

SURREY COUNTY COUNCIL

TUESDAY 16 JULY 2013

**QUESTIONS TO BE ASKED UNDER THE PROVISIONS
OF STANDING ORDER 10.1**

CABINET MEMBER FOR COMMUNITY SERVICES

(1) MR JOHN ORRICK (CATERHAM HILL) TO ASK:

Could you confirm that no libraries will be closed by the County Council during the term of office of the present Council?

Reply:

Surrey County Council, like all local authorities, faces budget pressures over the next four years. Across the country politicians in local authorities are having to make difficult decisions on spending priorities and are looking for creative solutions to deliver the breadth and quality of services that residents expect - including their library services.

These are difficult times for local government but we recognise that libraries are valued within their communities. Our imperative has always been to keep the full network of 52 branch libraries open and by engaging the energy and commitment of the local community for ten community partnered libraries we have been able to achieve this and Surrey continues to have a modern and sustainable library service.

We are committed to the principle of libraries being at the heart of local communities: we aspire to keep them lively and relevant; and to continue to develop the many important social benefits that Surrey residents gain from having a range of excellent services on offer through its libraries including the Summer Reading Challenge, the Domestic Abuse Programme, reading groups for specific users such as carers and the Writer's Booked Programme to name a few. The valuable contribution that our libraries make to the quality of life of in Surrey has been nationally recognised - earlier this month Surrey Libraries won the prestigious national Libraries Change Lives Award.

CABINET MEMBER FOR ADULT SOCIAL CARE

(2) MRS FIONA WHITE (GUILDFORD WEST) TO ASK:

In view of the large proportion of people needing care packages in Surrey who are self-funders, what responsibility does this Council have to provide advice and support to those people? How is that advice and support given to people who are:

- (a) self-funders living independently at home
- (b) carers who look after people living at home
- (c) those needing to move into residential care, including those leaving hospital?

Reply:

As recognised by the question, this is a particularly important issue in Surrey because it is estimated that 80% of residents fund their own care. Current primary social care legislation, and the responsibilities of councils, focuses on people 'approaching' social care for support, when local authorities have a duty to assess their needs.

Current practice in relation to providing information does not differentiate in the first instance between those able to fund their own care and those who are seeking financial support from the local authority. The challenge is to enable people who do not approach adult social care, to have the best information and advice to help them to meet their needs. The majority of self funders will not approach the council directly for information.

Until 2008 with the publication of 'Putting People First', a Ministerial Concordat and Protocol, there was no formal responsibility on councils to provide 'Universal' information and advice. Putting People First heralded the beginning of the personalisation of adult social care and the requirement for councils to transform their services.

Specifically in relation to information and advice, the Department of Health identified three key milestones for councils to meet as part of the transformation:

- (a) Every council has a strategy in place to create universal information and advice services (by April 2010)
- (b) Arrangements have been put in place for universal access to information and advice (by October 2010)
- (c) The public have been informed about where they can go to get the best information and advice about their care and support needs (by April 2011).

Building on a solid base of information and advice already in place these milestones have been met. The following are just some of the ways this has been done, predominantly aimed at all people who want information and advice on care and support:

- [Information and Advice Strategy 2010- 2013](#) published detailing action to deliver high quality joined up information and advice to Surrey residents.
- Our public Adult Social Care **web pages** have been commended for their ease of use and have a wide range of information for people in need of help and support. These can be viewed at

<http://www.surreycc.gov.uk/social-care-and-health/adult-social-care/paying-for-adult-social-care/paying-for-residential-and-nursing-home-care>

