arrangements.

## 6.6 Additional journeys

Transport providers are allowed to make agreed journeys from the young person's home (defined as their usual place of residence during term time) to the education provider and from the education provider to home only. No additional journeys can be made under the terms of the 16-25 SEND travel assistance policy. Surrey County Council will not make any payments to transport providers for any additional journeys, and additional journeys must be invoiced directly to the education provider or parent/carer/young person, depending on who arranged the journey.

Any additional journeys which are deemed to be home to education provider transport must be authorised by the area special educational needs manager (if the young person attends a school) or the SEND post-16 area lead (if the young person attends a college/training provider) in advance of the journey taking place. Surrey County Council will not guarantee payment to transport providers for any additional unauthorised journeys.

Where a young person is based full-time at an education provider but visits another education provider for inclusion purposes, the education provider where the young person is usually based will be responsible for arrangements and paying for transport. If the Surrey County Council transport provider is used, the transport provider will invoice the education provider directly for any such changes.

## 6.7 Extreme weather

On rare occasions, severe weather may impact on Surrey County Council's ability to provide transport safely. In such circumstances, the safety and wellbeing of young people and transport providers remains our key priority. Where severe weather results in the requirement to cancel transportation, the Transport Co-ordination Centre/transport provider will always notify parents/carers at the earliest opportunity, to avoid unnecessary disruption.

If transport is cancelled due to extreme weather, the following is applicable:

- a. Where a route is cancelled and a parent/carer takes the decision to transport their young person themselves, the parent/carer remains responsible for the return journey or any subsequent costs should a return journey not be possible.
- b. If a young person is unable to attend the education provider due to severe weather, the parent/carer remains responsible for their young person.

## 7. Appeals procedure

Where the decision has been made that a young person is not eligible for travel assistance, or where a change in transport arrangements has been made and notified, or where transport has not been agreed on exceptional grounds, parents/carers/young people may ask for the decision to be reconsidered to include any exceptional circumstances they wish to put forward. A form will be provided for this purpose and supplementary evidence may be requested.

The SEND case worker for the young person is responsible for collating the appeal case, in conjunction with the parents/carers/young person, at all stages of the appeal process.

Any decision resulting from an appeal will include the details for further appeal. All decisions will be notified in writing, no more than 5 working days after being made.

### 7.1 Stage 1 – Review by an area special needs manager (ASNM) or Post-16 Area Lead (PAL)

- a. The first stage of the appeal process is in writing to the relevant ASNM for schools or Post-16 area lead for other education providers. The written request should detail why the parent/carer/young person believes the decision should be reviewed and give details of any personal and/or family circumstances they believe should be considered when the decision is reviewed.
- b. An applicant has 20 working days from receipt of the local authority's travel assistance decision to make a written request asking for a review of the Stage 1 decision.

### 7.2 Stage 2 – SEN panel

If the decision remains unchanged, the parents/carers/young person can progress their appeal to Stage 2 of the process.

A panel of professionals from the SEN service and partner agencies considers Stage 2 appeals.

The panel will consider the points of the case, alongside the decisions made at Stage 1.

### 7.3 Stage 3 – review by an independent appeal panel

If the decision remains unchanged, the parents/carers/young person can progress their appeal to Stage 3 of the process.

A panel of elected members considers Stage 3 appeals.

Within 40 working days of receipt of the applicant's request, an independent appeal panel considers representations from both the parent and officers involved in the case and gives a detailed written notification of the outcome (within 5 working days), setting out:

- the nature of the decision reached;
- what factors were considered;
- the rationale for the decision reached; and
- information about the parent/carer/young person's right to put the matter to the Local Government Ombudsman

The independent appeal panel members should be independent of the original decision making process (but are not required to be independent of the local authority) and should be suitably experienced (at the discretion of the local authority).

#### **7.4 Local Government Ombudsman**

Parents can contact the Local Government Ombudsman at any time; however, the Local Government Ombudsman will normally expect them to have completed all stages of the Council's complaints procedure before considering their complaint. Further advice is available on [www.lgo.org.uk](http://www.lgo.org.uk) or on the Local Government Ombudsman advice line on 0300 061 0614.

This is the final stage in the appeals process.

## 8. Other guidance which underpins this policy document?

Surrey County Council must have regard to the latest statutory guidance when carrying out its responsibilities in relation to transport arrangements for children and young people. This includes:

*Post-16 transport to education and training: statutory guidance for local authorities* February 2014  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/277016/Post-16\\_Transport\\_Guidance.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/277016/Post-16_Transport_Guidance.pdf)

*Home to school travel and transport guidance: statutory guidance for local authorities* July 2014  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/445407/Home\\_to\\_School\\_Travel\\_and\\_Transport\\_Guidance.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/445407/Home_to_School_Travel_and_Transport_Guidance.pdf)

This is statutory guidance from the Department for Education. A local authority must have regard to it when exercising its functions relating to the participation of young people in education or training.

*Participation of young people in education, employment or training*  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/349300/Participation\\_of\\_Young\\_People\\_Statutory\\_Guidance.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/349300/Participation_of_Young_People_Statutory_Guidance.pdf)

Surrey County Council has an existing mainstream policy that sets out the transport support that is available for students aged 16 to 19 not holding a current SSEN or EHCP who live in Surrey and who attend a qualifying education provider.

*Home to School / College Transport Policy for Surrey students of sixth form age – 2015 / 2016* May 2015  
[http://www.surreycc.gov.uk/\\_\\_data/assets/pdf\\_file/0010/4213/Transport-Policy-and-form-Post-16-15-16-V2.pdf](http://www.surreycc.gov.uk/__data/assets/pdf_file/0010/4213/Transport-Policy-and-form-Post-16-15-16-V2.pdf)

## 7. Review of this policy

The education travel assistance policy for young people aged 16-25 with an EHCP/SSEN will be reviewed annually and consulted upon in accordance with statutory guidance should changes be considered.

(Local authorities should set out in their transport policy statements how and when they propose to consult young people and their parents to inform the development of their statements in the following year - do we want to be more specific here?)

The Guidance for Post 16 also set out in paragraph 15 the following  
Section 509A B (1) of the Education Act 1996 imposes a requirement that the transport policy statement should set out the extent to which the arrangements specified in the statement include arrangements for facilitating the attendance at schools and learning providers of young people with learning difficulties and /or disabilities. Arrangements for this group of young people must therefore be set out specifically in the statement. As this relates to Statements of SEN and EHCPs is this in the mainstream policy or should there be a reference in this policy??.



**1. Topic of assessment**

<b>EIA title:</b>	Education travel assistance for children and young people with an Education, Health and Care Plan / Statement of Special Educational Needs – pre-16 age group
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<b>EIA author:</b>	Ginni Smedley
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**2. Approval**

	<b>Name</b>	<b>Date approved</b>
<b>Approved by<sup>1</sup></b>		

**3. Quality control**

<b>Version number</b>	5	<b>EIA completed</b>	
<b>Date saved</b>	11.05.2016	<b>EIA published</b>	

**4. EIA team**

<b>Name</b>	<b>Job title (if applicable)</b>	<b>Organisation</b>	<b>Role</b>
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Michelle Starr	Performance and Intelligence Analyst	Surrey County Council	Data analysis
Ginni Smedley	Strategy and Policy Development Manager	Surrey County Council	EIA author
Sue Roch	South East Area Education Officer	Surrey County Council	Policy author
Dee Turvill	Commissioning and Development Manager (Participation)	Surrey County Council	Contributor
Catherine Allen	Principal Accountant, Children Schools& Families	Surrey County Council	Contributor
SEND travel group	Project group reviewing SEND travel arrangements	Various	Review of draft EIA

<sup>1</sup> Refer to earlier guidance for details on getting approval for your EIA.

## 5. Explaining the matter being assessed

<p><b>What policy, function or service is being introduced or reviewed?</b></p>	<p>Surrey County Council is reviewing its policies for travel assistance between home and education provider for children and young people with an education, health and care plan (EHCP) or an existing statement of special educational needs (SEN). Separate policies have been developed for 0-16 year olds and 16-25 year olds, due to differences in how education is provided to each of these age groups.</p> <p>This EIA relates to the review of the education travel assistance policy for children and young people aged 0-16 with special educational needs and disabilities.</p>
<p><b>What proposals are you assessing?</b></p>	<p>Surrey County Council is not proposing to change its policy regarding entitlement to travel assistance for children and young people aged 0-16 with special educational needs and disabilities. The revised policy restates current policy; however, changes have been made to layout and language to make the policy more accessible, and elements that were less clear in previous versions have been clarified. In response to stakeholder feedback it is intended that there will also be a Parents' Guide to explain key information, which will be co-produced with parents.</p> <p>The policy explains the conditions under which children and young people with special educational needs and disabilities (SEND) who are under 16 years old will receive assistance with travel between the child/young person's main residence and the education provider in which they are in receipt of an EHCP or SEN. It emphasises strongly that a child/young person's individual needs will determine the support they are given. Many children/young people with a SEN or EHCP are able to walk to school or use public transport; however, the Council recognises that some children/young people cannot reasonably be expected to do this because of their mobility problems or associated health and safety issues related to their special educational needs or disability. The policy also includes arrangements in cases of financial hardship and/or exceptional needs.</p> <p>As well as setting out the options for travel assistance for those who are eligible, the revised policy proposes alterations to payment arrangements for those who are entitled to receive a parental travel allowance. It is hoped the parental travel allowance will be attractive to families who qualify, as it can offer greater flexibility. Increased take-up of the travel allowance would assist Surrey County Council in achieving savings compared to the cost of taxi provision for eligible children and young people, and help to reduce the overall SEND travel budget.</p> <p>For children and young people who qualify, the parental travel allowance will replace the current system of paying 'parental mileage', with effect from September 2016. Reimbursement rates (based on 2015/16 rates and subject to yearly review) will be 45 pence per mile for 2 journeys (compared to 22.5p/mile for 4 journeys currently).</p>

	<p>Payments will be in equal monthly instalments from October to July (currently they are paid termly in arrears), and payments will only be adjusted if the child/young person's attendance falls below 80% in the term (currently, deductions are made in respect of all non-attendance).</p> <p>The revised policy will come into effect from September 2016 for all new applicants. Transition arrangements will be offered to current claimants who might otherwise experience a financial loss under the new policy, and will apply until the child/young person transfers to the next phase of their education (e.g. until transfer to secondary phase, or transfer to post-16 phase). This may be required where the child/young person attends an education provider that is more than 10 miles from their home so might receive a lower net amount under the new parental mileage system (depending on their attendance levels).</p>
<p><b>Who is affected by the proposals outlined above?</b></p>	<ul style="list-style-type: none"> <li>• Children and young people under the age of 16, with special educational needs and disabilities</li> <li>• Parents, carers and families of above</li> </ul>

## 6. Sources of information

Engagement carried out
<p>The revised policy has been developed collaboratively with relevant SCC officers; the SEND Travel Group and with Family Voice Surrey, a parent-carer forum for families of children and young people with additional needs in Surrey. Representatives from Family Voice have attended SEND travel group meetings, contributing to proposals such as the development of a co-produced Parents' Guide, and improved travel training for children and young people with special educational needs and disabilities, both of which should strengthen the intended positive impacts of the revised policy.</p> <p>Surrey County Council has consulted on the revised policy with approximately 50 directly affected stakeholders (i.e. parents/carers of children or young person with a EHCP/SEN and children/young people with a EHCP/SEN). Twenty-five engaged through the written consultation, and approximately 25 through events. This represents approximately 1.5% of children, young people and families affected by the pre- and post-16 education travel policies for children and young people with SEND.</p> <p>An online consultation took place between 4 January and 28 March 2016, targeted towards children and young people; parents/carers; professionals and all Surrey residents. A total of 44 responses were received, with two further responses received by e-mail. Fifty-two per cent of the respondents were parents; 2.5% were carers; 11% teachers; 5% officers; 2.5% students and 26% 'other'. The consultation was 're-launched' on 24 February to provide improved information about the new travel allowance scheme including 2 case studies to show how the travel allowance scheme would affect families financially. Of the total 44 responses, 34 were received prior to re-launch and 8 afterwards.</p>

The deadline for responses was extended slightly in response to specific requests by some stakeholders, to ensure they were able to respond fully to the consultation. Detailed written responses to the consultation were received from Family Voice; from the Surrey Deaf Forum, and from SOS SEN.

Full details of the consultation and respondents' feedback can be found in the Consultation Report provided to Cabinet.

The consultation has informed the development of the pre-16 education travel policy for children/young people with a SSEN/EHCP as follows:

- Document accessibility: Significant numbers of respondents did not agree that the draft policy provided at consultation stage was easy to understand. In response to this feedback, the policy has been substantially re-drafted to ensure that layout and content is more accessible. The nature of the policy constrains the extent to which legal language can be avoided, however, clear explanations/definitions have been provided to enhance understanding. Additionally, we have committed to developing a co-produced Parents' Guide to accompany the policy.
- Travel allowance system: Many respondents did not agree that the new parental allowance would offer greater flexibility, and/or expressed concerns about affordability. It was clear from some responses that there were misunderstandings about the policy and what was being proposed, and the re-launch of the consultation together with further information about the parental travel allowance was intended to mitigate this. Additionally, the revised policy includes information about how Surrey County Council can support families in circumstances of financial hardship, and transition arrangements have been proposed for current claimants.
- Legality of proposed policy: Some respondents questioned whether certain aspects of the policy were lawful or complied with good practice in relation to groups with protected characteristics, e.g. disability. Surrey County Council has sought further advice to ensure its proposed policy is lawful and complies with all relevant guidance, including legislation and guidance relating to groups with protected characteristics. The policy has been re-worded to be more explicit about how children and young people's individual needs will be considered and it emphasises that the child's/young person's individual needs will determine the assistance they are offered.

#### Data used

- SEND transport payment records for 2015/16
- EMS data on schools, type of primary need, ethnicity and gender.
- Needs analysis of children and young people 0 – 25 years old with Special Educational Needs and Disabilities
- Families in Poverty Needs Assessment 2010

## 7. Impact of the new/amended policy, service or function

### 7a. Impact of the proposals on residents and service users with protected characteristics

Protected characteristic <sup>2</sup>	Potential positive impacts	Potential negative impacts	Evidence
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 101</p> <p><b>Age</b></p>	<p>The revised policy may have a positive impact for some children aged 0-16, by explaining more clearly how mileage will be reimbursed under the travel allowance system, thus encouraging choice and giving flexibility if the child attends other activities on the way home from school.</p> <p>Because reimbursement will happen more frequently, this may have a positive impact on families with children aged 0-16.</p> <p>In response to stakeholder feedback and the initial equalities impact</p>	<p>The revised policy may have a negative impact for some children aged 0-16, if they attend schools more than 10 miles from their home, due to lower nett reimbursement rates, although this may be offset by not applying deductions to the parental travel allowance unless a child's attendance falls below 80%. Additionally, existing claimants may opt for 'transition arrangements' whereby existing claims would be reimbursed under the current policy if preferred.</p> <p>Despite reimbursements being made more frequently under the revised policy, some</p>	<p>Entitlement criteria remain unchanged within the revised policy, although the policy has been redrafted to provide clearer information. Arrangements for children and young people using public transport and taxis will not be altered.</p> <p>Under the current policy, parental mileage is reimbursed at 22.5 pence per mile, rising to 40 pence per mile for journeys over 10 miles so long as the child is in the car, with 4 journeys per day being reimbursed. Under the revised policy, the travel allowance will be 45 pence per mile, with 2 journeys per day being reimbursed (2015/16 rates quoted). The nett effect of this is that parents of children attending schools within 10 miles of their home will receive the same amount under both policies; however, where the child's school is more than 10 miles from home, rates of reimbursement will be lower under the revised policy. This may be offset because deductions for non-attendance will only apply where the child's attendance falls below 80%, whereas currently deductions apply to all non-attendance. Payments under the current parental mileage system are made termly in arrears; under the revised policy, the travel allowance will be paid in equal monthly instalments from October to July. Existing claimants may opt for 'transition arrangements' whereby existing claims would be reimbursed under the current policy if preferred.</p> <p>Some respondents to the online consultation identified cost as a potential barrier to using the travel allowance. Surrey's Families In Poverty Needs Analysis and JSNA shows that approximately 9.9%</p>

<sup>2</sup> More information on the definitions of these groups can be found [here](#).

	<p>analysis which identified concerns in relation to low income families and from parents about whether their the policy would meet their child/young person’s individual needs, the policy has been redrafted to provide clearer information, and SCC has committed to developing a coproduced Parents’ Guide. The revised policy emphasises that individual needs and circumstances will be considered, and contains information relating to financial hardship and exceptional circumstances. The policy is therefore expected to have a positive impact for 0-16 year olds, including those from low-income families.</p>	<p>families on low incomes may find that being reimbursed retrospectively is not feasible for them and may not be able to accept a travel allowance due to financial constraints. This might mean that their children/young people lose out on out-of-school opportunities because other forms of transport are less flexible.</p> <p>Correlating consultation responses with the profile of child poverty in Surrey suggests that families with children aged 0-10 may be more likely to be experience a negative impact from the revised payment arrangements.</p> <p>The policy may have a negative impact for children in large families, particularly if they experience reductions to income from welfare benefits. Parents may be less able to afford the</p>	<p>of children and young people aged 0-19 are living in poverty in Surrey. 64% of these are aged 0-10. It is estimated that nationally 29% of families with disabled children are in poverty and 55% of families with children with disabilities are living in or at the margins of poverty. Comments from Family Voice during development of this EIA confirm their awareness of a local co-relationship between family poverty and disability.</p> <p>Surrey’s education travel assistance policy states assessment for entitlement will not normally take account of attendance by siblings at other schools/colleges. Under the Government’s ongoing programme of welfare reforms, families with a large number of children will experience the greatest cumulative financial impact from benefits changes. Key measures include the Universal Credit cap, effective from September 2016, which will particularly affect large families; and payment of benefits monthly in arrears. These reforms will impact at the same time as Surrey’s revised travel assistance policy will come into effect.</p>
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		<p>option of a travel allowance, and if several siblings attend different schools, parents may be unable to accompany all their children to school. It should be noted that these impacts would be the same under the current policy; and also that parents may opt for another arrangement such as a taxi arranged by Surrey County Council, rather than the parental travel allowance.</p>	
<p><b>Disability</b></p>	<p>As with the current policy, the revised policy states that the child/young person's individual needs will be considered when deciding transport provision. This is expected to have a positive impact for children/young people with SEND by ensuring that their journey to/from their education provider is suitable for their needs and as non-stressful</p>	<p>As explained above, the revised policy delivers a nett reduction in reimbursement per mile where a child attends a school more than 10 miles from home. This may have a negative impact on families of children with certain disabilities, where their nearest appropriate education provision is further from home. This may be offset by not applying deductions to the parental travel</p>	<p>Over 5000 children and young people aged 0-25 in Surrey have special educational needs and disabilities. Based on March 2016 figures, it is estimated that approximately 2300 0-16 year olds with SEND would be in receipt of travel assistance in September 2016.</p> <p>It is estimated that nationally 29% of families with disabled children are in poverty and 55% of families with children with disabilities are living in or at the margins of poverty. Comments from Family Voice during development of this EIA confirm their awareness of a local co-relationship between family poverty and disability.</p> <p>Under the revised policy, deductions for non-attendance will only apply where the child's attendance falls below 80%, compared to below 90% under the current policy. Attendance averages at 80% for children and young people with SEND.</p>

as possible.

The policy also states that whether it is possible for a child/young person to be accompanied will be considered. This should have a positive impact for children with disabled parents, by taking account of their individual and family circumstances.

The revised policy may have a positive impact for children/young people with disabilities by explaining their entitlements to education transport more clearly. The parental travel allowance may give greater flexibility for disabled children/young people to attend other activities on the way home from school, or to choose the most convenient route of travel.

Because

allowance unless a child/young person's attendance falls below 80%; however, there may be a nett financial loss for pupils with high attendance who go to education providers more than 10 miles from their home. Existing claimants may opt for 'transition arrangements' whereby existing claims would be reimbursed under the current policy if preferred.





	<p>reimbursement will happen more frequently, this may have a positive impact on the families of disabled children.</p> <p>Not making deductions unless attendance falls below 80% is expected to have a positive impact for some families of children with disabilities, since the revised threshold will mean that fewer families experience deductions.</p>		
<b>Gender reassignment</b>	No impacts identified	No impacts identified	No data available
<b>Pregnancy and maternity</b>	No impacts identified	No impacts identified	No data available
<b>Race</b>	No impacts identified	No impacts identified	Discrepancies between data sets and collection methods make it difficult to obtain a reliable profile of the race/ethnicity of children currently receiving SEND travel assistance. From the information available, it appears that the ethnic profile of these children broadly corresponds to the ethnic profile of the Surrey population as a whole, suggesting that the current and revised policies do not have any particular impact in relation to race.
<b>Religion and belief</b>	No impacts identified	No impacts identified	No data available. Neither the current nor revised policy make reference to religion or

			belief in terms of eligibility for education travel assistance for children and young people with SEND.
<b>Sex</b>	The potential positive impacts from the revised policy are as described under 'Age' above. Both boys and girls should experience these impacts; however, a higher proportion of boys will experience any positive impacts from the policy.	The potential negative impacts from the revised policy are as described under 'Age' above. Both boys and girls should experience these impacts; however, a higher proportion of boys will experience any negative impacts from the policy.	Using March 2016 data to estimate recipients of SEND travel assistance in September 2016, the gender profile of children/young people would be as follows:  Female: 540 (23%) Male: 1519 (66%) Not recorded: 245 (11%) TOTAL: 2304 (100%)
<b>Sexual orientation</b>	No impacts identified	No impacts identified	No data available
<b>Marriage and civil partnerships</b>	No impacts identified	The revised policy may have a negative impact for some children/young people aged 0-16, if they attend schools more than 10 miles from their home, due to lower nett reimbursement rates, although this may be offset by not applying deductions to the parental travel allowance unless a child's attendance falls below 80%. Existing claimants may opt for 'transition arrangements' whereby	74% of children in poverty in Surrey are in lone parent households. Data is not available possible to identify how many Surrey children/young people with SEND are in lone parent households.

existing claims would be reimbursed under the current policy if preferred.

The impact of the any financial loss may be greater for families on low incomes, and 74% of children in poverty are in lone parent households. This may mean that receiving a travel allowance is not feasible for some lone parent households, and might also mean that these children/young people lose out on out-of-school opportunities because other forms of transport are less flexible.

The policy may have a negative impact for children of lone parents with large families, particularly if they experience reductions to income from welfare benefits. Lone parents may be less able to afford the option of a travel allowance, and if several siblings attend different schools, lone

		<p>parents may be unable to accompany all their children to school. It should be noted that these impacts would be the same under the current policy and also that parents may opt for another arrangement such as a taxi arranged by Surrey County Council, rather than the parental travel allowance.</p>	
<p>Page 108</p> <p><b>Carers<sup>3</sup></b></p>	<p>It is likely that the same potential positive impacts identified under 'Age' above for children aged 0-16 will be experienced directly or indirectly by their carers.</p>	<p>It is likely that the same potential negative impacts identified under 'Age' above for children aged 0-16 will be experienced directly or indirectly by their carers.</p>	<p>No data available</p>

<sup>3</sup> Carers are not a protected characteristic under the Public Sector Equality Duty, however we need to consider the potential impact on this group to ensure that there is no associative discrimination (i.e. discrimination against them because they are associated with people with protected characteristics). The definition of carers developed by Carers UK is that 'carers look after family, partners or friends in need of help because they are ill, frail or have a disability. The care they provide is unpaid. This includes adults looking after other adults, parent carers looking after disabled children and young carers under 18 years of age.'

## 7b. Impact of the proposals on staff with protected characteristics

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence
<b>Age</b>	No impacts identified	No impacts identified	The revised policy applies to children and young people aged 0-16 with SEND and their parents/ carers. It is not anticipated that it will have any impact relating to the protected characteristics of staff within schools or Surrey County Council. There is a small possibility that escort staff with protected characteristic could be impacted either positively or negatively if the revised policy led parents to opt for different travel arrangements to those their children use currently, however, it is not possible to predict this reliably. Any implications for staff who are also parents/carers of children with SEND have been considered above.
<b>Disability</b>	No impacts identified	No impacts identified	As above
<b>Gender reassignment</b>	No impacts identified	No impacts identified	As above
<b>Pregnancy and maternity</b>	No impacts identified	No impacts identified	As above
<b>Race</b>	No impacts identified	No impacts identified	As above
<b>Religion and belief</b>	No impacts identified	No impacts identified	As above
<b>Sex</b>	No impacts identified	No impacts identified	As above

<b>Sexual orientation</b>	No impacts identified	No impacts identified	As above
<b>Marriage and civil partnerships</b>	No impacts identified	No impacts identified	As above
<b>Carers</b>	No impacts identified	No impacts identified	As above

## 8. Amendments to the proposals

Change	Reason for change
Briefing document provided during consultation to explain how the current parental mileage system compares with the revised travel allowance system.	Some respondents to consultation stated they were unclear what the new travel allowance system would mean for them in practice.
Information included within policy about reimbursement rates under the new travel allowance system; frequency of payments, and how payments would be adjusted if attendance falls below 80%.	Some respondents to consultation stated they were unclear what the new travel allowance system would mean for them in practice.
Revisions to language and layout of policy, to explain entitlements and obligations; how decisions will be made and the appeals process.	Consultation feedback indicated that some families found the revised policy difficult to understand and that some parts were ambiguous.
Policy emphasises that applications will be assessed on the basis of children/young people's individual needs. Clearer information included about provisions for financial hardship and exceptional needs.	Consultation feedback identified that some respondents were concerned about affordability for families, or were concerned about whether their child/young person's individual needs would be considered.
Agreement to develop a Parents' Guide, co-produced with parents, by July 2016.	Consultation feedback indicated that some families found the policy difficult to understand, due to its length and use of 'legalistic' language.
Agreement to offer 'transition arrangements' in respect of the parental travel allowance to those currently claiming the parental mileage reimbursement. This means that existing claims could continue to be calculated in line with the current policy, if families prefer this, until the child/young person transfers to the next phase of their education.	Recognition that where the parent/young person receives a travel allowance to attend an education provider that is more than 10 miles from their home, nett reimbursement rates may be lower under the proposed new arrangements (although this will depend on the young person's attendance levels). Transition arrangements are intended to mitigate this financial impact for current recipients of the parental mileage scheme.
Agreement for communications and staff training in preparation for roll-out of the revised policy.	Ensuring that all staff coming into contact with families with SEND are able to give good quality advice about options and financial implications.
Agreement to continue to collect feedback from service users and their families, and to use this to inform annual revisions of this policy.	Commitment to developing best possible offer for families, within current financial constraints.
Publication of travel allowance rates for 2016/17, as soon as possible (June 2016)	To ensure that families understand what the travel allowance will mean for them in practice.

## 7 9. Action plan

Potential impact (positive or negative)	Action needed to maximise positive impact or mitigate negative impact	By when	Owner
Potential positive impacts identified in relation to age; disability and sex include renewed emphasis that individual needs will be considered; the option of a parental travel allowance that affords greater flexibility; more frequent reimbursements; and clearer information about entitlement, financial hardship, exceptional needs and appeals processes.	Develop Parents' Guide, co-produced with parents.	July 2016	Sue Roch
	Communications and staff training	June 2016	Sue Roch
	Implement proposals to develop travel training	June 2017	SEND travel group
Potential negative impacts identified in relation to age; disability; sex and marriage and civil partnerships include concerns about affordability of the parental travel allowance for families on low incomes, particularly noting the co-relationship between poverty and disability within families (either adults or children). The potential that not being able to take up the travel allowance option could reduce children and young people's access to out-of-school activities.	Develop Parents' Guide, co-produced with parents, ensuring that information about financial hardship and exceptional needs is easy to understand.	June 2016	Sue Roch
	Communications and staff training, to ensure staff are able to provide good quality information to parents. Ensure parents know that no-one will be forced to take up the parental travel allowance - they could opt for a taxi instead. Raise awareness of option for transition arrangements where applicable.	June 2016	Sue Roch
	Publish 2016/17 rates for parental travel allowance.	June 2016	Sue Roch
	Implement proposals to develop travel training, to increase choices and improve outcomes for children and young people with SEND.	June 2017	SEND travel group
All groups with protected characteristics	Monitor actual impacts through feedback loops and ensure this informs future policy development during annual revisions of this policy.	Ongoing	SEND travel group



## 10. Potential negative impacts that cannot be mitigated

Potential negative impact	Protected characteristic(s) that could be affected
None identified	

## 11. Summary of key impacts and actions

<b>Information and engagement underpinning equalities analysis</b>	Consultation with children and young people with SEND and their families; and professionals and voluntary groups working with SEND, from January to March 2016. This identified the need to improve the clarity and accessibility of policies and led to agreement to develop a co-produced Parents' Guide.
<b>Key impacts (positive and/or negative) on people with protected characteristics</b>	Anticipated positive impacts include improved clarity of information in relation to education travel assistance for children/young people with SEND; and an improved parental travel allowance offer. Applies for people with protected characteristics and specifically children and young people with disabilities and their families. Negative impacts may include affordability issues for some people with protected characteristics; however, it is intended to mitigate this through clarity about how cases of financial hardship can be supported.
<b>Changes you have made to the proposal as a result of the EIA</b>	Re-drafted policies with clearer information about entitlement and provision, and emphasis that individual needs will be considered; clearer information relating to financial hardship and/or exceptional needs; agreement to co-produce a Parents' Guide; proposals for staff training and communications.
<b>Key mitigating actions planned to address any outstanding negative impacts</b>	Re-drafted policies with clearer information about entitlement and provision, and emphasis that individual needs will be considered; clearer information relating to financial hardship and/or exceptional needs; agreement to co-produce a Parents' Guide; proposals for staff training and communications.
<b>Potential negative impacts that cannot be mitigated</b>	None identified

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**1. Topic of assessment**

<b>EIA title:</b>	Education travel assistance for young people aged 16-25 with an Education, Health and Care Plan / Statement of Special Educational Needs
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<b>EIA author:</b>	Ginni Smedley
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**2. Approval**

	<b>Name</b>	<b>Date approved</b>
<b>Approved by<sup>1</sup></b>		

**3. Quality control**

<b>Version number</b>	5	<b>EIA completed</b>	
<b>Date saved</b>	11.05.2016	<b>EIA published</b>	

**4. EIA team**

<b>Name</b>	<b>Job title (if applicable)</b>	<b>Organisation</b>	<b>Role</b>
Flora Wilkie	Strategy and Policy Development Officer	Surrey County Council	EIA research
Michelle Starr	Performance and Intelligence Analyst	Surrey County Council	Data analysis
Ginni Smedley	Strategy and Policy Development Manager	Surrey County Council	EIA author
Sue Roch	South East Area Education Officer	Surrey County Council	Policy author
Dee Turvill	Commissioning and Development Manager (Participation)	Surrey County Council	Contributor
Catherine Allen	Principal Accountant, Children Schools & Families	Surrey County Council	Contributor
SEND travel group	Project group reviewing SEND travel arrangements	Various	Review of draft EIA

<sup>1</sup> Refer to earlier guidance for details on getting approval for your EIA.

## 7 5. Explaining the matter being assessed

<p><b>What policy, function or service is being introduced or reviewed?</b></p>	<p>Surrey County Council is reviewing its policies for travel assistance between home and education provider for children and young people with an education, health and care plan (EHCP) or an existing statement of special educational needs (SEN). Separate policies have been developed for 0-16 year olds and 16-25 year olds, due to differences in how education is provided to each of these age groups.</p> <p>This EIA relates to the review of the travel assistance policy for young people aged 16-25 with special educational needs and disabilities.</p>
<p><b>What proposals are you assessing?</b></p>	<p>The key difference between the current and revised education travel assistance policy is that all young people aged 16-25 with an EHCP or SEN (or their parents) will be required to make a financial contribution to the cost of their travel when assistance is provided by the local authority. This arrangement aligns with legal requirements and is intended to be more equitable since it will apply regardless of whether the young person remains at their school or attends an alternative education provider, e.g. further education college (under the current policy those remaining in schools do not make a financial contribution). The policy change is also financially imperative for Surrey County Council, as the full cost of meeting 16-25 SEND travel provision would be unsustainable in the current climate of public sector austerity.</p> <p>Surrey County Council is not proposing to change entitlement criteria, and the revised policy restates current policy; however, changes have been made to layout and language to make the policy more accessible, and elements that were less clear in previous versions have been clarified. In response to stakeholder feedback it is intended that there will also be a Parents' Guide to explain key information, which will be coproduced with parents.</p> <p>The policy explains the conditions under which young people with special educational needs and disabilities aged 16-25 years old will receive assistance with travel between the young person's main residence and the education provision in which they are in receipt of an EHCP or SEN. It emphasises strongly that a young person's individual needs will determine the support they are given. Many young people with a SEN or EHCP are able to walk to their education provider or use public transport; however, the Council recognises that some young people cannot reasonably be expected to do this because of their mobility problems or associated health and safety issues related to their special educational needs or disability. The policy also includes arrangements in cases of financial hardship and/or exceptional needs.</p> <p>As well as setting out the options for travel assistance for those eligible, the revised policy proposes alterations to payment arrangements to those who are entitled to receive a parental travel allowance. It is hoped the parental travel allowance will be attractive</p>

	<p>to families who qualify, as it can offer greater flexibility. Increased take-up of the travel allowance would assist Surrey County Council in achieving savings compared to the cost of taxi provision for eligible young people.</p> <p>For young people who qualify, the parental travel allowance will replace the current system of paying 'parental mileage', with effect from September 2016. Reimbursement rates (at current levels and subject to yearly review) will be 45 pence per mile for 2 journeys (compared to 22.5p/mile for 4 journeys currently). Payments will be in equal monthly instalments from October to July (currently they are paid termly in arrears), and payments will only be adjusted if the child/young person's attendance falls below 80% in the term (currently, deductions are made in respect of all non-attendance).</p> <p>The revised policy will come into effect from September 2016 for all Year 12 applicants. Transition arrangements will be offered to current Year 13 claimants who might otherwise experience a financial loss under the new policy, either because the young person attends a school so is not currently required to contribute to the cost of their travel; or, where the young person attends an education provider that is more than 10 miles from their home so might receive a lower net amount under the new parental mileage system (depending on their attendance levels).</p>
<p><b>Who is affected by the proposals outlined above?</b></p>	<ul style="list-style-type: none"> <li>• Young people aged 16-25 with special educational needs and disabilities</li> <li>• Children and young people under the age of 16, with special educational needs and disabilities who enter post-16 education from September 2016.</li> <li>• Parents, carers and families of above.</li> </ul>

## 6. Sources of information

Engagement carried out
<p>The revised policy has been developed collaboratively with relevant SCC officers; the SEND Travel Group and with Family Voice Surrey, a parent-carer forum for families of children and young people with additional needs in Surrey. Representatives from Family Voice have attended SEND travel group meetings, contributing to proposals such as the development of a co-produced Parents' Guide, and improved travel training for young people with special educational needs and disabilities, both of which should strengthen the intended positive impacts of the revised policy.</p> <p>Surrey County Council has consulted on the revised policy with approximately 50 directly affected stakeholders (i.e. parents/carers of children or young person with a EHCP/SEN and children/young people with a EHCP/SEN). Twenty-five engaged through the written consultation, and approximately 25 through events. This represents approximately 1.5% of children/young people/families affected by the pre- and post-16 education travel policies for children and young people with SEND.</p>

An online consultation took place between 4 January and 28 March 2016, targeted towards young people; parents/carers; professionals and all Surrey residents. A total of 44 responses were received, with two further responses received by e-mail. Fifty-two per cent of the respondents were parents; 2.5% were carers; 11% teachers; 5% officers; 2.5% students and 26% 'other'. The consultation was 're-launched' on 24 February to provide improved information about the new travel allowance scheme including 2 case studies to show how the travel allowance scheme would affect families financially. Of the total 44 responses, 34 were received prior to re-launch and 8 afterwards.

The deadline for responses was extended slightly in response to specific requests by some stakeholders, to ensure they were able to respond fully to the consultation. Detailed written responses to the consultation were received from Family Voice; from the Surrey Deaf Forum, and from SOS SEN.

Full details of the consultation and respondents' feedback can be found in the Consultation Report provided to Cabinet.

The consultation has informed the development of the education travel policy for young people aged 16-25 with a SSEN/EHCP as follows:

- Document accessibility: Significant numbers of respondents did not agree that the draft policy provided at consultation stage was easy to understand. In response to this feedback, the policy has been substantially re-drafted to ensure that layout and content is more accessible. The nature of the policy constrains the extent to which legal language can be avoided, however, clear explanations/definitions have been provided. Additionally, we have committed to developing a co-produced Parents' Guide to accompany the policy.
- Travel allowance system: Many respondents did not agree that the new parental allowance would offer greater flexibility, and/or expressed concerns about affordability. It was clear from some responses that there were misunderstandings about the policy and what was being proposed, and the re-launch of the consultation with further information about the parental travel allowance was intended to mitigate this. Additionally, the revised policy includes information about how Surrey County Council can support families in circumstances of financial hardship, and transition arrangements have been proposed for current claimants.
- Financial contribution and removing the inequity of current arrangements: Whilst the majority of respondents (60%) agreed that proposed new arrangements were more equitable, some respondents expressed concerns about affordability. The policy has been re-drafted to provide more detailed information about various options for assistance post-16 and how cases of hardship can be supported.
- Legality of proposed policy: Some respondents questioned whether certain aspects of the policy were lawful or complied with good practice in relation to groups with protected characteristics, e.g. disability. Surrey County Council has sought further advice to ensure its proposed policy is lawful and complies with all relevant guidance, including legislation and guidance relating to groups with protected characteristics. The policy has been re-worded to be more explicit about how young people's individual needs will be considered and it emphasises that the young person's individual needs will determine the assistance they are offered.

#### Data used

- SEND transport payment records for 2015/16
- EMS data on schools, type of primary need, ethnicity and gender.

- Needs analysis of children and young people 0 – 25 years old with Special Educational Needs and Disabilities
- Families in Poverty Needs Assessment 2010

## 7. Impact of the new/amended policy, service or function

### 7a. Impact of the proposals on residents and service users with protected characteristics

Protected characteristic <sup>2</sup>	Potential positive impacts	Potential negative impacts	Evidence
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 120</p> <p style="text-align: center;"><b>Age</b></p>	<p>The revised policy may have a positive impact for some young people aged 16-25 by making the decision about whether to remain at school or transfer to a different type of education provider, e.g. college, more financially equitable. Positive impacts may also arise because the revised policy explains more clearly how mileage will be reimbursed under the travel allowance system, thus encouraging choice and giving flexibility if the young person attends other activities on the way home from their education provider.</p>	<p>The revised policy may have a negative impact for some young people aged 16-25, if they attend education providers more than 10 miles from their home, due to lower nett reimbursement rates, although this may be offset by not applying deductions to the parental travel allowance unless a young person's attendance falls below 80%. Additionally, existing claimants may opt for 'transition arrangements' whereby existing claims would be reimbursed under the current policy if preferred.</p> <p>Despite reimbursements being made more</p>	<p>Entitlement criteria remain unchanged within the revised policy, although the policy has been redrafted to provide clearer information. Arrangements for young people using public transport and taxis will not be altered.</p> <p>Regardless of the method of travel, all young people aged 16-25 (or their parents) will be required to make a contribution to the cost of their travel. This will apply to new claimants in Year 12 from September 2016 (Year 13s will continue to be dealt with under the current policy.) This is a change to the current arrangement whereby young people remaining at their school were not required to make a contribution, but those transferring to colleges or other education providers were required to contribute to the cost of their travel. The current rate (2015/16) is £3.66 per day, subject to annual review. For young people using contract coaches or taxis, this will be invoiced termly in advance but more frequent invoices can be considered in cases of hardship. For those using public transport, reimbursement will be at the end of term, subject to receipt of a claim form and relevant receipts.</p> <p>Under the current policy, parental mileage is reimbursed at 22.5 pence per mile, rising to 40 pence per mile for journeys over 10 miles so long as the young person is in the car, with 4 journeys per day being reimbursed. Under the revised policy, the travel allowance will be 45 pence per mile, with 2 journeys per day being reimbursed (2015/16 rates quoted). The nett effect of this is that</p>

<sup>2</sup> More information on the definitions of these groups can be found [here](#).



	<p>Because reimbursement will happen more frequently, this may have a positive impact on families with young people aged 16-25.</p> <p>In response to stakeholder feedback and the initial equalities impact analysis which identified concerns in relation to low income families and from parents about whether the policy would meet their young person's individual needs, the policy has been redrafted to provide clearer information, and SCC has committed to developing a co-produced Parents' Guide. The revised policy emphasises that individual needs and circumstances will be considered, and contains information</p>	<p>frequently under the revised policy, some families on low incomes may find that being reimbursed retrospectively is not feasible for them and may not be able to accept a travel allowance due to financial constraints. This might mean that their young people lose out on enrichment opportunities outside of the normal timetabled hours because other forms of transport are less flexible.</p> <p>The policy may have a negative impact for young people in large families, particularly if they experience reductions to income from welfare benefits. Parents may be less able to afford the option of a travel allowance, and if several siblings attend different education providers, parents may be unable to accompany them all. It</p>	<p>parents of young people attending education providers within 10 miles of their home will receive the same amount under both policies; however, where the young person's education provider is more than 10 miles from home, rates of reimbursement will be lower under the revised policy. This may be offset because deductions for non-attendance will only apply where the young person's attendance falls below 80%, whereas currently deductions apply to all non-attendance. Payments under the current parental mileage system are made termly in arrears; under the revised policy, the travel allowance will be paid in equal monthly instalments from October to July. Existing claimants may opt for 'transition arrangements' whereby existing claims would be reimbursed under the current policy if preferred.</p> <p>Some respondents to the consultation identified the cost of making a financial contribution as potentially beyond their means. Cost was also seen as a potential barrier to using the travel allowance. The revised policy sets out arrangements in cases of hardship, although in for bursaries it should be noted that these are assessed and paid directly by the young person's educational establishment, so the qualifying criteria, amounts paid and types of assistance awarded may vary.</p> <p>Surrey's Families In Poverty Needs Analysis and JSNA shows that approximately 9.9% of children and young people aged 0-19 are living in poverty in Surrey. It is estimated that nationally 29% of families with disabled children/young people are in poverty and 55% of families with children/young people with disabilities are living in or at the margins of poverty. Comments from Family Voice during development of this EIA confirm their awareness of a local co-relationship between family poverty and disability.</p> <p>Surrey's education travel assistance policy states assessment for entitlement will not normally take account of attendance by siblings</p>
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	<p>relating to financial hardship and exceptional circumstances. The policy is therefore expected to have a positive impact for 16-25 year olds, including those from low-income families.</p>	<p>should be noted that these impacts would be the same under the current policy; and also that parents may opt for another arrangement such as a taxi arranged by Surrey County Council, rather than the parental travel allowance.</p>	<p>at other education providers. Under the Government's ongoing programme of welfare reforms, families with a large number of children will experience the greatest cumulative financial impact from benefits changes. Key measures include the Universal Credit cap, effective from September 2016, which will particularly affect large families; and payment of benefits monthly in arrears. These reforms will impact at the same time as Surrey's revised travel assistance policy will come into effect.</p>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 122</p> <p style="text-align: center;"><b>Disability</b></p>	<p>As with the current policy, the revised policy states that the young person's individual needs will be considered when deciding transport provision. This is expected to have a positive impact for young people with SEND by ensuring that their journey to/from their education provider is suitable for their needs and as non-stressful as possible.</p> <p>The policy also states that whether it is possible for a young</p>	<p>As explained above, the revised policy delivers a nett reduction in reimbursement per mile where a young person attends an education provider more than 10 miles from home. This may have a negative impact on families of young people with certain disabilities, where their nearest appropriate education provision is further from home. This may be offset by not applying deductions to the parental travel allowance unless a young person's attendance falls below 80%; however, there</p>	<p>Over 5000 children and young people aged 0-25 in Surrey have special educational needs and disabilities. Based on March 2016 figures, it is estimated that approximately 310 16-25 year olds with SEND would be in receipt of travel assistance in September 2016.</p> <p>It is estimated that nationally 29% of families with disabled children/young people are in poverty and 55% of families with children/young people with disabilities are living in or at the margins of poverty. Comments from Family Voice during development of this EIA confirm their awareness of a local co-relationship between family poverty and disability.</p> <p>Under the revised policy, deductions for non-attendance will only apply where the young attendance falls below 80%. Attendance averages at 80% for children and young people with SEND.</p> <p>Regardless of the method of travel, all young people aged 16-25 (or their parents) will be required to make a contribution to the cost of their travel. This will apply to Year 12s from September 2016, although Year 13s will be dealt with under the current policy. This is a change to the current arrangement whereby young people remaining at their school were not required to make a contribution,</p>

	<p>person to be accompanied will be considered. This should have a positive impact for young people with disabled parents, by taking account of their individual and family circumstances.</p> <p>The revised policy may have a positive impact for young people with disabilities by explaining their entitlements to education transport more clearly. The parental travel allowance may give greater flexibility for disabled young people to attend other activities on the way home from their education provider, or to choose the most convenient route of travel.</p> <p>Because reimbursement will happen more</p>	<p>may be a nett financial loss for students with high attendance who go to education providers more than 10 miles from their home. Existing claimants may opt for 'transition arrangements' whereby existing claims would be reimbursed under the current policy if preferred.</p>	<p>but those transferring to colleges or other education providers were required to contribute to the cost of their travel.</p>
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	<p>frequently, this may have a positive impact on the families of disabled young people.</p> <p>Not making deductions unless attendance falls below 80% is expected to have a positive impact for some families of young people with disabilities, since the revised threshold will mean that fewer families experience deductions.</p> <p>The revised policy may have a positive impact for some disabled young people aged 16-25 by making the decision about whether to remain at school or transfer to an alternative education provider, e.g. college, more financially equitable.</p>		
<p><b>Gender reassignment</b></p>	<p>No impacts identified</p>	<p>No impacts identified</p>	<p>No data available</p>

<b>Pregnancy and maternity</b>	No impacts identified	No impacts identified	No data available
<b>Race</b>	No impacts identified	No impacts identified	Discrepancies between data sets and collection methods make it difficult to obtain a reliable profile of the race/ethnicity of young people currently receiving SEND travel assistance. From the information available, it appears that the ethnic profile of these young people broadly corresponds to the ethnic profile of the Surrey population as a whole, suggesting that the current and revised policies do not have any particular impact in relation to race.
<b>Religion and belief</b>	No impacts identified	No impacts identified	No data available.  Neither the current nor revised policy make reference to religion or belief in terms of eligibility for education travel assistance for young people with SEND.
<b>Sex</b>	The potential positive impacts from the revised policy are as described under 'Age' above. Both boys and girls should experience these impacts; however, a higher proportion of boys will experience any positive impacts from the policy.	The potential negative impacts from the revised policy are as described under 'Age' above. Both boys and girls should experience these impacts; however, a higher proportion of boys will experience any negative impacts from the policy.	Using March 2016 data to estimate recipients of SEND travel assistance in September 2016, the gender profile of young people would be as follows:  Female: 97 (31%) Male: 188 (61%) Not recorded: 25 (8%) TOTAL: 310 (100%)
<b>Sexual orientation</b>	No impacts identified	No impacts identified	No data available

<p>Page 26</p> <p><b>Marriage and civil partnerships</b></p>	<p>No impacts identified</p>	<p>The revised policy may have a negative impact for some young people aged 16-25, if they attend education providers more than 10 miles from their home, due to lower nett reimbursement rates, although this may be offset by not applying deductions to the parental travel allowance unless a young person's attendance falls below 80%. Existing claimants may opt for 'transition arrangements' whereby existing claims would be reimbursed under the current policy if preferred.</p> <p>The impact of the any financial loss may be greater for families on low incomes, and 74% of children/young people in poverty are in lone parent households. This may mean that receiving a travel allowance is not feasible for some lone</p>	<p>74% of children in poverty in Surrey are in lone parent households. Data is not available possible to identify how many Surrey young people with SEND are in lone parent households.</p>
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parent households, and might also mean that these young people lose out on opportunities outside of their education because other forms of transport are less flexible.

The policy may have a negative impact for children/young people of lone parents with large families, particularly if they experience reductions to income from welfare benefits. Lone parents may be less able to afford the option of a travel allowance, and if several siblings attend different education providers, lone parents may be unable to accompany all of them. It should be noted that these impacts would be the same under the current policy and also that parents may opt for another arrangement such as a taxi arranged by Surrey County Council, rather than the parental travel

		allowance.	
<b>Carers<sup>3</sup></b>	It is likely that the same potential positive impacts identified under 'Age' above for young people aged 16-25 will be experienced directly or indirectly by their carers.	It is likely that the same potential negative impacts identified under 'Age' above for young people aged 16-25 will be experienced directly or indirectly by their carers.	No data available

### 7b. Impact of the proposals on staff with protected characteristics

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence
<b>Age</b>	No impacts identified	No impacts identified	The revised policy applies to young people aged 16-25 with SEND and their parents/carers. It is not anticipated that it will have any impact relating to the protected characteristics of staff within education providers or Surrey County Council. There is a small possibility that escort staff with protected characteristic could be impacted either positively or negatively if the revised policy led parents to opt for different travel arrangements to those their young people use currently, however, it is not possible to predict this reliably. Any implications for staff who are also parents/carers of young people with SEND have been considered above.

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<sup>3</sup> Carers are not a protected characteristic under the Public Sector Equality Duty, however we need to consider the potential impact on this group to ensure that there is no associative discrimination (i.e. discrimination against them because they are associated with people with protected characteristics). The definition of carers developed by Carers UK is that 'carers look after family, partners or friends in need of help because they are ill, frail or have a disability. The care they provide is unpaid. This includes adults looking after other adults, parent carers looking after disabled children and young carers under 18 years of age.'