- An extensive range of information **leaflets and booklets** have been developed. 54,000 copies of the booklet “Do you know where to go for social care and support services in Surrey” have been distributed through an extensive range of outlets.
- In 2011 we launched the first Adult Social Care public awareness campaign. The latest one used advertising on all community bus routes in Surrey.
- Each locality area will shortly receive information stands that they can use at local events and piloting public information kiosks to promote this further.
- Development of a bespoke web site called Surrey Information Point www.surreyinformationpoint.org.uk , designed to engage people who would not normally look to Surrey County Council for information, such as self funders. In June alone, we had 3,500 visitors to the site and from information on what is being viewed, we are confident this source of information is working.
- We are supporting an award winning service in our user led hubs: high street outlets run almost entirely by volunteers with impairments. The primary service is to provide information to the public.
- **People in hospital and their discharge** - The Adult Social Care (ASC) teams in Surrey’s five acute hospitals now operate a duty service between 8am to 8pm Monday to Friday and shorter hours at weekends. Staff are on hand to offer advice and guidance to large amount of people many of whom do not go onto receive ongoing support from ASC either because they do not meet the eligibility or because they are able and wish to fund their own support.
- **Carers** - ASC work in partnership with health / Clinical Commissioning Groups (CCGs) and carers’ organisations to provide support to carers who look after people living at home including free open access services funded by ASC supporting around 15,000 adult carers a year and 1350 young carers. We do not charge for carers’ services so we do not know how many of these people would be self funders but we can assume a significant number will.
- Through joint working with health colleagues a groundbreaking scheme has been developed so that carers support payments that can now be agreed by GP practices and independent carers support schemes.
- A comprehensive carers information pack is widely distributed throughout Surrey.

CABINET MEMBER FOR TRANSPORT, HIGHWAYS AND ENVIRONMENT

(3) MR DAVID GOODWIN (GUILDFORD SOUTH WEST) TO ASK:

Could you please provide the total number of potholes that have had to be refilled at the contractors expense since the commencement of the contract with May Gurney together with a breakdown of the total by Borough/District.

Reply:

Under the terms of our Highway Maintenance Contract, our contractor, May Gurney, is responsible for the repair of all potholes which meet our safety defect criteria. They are paid a lump sum amount to undertake this work – the actual volume of defects does not impact directly on the amount our contractor is paid.

Since the commencement of the contract (28 April 2011) and the end of May 2013, over 129,000 defects have been dealt with through this lump sum agreement with May Gurney. Our aim is to complete permanent repairs first time in as many cases as possible. Full details of this are in the 26 March 2013 Cabinet report "From Reactive to Planned- a new approach to Highway Maintenance". However temporary repairs can be necessary for safety reasons particularly where there are unusually high numbers of defects for example following the recent prolonged winter. Statistics on contract performance are reported to the Environment and Transport Select Committee, with the most recent report from 7 February 2013 on our website

The revenue budget available for road repairs is in excess of £5.0m. This funds the cost of the lump sum payment and a substantial amount of additional condition work. The actual number of gangs May Gurney employs varies depending on the time of year and related volume of defects. It has peaked at 30 gangs but averages approximately 20.

A small percentage of potholes do fail. Failures are not always associated with poor workmanship – they can and will happen if the structure of the road is so poor that any repair cannot properly bind into the existing surface. Many of these locations are being addressed through the County Council's Project Horizon major maintenance investment programme. In addition the County Council is investing an extra £5m to tackle the problems exacerbated by the recent harsh winter.

Our contractor does not monitor the actual cost to them of each failed pothole repair or the specific volume hence we are not able to provide you with that detailed information. We can confirm that all failed potholes since the start of this contract have been repaired at the cost of May Gurney.

CABINET MEMBER FOR TRANSPORT, HIGHWAYS AND ENVIRONMENT

(4) MRS HAZEL WATSON (DORKING HILLS) TO ASK:

The yellow lines to implement the Mole Valley Parking Review were painted on the roads about 3 months ago and yet the signs to make the single yellow lines and the residents parking schemes enforceable have still not been installed. What is the reason for the lengthy delay in installing the parking restriction signs and what action is being taken to ensure that this problem does not recur?

Reply:

Officers have confirmed that the Mole Valley parking review signs have now been installed, the traffic order made and the restrictions can be enforced immediately by our agent, Mole Valley District Council.