<b>Disability</b>	No impacts identified	No impacts identified	As above
<b>Gender reassignment</b>	No impacts identified	No impacts identified	As above
<b>Pregnancy and maternity</b>	No impacts identified	No impacts identified	As above
<b>Race</b>	No impacts identified	No impacts identified	As above
<b>Religion and belief</b>	No impacts identified	No impacts identified	As above
<b>Sex</b>	No impacts identified	No impacts identified	As above
<b>Sexual orientation</b>	No impacts identified	No impacts identified	As above
<b>Marriage and civil partnerships</b>	No impacts identified	No impacts identified	As above
<b>Carers</b>	No impacts identified	No impacts identified	As above

## 7 8. Amendments to the proposals

Change	Reason for change
Briefing document provided during consultation to explain how the current parental mileage system compares with the revised travel allowance system.	Some respondents to consultation stated they were unclear what the new travel allowance system would mean for them in practice.
Information included within policy about reimbursement rates under the new travel allowance system; frequency of payments, and how payments would be adjusted if attendance falls below 80%.	Some respondents to consultation stated they were unclear what the new travel allowance system would mean for them in practice.
Revisions to language and layout of policy, to explain entitlements and obligations; how decisions will be made and the appeals process.	Consultation feedback indicated that some families found the revised policy difficult to understand and that some parts were ambiguous.
Policy emphasises that applications will be assessed on the basis of young people's individual needs. Clearer information included about provisions for financial hardship and exceptional needs.	Consultation feedback identified that some respondents were concerned about affordability for families, or were concerned about whether their young person's individual needs would be considered.
Agreement to develop a Parents' Guide, co-produced with parents, by July 2016.	Consultation feedback indicated that some families found the policy difficult to understand, due to its length and use of 'legalistic' language.
Agreement to offer 'transition arrangements' in respect of the parental travel allowance to those currently receiving the 16+ parental mileage reimbursement. This means that existing claims could continue to be calculated in line with the current policy, if families prefer this.	Recognition that where the parent/young person receives a travel allowance to attend an education provider that is more than 10 miles from their home, nett reimbursement rates may be lower under the proposed new arrangements (although this will depend on the young person's attendance levels). Transition arrangements are intended to mitigate this financial impact for current recipients of the 16+ parental mileage scheme.
Agreement to 'transition arrangements' whereby Year 13s in 2016 who attend a school will be dealt with under the current policy, i.e. they will not be required to contribute to the cost of their travel.	To ensure that young people who are not currently required to make a contribution to the cost of their travel because they attend a school rather than college or another education provider, are not required to start making a financial contribution part-way through their current course.
Agreement to develop Travel Training arrangements through education providers, during 2016/17.	Recognition that developing young people's capacity to travel independently where appropriate could increase their social skills and independence and help prepare them for adulthood.

Agreement for communications and staff training in preparation for roll-out of the revised policy.	Ensuring that all staff coming into contact with families with SEND are able to give good quality advice about options and financial implications.
Agreement to continue to collect feedback from service users and their families, and to use this to inform annual revisions of this policy.	Commitment to developing best possible offer for families, within current financial constraints.
Publication of travel allowance rates for 2016/17, as soon as possible (June 2016)	To ensure that families understand what the travel allowance will mean for them in practice.

## 9. Action plan

Potential impact (positive or negative)	Action needed to maximise positive impact or mitigate negative impact	By when	Owner
Potential positive impacts identified in relation to age; disability and sex include renewed emphasis that individual needs will be considered; the option of a parental travel allowance that affords greater flexibility; more frequent reimbursements; and clearer information about entitlement, financial hardship, exceptional needs and appeals processes.	Develop Parents' Guide, co-produced with parents.	July 2016	Sue Roch
	Communications and staff training	June 2016	Sue Roch
	Implement proposals to develop travel training	June 2017	SEND travel group
Potential negative impacts identified in relation to age; disability; sex and marriage and civil partnerships include concerns about affordability of the parental travel allowance for families on low incomes, particularly noting the co-relationship between poverty and disability within families (either adults or children/young people). The potential that not being able to take up the travel allowance option could reduce young people's access to activities outside	Develop Parents' Guide, co-produced with parents, ensuring that information about financial hardship and exceptional needs is easy to understand.	July 2016	Sue Roch
	Communications and staff training, to ensure staff are able to provide good quality information to parents. Ensure parents know that no-one will be forced to take up the parental travel allowance - they could opt for a taxi instead. Raise awareness of option for transition arrangements where applicable.	June 2016	Sue Roch

7 of their education.

	Publish 2016/17 rates for parental travel allowance.	June 2016	Sue Roch
	Implement proposals to develop travel training, to increase choices and improve outcomes for young people with SEND.	June 2017	SEND travel group
All groups with protected characteristics	Monitor actual impacts through feedback loops and ensure this informs future policy development during annual revisions of this policy.	Ongoing	SEND travel group

## 10. Potential negative impacts that cannot be mitigated

Potential negative impact	Protected characteristic(s) that could be affected
None identified	

## 11. Summary of key impacts and actions

<b>Information and engagement underpinning equalities analysis</b>	Consultation with young people with SEND and their families; and professionals and voluntary groups working with SEND, from January to March 2016. This identified the need to improve the clarity and accessibility of policies and led to agreement to develop a co-produced Parents' Guide.
<b>Key impacts (positive and/or negative) on people with protected characteristics</b>	Anticipated positive impacts include improved clarity of information in relation to education travel assistance for young people with SEND; and an improved parental travel allowance offer. Applies for people with protected characteristics and specifically young people with disabilities and their families. Negative impacts may include affordability issues for some people with protected characteristics; however, it is intended to mitigate this through clarity about how cases of financial hardship can be supported, and offering transition arrangements to current claimants.
<b>Changes you have made to the proposal as a result of the EIA</b>	Re-drafted policies with clearer information about entitlement and provision, and emphasis that individual needs will be considered; clearer information relating to financial hardship and/or exceptional needs; offering transition arrangements; agreement to co-produce a Parents' Guide; proposals for staff training and communications.
<b>Key mitigating actions planned to address any outstanding negative impacts</b>	Re-drafted policies with clearer information about entitlement and provision, and emphasis that individual needs will be considered; clearer information relating to financial hardship and/or exceptional needs; offering transition arrangements; agreement to co-produce a Parents' Guide; proposals for staff training and communications.
<b>Potential negative impacts that cannot be mitigated</b>	None identified.

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**SURREY COUNTY COUNCIL**

**CABINET**

**DATE: 24 MAY 2016**



**REPORT OF: MRS LINDA KEMENY, CABINET MEMBER FOR SCHOOLS,  
SKILLS AND EDUCATIONAL ACHIEVEMENT**

**MS DENISE LE GAL, CABINET MEMBER FOR BUSINESS  
SERVICES AND RESIDENT EXPERIENCE**

**MR MIKE GOODMAN, CABINET MEMBER FOR ENVIRONMENT  
AND PLANNING**

**LEAD OFFICER: JULIE FISHER, DEPUTY CHIEF EXECUTIVE / STRATEGIC  
DIRECTOR CHILDREN, SCHOOLS & FAMILIES**

**TREVOR PUGH, STRATEGIC DIRECTOR ENVIRONMENT  
AND INFRASTRUCTURE**

**SUBJECT: APPOINTMENT OF A NUMBER OF OPERATORS FOR THE  
PROVISION OF SPECIAL EDUCATIONAL NEEDS HOME-TO-  
SCHOOL TRANSPORT**

#### **SUMMARY OF ISSUE:**

The Council is required to provide home-to-school transport services for eligible children with Special Educational Needs (SEN). These services are provided in line with our SEND 2020 Development Plan and Strategy for children and young people.

This report seeks to award fixed price contracts to 2 Transport operators for the provision of these services into the following schools, Manor Mead School (Primary) in Shepperton and Woodfield School (Secondary) in Merstham.

The current contracts which expire on 31 July 2016 have been retendered and if awarded will commence on 5 September 2016 for the above schools.

The report provides details of the procurement process, including the results of the evaluation process and, in conjunction with the Part 2 Report, demonstrates why the recommended contract award delivers best value for money.

Due to the commercial sensitivity involved in the contract award process, the financial details of the potential suppliers have been circulated as a Part 2 Report.

#### **RECOMMENDATIONS:**

It is recommended that Cabinet:

- a. approves the award of a sole provider contract for home-to-school transport, commencing on 5 September 2016 to Supreme Freedom to Travel Ltd, for all 24 routes into Manor Mead School.
- b. approves the award of a bundle of individual route contracts for home-

to-school transport, commencing on 5 September 2016 to East Surrey Rural Transport Partnership. The bundle will be for 7 out of the 13 routes. The remaining routes would continue to be let with the existing operator.

Cabinet approves the award of contracts for an initial three year period plus the option to extend for four periods of 1 year if deemed necessary.

#### **REASON FOR RECOMMENDATIONS:**

We currently have 19 operators servicing home-to-school transport into the two schools; the routes they operate were originally awarded on an individual route basis. From previous tenders we know that by putting Sole Provider contracts / minimising the number of operators in place we can make this service more efficient.

Pupils with special educational needs often want consistency from their operator – the same driver, same escort and same vehicle, on time, each day. Parents want to know the driver will show compassion, patience and care towards their child, and know how to deal with their child's specific needs (anything from autism and severe learning or behavioural difficulties, to physical disabilities). These benefits have been reported as a result of Sole Provider contracts we currently have in place at other schools.

The existing contracts will expire on 31 July 2016. A full tender process, in compliance with the requirement of EU Procurement Legislation and Procurement Standing Orders, through Lot 2 of the Client Service Dynamic Purchasing System (DPS) has been completed, and the recommendations ensure the continuation of valued services for the children, their families and the Schools as well as delivering increased value for money to the Council.

Other benefits of awarding the contracts include:

- a. Consistency of service delivery and operator accountability
- b. Strong relationship between the School and its transport provider
- c. Quality of service provision, as performance monitoring will be made easier with fewer operators
- d. Ensuring value for money for the residents.

#### **DETAILS:**

##### **Business Case**

1. SEN Schools require home-to-school transport and the Council has a statutory obligation to provide this to eligible children.
2. SEN Transport contracts tendered in recent years have been successful in reducing cost, improving service quality and communications between schools, parents, suppliers and the council's Transport Co-ordination Centre. The two schools provide education for pupils with a wide range of special educational needs from physical disability, challenging behaviour, autism through to hearing and language impairment. The transport contracts for these schools will be expiring on 31 July 2016, as such we are required to put in place new contracts whilst also seeking better value for money.



3. The transport of the pupils to these schools requires the operators to supply a range of vehicle types with wheelchair access if needed, escorts if required, and plan routes in the most effective and economic way. The operators will employ fully vetted drivers with Surrey identification cards and be in regular communication with the school about dates, timings and student needs. The operators will be performance managed by the Contracts & Compliance Team in accordance with the standard terms and conditions of contract.

### Background

4. The Council's *Surrey children and young people's SEND Development Plan 2016-2020* states one of its four key objectives is to transform the customer experience. To support this objective we tendered sole provider contracts, i.e. having a single operator or minimal number of operators servicing all the transport into a school. We believe by rationalising the number of transport operators we would achieve a number of benefits for all parties involved. Currently we have 18 operators servicing the two schools. By rationalising the number of operators into each school we can improve the consistency of the quality of service as well as reducing the points of contact for all parties involved, for the families, schools and County Council as well as delivering a cashable saving. There is no existing or comparable contract available that can be utilised for the provision of special educational needs home-to-school transport.

School	Current number of transport operators servicing the school	Number of transport operators servicing the school if the contracts are awarded	Number of Routes	Number of pupils being transported
Manor Mead School (Primary)	11	1	24	92
Woodfield School (Secondary)	8	6	13	93

### Procurement Strategy

5. A number of options were considered when completing the Strategic Sourcing Plan (SSP) outlining the best route to market, before starting the procurement activity. These were i) do not deliver any service ii) disaggregate the contracts and put out to tender through the Client Transport DPS as individual routes or iii) re-tender as Sole Provider contracts.
6. After an options analysis it was decided to invite tenders for both Individual and Sole Provider contracts, as this demonstrated best value for money while opening the market to allow for more operators to bid, as not many of them are large enough to service an entire school.
7. For the Sole Provider contracts route costs are based on vehicle type and provision of an escort per mile, on a fixed cost basis per annum. The contracts will be reviewed annually and price increases in line with RPIX will be awarded if deemed necessary, by mutual agreement with the Council and the operator, this only applies after the initial three year period for which the cost is fixed.

8. Steps were taken to stimulate interest in this new process, which was introduced to the supply base through a series of correspondence and a well attended supplier awareness event held on the 14 January 2016.
9. An invitation to tender was issued to suppliers through the online SE Shared Services portal for Lot 2 of the Client Transport DPS, a DPS operates in a very similar way to a framework. The tender was evaluated against both quality and price as stated in the Part 2 Report.

### **Key Implications**

10. By awarding a contract to the supplier recommended for the provision of Special Educational Needs home-to-school transport to commence on 5 September, the Council will be meeting its duties and ensuring a consistent service for many SEN pupils who rely on stability and routine.

### **Competitive Tendering Process**

11. The mini Competition was open to 21 pre approved operators. To be admitted onto the DPS operators were evaluated to ensure that they had the legal, financial and technical capacity (including their Health & Safety and equal opportunities policies) to undertake work for the Council as well as a DBS Enhanced Disclosure.
12. An invitation to tender was sent to the 21 suppliers, who were given 26 calendar days to complete and submit their tender.
13. The procurement activity included a Quality evaluation stage where suppliers (who had already previously been evaluated on a set of quality questions) were questioned further on the specific schools they were tendering for. Upon achieving the quality benchmark that was set operators then had their submitted price evaluated.
14. We are proposing the award of 2 different contracts:
  - a. Sole Provider, this is a contract for an operator who will service all home-to-school transport into a school.
  - b. Where an appropriate Sole Provider has not been found Individual route contracts are put in place where the operator will run the majority of routes into a school.

### **CONSULTATION:**

15. The Procurement department worked alongside the Transport Co-Ordination Centre at all stages of the commissioning and procurement process
16. As well as Procurements internal governance and reporting to Cabinet a report has also been submitted to the Councils Education and Skills Boards who wanted to know more about the procurement process carried out.

### **RISK MANAGEMENT AND IMPLICATIONS:**

17. The contract terms have been drafted by the Legal department and made specific to the Dynamic Purchasing System and this type of service. The

Council or the operator can terminate the contract with 90 days notice period for the Sole Provider contracts and 28 days notice for the individual route contracts.

18. All operators successfully completed satisfactory financial checks as well as checks on competency in delivery of similar contracts to be initially accepted onto the DPS for Lot 2 (SEN Home-to-school Transport) in 2014.
19. Site audits were carried out on the operators to check driver and vehicle documents and validate company policies in line with the tender requirements.

#### **Financial and Value for Money Implications**

20. Full details of the contract value and financial implications are set out in the Part 2 Report. The estimated costs have been based on routes in place at each school during school year 2015/16. In reality, pupils will leave and new ones join at the start and during the School year commencing September 2016. The routes themselves are also subject to change.
21. Whilst there has been an increase in prices in the market place compared to five years ago, the model for tendering the business allowed for increased competition, the ability to take advantage of variety in the bidding options and economies of scale as a result of aggregating demand. As a result the potential saving over the life of the contract are significant.
22. Recognising the need for further competition for this specialised service, it is our intention to further develop the market place in future including working with the qualified operators to understand how the process could be enhanced or lots made more attractive.

#### **Section 151 Officer Commentary**

23. The new contracts are at a reduced cost compared to the existing contracts and savings will be realised.

#### **Legal Implications – Monitoring Officer**

24. The procurement is in accordance with the Public Contract Regulations 2015 and the Procurement Standing Orders.
25. The Council is under a statutory obligation under the Education Act 1996 section 508B to provide free transport for eligible children including those with Special Educational Need. The provision of a taxi service will enable the Council to meet its legal requirement under the Education Act 1996.

#### **Equalities and Diversity**

26. The procurement process was undertaken through a transparent tender procedure. The contract document stipulates that the supplier will comply with the relevant Equality and Diversity legislation.

#### **WHAT HAPPENS NEXT:**

27. The timetable for implementation is as follows:

Action	Date
Cabinet decision to award (including 'call in' period)	25 – 31 May 2016
'Alcatel' Standstill Period	1 – 13 June 2016
Contract Signature	13 June 2016
Contract Commencement Date	5 September 2016

28. The Council has an obligation to allow unsuccessful suppliers the opportunity to challenge the proposed contract award. This period is referred to as the 'Alcatel' standstill period.

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**Contact Officer:**

Patrick Tuite, Procurement  
Tel: 0208 213 2557

**Consulted:**

Divisional County Councillors (affected by the routes)  
Surrey Procurement and Commissioning  
Surrey Legal Services  
Surrey Finance  
SEN Schools  
Surrey Transport Co-Ordination Centre

**Annexes:**

Part 2 Annex – Commercial details, Section 151 commentary and contract award.

**Sources/background papers:**

- Tender documentation is available from Procurement.
  - SEND 2020 Development Plan
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**SURREY COUNTY COUNCIL**

**CABINET**

**DATE: 24 MAY 2016**

**REPORT OF: MRS CLARE CURRAN, CABINET MEMBER FOR CHILDREN AND FAMILIES WELLBEING**

**LEAD OFFICER: JULIE FISHER, DEPUTY CHIEF EXECUTIVE AND STRATEGIC DIRECTOR FOR CHILDREN, SCHOOLS AND FAMILIES**

**SUBJECT: SHORT BREAKS FOR DISABLED CHILDREN**



**SUMMARY OF ISSUE:**

This paper sets out a proposed earlier re-commissioning of short breaks for disabled children and their families in Surrey, which will support the Council's strategic goal of promoting wellbeing. The paper addresses Cabinet's report on 27 October 2015 for an assessment of need and capacity to inform future commissioning, including provision at Beeches. This report highlights some unmet need, variation in cost and degree of focus on outcomes with a recommendation for an integrated approach to the re-commissioning of the wider short breaks offer county-wide. The re-commissioning will be integrated with SEND 2020 and the Early Help offer, enabling more disabled children's needs to be met earlier in future. This will enable the Council's restricted resources to go further, reaching a wider range of children rather than a few, and supporting more disabled children to achieve improved outcomes.

**RECOMMENDATIONS:**

It is recommended that the Cabinet:

1. agrees to bring forward the re-commissioning of the wider short breaks offer and works closely with children and families to co-produce a new local offer for short breaks so that new contracts start on 4 September 2017 and existing contracts are terminated on 3 September 2017.
2. works with current and potential new providers to develop the market for short breaks to improve range of services, value for money, focus on outcomes and to address the current gaps highlighted in this report.
3. Approves contracts with Surrey and Borders Partnership (SABP) for specialist short breaks at Beeches to 3 September 2017.

**REASON FOR RECOMMENDATIONS:**

Having conducted a thorough assessment of need, it is clear that disabled children and families would benefit from a greater range of short breaks provision, and there is a need to address the gaps that exist in provision. This will require work to develop the market, working with families and current and potential new providers. The next commissioning cycle is currently planned for contracts to commence on 1 April 2018. This commissioning cycle should be completed earlier in order to improve the offer for children and families and increase value for money. However, there needs to be sufficient time to co-design the new offer with families and to develop the market. It is therefore recommended that the wider short breaks offer is re-commissioned from 4

September 2017, with current contracts, grants and service level agreements ending on 3 September 2017.

In the meantime, it is recommended that provision at Beeches be retained during this process and then included in the recommissioning cycle with the wider short breaks provision as set out above.

## **DETAILS:**

### **Background**

1. On 27 October 2015, Cabinet received a report setting out the requirement for a greater understanding of need of children and families and recommending an extension to the contract for Beeches whilst this was completed.
2. Cabinet agreed on 27 October 2015 that:
  1. Surrey County Council contracts with Surrey and Borders Partnership (SABP) for overnight short breaks at Beeches for up to 12 months commencing on 1 December 2015 as an interim arrangement.
  2. The interim arrangement is reviewed by Cabinet as part of a revised special educational needs and disability (SEND) strategy to be brought back to Cabinet that includes recommendations from the SEND Governance Board regarding future provision for short breaks.
  3. A report is presented to Cabinet within the 12 month interim period based on an assessment of the needs for children with disabilities in the east of the county, and an assessment of capacity available in order to meet demand, in relation to short break provision.
3. This report takes a county-wide approach to assessing need and makes county-wide recommendations which will expand and improve the offer for disabled children. This is integrated with the wider strategy for children with Special Educational Needs and Disabilities (SEND), titled SEND 2020, and the Early Help Strategy, which will expand and improve the local offer.

### **Legal duty**

4. Surrey County Council has a statutory duty to provide short break services that are designed to assist individuals who provide care for disabled children to continue to do so, or to do so more effectively by providing them with breaks from caring. Among a range of services, this includes the provision of overnight respite away from the family home.
5. The Department for Education guidance published in 2011, highlights the importance of engaging with users of short break services in developing a range of provision to best meet families' needs and enhance the ability of parents to care for their disabled child and any other children they may have.
6. **The Children and Families Act 2014** introduced Education, Health and Care Plans for children (from birth to age 25) with special educational needs, including those who are disabled, offering families a personal budget and greater control and choice in ensuring the needs of their children are met.

7. **The Care Act 2014** places responsibilities on the authority to assess and, where eligible, meet the needs of carers. The Act includes provision for an adult carer of a disabled child to ask for an assessment of their caring needs in advance of the child reaching 18. Where a local authority carries out such an assessment, it has the power to provide support to the carer even though they are caring for a child not an adult.
8. A more detailed summary of the Council's duties to disabled children generally is included with the papers available in the Members' Reading Room.

### **Council policy**

9. The January 2014 Joint Strategic Review: Short Breaks for Surrey Children and Young People with Disabilities describes short breaks as: "an opportunity to spend time away from their parents, relax and have fun with their peers...Short breaks also give parents the opportunity to have a short break from the demands of daily overnight care for their child with disabilities. Short breaks are a lifeline for many families of children and young people with disabilities and act as a preventative service helping to stop the breakdown of families".
10. Surrey County Council has developed a new strategy for children with Special Educational Needs and Disabilities (SEND), titled SEND 2020. The one side overview is attached at Appendix 1. The strategy sets out the vision for improved outcomes for children with SEND and a drive for needs to be met more locally. This is based on evidence that children with SEND are more likely to achieve positive outcomes in a family context and young people develop greater independence in the context of their own communities.

### **Provision**

11. There are currently 824 children who have had an assessment and are open to the Children with Disabilities social care team and are receiving specialist support. Over 2,000 disabled children and their families accessed a range of targeted play and leisure short breaks, which families may have to make a contribution to, but which are generally subsidised by Surrey County Council – these services do not require a social care assessment and are linked to the wider Early Help Local Offer.
12. In 2015/16, the Children's Service spent £11.5m on support for disabled children, of which £3.5m was spent on residential short breaks and £6.1m on other care packages, direct payments and contracts, with the remainder on service costs.

### **Provision at Beeches**

13. Beeches provides specialist short breaks. The Care Quality Commission (CQC) describes Beeches as: "a five bedded mixed sex respite care home for young people below the age of 18 with severe physical and / or mental health and learning disabilities. It provides day care, overnight care and after school 'tea visits' aimed at providing respite opportunities for carers. It is orientated around the school day and the school year". It is owned and managed by Surrey & Borders Partnership Mental Health NHS Foundation Trust (SABP). CQC judged Beeches to be meeting five of their six standards in July 2014, with only the 'safety, availability and suitability of equipment' standard needing action.
14. Children currently using Beeches present with a mix of needs including cerebral palsy, physical disabilities, visual impairments, severe learning difficulties, global

developmental delay, sleep disturbance, speech and language disorder, epilepsy, profound deafness, Lennox-Gastaut Syndrome, Autistic Spectrum Disorders (ASD), wheelchair use and precocious puberty. This list is not exhaustive; it does illustrate the complexity of need that children that use Beeches present. The provision has the capacity to support some complex health needs, although children at Beeches do not meet the NHS threshold for continuing care. A recent refurbishment addressed issues raised by the inspection.

#### **CONSULTATION:**

15. The needs analysis requested by Cabinet has been conducted through joint work with Family Voice drawing on:
- a) On-Line survey of families, completed by over 200 families
  - b) Local workshops and drop-in events attended by over 80 families and staff working with disabled children and their families.
  - c) Meetings with the Community Nurse and Children with Disabilities Teams and other key stakeholders.
  - d) Reviews of other surveys and consultations relating to short breaks in Surrey.
  - e) Advice of an independent SEND consultant selected by Family Voice.

#### **KEY FINDINGS**

16. The key findings from the needs analysis are outlined in the summary paragraphs below and a full report is available in the Members' Reading Room. Whilst the focus of the analysis was on specialist short breaks, families also raised issues related to the wider short breaks offer and these are therefore also highlighted in the findings.
17. Needs analysis highlights

<b><i>Do we have the right specialist short breaks provision available in Surrey?</i></b>
<p><b>FINDINGS:</b></p> <p><b>Sufficiency</b></p> <ul style="list-style-type: none"> <li>• There are <b>gaps in the provision</b> of specialist short breaks which mean that some families feel they are not getting the right support, or the amount of support they need. In the survey, only 24% of parents stated that the short breaks they receive met their needs, with a further 43% stating needs were partially met.</li> <li>• The review identified a range of gaps in types of provision, and particular groups of children whose needs were not being met. These included gaps in personal support; short breaks foster care; residential short breaks for children with challenging behaviour, children transitioning to adult provision, local provision (although some were also willing to travel for the right provision) and provision during the holidays. Gaps were also identified in</li> </ul>



relation to mental health needs, which the new CAMHS commission will help to address.

### Quality

- Most families are **happy with the quality** of short breaks provision they receive. 66% of survey respondents agreed or strongly agreed that their child has an 'enjoyable experience that is appropriate for their age'.
- Current providers **vary in the extent to which they focus on improving children's wellbeing and outcomes** through the short breaks they offer.

### Unmet need

- There is evidence of **unmet need** - families who may benefit from, and could be eligible for specialist short breaks but who are not currently open to the Children with Disabilities teams and therefore unable to access these services. There was also for some families a lack of awareness of wider support through the Early Help offer, which could address the needs of some families where they are not eligible for specialist short break support.

### Future need

- We expect to see a **significant increase** in disabled children in future years, and higher levels of need, in line with forecasting work in the SEND 2020 Programme.

### Value for money

- Current specialist short breaks providers **vary considerably in unit cost and outcomes**. Some settings are operating with low levels of occupancy, which results in poor value for money.

### PROPOSED RESPONSE:

- Develop a new short breaks **commissioning strategy**, informed by robust data, which sets out how we will secure high quality provision that meets current and future needs.
- Ensure **greater involvement of children, young people and families** in the commissioning, ongoing management and improvement of short breaks provision.
- **Develop the market** for short breaks so that there is choice and competition which enables us to commission an offer which meets current and future needs, and provides quality and value for money.
- **Review the process** through which families access short breaks in order to ensure all families receive the right support in the right place at the right time.
- **Develop the workforce as part of SEND strategy** in order to support the delivery of the recommendations outlined above.
- **Raise awareness of the Local Offer**, in particular the Early Help offer, so families can draw on this support where they are not eligible for specialist support.

## *Can families access the right support at the right time?*

### **FINDINGS:**

#### **Awareness**

- **It is not clear to the families of disabled children what additional support is available** or how to access it. In the survey 61% of parents said they knew nothing about specialist short breaks, and 20% knew nothing about the wider range of short breaks.
- Even when offered support, families are not always being made aware of all the options and choices available for their family.

#### **Asking for help**

- Families can be **worried about asking for help from social services**, and can play down their problems because of a stigma and fear of being judged.

#### **Assessment**

- Families feel that the **transparency and application** of eligibility criteria can be a barrier to accessing services.

#### **Timeliness**

- There are **insufficient services in place to build families' resilience** and reduce problems at the earliest opportunity.

#### **Workforce**

- The **Education, Health and Care (EHCP) process is not being fully utilised** to understand families' care needs and to access social care support if required.
- There is variation in families' experiences of the social work service. There were examples of good practice but several other families reported **inconsistencies in the quality of knowledge and advice given**.

### **PROPOSED RESPONSE:**

- **Improve families' awareness** of short breaks Early Help and other support as part of the SEND local offer.
- **Proactively and systematically** make families with a disabled child aware that they are entitled to request an assessment.
- **Review the process** through which families access short breaks to ensure that there is clarity, transparency, early support and clear pathways to access short breaks or Early Help, so that those families who need support get it as soon as possible. This review should include analysis of sample cases and the experience of children and families.
- **Improve integrated working** between social care, health and education within the EHCP process.
- **Strengthen links** to the Early Help offer so families can easily access

support from Early Help services and further develop this offer.

- Review the impact of services currently being delivered or rolled out in Surrey and **identify if more can be done** to ensure families receive the right support in the right place, at the right time.
- Support the recommendations above through **workforce development** as part of the SEND 2020 programme.

## CONCLUSION

### Need for change

18. The needs analysis has highlighted some unmet need; gaps in provision; need for easier access to clear information and support; need for easier access to the right support in the right place at the right time; need for a more holistic approach with families; and variation in the cost and outcomes across current providers. Further analysis of specific cases is being conducted to understand where the unmet need requires Specialist short breaks and where support can be provided through clear access to the wider Early Help offer.

### Scope of proposed re-commissioning

19. The proposed responses highlighted above require a re-commissioning of the specialist short breaks offer in Surrey in line with the SEND 2020 strategy. The re-commissioning should encompass the full short break offer, not just the specialist short breaks, as there is a synergy across the offer and providers may offer more cost effective bids across the full range of services. This should include current contracts (value £3.0m), grants (£0.3m) and service level agreement with schools (£0.3m). This will also link in to Early Help Services and raise awareness of the wider services on offer, so families can be supported by a wider range of services.

20. The re-commissioning should invest time in developing the local market, working with families and current and potential new providers to address gaps, improve value for money and focus on outcomes. Families should be engaged closely with the goal of co-producing the new local offer. The re-commissioning should be taken forward as part of the SEND 2020 Programme and in line with the joint commissioning approach agreed at SEND Partnership Board. The development of opportunities should be linked with the Early Help offer so more disabled children and families can benefit from this support.

### SEND Partnership Board recommendations

21. Following consideration of the findings, SEND Partnership Board has agreed the following recommendations:

1. Develop a new short breaks commissioning strategy informed by robust data.

2. Greater involvement of children, young people & parents in commissioning of short breaks.
  3. Develop the market for short breaks.
  4. Improve families' awareness of support and how to access it.
  5. Review the process through which families access short breaks, including advice, assessments and the short breaks statement.
  6. Identify what more can be done to provide the right support in the right place at the right time.
  7. Support the above through workforce development through SEND 2020 programme.
22. The re-commissioning of short breaks is ordinarily scheduled for 1 April 2018, aligned with the end of current contracts on 31 March 2018. However, having identified gaps, consideration should be given to earlier re-commissioning. A range of options for earlier commissioning is considered in the options appraisal below.

### **Options for Beeches**

23. One option (option a below) is to consult on ceasing provision at Beeches, with potential de-commissioning of the provision on 1/3/17, subject to the outcome of the consultation. However, as the needs analysis has identified unmet need, it would be better if provision at Beeches is retained through to the start of the new commissioning cycle. At that point, provision at Beeches would be subject to the same re-commissioning process as all other short breaks provision. It is proposed therefore that the contract at Beeches would be extended to the date for re-commissioning wider provision.
24. The key options are:
- a) Consult on de-commissioning of provision at Beeches, with a potential de-commissioning date of 1/3/17, subject to the outcome of the consultation. Short breaks provision more generally would be re-commissioned from the current planned date of 1/4/18.
  - b) Bring forward re-commissioning of short breaks to 1/6/17 and extend provision at Beeches to 31/5/17 so all provision is de-commissioned and subject to the same re-commissioning process.
  - c) Bring forward re-commissioning of short breaks to 4/9/17 and extend provision at Beeches to 3/9/17 so all provision is de-commissioned and subject to the same re-commissioning process.
  - d) Retain current plans to re-commission short breaks for 1/4/18 and extend provision at Beeches to 31/3/18 so all provision is de-commissioned and subject to the same re-commissioning process at that date.

25. A draft options analysis is set out below.

Option	Pros	Cons
<p>a) Consult on de-commissioning of provision at Beeches, with a potential de-commissioning date of 1/3/17, subject to the outcome of the consultation. Short breaks provision more generally would be re-commissioned from the current planned date of 1/4/18.</p>	<ul style="list-style-type: none"> <li>• Families using Beeches could receive a service at Applewood or elsewhere. This would enable better use of resources and reduce under occupancy.</li> <li>• Cost savings would be realised.</li> </ul>	<ul style="list-style-type: none"> <li>• Families using Beeches do not believe other providers could meet their needs.</li> <li>• Some unmet need has been identified which may require provision in the short term</li> <li>• Families have highlighted strong opposition to this option as it fails to recognise the needs identified with families in this review.</li> </ul>
<p>b) Bring forward re-commissioning of short breaks to 1/6/17 and extend provision at Beeches to 31/5/17 so all provision is de-commissioned and subject to the same re-commissioning process.</p>	<ul style="list-style-type: none"> <li>• Enables us to go to the market to secure the best quality and value for money provision.</li> <li>• Keeps Beeches open for 6 additional months to give greater time for stability of current provision and consideration of any transfer required.</li> <li>• Enables decisions about Beeches to be taken at the same time as other short breaks services so we can review the whole offer.</li> <li>• Swifter move to Local Offer for short breaks that more closely matches identified need and helps address unmet need.</li> <li>• Achieves an earlier move to more cost effective provision with outcomes linked to new SEND 2020 Outcomes Framework.</li> </ul>	<ul style="list-style-type: none"> <li>• Cost implications of keeping Beeches open and commissioning new services.</li> <li>• Short timescale would make developing the market and involving children and parents meaningfully in the commissioning process difficult.</li> <li>• Relationships with other providers likely to be damaged by ending their contracts 10 months earlier than planned.</li> <li>• Provision would be subject to change and risk of loss of continuity at the busiest period, May to end of August.</li> <li>• Uncertainty for families in relation to provision over the summer.</li> <li>• Other providers may use the re-commissioning process to increase their costs, and therefore the costs of the rest of our services</li> </ul>

		<p>could increase 10 months earlier than it would if we remained with the current commissioning timescales. However, the commissioning process would set out to secure better value for money.</p> <ul style="list-style-type: none"> <li>Families have expressed strong concerns that this option would not enable a considered approach, close engagement of families or meaningful co-production of the new local offer.</li> </ul>
<p>c) Bring forward re-commissioning of short breaks to 4/9/17 and extend provision at Beeches to 3/9/17 so all provision is de-commissioned and subject to the same re-commissioning process.</p>	<ul style="list-style-type: none"> <li>Improves the short breaks offer for families sooner than if we wait for the current commissioning cycle to end in April 2018</li> <li>Enables us to go to the market to secure the best quality and value for money provision.</li> <li>Keeps Beeches open for 9 months before this process happens.</li> <li>Enables decisions about Beeches to be taken at the same time as other short breaks services so we can review the whole offer.</li> <li>Swifter move to Local Offer for short breaks that more closely matches identified need and helps address unmet need.</li> <li>Achieves an earlier move to more cost effective provision with outcomes linked to new SEND 2020</li> </ul>	<ul style="list-style-type: none"> <li>Cost implications of keeping Beeches open and commissioning new services.</li> <li>Relationships with other providers may be adversely affected by ending their contracts 7 months earlier than planned.</li> <li>Other providers may use the re-commissioning process to increase their costs, and therefore the costs of the rest of our services could increase 7 months earlier than it would if we remained with the current commissioning timescales. However, the commissioning process would set out to secure better value for money.</li> <li>Families have expressed reservations that this timescale may be too tight but we have worked with Family Voice to</li> </ul>

	<p>Outcomes Framework.</p> <ul style="list-style-type: none"> <li>• Allows more time to create a robust strategy for Short Breaks, based on accurate data of unmet need, prior to re-commissioning.</li> <li>• Maintains continuity of provision for families through busy May – August period.</li> <li>• Enables transition in September which is a less busy time of year.</li> <li>• Enables demands on providers through tender process to be mainly prior to busy May – August period.</li> </ul>	<p>address these concerns by agreeing a number of conditions to mitigate the risk of the shorter time-frame to include: a swift start to the re-commissioning and early close engagement with families. Detail is given in paragraph 26 below.</p>
<p>d) Retain current plans to re-commission short breaks for 1/4/18 and extend provision at Beeches to 31/3/18 so all provision is de-commissioned and subject to the same re-commissioning process at that date.</p>	<ul style="list-style-type: none"> <li>• Enables us to go to the market to secure the best quality and value for money provision.</li> <li>• Enables decisions about Beeches to be taken at the same time as other short breaks services so we can review the whole offer.</li> <li>• Gives longest period to develop the market.</li> <li>• Any increase in prices for other provision incurred through the re-commissioning process are delayed to 1/4/18.</li> <li>• Greater stability for providers.</li> <li>• Families have expressed most support for this option.</li> </ul>	<ul style="list-style-type: none"> <li>• Cost implications of keeping the Beeches open and commissioning new services.</li> <li>• Delays the opportunity to review and improve the whole short breaks portfolio to address issues of quality, sufficiency and value for money.</li> <li>• Delays opportunity to commission services to address gaps in current provision as highlighted in the needs analysis.</li> </ul>

## Options analysis

26. In accessing options, the benefits of earlier re-commissioning to address gaps have been balanced with the need for sufficient time to engage children, young people and families in co-producing the future provision. Additionally, there are cost implications of extending the provision at Beeches.

## Views of Family Voice

27. Feedback from families highlighted some concerns whether the preferred option of re-commissioning for 4/9/17 was achievable. Following discussion with Family Voice, a draft plan has been developed agreeing the following actions:

- Start the process promptly after Cabinet's decision
- Follow up immediately the most urgent cases from feedback in the review, then follow up sample cases of other families to improve access to support and to develop greater understanding of need.
- Allocate resources to establish a strong team to deliver the re-commissioning process within these timescales.
- Improve value for money from Beeches through increased utilisation where possible.
- Develop stronger links to the Early Help offer so support can be accessed earlier, thus minimising the risk of a situation escalating and requiring a higher level of support.
- Review progress in December 2016 and consider change to timeline or phased approach if required.

## Recommended option

28. Based on the analysis, and following discussion with Family Voice, option c is recommended in this paper. This will secure the benefits of a refreshed local offer for short breaks, addressing gaps and reaching more children through links with SEND 2020 and Early Help.

## **RISK MANAGEMENT AND IMPLICATIONS:**

29. Funding for an extension of Beeches has not yet been identified.
30. Re-commissioning could increase costs as providers seek to build in additional costs e.g. increased cost of National Living Wage. This would be mitigated through active development of the market to achieve greater value for money.
31. Earlier de-commissioning could lead to uncertainty and possible reduced focus on outcomes from current providers. This would be mitigated through active engagement in the commissioning process with a clear focus on performance and outcomes.
32. Families could be concerned about a further temporary extension to Beeches contract. This is being mitigated through extensive engagement of families through the recent need analysis and proposed further engagement in co-producing the new offer.

## **Financial and Value for Money Implications**

33. These are set out in Part 2 of this report.



**Section 151 Officer Commentary**

34. The work with families has raised queries around the short break offer in Surrey although under occupancy and value for money issues continue. The wider review of short breaks in the context of all SEND services and the development of a broader Early Help offer is welcome.

**Legal Implications – Monitoring Officer**

35. There is a clear expectation in public law that a Council should carry out a consultation process whenever it is considering making any significant changes to service provision. As the re-commissioning process develops, consultation on any proposed changes to the existing service will be undertaken and the feedback will be taken into account in the decision making process. If Cabinet were to decide to give notice on Beeches prior to the commissioning process, then a specific consultation on that proposed closure would be required.

36. The public sector equality duty (Section 149 of the Equality Act 2010) applies to the decision to be made by Cabinet in this report. There is a requirement when deciding upon the recommendations to have due regard to the need to advance equality of opportunity for people with protected characteristics, foster good relations between such groups, and eliminate any unlawful discrimination. These matters are dealt with in the equalities paragraphs of the report and in the equalities impact assessment, which is included with the supporting papers available in the Members’ Reading Room.

**Equalities and Diversity**

37. An Equalities Impact Assessment has been completed on the options. Option 3, to bring forward re-commissioning to 4/9/17 and to retain provision at Beeches to that date, so Beeches is then part of the re-commissioning process, is seen as having some net benefits. These are developing the local offer to address gaps and offer services to harder to reach groups whilst also allowing time to develop the market.

**Other Implications:**

38. The potential implications for the following Surrey County Council priorities and policy areas have been considered. Where the impact is potentially significant a summary of the issues is set out in detail below.

Area assessed:	Direct implications:
Corporate Parenting / Looked After Children	No significant implications arising from this report.
Safeguarding responsibilities for vulnerable children and adults	All Surrey County Council short breaks provision complies with the Council’s safeguarding policy and officers regularly monitor the implementation of this policy.
Public Health	No significant implications arising from this report.
Climate change	No significant implications arising from this report.
Carbon emissions	No significant implications arising from this report.

<b>WHAT HAPPENS NEXT:</b>
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Short breaks commissioning strategy developed.  
 Beeches contract extended to 4 September 2017.  
 Engagement with families on future commissioning and co-production of the local offer for short breaks.

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**Contact Officer:**

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**Consulted:**

Family Voice and families of children with SEND, in particular families using Beeches.  
 Some managers and staff in services.  
 Independent SEND consultant selected by Family Voice.

**Background papers:**

Assessment of need in relation to short breaks in Surrey (available in Members' Reading Room)  
 Cabinet report joint strategic review of short breaks – 4 February 2014  
 Cabinet report joint strategic review of short breaks – 23 September 2014  
 Joint strategic review of short breaks in Surrey independent analysis of public consultation, QDAS – 30 June 2014.  
 Cabinet report Joint strategic review of Short breaks for children and young people with disabilities - 29 July 2015.  
 Department for Health research data (social services performance assessment framework indicators 2000-2001 and mid 2001-02).

**Glossary:**

ASD - Autistic Spectrum Disorders  
 CCG - Clinical Commissioning Group  
 CQC - Care Quality Commission  
 EHCP – Education, Health and Care Plan  
 SABP - Surrey and Borders Partnership  
 SEND - Special Educational Needs and Disability

**Annexes:**

Annex 1: SEND 2020 Programme for change  
 Part 2 report circulated as Agenda Item 19

# Surrey special educational needs and disability (SEND) 2020 programme for change

<p><b>Outcomes</b></p> <ul style="list-style-type: none"> <li>improved progression and attainment at all ages</li> <li>clear and appropriate expectations and aspirations leading to fulfilled lives</li> <li>more resilient families</li> <li>increased employment</li> <li>choice and control over living arrangements /independent living</li> <li>participation in the community</li> <li>health outcomes based on need and aspiration.</li> </ul> <p><b>Principles</b></p> <ul style="list-style-type: none"> <li>outcome focused</li> <li>person centred and personalised</li> <li>fair and transparent</li> <li>value for money</li> <li>timely and preventative</li> <li>evidence-based</li> <li>innovative.</li> </ul>	<p><b>Context</b></p> <p><b>Key challenges</b></p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>1. We need to give the right support to children and young people to meet the right outcomes based on their personal needs.</p> </div> <div style="text-align: center;">  <p>2. Numbers of children and young people with special educational needs and disabilities (SEND) are growing. This means we need to manage our resources more efficiently and bring them into line with other local authorities.</p> </div> <div style="text-align: center;">  <p>3. Customers do not always have a positive experience because education, health and care services could be better joined up.</p> </div> <div style="text-align: center;"> <p>4. New requirements from legislation need to be delivered across the SEND system.</p> </div> <div style="text-align: center;"> <p>5. We need to work with children, young people, families and partners in order to understand what needs to change and make it happen.</p> </div> </div> <hr style="border-top: 1px dashed #f44336;"/> <p><b>Our strategic goals</b></p> <div style="display: flex; justify-content: space-between;"> <div style="width: 22%;"> <p><b>1: Transform the customer experience</b></p> <p>Developing the culture of our organisation, practice of our staff, systems and communication tools in order to improve the experience for those who access our services.</p> </div> <div style="width: 22%;"> <p><b>2: Re-build the system around the customer</b></p> <p>Redesigning the SEND system and pathways from the perspective of the customer. Developing systems which are transparent, simple to navigate, are seamless and empowering families to identify and access the right support at the right time.</p> </div> <div style="width: 22%;"> <p><b>3: Reshape the SEND local offer</b></p> <p>Developing a joined up approach to commissioning with partners and working with providers in the market to achieve better outcomes for children and young people with SEND and support them in their preparation for adulthood.</p> </div> <div style="width: 22%;"> <p><b>4: Develop inclusive practice</b></p> <p>Developing practice and culture to remove barriers to education and universal services, enabling more children and young people to be supported in local schools and provision so that they achieve good progress and outcomes.</p> </div> </div>
<p><b>Vision</b></p> <p><b>Children and young people will be happy, healthy, safe and confident about their future</b></p> 	

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**SURREY COUNTY COUNCIL****CABINET****DATE: 24 MAY 2016****REPORT OF: MR RICHARD WALSH, CABINET MEMBER FOR LOCALITIES AND COMMUNITY WELLBEING****MS DENISE LE GAL, CABINET MEMBER FOR BUSINESS SERVICES AND RESIDENT EXPERIENCE****LEAD****OFFICER: JOHN STEBBINGS, CHIEF PROPERTY OFFICER****SUBJECT: PROPOSED NEW LIBRARY FOR HORLEY****SUMMARY OF ISSUE:**

To consider an opportunity to acquire new premises for Horley Library, providing a modern and flexible high profile environment in a town centre in a part of Surrey experiencing rapid population growth and ongoing regeneration.

**RECOMMENDATIONS:**

It is recommended that Cabinet:

1. approves the purchase of a retail unit in Russell Square, Horley for the purchase price stated in the Exempt 'Part 2' report (item 20) on a 998 year long lease (a 'virtual freehold') from Reigate and Banstead Borough Council (RBBC), as premises for a modern library for Horley.
2. delegates authority to the Chief Property Officer in consultation with the Director of Finance and Director of Legal and Democratic and Cultural Services to award a contract for the refurbishment and fit out of the new library, subject to formal tender, at a cost not to exceed that stated in the Exempt 'Part 2' report (item 20).

**REASON FOR RECOMMENDATIONS:**

To stimulate and maintain high levels of library use in Horley. The existing Horley library building is no longer in the centre of the town, does not provide a suitable environment for a modern library service and incurs high maintenance and running costs. Acquiring a recently constructed retail unit in Russell Square will provide premises fit for a modern library where a growing community will benefit from the more convenient location and a comprehensive range of services available to local residents.

<b>DETAILS:</b>
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## **Background**

1. During the last six years Surrey County Council (SCC) has completed refurbishments and self service at 30 libraries. The impact of this programme including extended opening hours via self service has been very positive for Surrey residents, demonstrated by evidenced increases in customer satisfaction rates. Despite UK library use trends declining this is not the picture in Surrey where libraries are issuing 5.89 million items a year with 3.8 million visits. In the last year book issues rose by 5.1%. Children's book borrowing exceeded two million issues.
2. Horley library is within the county's core network and the library strategy recommends that, for a community the size of Horley, the library should be located in a district shopping centre in order to benefit from town centre regeneration schemes and attract more customers. The existing library on Victoria Road in Horley was constructed in the 1950s and is located 0.3 miles from the town centre. The current location and condition of these premises is less than ideal.
3. Horley is experiencing significant growth and regeneration. The Horley Master Plan is set to facilitate 2,600 new homes and improved public facilities for local people.

## **Library Service Strategy – the case for change**

4. The library refurbishment programme described in paragraph 1 above has been a key driver in the modernisation of Surrey Libraries and has enabled the service to create attractive and stimulating public spaces for the modern user that increase footfall and the overall satisfaction of residents in Surrey as evidenced by the new build projects at Dorking and Cobham and the redesign at Woking.
5. Recent relocations of other Surrey libraries into central retail areas, such as moving Walton Library into The Heart Shopping Centre, and relocating Dorking Library to St Martin's Square, have resulted in increased library usage and have brought benefits to surrounding businesses.
6. In their communities many libraries are the visible "front door" of the County Council and a place where people feel able to receive or be signposted to advice and guidance. The successful provision of bus pass and blue badge checking in libraries are examples of ways in which they are expanding their role. Local access to services and advice for residents in libraries for a wide range of additional services such as health and wellbeing and public health advice demonstrates the importance of libraries in delivering SCC priorities and the need for modern, highly visible and accessible locations.
7. Surrey libraries provide residents with a service that is highly valued. On average the service issues 5.89m items per year and received 3.8m visits. Despite overall UK library use trends declining, in Surrey during 2014/2015, book issues rose by 5.1% compared to a national drop of almost 5%. In Surrey children's borrowing continued to increase and over two million books were borrowed by children last year.

8. The Horley Master Plan anticipates a new library being developed in Horley town centre with excellent accessibility both into the building and to the building from all modes of travel. Funding to support that development is available through developer contributions linked to new housing provision.
9. A new library in Horley would attract an increase in public use and raise the profile of the library service in line with the other relocation/refurbishment programmes for library buildings. It would improve the service for residents, more closely matching the library service requirements in the strategic network. To meet the needs of increasingly diverse service provision the proposed fit out would include shelving and fittings designed for maximum flexibility. Zones within the library would include a children's area, leisure study and business wi fi area, guidance and information area with IT access and confidential "pod", creative/cultural space, income raising area and quick choice area.

### **Funding the new library**

10. If Cabinet approve the relocation of the service to new premises this will free up the existing library building which has redevelopment opportunities. A potential capital receipt arising from its sale could offset the capital cost of the new premises.
11. It is also anticipated that up to £1.093m of s.106/Community Improvement Levy (CIL) funding will be available to fund the improved library provision. It is expected that this will be received in tranches between 2016/2017 and 2023/2024 upon completion of several residential developments in the area. The anticipated s.106/CIL receipts will be forward funded by funding from SCC, with the amount of funding required reducing as the receipts are received.
12. The existing library premises have significant backlog maintenance liabilities amounting to £225,000, which would be avoided if the building were vacated. The NHS occupy a proportion of the space, paying rent and contributing towards the running costs of the property and a rental income is received for parts of the building and elements of the car park. There is currently an amount of vacant space within the building with little demand for letting. The NHS has a three month rolling contract and they have indicated that they will vacate the building in the current financial year.

### **Proposed new premises**

13. A more central location in Horley has been identified as a suitable site for the new library in a new build five storey development, known as Russell Square, situated on the corner of Victoria Road and Russell's Crescent. The building has ground floor retail units with 75 apartments above.
14. SCC has provisionally agreed Heads of Terms to enter into a 998 year 'virtual freehold' lease for a peppercorn rent for Unit 1, a ground floor retail unit with frontage onto both streets. Other surrounding occupiers include Costa Coffee and Waitrose.
15. The building is well connected with Horley Mainline Railway Station within a quarter of a mile to the south and two bus stops within one hundred yards of the building on the same side of the road with regular bus routes serving the location. Whilst there is only minimal car parking on site, there are two pay and display car parks within 0.2miles, a five minute walk away. There will be two car

parking spaces provided on site included with the purchase which could be converted to one disabled space, subject to completion of further analysis.