The delay between installing the road markings and the installation of the new signs and posts was considerable and longer than the normal high level of service we strive to provide. We aim to ensure that the road markings and signs are normally installed within days of each other.

In recent months a number of parking reviews have been implemented concurrently across the County. Parking can be a controversial subject and these reviews involve considerable consultation and officer time. It is then imperative the correct and agreed detail is implemented on the ground. Running reviews concurrently has impacted on resources and resulted in some delays in both ordering and scheduling of works.

To minimise this reoccurring, working with our sign supply contractor and our road marking contractor the process from start to finish has been reviewed. Staff and contractor resources have been given clear accountability for their role in delivery and regular programming meetings are scheduled with our contractors to ensure issues do not slip or any potential resourcing problem is identified at an early stage and can be addressed.

LEADER OF THE COUNCIL

(5) MR EBER KINGTON (EWELL COURT, AURIOL AND CUDDINGTON) TO ASK:

The election of the Council Leader, who will provide the vision and set the policy for this Council potentially for four years, is one of the most significant decisions taken by full Council.

In 2009 Members were able to speak on this agenda item. In 2011, when the Leader was replaced, Members were again able to debate the matter. However in May, at the Annual Council Meeting, restrictions were placed on Members

which effectively prevented any debate taking place. No constitutional justification was advanced for this denial of a Member's right to speak on this important election, and no one has provided any evidence to show that the ruling is backed by Standing Orders.

In addition to the ruling outlined above, a further ruling was issued which actually dictated what a Member could say in the event of a debate taking place.

Would Mr Hodge agree with me that:

- A debate on the election of a Leader of this Council, and before the vote is taken, is an important and essential part of the democratic process
- That the decision on how the Leadership Election agenda item is managed should not be left to the whim of whoever happens be Chairman of the Council at the time
- That prescribing what Members may or may not say in debate is not acceptable unless clearly articulated in Standing Orders

Will Mr Hodge arrange for an urgent meeting between Group Leaders or their representatives so that this constitutional matter can be resolved with the right to debate the election of the Leader of the Council enshrined in the Council's Constitution and/or Standing Orders as necessary.

Reply:

I agree that the election of the Leader is a significant decision for the Council and that Members should take it seriously. The election of the Leader at the annual meeting was carried out in line with Standing Orders and all Members were given the opportunity to nominate an individual for that position and then outline the reasons for that nomination at the meeting. This is standard practice in terms of the agreeing council positions – we do not, for example, debate each candidate for the chairmen or vice-chairmen of committees prior to Council voting on these. You will of course remember that immediately following the election, which was uncontested, I made a statement which Members were able to debate at length.

The role of the Chairman of the Council is equally important as they are responsible for chairing County Council meetings and ensuring its business is carried out efficiently and in line with the Constitution. To do this, they must remain politically impartial and it would be inappropriate for me as Leader to seek to tell the Chairman how to carry out that role given that due process was followed.

CABINET MEMBER FOR ADULT SOCIAL CARE

(6) MRS CAROL COLEMAN (ASHFORD) TO ASK:

One in six people in the UK suffer with some form of hearing loss. The social care and support provided through local authorities are essential to many people who are deaf or have hearing loss so they can stay healthy, maintain their independence and play an active role in their communities. However, provision of, and access to, services varies.

Could the Cabinet Member please answer the following:-

1. How many people in Surrey have some kind of hearing loss?
2. Understanding need: Does Surrey County Council assess the level of need and make plans to support people with hearing loss?
3. Meeting need: What services are on offer to meet the needs of people with hearing loss?
4. Access to services: How can people with hearing loss access the services provided by Surrey County Council?
5. Service cuts: How are government spending cuts affecting services for people with hearing loss?

Reply:

Question 1

Detailed breakdowns are contained in the Joint Strategic Needs Assessments (JSNAs) and the Joint Strategy, and are available to Borough and District level.