#### **CONSULTATION:**

16. The following have been consulted:

- Councillor Dorothy Ross-Tomlin

#### **RISK MANAGEMENT AND IMPLICATIONS:**

17. As the proposed library currently has planning consent for retail use only, it will be necessary to apply for planning permission to convert the unit from retail to library use. To this end, pre-application meetings have been held which indicate that this proposal is supported by the local planning authority. Completion of the lease will be subject to planning permission being granted.

18. It is anticipated that £1.093m of s.106 funding will be received in tranches between 2016/2017 and 2023/2024. This funding is dependent upon the completion of several residential property schemes in the area and there is therefore the risk that the timing of the completion of these schemes may be delayed or that the scheme would not go ahead, increasing the burden of cost borne by SCC.

#### **Financial and Value for Money Implications**

19. The full financial and value for money implications are set out in the Part 2 paper.

#### **Section 151 Officer Commentary**

20. The Section 151 Officer confirms that the impact on the MTFP is the cost of borrowing to fund the investment prior to realising the capital receipt and the s.106 funding.

#### **Legal Implications – Monitoring Officer**

21. Under the Public Libraries & Museums Act 1964, the provision of public library services is a statutory duty of this Council. Part of that duty is to provide an efficient library service. The acquisition of a building (on a very long lease), fit for purpose, supports this duty.

22. Furthermore, under Section 123 of the Local Government Act 1972, local authorities have the power to dispose of land in any manner they wish, subject to the disposal being for the best consideration reasonably obtainable. This enables the disposal of the existing building once it is surplus to requirements.

#### **Equalities and Diversity**

23. The Libraries Service undertook an Equality Impact Assessment on moving to the new premises, considering all potential users of the library and analysing information gathered from library users, local groups, other library service teams, other colleagues and evidence gathered from libraries on the specific manner in which libraries are used.



24. The main equality issues identified with the internal design of libraries are:
- Age – particularly teenagers, children and older people
  - Disabilities - people with disabilities being fully able to access the facility
  - Pregnancy and maternity
25. The current library has a staff car park behind it (open free to the public at weekends), as well as a pay and display car park with 22 spaces (two of which are for disabled) which is often used for people visiting the nearby doctor's surgeries. There is also a large car park (200 spaces of which three are for disabled) virtually opposite the library.
26. The proposed new library will have no staff parking. The public car park next to the library has two spaces marked as disabled though these are not compliant with modern standards.
27. The lease of the new site comes with two parking spaces to the rear of the building which could be converted into one compliant disabled space. Positive discussions have been held with SCC Highways regarding the conversion of some existing spaces in nearby Russell's Crescent to disabled spaces, therefore we are confident that we are able to provide adequate parking for disabled users.
28. There is a public car park virtually opposite the proposed site (0.1 mile away) with 163 spaces (four spaces for disabled with two nearest the library and the other two at the far end).
29. The proposed location is much closer to the railway station (less than 0.2 miles) and there is also a bus stop opposite and one nearby served by buses on various routes.

#### **Carbon emissions implications**

30. The provision of a new smaller modern library and the demolition of the existing larger 1950's library will improve energy efficiency and reduce the overall carbon footprint of Surrey County Council services.

#### **WHAT HAPPENS NEXT:**

- Property officers will finalise legal arrangements with RBBC
- Property and Libraries staff will work together to agree fit out design and look which optimise public value
- Preparation and submission of Planning
- Completion of acquisition subject to outcome of Planning application
- Preparation of tender package and tender works out July 2016
- Tender review August 2016
- Contract Award August/September 2016
- Projected completion of works December 2016
- Decommission existing library December 2016

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**Contact Officer: Alister Fawley, Asset Strategy Partner** 020 8541 7930

**Consulted:**

The following Cabinet Members and staff have been briefed;

Tony Samuels: Cabinet Associate for the Built Environment

Mrs Dorothy Ross-Tomlin: County Councillor for Horley East and Chairman of Reigate & Banstead Local Committee

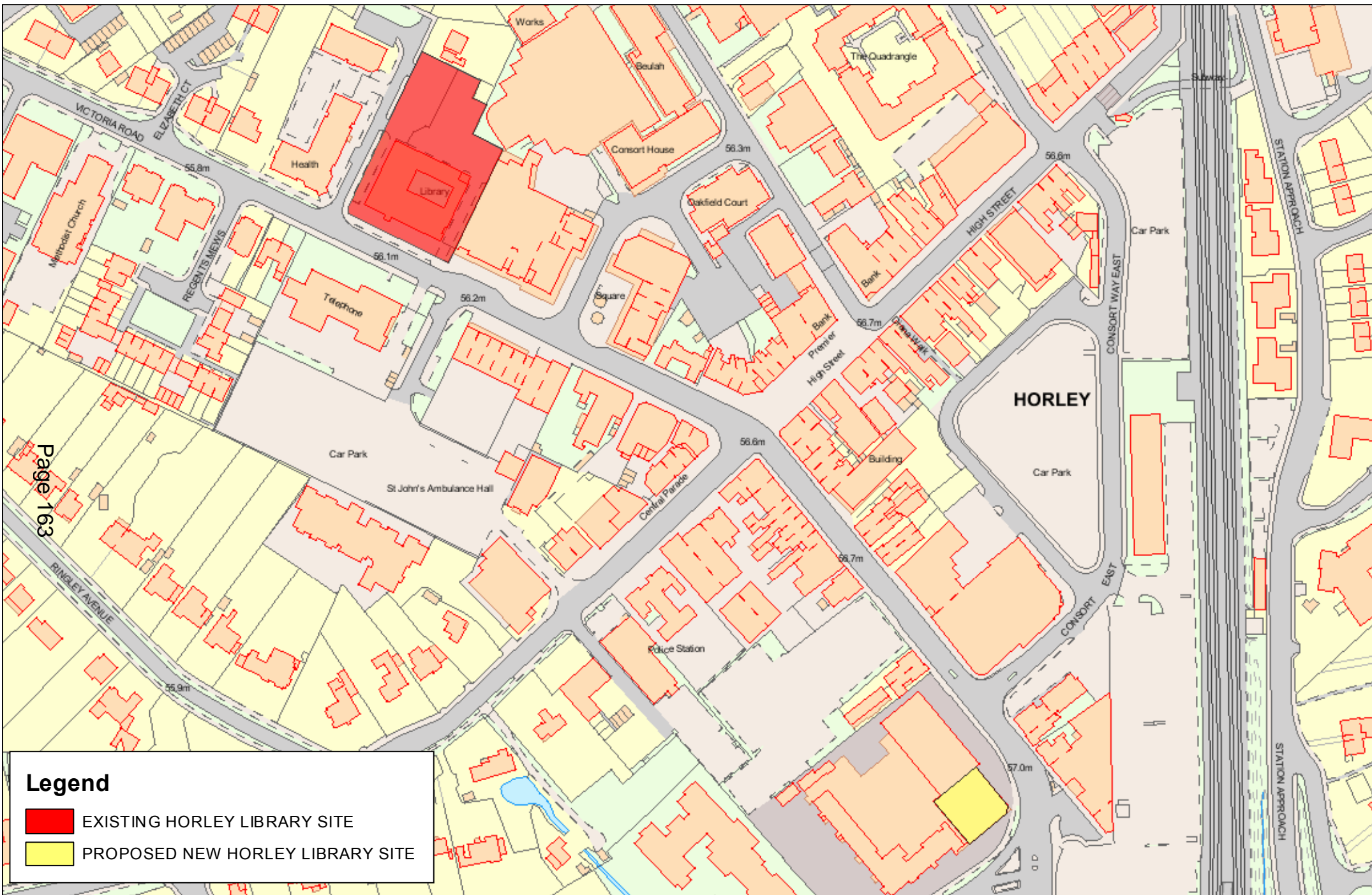
Peter Milton: Head of Cultural Services

Ann Charlton Director of Legal and Democratic and Cultural Services

Julie Fisher: Deputy Chief Executive

**Annexes:**

- Annex 1 – Proposed new site map
  - Annex 2 - Equality Impact Assessment – Surrey County Council Libraries
  - Part 2 report and annexes - item 20
-



### EXISTING AND PROPOSED NEW HORLEY LIBRARY SITES



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# Equality Impact Assessment for a new Horley Library

## 1. Topic of assessment

<b>EIA title:</b>	Horley Library moving to new premises
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<b>EIA author:</b>	Gillian Youngman
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## 2. Approval

	Name	Date approved
<b>Approved by<sup>1</sup></b>		

## 3. Quality control

<b>Version number</b>	v1	<b>EIA completed</b>	
<b>Date saved</b>	20 April 2016	<b>EIA published</b>	

## 4. EIA team

Name	Job title (if applicable)	Organisation	Role
Katie Kinnear	Senior Manager (Project, Innovation, Design and Delivery)	Surrey County Council - Libraries	Manager overseeing the project
Neill Oakley	Project Manager (Project, Innovation, Design and Delivery)	Surrey County Council - Libraries	Joint project manager for new Horley Library
Gillian Youngman	Project Manager (Project, Innovation, Design and Delivery)	Surrey County Council - Libraries	Joint project manager for new Horley Library

## 5. Explaining the matter being assessed

<b>What policy, function or service is being introduced or reviewed?</b>	<p>Project, Innovation, Design &amp; Delivery (PIDD) is responsible for delivering projects within the library service including new build projects. This comprises the design and implementation of new library layouts, alterations to current layouts, purchase of furniture, internal and external library signage, and installation of self service equipment the team is also responsible for business planning, income generation, bid-writing, community consultation and performance management.</p> <p>PIDD work closely with the Stock Development &amp; Design team which is responsible for all aspects of stock in libraries ranging from the</p>
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<sup>1</sup> Refer to earlier guidance for details on getting approval for your EIA.

## Equality Impact Assessment for a new Horley Library

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selection, display and performance.

The current Horley Library is based in a single-storey building on Victoria Road (RH6 7AG). Surrey County Council hold the freehold but the building is beginning to show its age and has recurring maintenance problems. Since the library was built on the location acquired in the 1950s, the town centre has moved away from the current site although the current location is next to a Lidl supermarket and near some doctors surgeries and the post office.

Over the years the library service has expanded and modernised, but there has been limited investment in the building as other library properties have had a higher priority. As a result the service offered to the residents of Horley is restricted and is not to the standard the community deserves. The public space of the library is slightly undersized to serve the local community and has for some time been the possible subject for relocation under various local development plans. The large windows which extend around much of the building are life expired and are inefficient in keeping heat in.

The opportunity has arisen to move to a new commercial development : Unit 1, Russell Square, Victoria Road, Horley RH6 7QH. This site is on the ground floor at the bottom of the hill leading up to the station, on the corner of Russell's Crescent and Victoria Road and is .2 miles from its current location.

The internal design of our libraries plays a central role in delivering the library services objectives. A modern, exciting and stimulating environment that can be accessed by all contributes to achieving the two aims set out in the Library Service Vision 2014:

- That libraries continue to grow to be essential to the life of the community – whether it's a village, a town or a group of people – providing its heartbeat
- That libraries develop their role in drawing people through a wide choice of vibrant cultural activities: providing a focus within the locality and beyond

When designing a layout we need to take into account the full range of activities provided and the changing face of the modern library. We aim to layout the library in such a way as to meet both the requirements of the Public Libraries & Museums Act, 1964 as well as local and national strategies.

The 1964 Act states that:

'It shall be the duty of every library authority to provide a comprehensive and efficient library service for all persons desiring to make use thereof...'

As the library service is a universal service and available to all the

# Equality Impact Assessment for a new Horley Library

	<p>main users are effectively everyone. As such careful consideration needs to be given to the layout to ensure that no one is excluded from making full use of the service.</p> <p>The main equality issues identified with the internal design of libraries are:</p> <ul style="list-style-type: none"> <li>• Teenagers feeling uncomfortable in a traditional library setting</li> <li>• People with disabilities being fully able to access the facility</li> <li>• Height of shelves and space between units</li> <li>• Finding local equality groups to consult with over the design</li> <li>• Finding an effective and manageable way of consulting with our wide user group</li> <li>• Finding the right balance between the needs of the different user groups</li> </ul>
<p><b>What proposals are you assessing?</b></p>	<p>This would mean that the library could relocate to a more central location, with sufficient floor space to enable us to provide a range of services that meet the needs of today's library user and offer the opportunity to run the library service from a low maintenance building.</p> <p>The Library Property Strategy classifies Horley as a town library and as such should be located in the main retail centre and a library located within a retail centre encourages economic growth amongst local businesses. A library brings increased footfall which has an economic benefit to adjacent retailers.</p> <p>The current library has a staff car park behind it (open free to the public at weekends), as well as a pay and display car park with 22 spaces (2 of which are for disabled) which is often used for people visiting the nearby doctor's surgeries. There is also a large car park (200 spaces of which 3 are for disabled) virtually opposite the library. The new library will have no staff parking in line with county council policy we do not provide parking for staff. Whilst the public car park next to the library has two spaces marked as disabled these are not compliant with modern standards. The lease of the new site comes with 2 parking spaces to the rear of the building and with some curb alterations and redrawing of lines these could be converted in one compliant disabled space. Further to this a discussion has been held with SCC highways and they are favourable towards converting some existing spaces in nearby Russell's Crescent to disabled spaces, therefore, we feel confident we are able to provide adequate parking for disabled users.</p> <p>There is a Central Car Park virtually opposite the proposed site (.1 mile away) with 163 spaces (4 spaces for disabled with two nearest the library and the other 2 at the far end. There is a pedestrian crossing to use to get to the library.</p> <p>The proposed location is less than 0.2 miles from the station and</p>

# Equality Impact Assessment for a new Horley Library

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	<p>should attract new users or more regular users as it is currently double that distance. There is also a bus stop opposite and one just down the road served by buses on various routes and this very similar to the availability.</p> <p>A Waitrose supermarket is the other side of the road at the bottom of the hill and a Wetherspoon's pub virtually opposite Russell Square. The library is under the housing development which has 75 apartments for shared ownership, 15 for rent and 4 retail units that will be let by Reigate &amp; Banstead Council.</p> <p>The aim of this EIA is to look at the way we design the internal layout of our libraries in order to ensure that adequate provision is made to meet the needs of the identified equality groups. This includes:</p> <ul style="list-style-type: none"> <li>• Adequate spacing between shelving and furniture</li> <li>• Hearing loop</li> <li>• Clear DDA compliant signage</li> <li>• Assistive technology</li> <li>• Large print books and audio books</li> <li>• eBooks and eAudiobooks</li> <li>• Booktouch packs</li> <li>• Dyslexia support</li> </ul>
<p><b>Who is affected by the proposals outlined above?</b></p>	<p>All people using the library:</p> <ul style="list-style-type: none"> <li>▪ Horley Library staff and rotating staff and volunteers</li> <li>▪ Other Library Service Teams</li> <li>▪ Other Surrey County Council colleagues</li> <li>▪ Library users of all ages and abilities</li> <li>▪ Families</li> <li>▪ Local groups ie Horley Local History Centre</li> <li>▪ People working in the area</li> <li>▪ Visitors to the area</li> <li>▪ Students</li> </ul>

## 6. Sources of information

Engagement carried out
<p><b>Library users</b></p> <p>Feedback from library users has been used to inform this assessment into the internal design of libraries through the use of the following:</p> <ul style="list-style-type: none"> <li>▪ Issue and Visitor Statistics</li> <li>▪ PLUS – public library user surveys</li> <li>▪ Library user satisfaction surveys (online and also in libraries on a rolling programme)</li> </ul>



- Comments book
- Customer complaint/comment form
- Public consultation with regard to specific refurbishments
- Review of Dorking Library Layout by Mole Valley Youth Voice
- Dorking Teenage Reading Group
- Farnham Headspace initiative volunteers

## Specific Local Groups

Feedback from specific accessibility groups across the county with regard to library design has been used to contribute to this assessment:

- Disability Access Award Scheme Audit Report - Cranleigh Library undertaken by the Disabled Citizens' Advice & Support Service (DisCASS)
- Mole Valley Accessibility Group comments on Planning Application for Dorking Library Refurbishment/Relocation
- Review of Dorking Library Layout by the Disabled Citizens' Advice & Support Service (DisCASS)
- Woking Access Group

## Other Library Service Teams

Other library teams have also provided input into this assessment:

- Digital Services – with regard to provision of information and IT resources
- Community Connections – with regard to use of the service by excluded or under represented groups. Feedback from outreach projects such as “Headspace” and the Team’s ongoing work with local groups and schools.
- Customer Network staff – as the public face of the service, Duty Managers and their staff receive enquiries/comments from the public which are passed through to the Project, Innovation, Design and Delivery team for consideration and implementation in the library design.

## Other colleagues

Other Surrey County Council colleagues will also provided input into this assessment:

- C & C Directorate Equalities Group

A user Customer Satisfaction survey took place in January 2015 in which 71 people participated.

Once the Library service receives the go ahead for this project the following will take place:

- Actively consult and engage with library users prior to the move to a new site.
- Continue to engage with specific groups during the design process.
- Design a library survey to be used after each library refurbishment in order to evaluate layout and highlight room for improvement.
- Improve our use of the information available on equality groups in Surrey and create an action plan that ensures their views are heard.
- Create and update staff awareness of the services available to equality groups.
- Ensure that the EIA action plan becomes part of the business plan of all teams involved so that it can be demonstrated that the outcomes of this report have led to a service improvement.

# Equality Impact Assessment for a new Horley Library

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- Use of “Mosaic”, Surrey, digital exclusion maps and other socio demographic tools to identify possible usage and determine the service user profile.

## Data used

As a service we are constantly monitoring our performance and gathering evidence to demonstrate that the way we layout our libraries works. These include:

- Issue and visitor figures which show a direct correlation between a library refurbishment and increase in use.
- Comments books and user surveys such as the Customer Satisfaction Survey are carried out regularly and include feedback from the public on overall satisfaction. They show that an increase in the level of customer satisfaction tends to relate to libraries where refurbishments have taken place.
- Data is also collected in a variety of ways, which provides information on our library demographic, including age and the types of disability, or conditions our users suffer from. This helps us to better understand our users and plan our layouts accordingly.
- The use of other Surrey County Council departmental research is valuable to us as a provider of current public opinion regarding attitudes to the services of Surrey County Council.
- The use of focus groups e.g. “Headspace” for teenagers, Library Friends or Reading Groups, Local History Centres also provide useful information

## 7. Impact of the new/amended policy, service or function

### 7a. Impact of the proposals on residents and service users with protected characteristics

Protected characteristic <sup>2</sup>	Potential positive impacts	Potential negative impacts	Evidence
Age	✓	✓	Teenagers – may feel uncomfortable or unwelcome in a traditional library setting so by getting them involved in designing their own space they feel a better sense of belonging. Every library has a teenage area where they can relax and be themselves. As part of the headspace project staff are trained

<sup>2</sup> More information on the definitions of these groups can be found [here](#).

# Equality Impact Assessment for a new Horley Library

		<p>in how to communicate and deal with teenagers.</p> <p>Older people – may be more likely to suffer from mobility difficulties so we provide seating with arms so that they can more easily push themselves up to a standing position. Seating with wheels instead of skids may be more likely to move when you sit down on it so wherever possible we avoid wheels.</p> <p>Children – specific areas are created for use by children and their carers with appropriate height seating and chairs.</p> <p>Use of space is considered for activities like rhymetime and where buggies can be parked.</p> <p>The library is on the ground floor and no lifts or ramps are involved and will possibly have two entrances, both with electric doors.</p>
<p><b>Disability</b></p>	<p>✓</p> <p>✓</p>	<p>People with disabilities are able to fully access the library.</p> <p>The library is on the ground floor and no lifts or ramps are involved and will possibly have two entrances, both with electric doors.</p> <p>We we feel confident we are able to provide adequate parking for disabled users (see Section 5). There are also two disabled spaces in Central car park 0.1 miles away.</p> <p>Access to the library is on the flat although there is some undulation on the pavements surrounding the building but not of significance.</p> <p>Libraries are designed to be DDA compliant with ramps and lifts provided where necessary. Ample space between units and items of furniture is provided to allow for the manoeuvrability of wheel chairs and mobility scooters. Internal signage is designed to have a strong contrast between font and background in order to be most easily read.</p> <p>Library counters are designed to have a low seated height section where wheel chair users or those with mobility difficulties can sit to have their enquiry dealt with by a member of staff. All these counters are equipped with</p>

# Equality Impact Assessment for a new Horley Library

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			<p>hearing loops which are reviewed on an annual basis to check they are working correctly.</p> <p>We are currently investigating the use of a tactile library map and the possibility of Braille signage.</p> <p>Horley Library currently has self service machines and the new library would have updated self service kiosks which take money and are DDA compliant.</p> <p>Non-slip floor coverings are used and entrance matting identifies the approach to the entrance/exit door.</p> <p>The internal library layout will be designed to be DDA compliant. Ample space between units and items of furniture is provided to allow for the manoeuvrability of walkers and wheelchairs.</p> <p>Wherever feasible the height of shelving is kept to no higher than 5 foot and the bottom shelf is set at 350mm off the floor so as to reduce strain on backs when bending down.</p>
<b>Gender reassignment</b>	No impact	No impact	
<b>Pregnancy and maternity</b>	✓	✓	<p>The library is on the ground floor and no lifts or ramps are involved and will possibly have two entrances, both with electric doors.</p> <p>Toilets and baby change facilities will be considered within the constraints of individual buildings.</p> <p>A range of seating with and without arms is provided throughout the library so that pregnant or breast-feeding mothers have a good choice over where to sit should they need to feed or sit down. If possible within constraints of individual buildings we will consider the creation of quiet areas.</p> <p>The internal library layout will be designed to be DDA compliant. Ample space between units and items of furniture is provided to allow for the manoeuvrability of prams and buggies.</p>

# Equality Impact Assessment for a new Horley Library

<b>Race</b>	No impact	No impact	
<b>Religion and belief</b>	No impact	No impact	
<b>Sex</b>	No impact	No impact	
<b>Sexual orientation</b>	No impact	No impact	
<b>Marriage and civil partnerships</b>	No impact	No impact	
<b>Carers<sup>3</sup></b>	✓	✓	See age and disability

## 7b. Impact of the proposals on staff with protected characteristics

<b>Protected characteristic</b>	<b>Potential positive impacts</b>	<b>Potential negative impacts</b>	<b>Evidence</b>
<b>Age</b>			
<b>Disability</b>	✓		<p>Look into parking arrangements making reasonable adjustments where appropriate.</p> <p>Due to the fact that working in a library is a very physical job we try to keep hard flooring to a minimum and wherever possible, particularly in high use area such as behind the counter we ensure that cushioned back carpet is used so as to minimise the impact on feet. Dual level counters are provided so that staff can choose the most appropriate section, either standing or seated depending on their individual needs or the requirements of the task they are undertaking.</p>
<b>Gender reassignment</b>	No impact	No impact	

<sup>3</sup> Carers are not a protected characteristic under the Public Sector Equality Duty, however we need to consider the potential impact on this group to ensure that there is no associative discrimination (i.e. discrimination against them because they are associated with people with protected characteristics). The definition of carers developed by Carers UK is that 'carers look after family; partners or friends in need of help because they are ill, frail or have a disability. The care they provide is unpaid. This includes adults looking after other adults, parent carers looking after disabled children and young carers under 18 years of age.'

## Equality Impact Assessment for a new Horley Library

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<b>Pregnancy and maternity</b>	✓	✓	Due to the fact that working in a library is a very physical job we try to keep hard flooring to a minimum and wherever possible, particularly in high use area such as behind the counter we ensure that cushioned back carpet is used so as to minimise the impact on feet. Dual level counters are provided so that staff can choose the most appropriate section, either standing or seated depending on their individual needs or the requirements of the task they are undertaking. Reasonable adjustments to duties would be made as appropriate.
<b>Race</b>	No impact	No impact	
<b>Religion and belief</b>	No impact	No impact	
<b>Sex</b>	No impact	No impact	
<b>Sexual orientation</b>	No impact	No impact	
<b>Marriage and civil partnerships</b>	No impact	No impact	
<b>Carers</b>	No impact	No impact	

# Equality Impact Assessment for a new Horley Library

## 8. Amendments to the proposals

Change	Reason for change
In this column you should explain how the new/amended policy, service or function has changed from the original idea to the final proposal being considered.	In this column you should explain how your EIA led to this change. Identify the issue that you identified that meant the proposal needed to be amended.

You should use this section to describe any amendments that have been made to the original idea underpinning you new/amended policy, service or function as a result of conducting this EIA. This will show how the process of collecting information, engaging those affected and analysing the impact of the new/amended policy, service or function led to specific changes to the proposals.

## 9. Action plan

Potential impact (positive or negative)	Action needed to maximise positive impact or mitigate negative impact	By when	Owner

If your equalities analysis shows the new/amended policy, service or function could potentially have negative impacts on particular groups with protected characteristics, which cannot be fully addressed through changes to the proposal, you will need to use this section to outline any actions that could be put in place to mitigate them. As a result of your analysis you may also identify positive actions that could be put in place to promote equality opportunities and/or foster good relations.

## 10. Potential negative impacts that cannot be mitigated

If your assessment has identified potential negative impacts that cannot be mitigated, you should list them here. This does not mean the proposal has to be abandoned, but will allow decision makers to have 'due regard' to these matters when they make their decision.

Potential negative impact	Protected characteristic(s) that could be affected
	Disability

## 11. Summary of key impacts and actions

This section will serve as an executive summary of the Equality Impact Assessment and should be copied into the equalities section in decision making reports (such as those for Cabinet, Local Committee or CLT/DLTs). Please use the sub-headings provided.

<b>Information and engagement underpinning equalities analysis</b>	
<b>Key impacts (positive and/or negative) on people with protected characteristics</b>	
<b>Changes you have made to the proposal as a result of the EIA</b>	
<b>Key mitigating actions planned to address any outstanding negative impacts</b>	
<b>Potential negative impacts that cannot be mitigated</b>	

**Be sure to review the checklist in Annex 2 before submitting your EIA for approval and publication.**

### Further guidance

If you need more advice and guidance, you may find the following sources useful:

- [Government Equality Office: Equality Act guidance](#)
- [Equality and Human Rights Commission: \*Guidance on the Equality Duty\*](#)
- [Equality and Human Rights Commission: \*Making fair financial decisions\*](#)
- [Equality and Human Rights Commission: \*Meeting the Equality Duty in policy and decision making\*](#)
- [TUC Equality Toolkit](#)



## Annex 1

### Issues to consider when assessing impact

It is important to consider the full range of impacts on service users, their carers and staff. Primarily, the Council wants to ensure that people with protected characteristics can achieve the same outcomes as people that do not share the protected characteristic. You should therefore think about each of the following issues when assessing impact.

#### Identifying impact

Could the new/amended policy, service or function:

- Lead to different outcomes for service users due to their protected characteristic? Do service users have particular needs, experiences, concerns or priorities in relation to the proposal because of this protected characteristic?
- Affect different groups disproportionately? For example, is there evidence of higher or lower participation or uptake by certain groups?
- Disadvantage particular groups? It is essential to consider not just the intended consequences of the proposal but also unintended consequences.

#### Discrimination

Could the new/amended policy, service or function:

- Discriminate unlawfully (directly or indirectly<sup>4</sup>) against people from certain groups?
- Lead to associative discrimination? Associative discrimination is where a victim of discrimination does not have a protected characteristic but is discriminated against because of their association with someone who does e.g. the parent of a disabled child.

#### Promoting positive outcomes

Could the new/amended policy, service or function:

- Include lawful positive action to address particular needs?
- Affect relations between certain groups? For example, could it be seen to favour particular groups or denying opportunities to another?
- Do more to promote equality and ensure equitable outcomes?
- Do more to promote positive attitudes and good relations between different groups?
- Do more to promote participation by under-represented groups?

#### Accessibility and barriers

Could the new/amended policy, service or function:

- Create barriers that prevent certain groups from benefitting from the changes?
- Make it hard for certain groups to access information about the service, function or policy?

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<sup>4</sup> Further information about direct and indirect discrimination is available from the [Equality and Human Rights Commission](#).

# Equality Impact Assessment for a new Horley Library

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- Make a service less physically accessible? Do you understand how to respond to requests for reasonable adjustment?
- Exclude groups because of cost? Are there any extra costs for some people (such as paying for a carer, transport, childcare)?

## Experiences of services

- Does your training give people providing services the skills and knowledge they need to provide services to a diverse population? Do staff know how to use equipment or facilities such as minicomms or induction loops?
- Do your managers and staff know what their legal responsibilities are?
- Are staff trained to give extra assistance to disabled people if they ask? Have staff been trained how to offer and give help?
- Are crime, harassment or bullying problems likely to arise in this service area? Do staff know how to record incidents of racial harassment or other equality related incidents?

## Stereotypes and assumptions

- Have your services been designed around a particular type of customer? For example, has it been designed around a particular family unit? Does this exclude same sex couples, older couples, large and extended families, people who move home a lot, or carers?
- Are people disadvantaged if they cannot find or remember information or documents? Are people expected to read or access information in a certain way?
- If you are using images in publicity, do they reinforce stereotypes? Try where possible to use images that reflect diversity.

## Annex 2 Your checklist

Before publishing your EIA, think about the following:

- Is your assessment written in plain English? Consider whether people would understand your explanations if they did not work for the Council, or indeed your service. Try to avoid technical or specialist terminology and explain any acronyms in full even if they are common in your job
- Has anyone else checked your EIA? You might find it useful to get constructive feedback and challenge on your proposals and the conclusions you have reached. Think about colleagues, your Directorate Equality Group, service users or groups representing people that share particular protected characteristics.
- Have you told local organisations about the proposals? If the proposals will impact on organisations the Council commission services from, you must ask their views and give them the opportunity to identify any equalities implications from the proposals.
- Have you been clear about what has changed as a result of your EIA and how the process influenced proposals? If your assessment found that no changes were needed, ensure you explain the positive implications of the proposal.
- Have you been clear about the mitigating actions that will remove or minimise any negative impacts? Does your action plan have owners? If you have identified mitigating actions, it is essential these are delivered. You must be clear about who will take these forward.
- Has your EIA been approved by an appropriate level of management?

**Using the information from your screening please describe your service or function. This should include:**

- **The aims and scope of the EIA**
- **The main beneficiaries or users**
- **The main equality, accessibility, social exclusion issues and barriers, and the equality groups they relate to (not all assessments will encounter issues relating to every strand)**

The aim of this EIA is to look at the way we design the internal layout of our libraries in order to ensure that adequate provision is made to meet the needs of the identified equality groups.

As the library service is a universal service and available to all the main users are effectively everyone. As such careful consideration needs to be given to the layout to ensure that no one is excluded from making full use of the service.

# Equality Impact Assessment for a new Horley Library

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The main equality issues identified with the internal design of libraries are:

- Teenagers feeling uncomfortable in a traditional library setting
- People with disabilities being fully able to access the facility
- Height of shelves and space between units
- Finding local equality groups to consult with over the design
- Finding an effective and manageable way of consulting with our wide user group
- Finding the right balance between the needs of the different user groups

## Now describe how this fits into ‘the bigger picture’ including other council or local plans and priorities.

The internal design of our libraries plays a central role in delivering the library services objectives. A modern, exciting and stimulating environment that can be accessed by all contributes to achieving the aim set out in the library service delivery plan 2011-2012:

*‘...[to enhance] the quality of life of our users, by providing statutory services, easy and equal access to high quality, inspirational and enjoyable cultural and learning activities and information for all people living in or visiting Surrey.’*

When designing a layout we need to take into account the full range of activities provided and the changing face of the modern library. We aim to layout the library in such a way as to meet both the requirements of the Public Libraries & Museums Act, 1964 as well as local and national strategies.

The 1964 Act states that:

*‘It shall be the duty of every library authority to provide a comprehensive and efficient library service for all persons desiring to make use thereof...’.*

This assessment is based on information and feedback collected from a variety of stakeholders.

The major stakeholders involved include:

- Library users
- Specific local groups
- Other Library Service Teams
- Other Surrey County Council colleagues

### Library users

Feedback from library users has been used to inform this assessment into the internal design of libraries through the use of the following:

- Issue and Visitor Statistics
- PLUS – public library user surveys
- Comments book
- Customer complaint/comment form
- Public consultation with regard to specific refurbishments
- Review of Dorking Library Layout by Mole Valley Youth Voice
- Dorking Teenage Reading Group

- Farnham Headspace initiative volunteers

## Specific Local Groups

Feedback from specific accessibility groups across the county with regard to library design has been used to contribute to this assessment:

- Disability Access Award Scheme Audit Report - Cranleigh Library undertaken by the Disabled Citizens' Advice & Support Service (DisCASS)
- Mole Valley Accessibility Group comments on Planning Application for Dorking Library Refurbishment/Relocation
- Review of Dorking Library Layout by the Disabled Citizens' Advice & Support Service (DisCASS)

## Other Library Service Teams

Other library teams have also provided input into this assessment:

- Information Services Team – with regard to provision of information and IT resources
- Programme Team – with regard to use of the service by excluded or under represented groups. Feedback from outreach projects such as “Headspace” and the Team’s ongoing work with local groups and schools.
- Sector Team, Library Managers and staff – as the public face of the service, Library Managers and their staff receive enquiries/comments from the public which are passed through to the Library and Environment Team for consideration and implementation in the library design.

## Other colleagues

Other Surrey County Council colleagues will also provided input into this assessment:

- C & C Directorate Equalities Group

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**SURREY COUNTY COUNCIL**

**CABINET**

**DATE: 24 MAY 2016**



**REPORT OF: MRS LINDA KEMENY, CABINET MEMBER FOR SCHOOLS,  
SKILLS AND EDUCATIONAL ACHIEVEMENT  
MS DENISE LE GAL, CABINET MEMBER FOR BUSINESS  
SERVICES AND RESIDENT EXPERIENCE**

**LEAD OFFICER: JOHN STEBBINGS, CHIEF PROPERTY OFFICER  
JULIE STOCKDALE, ASSISTANT DIRECTOR FOR SCHOOLS  
AND LEARNING (INTERIM)**

**SUBJECT: ASHLEY C OF E PRIMARY SCHOOL, WALTON ON THAMES**

**SUMMARY OF ISSUE:**

To approve the Business Case for the expansion of Ashley C of E Primary School from a two form of entry school (420 places) to a three form of entry primary school (630 places) creating 210 additional places in Walton on Thames to help meet the basic need requirements in the planning area from September 2017.

This will be a phased building project which involves demolition and rebuilding of part of the school. The Council has received a Community Infrastructure Levy (CIL) contribution from Elmbridge Borough Council to mitigate some of the cost of this project.

**RECOMMENDATIONS:**

It is recommended that, subject to the agreement of the detailed financial information for the expansion as set out in agenda item 21 in Part 2 of this agenda, the business case for the provision of an additional form of entry (210 places) primary places in the Walton and Hersham primary planning area be approved.

**REASON FOR RECOMMENDATIONS:**

The proposal supports the Authority's statutory obligation to provide sufficient school places to meet the needs of the population in the Walton and Hersham area.

**DETAILS:**

**Background**

1. School rolls have been rising steadily across Elmbridge since 2003. Over this period the birth rate has risen by 24.6%; additionally families have chosen to move into the borough, in part due to housing development. Walton and Hersham primary school pupil numbers have reflected this borough trend and are not expected to peak until 2017. In 2014 there were around 430 applications for Reception places; by 2018 this is predicted to rise to 450 places, or fifteen forms

of entry (15 FE); this is one more form of entry (or 30 Reception places) per year than is currently provided in all the primary schools in the area.

2. The Walton and Hersham primary school planning area is served by six primary schools all delivering the infant curriculum: **Grovelands** Primary 2FE (which was expanded from an infant to an all through primary in 2014); **Bell Farm** Primary 3FE (also re-organised from junior to primary in 2014), **Burhill Primary** 3FE (re-organised from infant to primary in 2014 to create additional places); **Walton Oak** Primary 2 FE, **Cardinal Newman** RC Primary 2 FE and **Ashley** primary 2FE, although originally expanded from a 1 FE school in 2010. The combined Reception Published Admission Number (PAN) is therefore 420, providing 14FE in total. The shortfall is currently being met by schools accepting Reception 'bulge' classes and this has been the case since 2014.
3. To consistently provide the requisite fifteen Reception forms of entry, or an additional 210 primary places to meet the ongoing area demand, Surrey County Council needs to provide an additional form of entry.
4. Officers initially looked at the viability for expansion at all schools in the planning area and have and have concluded that Ashley would be the best option to supply the additional one more form of entry.
5. Details of the other schools in this planning area, which were initially considered for expansion and the reason for discounting each are detailed below:
  - **Cardinal Newman RC Primary:** this is currently a popular two form entry school which provides a catholic education and is Voluntary Aided. As such it sets its own admissions criteria and places are allocated to catholic children. The site is small and does not have its own playing fields; for all of these reasons it would not be an appropriate school to expand at present.
  - **Walton Oak Primary:** this school took a Reception 'bulge' class last year and we added an extra classroom; it is again at capacity and would require more accommodation. The school is organised as two classes in each year group and due to the nature of its intake the Head and governors are unwilling to expand further as they believe this would be to the detriment of the pupils and families they are supporting. A viability study indicated that, whilst expansion was technically possible, because the school is in an area of medium flood risk and the management were unwilling to support expansion we have ruled out Walton Oak.
  - **Burhill primary School:** this highly successful and popular school was expanded to three forms of entry in the recent past. The site is now at capacity and cannot be expanded any further other, than on a very temporary basis.
  - **Bell Farm Primary:** this a three form of entry school primarily serving Hersham. It is located next to Rydens Enterprise School and makes use of the secondary school's playing fields. The school is increasing in popularity and has recently been judged 'Good' by OFSTED. It took a bulge class in Reception in 2015 and cannot admit any more classes without further building work. However, as the school is already a 3 FE primary with potentially 630 on roll, it would be undesirable to make it any larger.



- Grovelands Primary: The school was expanded from a 3 FE infant to a 2 FE primary in 2014. It also has a nursery and a children's centre on site. The re-organisation has required additional temporary classrooms to be installed as the school had admitted a number of bulge classes and these now have to work their way through. The site cannot accommodate any more buildings and thus the school was not considered suitable for further expansion.
  - Ashley Primary: Whilst situated on a very restricted site in terms of building area, a viability study confirmed that the school site was capable of achieving an expansion. It is a very popular school with good academic standards and is situated in the heart of Walton, close to the centre of the demand for places. When approached by Surrey County Council and asked to consider permanent expansion both the school and the Diocese expressed support for the idea, consequently it was decided that this was the most viable option for permanent expansion of the potential schools.
6. The Government expects Local Authorities to expand successful and popular schools wherever possible, and this proposal meets that expectation. Ashley was judged as 'outstanding' by OFSTED at its last inspection in January 2007. It has not been re-inspected since then as its standards have remained high; it is always over-subscribed and is popular with parents locally.
  7. In the past year Ashley has taken a 'bulge class; admitting three forms of entry as a temporary measure. It has also indicated that it will do so again in September 2016 pending a decision from Surrey to fund the permanent building programme. The Ashley Governing Body and representatives of the Good Shepherd Academy Trust have formally determined that the school may expand in 2017.
  8. The building scheme has needed a comprehensive overview to address the complexity of the site and the significant accommodation changes that are required. The project will be delivered in phases in view of the restrictive nature of the site and in order to minimize disruption to the school.
  9. The proposal consists of the demolition of the caretaker's house, to be replaced by a new two storey building of four classrooms and group rooms; it will incorporate a small flat in the roof space for the resident caretaker. There will be two other new classrooms and adaptations to the hall to facilitate better dining arrangements for a greater number of pupils. Overall we intend to supply seven new classrooms in total, one of which has already been delivered through internal adaptations and is being used for the current bulge class.
  10. The proposed scheme is subject to planning permission and an application has been submitted to the Surrey Planning and Regulatory Committee and a decision is expected in June 2016.

<b>CONSULTATION:</b>
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11. The governing body of Ashley CE Primary School, in conjunction with The Good Shepherd Multi Academy Trust and Surrey County Council, consulted on the proposal to make a significant change to the academy by permanently expanding it in size from September 2017.
12. The public consultation was undertaken by the academy's governing body between 30 November 2015 and 10 January 2016. This was for 6 full weeks, The Department for Education guidance suggests that consultations should run for a minimum of 4 weeks and as far as possible run alongside admissions consultations if the change requires changes to the academy's admissions

arrangements. The consultation fully complied with this guidance and included documentation outlining the proposals for changes to the admissions arrangements which are consequent on the decision to expand.

13. A consultation document was published and all statutory stakeholders including parents and local residents were informed. In addition, two public meetings were held at the school on 7 and 9 December 2015.
14. The results of the public consultation were summarised in a report to the Governing Body that met on 14 January. The governors resolved to expand the school subject to planning and the funding being made available by Surrey County Council.

#### **RISK MANAGEMENT AND IMPLICATIONS:**

15. There are risks associated with the project and a project risk register has been compiled and is regularly updated. A contingency allowance appropriate to the scheme has been included within the project budget to mitigate for potential identified risks.

#### **Financial and Value for Money Implications**

16. The project will be subject to robust cost challenge and scrutiny to drive optimum value as they progress. Further financial details are set out in the report circulated as item 20 in Part 2 of the agenda. These details have been circulated separately to ensure commercial sensitivity in the interests of securing best value.

#### **Section 151 Officer Commentary**

17. The Section 151 Officer confirms this scheme is included within the 2014/19 Medium Term Financial Plan.

#### **Legal Implications – Monitoring Officer**

18. Section 13 of the Education Act 1996 places a duty on a Local Authority (with responsibility for education) to ensure sufficient primary and secondary education provision is available to meet the needs of the population in its area.

#### **Equalities and Diversity**

19. The expansion of the school will not create any issues, which would require the production of an Equality Impact Assessment.
20. The new school building will comply with Disabilities Discrimination Act (DDA) regulations. The expanded school will provide employment opportunities in the area.
21. The school will be for children in the community served by the school. The admissions arrangements will give the highest priority to Looked After Children and pupils on the Special Educational Needs (SEN) register and/or those who would benefit from a statement of educational need, thus supporting provision for our most vulnerable children. Children with siblings will receive the next priority, followed by those children living closest to the school. There is a proposal to amend the admissions criteria to enable the admission of up to ten pupils who do

not meet the denominational criterion but who live within 500 metres of the school. The proposals are fully compliant with the Schools Admissions Code.

22. The school will be expected to contribute towards community cohesion and will be expected to provide the normal range of before and after school clubs as are provided in a typical Surrey County Council school.

#### **Corporate Parenting/Looked After Children implications**

23. This proposal would provide increased provision for primary places in the area, which would be of benefit to the community served by the school. This means it would therefore also be of benefit to any Looked After Children who will attend the school.

#### **Climate change/carbon emissions implications**

24. The design philosophy is to create buildings that will support low energy consumption, reduce solar gain and promote natural ventilation. The school will be built to the local planning authorities adopted core planning strategy.

#### **WHAT HAPPENS NEXT:**

If approved, to proceed to complete tenders and subsequent contract award through delegated decision.

#### **Contact Officer:**

Keith Brown, Schools and Programme Manager – tel: 020 8541 8651  
Melanie Harris, School Commissioning Officer – tel: 020 8541 9556

#### **Consulted:**

Tony Samuels, Cabinet Associate for the Built Environment and Local Member for Walton South and Oatlands – Elmbridge  
Julie Fisher, Deputy Chief Executive and Strategic Director for Children, Schools and Families  
Paula Chowdhury, Strategic Finance Manager – Business Services

#### **Annexes:**

Part 2 report with financial details attached to agenda as item 21

#### **Sources/background papers:**

- The Education Act 1996
- The School Standards Framework Act 1998
- The Education Act 2002
- The Education and Inspections Act 2006
- Ashley Governing Body – Public Consultation Report
- Report to Cabinet: Schools Capital Budget Allocations Service update based on latest or most appropriate report year and version

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**SURREY COUNTY COUNCIL**

**CABINET**

**DATE: 24 MAY 2016**



**REPORT OF: MRS LINDA KEMENY, CABINET MEMBER FOR SCHOOLS,  
SKILLS AND EDUCATIONAL ACHIEVEMENT**

**MS DENISE LE GAL, CABINET MEMBER FOR BUSINESS  
SERVICES AND RESIDENT EXPERIENCE**

**LEAD  
OFFICERS:**

**JOHN STEBBINGS, CHIEF PROPERTY OFFICER**

**JULIE STOCKDALE, ASSISTANT DIRECTOR FOR SCHOOLS  
AND LEARNING (INTERIM)**

**SUBJECT: WEST HILL SPECIAL SCHOOL, LEATHERHEAD**

#### **SUMMARY OF ISSUE:**

To approve the Business Case for the alteration of the age range of West Hill School, from a 100 place 11 - 16 mixed special secondary school to a 112 place 5 - 11 mixed primary school, with an additional nursery providing seven full time equivalent places for those who present with Learning and Additional Needs.

#### **RECOMMENDATIONS:**

It is recommended that, subject to the agreement of the detailed financial information for the alteration set out in Item 22 in Part 2 of this agenda, the business case for the provision of a new primary special school for pupils with Learning and Additional Needs be approved.

#### **REASON FOR RECOMMENDATIONS:**

The proposal supports the Authority's statutory obligation to provide appropriate facilities for all SEND children who attend the special school. A need has been identified for a countywide primary school and nursery for children with complex Learning and Additional Needs. The town of Leatherhead is a county central location for such a provision, allowing reasonable access for all.

#### **DETAILS:**

##### **Background**

1. The provision of appropriate school places within the County is vital in order to ensure that the Local Authority (LA) fulfils its duty to provide appropriate school places. The LA must develop specialist in-county provision for pupils with Special Educational Needs and Disabilities (SEND) to ensure the efficient and effective use of public resources. There are periodic reviews of the SEND provision across the county which inform future proposals to ensure the needs of this cohort of pupils is met in appropriate school places. The most recent review, called the Learning Difficulties Review (LD review) took place in 2012 and since that point a number of proposals have been developed, of which West Hill is one. The Council is currently undergoing a programme of change called SEND 2020

which will reshape the Special Educational Needs and Disability offer in the county with a view towards future need.

2. West Hill is an Ofsted rated 'Outstanding' teaching school located in Leatherhead that currently meets the needs of secondary aged pupils with Learning and Additional Needs (LAN).
3. The focus of the LD Review was on improving outcomes for young people and provided a commitment to reducing the number of SEND, students with an Education, Healthcare Plan (EHCP) or Statement, placed in schools within the Non-Maintained and Independent (NMI) sector. The current issues faced by the LA in making school provision for students with SEND include a mismatch between the overall SEND pupil profile and the range of provision available across all phases and types of schools.
4. There is currently an over provision of places for secondary aged pupils with LAN, with 650 places spread across seven sites. As a result there are an increasing number of vacancies in the lower year groups of some LAN schools and the position is unsustainable in the long-term. At the same time there is an increased pressure for primary aged LAN special school places. A need has been identified for a countywide primary school and nursery for children with complex learning difficulties. It is expected that the primary school would meet the needs of those pupils who present with developmental delay and a range of additional needs such as medical needs, communication needs and those whose needs cannot be met from the resources currently available in mainstream school or other specialist centres.
5. It is therefore important to meet this increased demand by developing new provision. Currently there is little provision in the county for primary aged LAN pupils. The only other special school for primary aged pupils with LAN is located in Bramley, South of Guildford. The proposed West Hill provision would offer completely new places in the centre of the county and would ensure that access to specialist school placements would be within an acceptable travelling time for primary aged pupils. Investment in the buildings at the West Hill site will substantially aid the delivery of primary special education within Surrey at an outstanding school.
6. The following table details the planned transition timetable commencing in September 2016 from the current 75 secondary pupils to 119 primary pupils in 2022.

<b>Pupil numbers growth model</b>							
	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
<b>Primary</b>	16	39	55	71	87	103	119
<b>Secondary</b>	56	43	24	7			
<b>Total Pupils</b>	<b>72</b>	<b>82</b>	<b>79</b>	<b>78</b>	<b>87</b>	<b>103</b>	<b>119</b>

7. Secondary aged pupils currently at West Hill School will remain at the school until their education at the school ends in Year 11, when they will move into further education provision. From September 2016, the school will no longer admit secondary aged pupils. This means that by 2020, there will be no secondary aged pupils remaining at the school.
8. This development is intended to increase the quality of existing primary provision and increase specialist capacity to meet current and projected demand. The aim is to reduce reliance on high cost independent placements due to a lack of appropriate in county provision to meet these needs.
9. It is also intended to include nursery provision to provide younger children with earlier access to specialist teaching on an assessment basis. This will allow the school to work effectively with parents and children at an earlier stage in their education.
10. Initially the requirement to meet these demands will need to be met at West Hill School by the provision of internal modifications in the existing school building. This work will be carried out in a phased programme of refurbishment in different areas of the school as there are existing secondary aged pupils that continue to require access to specialist areas; consequently it is essential that the primary children are accommodated separately.

#### **CONSULTATION:**

11. The Headteacher and school governors have been fully consulted on the expansion proposals.
12. A public consultation was undertaken on this proposal between 18 March and 25 April 2014. A consultation document was published to all statutory stakeholders including parents and local residents. On 3 and 4 April 2014, public consultation meetings were held to which all interested parties and stakeholders were invited.
13. Having considered responses to the consultation, the Cabinet Member for Schools, Skills and Educational Achievement published statutory notices on 5 June 2014.
14. On 21 November 2014, the Cabinet Member for Schools, Skills and Educational Achievements made the formal decision to alter the age range of the school.

#### **RISK MANAGEMENT AND IMPLICATIONS:**

15. There are risks associated with the project and a project risk register has been compiled, which is regularly updated. A contingency allowance appropriate to the scheme has been included within the project budget to mitigate for potential identified risks.

### **Financial and Value for Money Implications**

16. The project will be subject to robust cost challenge and scrutiny to drive optimum value as it progresses. Further financial details are set out in the report circulated in Part 2 of the agenda. These details have been circulated separately to ensure commercial sensitivity, in the interest of securing best value.

### **Section 151 Officer Commentary**

17. The funding for this scheme has been identified within the capital funding for the SEN Strategy to develop the in-house local offer.

### **Legal Implications – Monitoring Officer**

18. Section 13 of the Education Act 1996 places a duty on a Local Authority (with responsibility for education) to ensure sufficient primary and secondary education provision is available to meet the needs of the population in its area. Section 5 of the School Standards and Framework Act 1998 places a duty to promote high standards. Therefore, there is a duty to provide efficient education and sufficient schools to do so.

### **Equalities and Diversity**

19. A full Equality Impact Assessment was completed as part of the Learning Difficulties Review, from which this proposal stems.
20. The new school building will comply with Disability Discrimination Act (DDA) regulations.
21. The school will be expected to contribute towards community cohesion.

### **Corporate Parenting/Looked After Children implications**

22. This proposal would provide increased provision for primary places for children with learning and additional needs, which would be of benefit to the community served by the school. This means it would therefore also be of benefit to any Looked After Children who have a Statement of Special Education Needs or an Education Health and Care Plan identifying their learning and additional needs.

### **Climate change/carbon emissions implications**

23. The design philosophy is to create buildings that will support low energy consumption, reduce solar gain and promote natural ventilation. Any new infrastructure will be built to the local planning authority's adopted core planning strategy.

### **WHAT HAPPENS NEXT:**

If approved, to proceed to complete tenders and subsequent contract award through delegated decision.



**Contact Officer:**

Keith Brown, Schools and Programme Manager – Tel: 020 8541 8651

Julie Beckett, School Commissioning Officer – Tel: 01483 518109

**Consulted:**

Tony Samuels, Cabinet Associate for the Built Environment

Tim Hall, Local Member: Leatherhead and Fetcham East – Mole Valley

Julie Fisher, Deputy Chief Executive and Strategic Director for Children, Schools and Families

Paula Chowdhury, Strategic Finance Manager – Business Services

**Annexes:**

None but Part 2 report with financial details attached to agenda as item 22.

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**SURREY COUNTY COUNCIL**

**CABINET**

**DATE: 24 MAY 2016**

**REPORT OF: MIKE GOODMAN, CABINET MEMBER FOR ENVIRONMENT AND PLANNING**

**LEAD OFFICER: TREVOR PUGH, STRATEGIC DIRECTOR ENVIRONMENT AND INFRASTRUCTURE**

**SUBJECT: DELIVERING THE SURREY WASTE STRATEGY**



**SUMMARY OF ISSUE:**

In November 2014 Cabinet endorsed a partnership approach to managing waste services across Surrey which would deliver savings and offer best value to the Surrey taxpayer.

Since then:

1. increasing waste volumes, reduced material values and reduced funding have increased the imperative to deliver further improvement and achieve better public value for money
2. there have been extensive discussions with stakeholders, and research and development work has taken place, to identify the most appropriate model for delivering better public value.

This work has shown that achieving savings will require a coherent framework for delivery where costs and benefits are shared equitably across the two tiers of local government. This new approach would ensure that all authorities are invested in making savings against the total costs of waste management in Surrey, delivering best value to the Surrey taxpayer.

By joining up waste management functions, Surrey residents would also experience a more consistent, simplified service which would enable them to recycle more. This approach is aligned with SCC's strategic goals of ensuring Surrey's economy remains strong through increasing recycling and reducing the amount of waste sent to landfill, and ensuring residents experience services that are easy to use and value for money.

This report seeks approval from Cabinet to support the principle of a single co-ownership approach to waste management in Surrey, tasks officers to work with colleagues in district and borough councils to develop a detailed proposal by autumn 2016, and take the necessary steps, as the Waste Disposal Authority, to centralise the management of recyclables in anticipation of the new partnership arrangement. This approach is consistent with SCC's corporate strategy vision of one place, one budget and one team for Surrey.

## **RECOMMENDATIONS:**

It is recommended that Cabinet:

1. notes the consultation and discussions that have taken place through the Surrey Waste Partnership and the key messages arising from it.
2. agrees that combining the function of the Waste Disposal Authority with that of Surrey's Waste Collection Authorities to deliver waste services via a new co-ownership partnership is essential to deliver public value for Surrey's residents, and tasks officers to work with district and borough councils to develop detailed proposals which will be implemented from 2017/18, and report back to Cabinet in autumn 2016.
3. agrees to work with district and borough councils to manage kerbside collected recyclables centrally through a new partnership arrangement and to replace the current recycling credit scheme with a system more suited to the achievement of public value for Surrey residents.

## **REASON FOR RECOMMENDATIONS:**

The delivery of the Surrey waste strategy through a single co-ownership approach will deliver significant cost savings for Surrey district and borough councils, and the County Council, which are essential in delivering public value to the Surrey taxpayer. The distribution of costs and savings between SCC and individual Waste Collection Authorities will need to be determined through development of detailed proposals which are essential to the delivery of the Council's financial strategy.

The approvals will provide a mandate for officers to develop proposals and allows for changes to the role of SCC as the Waste Disposal Authority to centralise management of recyclables through new partnership arrangements.

## **DETAILS:**

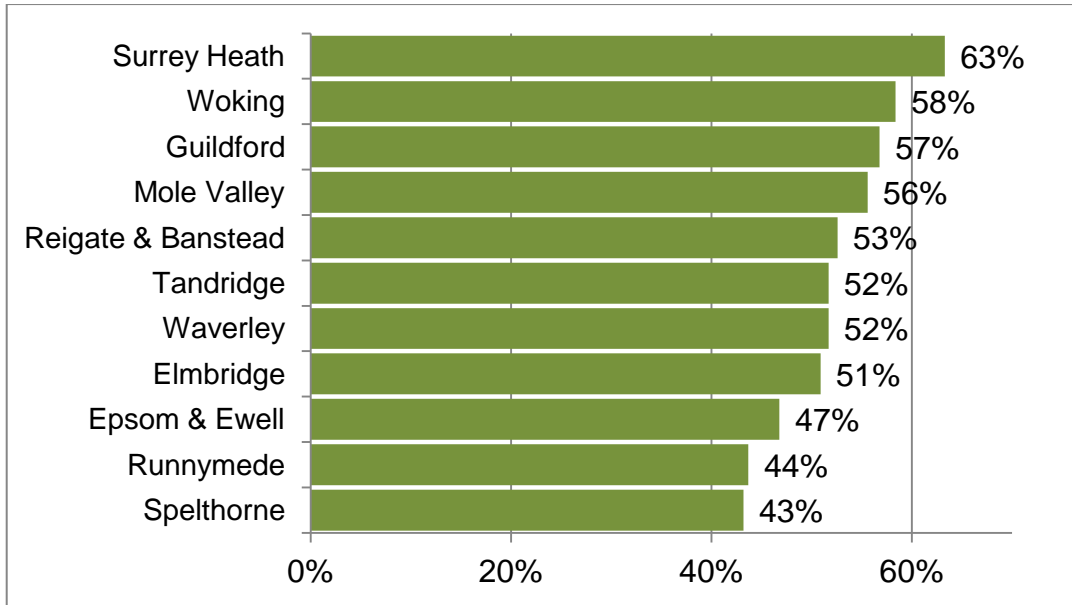
### **Current situation**

1. In two tier areas such as Surrey, the responsibility for managing waste is split between the County Council and the district and borough councils. The 11 district and borough councils are Waste Collection Authorities (WCAs) and are responsible for the collection of Surrey's municipal waste which includes waste from households. SCC is the Waste Disposal Authority (WDA) and is responsible for the disposal and treatment of Surrey's municipal waste collected at the kerbside, and waste and recycling from Surrey's Community Recycling Centres.
2. SCC and the district and borough councils work together as the Surrey Waste Partnership (SWP). All Surrey authorities have signed up to the SWP's Joint Municipal Waste Management Strategy which was last revised in 2015.
3. Targets in the strategy are focussed around improving recycling, reducing waste sent to landfill and containing the costs of waste management across the two tiers of government. One of the core values in the strategy is to deliver best value to residents through delivering waste management services that are both high quality and cost effective. Other core values are focussed around working in partnership, sustainability, innovative thinking and treating waste as a resource.

4. Much has been achieved by the SWP over the last few years. Waste collection arrangements have largely been aligned, the range of recycling materials able to be collected has greatly increased, and food waste collection from houses is now universal. These improvements in the service for Surrey residents have resulted in performance increases, with the overall recycling rate rising from 35% in 2007/8 to around 53% today.
5. Alongside these performance and service improvements, the overall annual expenditure on waste management in Surrey has been contained at around £79 million, despite a rise in population and increases in the cost of waste disposal.
6. At present, the County Council transfers approximately £11 million per annum to district and borough councils to support collection systems via a range of mechanisms. These transfers are predominantly statutory, whilst a number were introduced at different times to bring about positive changes in recycling performance. The majority of monies transferred from SCC to the district and borough councils are in the form of recycling credit payments.
7. Recycling credits are a statutory payment and are paid for each tonne of material that a WCA retains for recycling rather than passing to the WDA for disposal. The payment is only statutory when WCAs retain the material for recycling. If SCC manages the recyclable material, recycling credit payments do not have to be made.

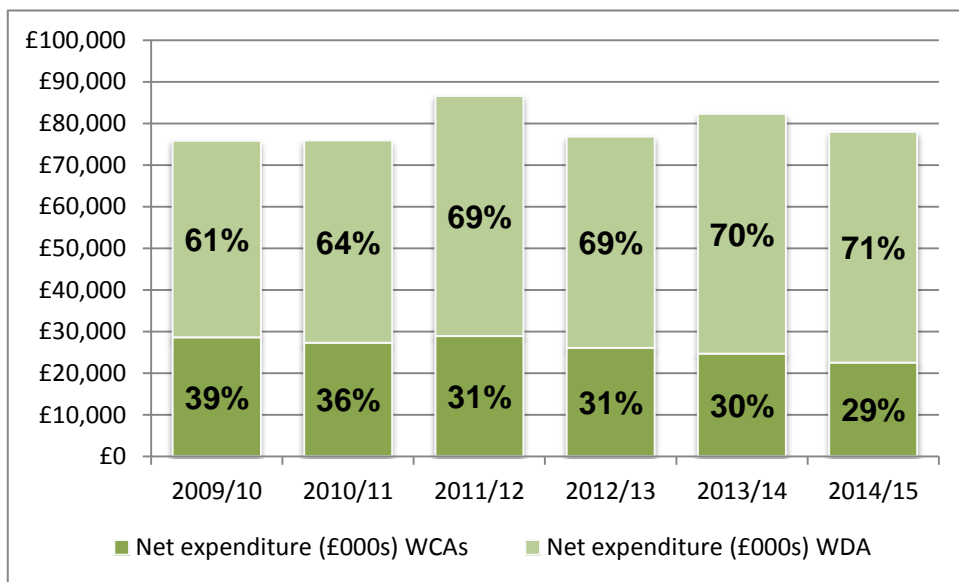
#### **The need for change**

8. The unprecedented financial situation affecting all of Surrey's authorities means that fundamental changes are needed to improve waste management across the county. Alongside this, there is continuing pressure on waste services due to demographic changes and increasing waste volumes, coupled with reduced material values and increased disposal costs.
9. Whilst there has been a significant increase in recycling rates and associated avoided disposal costs, recycling performance has flat-lined in recent years. This suggests that the current financial arrangements no longer incentivise further improvement and can distort the true cost of collecting and disposing of waste.
10. There are also significant differences between the recycling rates of the district and borough councils, as shown in Figure 1 below. This indicates that there are still savings to be made from diverting waste from expensive disposal routes and maximising the value of material by recycling more.



**Figure 1: Recycling rates by district and borough council in 2014/15**

11. The SWP is a forum through which waste management issues are discussed and improvement actions are agreed. However, the SWP has no delegated authority to make decisions and therefore the implementation of specific actions in the joint strategy is patchy. In addition, understanding who benefits and who should pay for improvements under the current system is challenging.
12. Over the last few years, an increasing proportion of the total cost of managing waste in Surrey has been borne by SCC as the Waste Disposal Authority (see Figure 2 below). SCC spent £47.2 million on waste in 2009/10 and this had risen by £8.3 million to £55.5 million in 2014/15.



**Figure 2: Net expenditure on waste by SCC (WDA) and district and borough councils (WCAs)**

## Savings opportunities

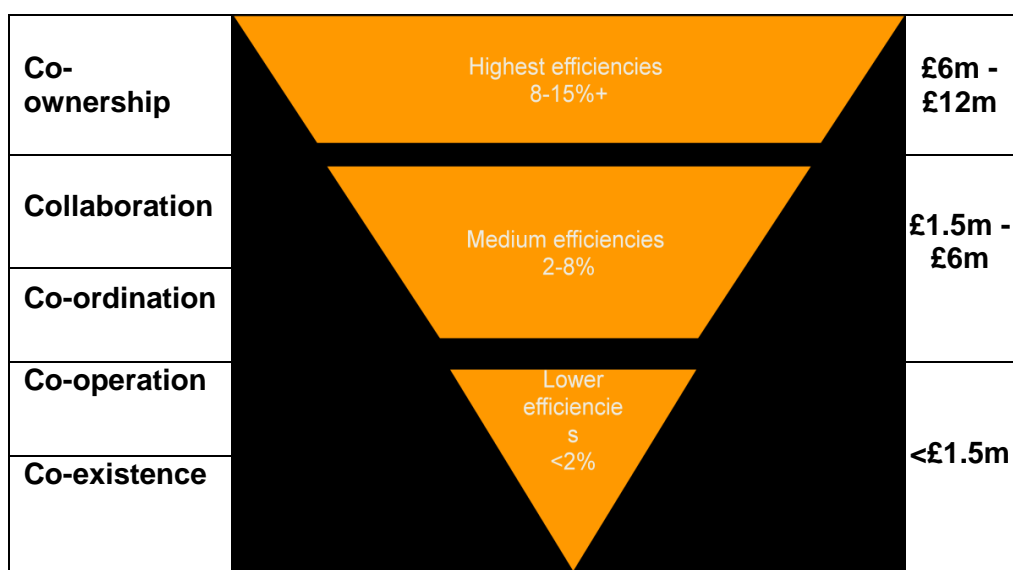
13. The SWP has worked on identifying where savings can be made. This has included:
  - research into what other authorities in England have done in terms of waste partnership working
  - financial modelling to further understand the scale of opportunity from improving performance and managing waste more effectively
  - exploration of different models of working and how these may apply to Surrey.
14. This work suggests that up to £8 million in savings could be made against the total spend on waste across the two tiers of local government in Surrey by capturing more recycling, collecting material more efficiently and optimising reprocessing arrangements to gain greater value for the material. These opportunities are explained in more detail in the following paragraphs.
15. **Capturing more recycling (£4 million)** - A significant amount of recyclable material is still being disposed of as residual waste. By encouraging residents to recycle more, savings can be made due to the difference in cost between residual waste disposal and sending material for recycling. All Surrey authorities now offer a comprehensive recycling service so current efforts are focussed around behaviour change initiatives and communications campaigns. The SWP has run several successful projects in recent years including winning the LGC Campaign of the Year award for a recent textiles recycling campaign.
16. **Getting better value from material (£1.4 million)** - Once more material has been captured for recycling, further savings can be made through joint materials contracts and developing more cost effective reprocessing solutions. For example, all SWP authorities have recently combined the garden waste collected from the kerbside with garden waste taken to Community Recycling Centres which has resulted in savings on the cost of composting the material.
17. **Running waste services more efficiently (£2.6 million)** - There is also an opportunity to reduce costs by joining up and rationalising collection arrangements, and through joint procurement of goods and services. Four authorities have already made significant steps towards this as explained in paragraphs 33 to 36 below.
18. Whilst progress has been made, delivering the changes required to fully realise these savings within existing ways of working has been challenging. Buy-in to performance improvement and savings opportunities varies across the county, collection efficiency is sub-optimal and most material is offered to the market in a piecemeal way, reducing value and increasing cost.

## Delivering the savings

19. The Improvement and Efficiency Social Enterprise (iESE) have used their experience of working with a number of waste partnerships across the country to create a conceptual model of how authorities can work together

and the level of savings they can expect to achieve from these different arrangements, as shown in Figure 3. This model shows that the amount you can save depends on how you work together.

20. Small amounts of savings can be achieved via co-existence and cooperation and greater savings are possible through co-ordination and collaboration, for example, through joint procurement of certain goods and services. The arrangements in Surrey currently fall towards the bottom end of the collaboration and coordination segment of the model.
21. The most significant savings of 8-15% are only possible when authorities take a co-ownership approach to delivering waste services. In this model authorities are strategically aligned to jointly own the waste agenda and the delivery of waste services and functions.



**Figure 3: Savings opportunities from partnership working**  
Source: iESE waste partnership route map

22. Applying the iESE model to Surrey would suggest savings between £1.5m and £6m are possible for Surrey authorities from greater collaboration, and an opportunity exists to save up to £12m per year from a co-ownership approach to delivering waste services across the county. Despite the fact that savings have already been made in Surrey, this estimate goes further than the £8m per year that the SWP has estimated could be possible, as a fully integrated service would create additional efficiency and commercial opportunities.
23. A co-ownership approach that delivers best public value would involve all of Surrey's authorities creating a single joint entity to manage the collection, recycling and disposal of all of Surrey's waste. This would mean the integration of all waste services across the two tiers of local government. The greater benefits gained by working together would then be shared across all authorities.
24. Key characteristics of a co-ownership entity are:
  - joint committee or board with executive powers
  - legally binding Inter Authority Agreement



- budget for waste management is based on costs of managing waste allocated via a cost benefit formula
  - savings are shared amongst all authority partners based on an agreed set of principles
  - single management team
  - consistently managed kerbside collection services.
25. There are different options for how a joint entity could be set up, for example by creating a company or a virtual joint waste authority.
26. To fully unlock all of the savings opportunities available, all authorities would need to participate, but this may not be able to happen all at once; partners could join over an extended timeframe.

### **Consultation with district and borough councils**

27. Discussions have taken place with key stakeholders within district and borough councils regarding how savings can be realised across the two tiers, and how different models of working are perceived.
28. The benefits of working better together were discussed with Surrey Chief Executives at their September 2014 meeting. Following this meeting, one-to-one visits were held between the SWP and Leaders, portfolio holders and lead officers from each district and borough council to discuss short term improvement opportunities and the future of waste management in Surrey.
29. Whilst there was general consensus that savings opportunities should be pursued, there was a range of views on what is required if they are to be successfully delivered. It became clear that authorities have different starting points and the appetite for the nature, scale and speed of change varies.
30. The findings of the visits were reported back to Chief Executives at their March 2015 meeting. The outcomes of this meeting were that:
- the current system of cross-tier financial transfers is not effective and will not be retained
  - all 12 authorities must make a commitment to drive value across the whole system to reduce costs and benefit Surrey taxpayers
  - the nature and pace of what could or should be done in collaboration varies between the authorities
  - officers should continue to explore new ways of working and report back.
31. Since then SCC has worked closely with SWP colleagues to identify how savings may be realised and this was discussed at SWP meetings last year.
32. A further report was taken to the SWP and Surrey Chief Executives in March 2016 which outlined a suggested direction of travel for how waste management in Surrey will work in the medium to long term, based on a co-ownership model, as described above. Chief Executives agreed that those

authorities ready to move forward now should do so, and those that were not should consider what would be required for them to get there.

### **Developing a co-ownership approach**

33. Following consideration by the SWP of joint working arrangements, four Surrey authorities have already made significant progress towards joining up services and realising some of the savings outlined above.
34. Elmbridge, Mole Valley, Surrey Heath and Woking are currently tendering for a joint waste collection contract, due to commence in June 2017. This is expected to achieve significant savings for the partner authorities and will provide a high quality and consistent service for their residents. The contract is being set up in a way that allows for other Surrey WCAs to join at any time.
35. In order to do this, the authorities have signed an Inter Authority Agreement (IAA) which sets out how they will procure the contract. Upon appointing the contractor, the authorities will enter into a new IAA which is currently being drafted.
36. Principles of this IAA include mutual trust, cooperation and consultation. The IAA stipulates that no partners should be worse off as a result of a decision made by the entity. The IAA also sets out the terms governing joint working arrangements and specifies how costs, liabilities, rights and responsibilities will be shared and managed between the partners.
37. The principles developed for the joint collection contract provide a template for joint working in Surrey and can be used as a basis for the co-ownership approach.
38. In response to feedback from district and borough councils, it is proposed that SCC will work with those councils that are ready to move forward now to develop a proposed approach, which would include arrangements for others when they are ready to join. This would also include developing new financial arrangements replacing the recycling credit scheme for authorities that decide to remain outside the new partnership arrangements.

### **Proposed next steps**

39. In order to facilitate the change as outlined above, it is proposed that SCC takes on the management of the kerbside collected recyclable material, in lieu of the new co-ownership entity managing the material, and notifies districts and borough councils of the change through the statutory mechanisms that allow for this.
40. This development is necessary for the recycling credit regime to be replaced by a new model that better reflects the total cost of managing waste in Surrey and stimulates change more effectively. It is likely that this mechanism would be a single financial transfer mechanism based on the avoided cost of disposal as a result of collecting recycling, and the cost of managing the collected residual waste. Recycling credits will only be replaced once a new system has been agreed.
41. Between now and the autumn SCC will work with SWP colleagues to continue to develop proposals for change and how they will be implemented.

This will include an options appraisal to identify the preferred organisational structure and high level principles for how costs and benefits will be shared across the partner authorities. The potential impact on individual authorities will also be assessed in more detail.

42. It is proposed that Officers report back to Cabinet in autumn 2016 with detailed proposals for new arrangements which would be implemented from 2017/18.

#### **CONSULTATION:**

43. Between October 2014 and March 2015, one to one visits with all district and borough councils took place in order to discuss short term improvement opportunities and the future of waste management in Surrey. These discussions involved:
- SWP Chief Executive sponsor (or deputy)
  - SWP Member representative
  - SWP Manager
  - SWP Officer Chairman
  - WCA Portfolio Holder
  - WCA Leader
  - WCA Chief Executive
  - WCA Lead Officer.
44. The consultation on the joint strategy took place between 1 July and 12 October 2014. Residents and other key stakeholders, such as businesses and waste management companies, were consulted on potential principles and actions. Nearly 1000 responses were received which were taken into account when revising the strategy.

#### **RISK MANAGEMENT AND IMPLICATIONS:**

<b>Risk</b>	<b>Mitigation</b>
45. Speed and extensiveness of change not enough to fully realise savings.	Continue to positively engage with stakeholders to develop programme of work and regularly review savings projections to ensure delivery remains on target.
46. SCC is unable to make required changes within existing contractual arrangements with SITA.	Early engagement with SITA. Maintain open and transparent relationship to ensure SCC and SITA are working towards shared goals that deliver mutual benefit.
47. Changes in material values create additional disposal costs or reduced income.	Development of more secure markets based on confirmed scale and quality specifications.

### **Financial and Value for Money Implications**

48. The SCC Medium Term Financial Plan and wider financial strategy requires the achievement of significant savings to the County Council's revenue account from the Waste budget.
49. It is currently estimated that total savings to the Surrey taxpayer, i.e. across the 12 councils in Surrey, could be £8 to £12 million. Detailed work prior to autumn 2016 will determine the allocation of costs and savings between individual councils and demonstrate the methods and timing by which savings will be made.

### **Section 151 Officer Commentary**

50. The revised approach set out in this report is aimed at securing the lowest cost for managing waste across Surrey, and is consistent with the objectives of the council's Medium Term Financial Plan.
51. The actual methodology for sharing costs and benefits between authorities, including the estimated financial impact on Surrey County Council, will be set out in a later report once detailed proposals have been developed.

### **Legal Implications – Monitoring Officer**

52. The responsibilities of the Council as waste disposal authority for Surrey and the districts and boroughs as waste collection authorities are set out in paragraph 1 above. This report proposes that new partnership arrangements are developed with the districts and boroughs to meet those duties. Legal Services will advise on identifying the most appropriate legal model to support the arrangements.
53. It will be necessary to serve formal notices on the districts and boroughs in order to take on management of recyclables collected at the kerbside. This approach has been fully discussed with the SWP.

### **Equalities and Diversity**

54. The Equalities Impact Assessment (EIA) for the Joint Municipal Waste Management Strategy, as summarised below, contains mitigating actions which will be followed in taking these proposals forward.

<p><b>Information and engagement underpinning equalities analysis</b></p>	<p>A second revision of the Joint Municipal Waste Management Strategy (JMWMS) has been produced. In order to assess equality impacts, residents, including groups with protected characteristics, were consulted as part of the strategy's development. The strategy was updated following the consultation.</p> <p>In addition, a SCC EIA specialist undertook reviews of draft strategy documents both before and after the consultation and minor amendments were made to reduce some potentially negative equality impacts.</p>
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<b>Key impacts (positive and/or negative) on people with protected characteristics</b>	<ul style="list-style-type: none"> <li>• Communications not reaching the protected groups</li> <li>• Changes to household products and waste collection services as a result of lobbying</li> <li>• Reducing capacity for non-recyclable waste</li> <li>• Recycling more materials</li> <li>• Space for recycling at new developments</li> <li>• Not collecting contaminated recycling bins</li> <li>• Changing collection systems</li> </ul>
<b>Changes you have made to the proposal as a result of the EIA</b>	No changes. The actions of the JMWMS are high-level and there is sufficient flexibility to allow partners to mitigate the impacts when planning any changes in detail.
<b>Key mitigating actions planned to address any outstanding negative impacts</b>	<ul style="list-style-type: none"> <li>• Communications teams to fully engage with impacted groups</li> <li>• SWP manager to fully consider the implications of lobbying on groups with protected characteristics</li> <li>• Local policies for reducing non-recyclable bin capacity should allow flexibility for groups with protected characteristics</li> <li>• Consider the needs of groups with protected characteristics when assessing the suitability of new materials for recycling</li> <li>• Consider the needs of groups with protected characteristics when reviewing bin space provision at new developments</li> <li>• Local policies for dealing with contaminated recyclable bins should allow flexibility for groups with protected characteristics</li> <li>• Collection authorities should carry out a full EIA for their district/borough when proposing any changes to collection systems</li> </ul>
<b>Potential negative impacts that cannot be mitigated</b>	At this stage it is not perceived that the actions of the strategy will result in any negative impacts that cannot be mitigated.

55. Further Equality Impact Assessments will be completed as part of the project planning and implementation process as the detailed plans described in this report develop.

#### **Climate change/carbon emissions implications**

56. Increased efficiency and better performance arising from working together to deliver waste services more effectively is likely to have a beneficial impact, for example:
- Reducing waste arisings and recycling material rather than disposing of it reduces the carbon impact of producing new materials and the associated emissions from packaging, transportation and disposal.

- Joint working and rationalising services will improve collections routes and disposal efficiency, reduce the number of vehicles required and the associated emissions from haulage.

**WHAT HAPPENS NEXT:**

57. Subject to Cabinet approval, Surrey County Council will notify district and borough councils of its intention to manage kerbside collected recyclables centrally through new partnership arrangements and subsequently replace the current recycling credit scheme.
58. A further report will be brought to Cabinet in autumn 2016 with detailed proposals for new arrangements which would be implemented from 2017/18.

**Contact Officer:**

Ian Boast - Assistant Director, Environment.  
Tel: 020 8541 9479

**Consulted:**

Consulted on issue:  
See Consultation section above

Consulted on the report to Cabinet:

- Leader
- Chief Executive
- Surrey Chief Executives

**Annexes:**

None

**Sources/background papers:**

- Cabinet Reports: 25 November 2014, 24 February 2015
- Joint Municipal Waste Management Strategy, Revision 2 (2015)

**SURREY COUNTY COUNCIL**

**CABINET**

**DATE: 24 MAY 2016**



**REPORT OF: MS DENISE LE GAL, CABINET MEMBER FOR BUSINESS SERVICES AND RESIDENT EXPERIENCE**

**LEAD OFFICER: MATT SCOTT, CHIEF INFORMATION OFFICER**

**SUBJECT: APPROVAL TO ENTER INTO ENTERPRISE AGREEMENT FOR MICROSOFT LICENCES**

#### **SUMMARY OF ISSUE:**

To deliver easy to use, responsive public services to residents, the Council needs to provide easy to use, modern and efficient digital technology tools to its staff. Surrey has chosen to adopt a Microsoft-based software approach, in line with many partnering authorities.

This report seeks Cabinet approval to enter into a three year Microsoft Enterprise Agreement commencing on 1 July 2016 for the supply of Microsoft licencing and associated support services under the recently awarded Microsoft Licence Solution Partner contract with Phoenix Software Limited.

The Enterprise agreement will enable delivery of up-to-date software, including cloud-based Office 365, which will allow staff to work more flexibly, enabling them to improve the service delivery to residents.

#### **RECOMMENDATIONS:**

It is recommended that Cabinet:

1. approves a three year Microsoft Enterprise Subscription Agreement to be entered into to provide a compliant, flexible and cost effective Microsoft licencing solution with an initial value of £1.5m per annum which is fixed throughout the term if there are no licence volume changes but will increase or decrease in cost with any changes in licence volumes.
2. Ensures the Council remains compliant under Microsoft licencing terms, Cabinet gives delegated authority to the Chief Information Officer and Head of Procurement to purchase any additional licences required within the term of the Microsoft Agreement Subscription via the same route, where this provides the most cost effective solution and can be funded.

#### **REASON FOR RECOMMENDATIONS:**

The existing five year Microsoft Enterprise Agreement Subscription expires on 30 June 2016 after which time the Council will no longer be compliantly licenced for the Microsoft applications currently in use including the Microsoft Office suite and associated Microsoft services.

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Microsoft only resells the licensing for its products through a network of approved Partners. Purchase of a Microsoft Agreement therefore needs to be completed via the Microsoft Licence Solution Partner contract recently awarded by the Council to Phoenix Software Limited. This 'nil value' contract was the result of a further competition under a Government procurement framework, in compliance with the requirements of the Public Contracts Regulations and Procurement Standing Orders.

Following a thorough evaluation process, this further competition demonstrated that the selection of Phoenix Software Limited will provide best value for money for the Council.

## **DETAILS:**

### **Background**

1. The aim of the proposed Microsoft Enterprise Subscription Agreement is to replace the existing five year agreement which is coming to its end, and to ensure the most appropriate, cost effective, flexible and compliant licensing solution is implemented going forward to meet the current and future needs of the organisation.
2. Both the existing and replacement agreement provide the licence coverage for the Microsoft end user applications and back office server infrastructure used to deliver business applications to the Council. This includes Operating System, user access licences and other software such as Microsoft Office providing email, word processing and spreadsheet functionality all critical for the Council to carry out its functions.

### **Procurement Strategy**

3. The existing Microsoft Enterprise Agreement Subscription will expire on 30 June 2016. There is no existing or comparable contract that this can be renewed under. A tender process, completed via a further competition under a Government procurement framework, compliant with the European Public Procurement Regulations and Procurement Standing Orders, has been carried out.
4. After a detailed options analysis it was decided it was in the interests of the Council and would support its shared service operation (Orbis) to procure a Microsoft Licence Solution Partner contract in collaboration with existing Orbis partner East Sussex County Council and potential partner Brighton and Hove City Council. This would secure the expertise and services of the same Microsoft Licence Solution Partner across all three Councils to assist in developing and enabling the IT strategy for Orbis.
5. A joint project team was set up and lead by Procurement including representatives from IT across all three Councils.
6. Microsoft license pricing is negotiated at a national level by Crown Commercial Service on behalf of the whole of the Public Sector in the UK and even a collaborative procurement activity such as this does not influence the base level Microsoft Public Sector discounts applied to the resulting agreements. Further Microsoft licensing expertise and guidance was sought from Crown Commercial Service's Software Category team.



7. A single invitation was issued on behalf of the three Councils to all fifteen suppliers on the Crown Commercial Service Technology Products procurement framework (Lot 2 – Packaged Software) with the outcome that potentially three individual Council contracts would be awarded as a result. An electronic tendering platform was used to ensure a competitive process that was open and transparent to all involved. A total of four suppliers responded to the invitation.

### Key Implications

8. By awarding the Microsoft Licensing Solution Partner contract to the recommended supplier, for the provision of the Microsoft Enterprise Agreement Subscription, and to commence on 1 July 2016, the Council will ensure it is fully compliant under Microsoft licensing terms.
9. Performance will be monitored and benchmarked through a series of Key Performance Indicators as detailed in the contract and reviewed at regular operations meetings.
10. The management responsibility for both the Microsoft Licensing Solution Partner contract with Phoenix Software Limited and the Microsoft Enterprise Agreement Subscription itself lies with IMT Contract Managers and will be managed in line with the Contract Management Strategy and plan as laid out in the contract documentation which also provides for fixed annual licence charges at the commencement of the subscription agreement, flexibility to increase and decrease licence subscription volumes annually on anniversary, and capped mark-up on any additional types of licences that may be required.

### Competitive Tendering Process

11. The contract has been let as a competitive tendering exercise via an existing procurement framework. It was decided that the use of a Crown Commercial Service procurement framework further competition was appropriate because this framework has been put in place at a national level for all of Public Sector to use and therefore reduced timescales over a full EU tender, included only those pre-qualified suppliers technically capable of providing the required services and licensing advice, and ensured most favourable Government level discounting and terms.
12. The four tenders received were evaluated by the joint project team against the following criteria and weightings, the results being that Phoenix Software Limited scored highest, with a total score of 81.77%:

Criteria (Weighting)	Phoenix	Supplier 2	Supplier 3	Supplier 4
Quality (60%)	42.00%	41.73%	38.47%	34.13%
Price (40%)	39.77%	40.00%	39.79%	39.57%
Total (100%)	81.77%	81.73%	78.26%	73.70%

### **CONSULTATION:**

13. Connected stakeholders at East Sussex County Council and Brighton and Hove City Council were also consulted and contributed to the service specification.

### **RISK MANAGEMENT AND IMPLICATIONS:**

14. The Microsoft Enterprise Subscription Agreement allows for decreases in licence numbers as part of an annual declaration and true-up activity, which will allow the Council to reduce licence subscriptions should the opportunity arise.
15. The awarded supplier successfully completed satisfactory financial checks.
16. The following key risks associated with the contract and contract award have been identified, along with mitigation activities:

<b>Category</b>	<b>Risk Description</b>	<b>Mitigation Activity</b>
Financial	Additional licences required due to growth in user population or back office infrastructure	Where possible IMT will fund within existing resources. If this is not possible it will be addressed through the budget planning process.
Reputational & Financial	Incorrect licensing in place and risk of audit and fines from Microsoft	Regular monitoring by IMT and Microsoft Licensing Solution Provider to ensure Council is fully compliant, alongside engagement with Microsoft directly.

### **Financial and Value for Money Implications**

17. The Microsoft Enterprise Agreement has an initial value of £1.34m per annum and if there is no change in the volume of licences required over the three year life of the agreement will be £4m total. This is the same as the 2015/16 cost.
18. The procurement activity has delivered a solution which represents best value for money for the Council. The individual licence subscription costs have increased due to lower national Microsoft Public Sector discounts in the UK. However, reconfiguring the licences and reviewing the quantity required has brought the costs down to current levels.
19. The cost of the Microsoft licences is met from the IMT Equipment Replacement Reserve (ERR) and the proposed spend is provided for in the current Medium Term Financial Plan (MTFP). IMT will continue to manage and monitor the licence volumes and ensure that, where possible, the costs are met from existing resources. The service will manage any budget planning issues that may arise due to volume increases.

### **Section 151 Officer Commentary**

20. The Section 151 Officer confirms that the funding for this purchase is included in the 2016-21 MTFP.

### **Legal Implications – Monitoring Officer**

21. The procurement is compliant with the Public Contract Regulations 2015 and the Procurement Standing Orders.
22. The proposed supplier was successful in the mini competition under the Government's Crown Commercial Service Framework Agreement for Technology Products (Lot 2 Packaged Software).
23. The provision of software is a commercial necessity for the Council to perform its many functions. It is important that Surrey County Council and the reseller work together to ensure that the license(s) cover the Council's use of the software.

### **Equalities and Diversity**

24. The Council has been mindful of its equalities duties under the Equality Act 2010 in carrying out the tender process and letting the contract with due regard to the need to eliminate discrimination in age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
25. Surrey County Council is committed to providing its services in a way, which promotes equality of opportunity at every possibility. The contract document stipulates that the supplier will comply with the relevant Equality and Diversity legislation. It is expected that the appointed suppliers will be fully committed to equality and diversity in their service provision and will ensure compliance with all anti-discrimination legislation.
26. There are no TUPE implications as a result of this contract and Microsoft agreement.

### **WHAT HAPPENS NEXT:**

27. The timetable for implementation is as follows:

<b>Action</b>	<b>Date</b>
Cabinet decision to enter into Microsoft Enterprise Agreement with Phoenix Software (including 'call in' period)	3 June 2016
Contract Signature (Licence Solution Partner)	16 May 2016
Contract Commencement Date	16 May 2016
Microsoft Enterprise Agreement Signature	23 June 2016
Agreement Commencement Date	1 July 2016

#### **Contact Officer:**

Paul Izzard, IT Category Specialist, Orbis Procurement.  
Tel: 01273 48 28 56

Peter Sullivan, Infrastructure Solutions Manager, IMT

**Consulted:**

Surrey Information Management and Technology (IMT) team, East Sussex County Council and Brighton and Hove City Council IT and Procurement teams, and Crown Commercial Service.

**Annexes:**

None.

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**SURREY COUNTY COUNCIL****CABINET****DATE:** 24 MAY 2016**REPORT OF:** N/A**LEAD OFFICER:** ANN CHARLTON, DIRECTOR OF LEGAL, DEMOCRATIC AND CULTURAL SERVICES**SUBJECT:** LEADER/DEPUTY LEADER/CABINET MEMBER DECISIONS TAKEN SINCE THE LAST CABINET MEETING**SUMMARY OF ISSUE:**

To note the delegated decisions taken by Cabinet Members since the last meeting of the Cabinet.

**RECOMMENDATIONS:**

It is recommended that the Cabinet note the decisions taken by Cabinet Members since the last meeting as set out in Annex 1.

**REASON FOR RECOMMENDATIONS:**

To inform the Cabinet of decisions taken by Cabinet Members under delegated authority.

**DETAILS:**

1. The Leader has delegated responsibility for certain executive functions to the Deputy Leader and individual Cabinet Members, and reserved some functions to himself. These are set out in Table 2 in the Council's Scheme of Delegation.
2. Delegated decisions are scheduled to be taken on a monthly basis and will be reported to the next available Cabinet meeting for information.
3. **Annex 1** lists the details of decisions taken by Cabinet Members since the last Cabinet meeting.

**Contact Officer:**

Andrew Baird, Regulatory Committee Manager, Tel: 020 8541 7609

**Annexes:**

Annex 1 – List of Cabinet Member Decisions

**Sources/background papers:**

- Agenda and decision sheets from the Cabinet Member meetings (available on the Council's website)

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**CABINET MEMBER DECISIONS****May 2016****CABINET MEMBER FOR BUSINESS SERVICES AND RESIDENT EXPERIENCE****(I) DOWNS WAY INFANT SCHOOL, OXTED****Details of decision**

The Cabinet Member for Business Services and Resident Experience approved the business case for the provision of additional 0.5 form of entry (45 places) for Downs Way Infant School, Oxted following considerations of the financial details and recommendations outlined in the Part 2 report.

**Reasons for decision**

The proposal supports the Authority's statutory obligation to provide sufficient school places relative to demand. There is an increasing demand for primary school places in Oxted and Limpsfield, which reflects a rise in the primary-age population over recent years. In order to meet this demand, there is a need to expand school capacity in the area. The proposal to expand the capacity of Downs Way School by 0.5 FE is a core element of Surrey County Council's (SCC) strategy in this respect.

*Decision taken by the Cabinet Member for Business Services and Resident Experience - 4 May 2016).*

**CABINET MEMBER FOR BUSINESS SERVICES AND RESIDENT EXPERIENCE****(II) PETITION CONCERNING THE 409 BUS SERVICE (TANDRIDGE)****Details of decision**

That the response, attached as Appendix 1 be agreed.

**Reasons for decision**

To respond to the petition.

*(Decision taken by the Cabinet Member for Environment and Planning – 10 May 2016)*

**CABINET MEMBER FOR HIGHWAYS, TRANSPORT AND FLOODING****(III) PROPOSED STOPPING UP OF LAND AT FARLEIGH GOLF COURSE****Details of decision**

The Cabinet Member agreed that an application be made to the Magistrates' Court for an order stopping up the land identified on the plan attached as Appendix 2 as highway, in accordance with the provisions of Section 116 and 117 of the Highways Act 1980 and subject to the conditions of the County Council's approved policy on stopping up applications.

**Reasons for decision**

The land in question is deemed surplus to highway requirements as enough of the verge would be retained meaning any public movements on foot are preserved. On completion of a successful application the County Council would be relinquished from any future maintenance liability for the land in question.

*(Decision taken by the Cabinet Member for Highways, Transport and Flooding – 11 May 2016)*

**(IV) PROPOSED STOPPING UP OF LAND AT RAEVORM, ALDRSHOT ROAD, ASH****Details of decision**

The Cabinet Member agreed that an application be made to the Magistrates' Court for an order stopping up the land identified on the plan attached as Appendix 3 as highway, in accordance with the provisions of Section 116 and 117 of the Highways Act 1980 and subject to the conditions of the County Council's approved policy on stopping up applications.

**Reasons for decision**

The land in question is deemed surplus to highway requirements as the verge here is unusually wide compared with the remainder of the northern side of the road meaning future users of the land are compromised. On completion of a successful application the County Council would be relinquished from any future maintenance liability for the land in question.

*(Decision taken by the Cabinet Member for Highways, Transport and Flooding – 11 May 2016)*

**(V) PROPOSED STOPPING UP OF LAND AT 130 POTTERS LANE, SEND****Details of decision**

The Cabinet Member agreed that an application be made to the Magistrates' Court for an order stopping up the land identified on the plan attached as Appendix 4 as highway, in accordance with the provisions of Section 116 and 117 of the Highways Act 1980 and



subject to the conditions of the County Council's approved policy on stopping up applications.

**Reasons for decision**

The land in question is deemed surplus to highway requirements as the verge in question forms part of the original route of the road and is no longer used by any highway users. On completion of a successful application the County Council would be relinquished from any future maintenance liability for the land in question.

*(Decision taken by the Cabinet Member for Highways, Transport and Flooding – 11 May 2016)*

**(VI) PROPOSED STOPPING UP OF LAND AT WINDSOR COURT ROAD, CHOBHAM****Details of decision**

The Cabinet Member agreed that an application be made to the Magistrates' Court for an order stopping up the land identified on the plan attached as Appendix 5 as highway, in accordance with the provisions of Section 116 and 117 of the Highways Act 1980 and subject to the conditions of the County Council's approved policy on stopping up applications.

**Reasons for decision**

The land in question is required to be stopped up to facilitate the redevelopment. An agreement, made with the County Council, will create new highway meaning that the resultant road be better served the development and remain a publicly maintainable highway.

*(Decision taken by the Cabinet Member for Highways, Transport and Flooding – 11 May 2016)*

**Appendix 1****Petition**

It states: "We the undersigned call on Surrey County Council to maintain the 409 service at its current half hourly frequency and to retain the service from Farleigh to Selsdon"

**(paper petition)**

**Submitted by** Councillor Simon Morrow, Tandridge District Council  
**Signatures: 116**

**Response**

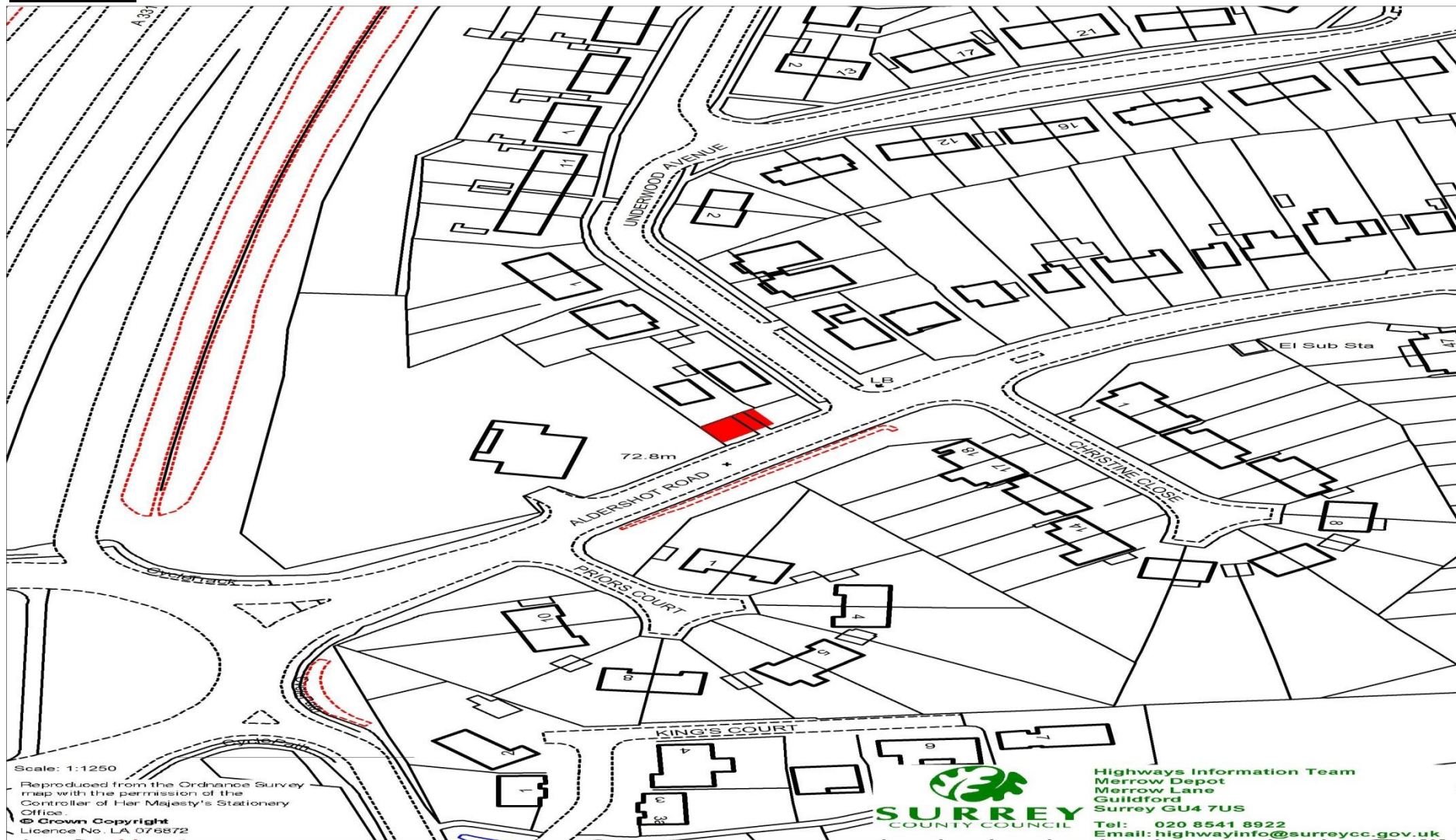
Thank you for your petition concerning the proposed changes to local bus services, in particular Service 409. We welcome your feedback, and would like to assure you that all comments, responses and petitions received in the Local Transport Review public consultation will be considered when drawing up the final proposals with bus operators. Surrey County Council wishes to have services in place which are both affordable and offer best value for money for Surrey residents. The final proposals currently being drawn up will be put before Cabinet, the council's main decision body at the meeting on 24 May 2016. All agreed proposals will then be widely communicated from mid-June 2016 and will come into effect from early September 2016.

The Cabinet papers should be published on the County Council's web site on 13 May 2016.

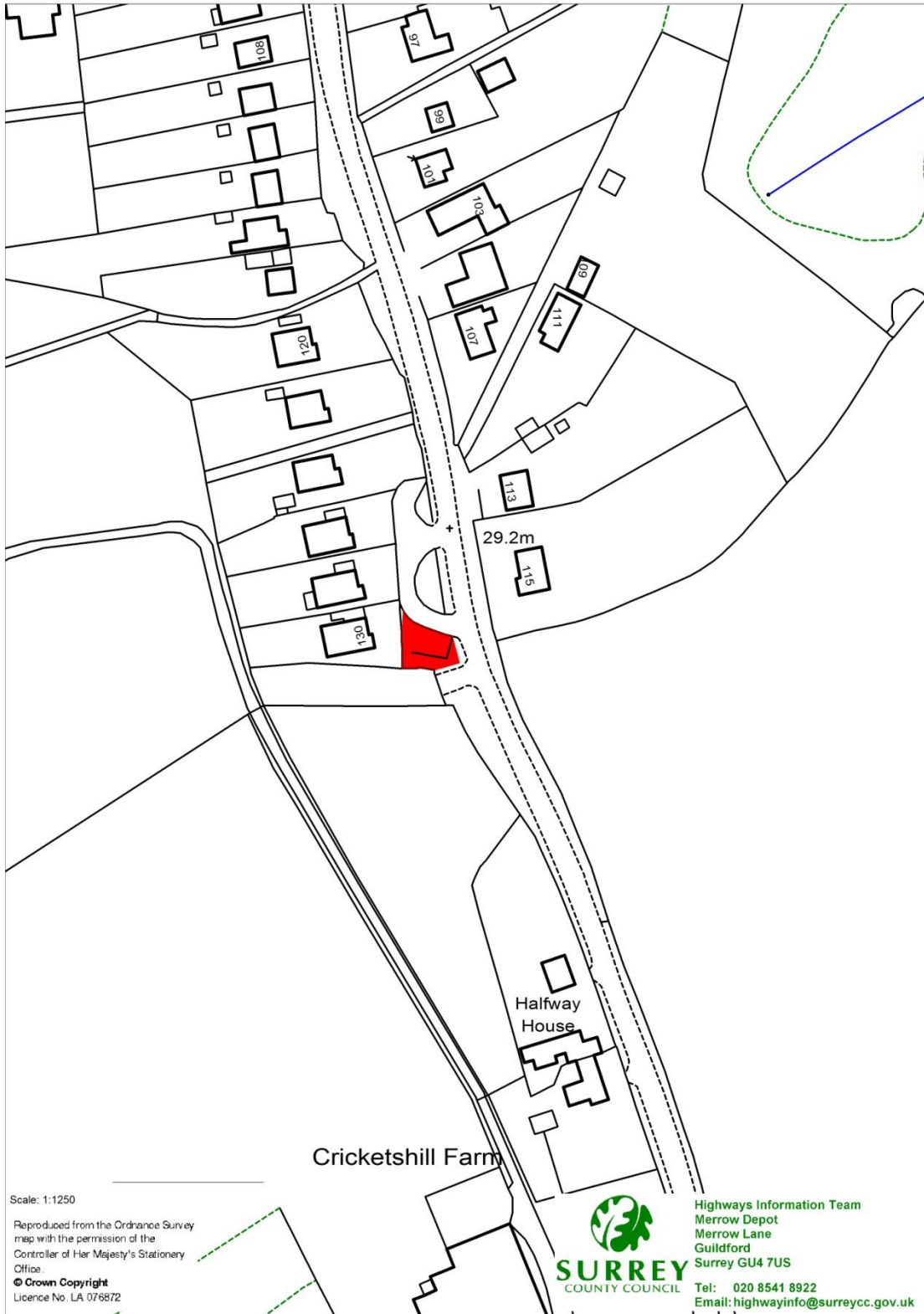
**Mr Mike Goodman**  
**Cabinet Member for Environment and Planning**  
**10 May 2016**



Appendix 3



Appendix 4



Appendix 5



By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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