Summary totals (people aged 18 and above):

- People who are Deaf and use British Sign Language (BSL): 350-500, with total BSL users 1750-2500.
- People with moderate or severe hearing impairment projected to 2015: 164,719, of which 133,736 are 65 and over.
- People aged 16 and over who have become deaf: 2,300.
- Additionally there will be significant numbers of people with milder hearing loss who would be entitled to an assessment of need, but would not fall within current eligibility criteria.

Question 2

Surrey County Council approaches the assessment of need of people with hearing loss at whole population and individual levels:

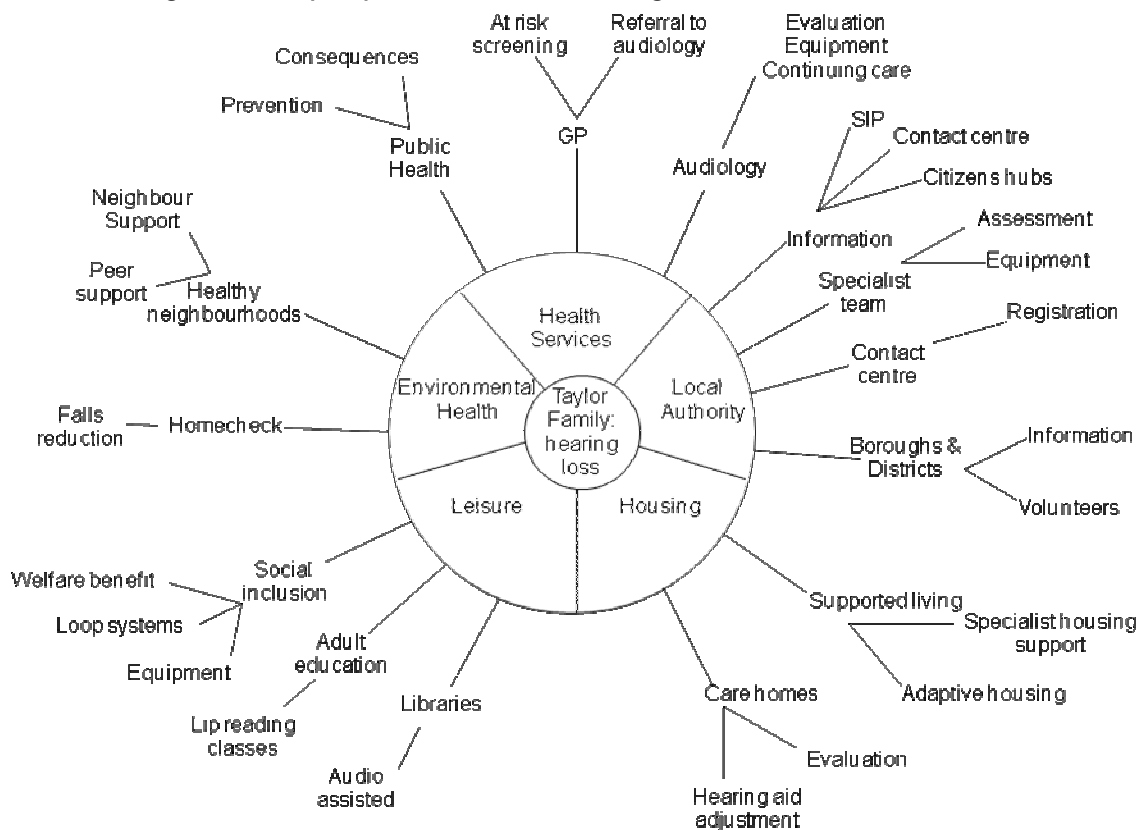
- Co-produced with people who have hearing loss, carers and key stakeholders the JSNA's and the Joint Commissioning Strategy provide a framework for whole community planning.
- At an individual level, people with hearing loss who may be eligible for Adult Social Care services undertake a supported self assessment which

may lead to a support plan, access to support from available local services, and/or funding by the Council. Staff are aware of the communication needs of people with sensory loss. There are lead practitioners in each of the social care areas who ensure that appropriate expertise is available to the local teams, if necessary, by accessing First Point.

- Those people who do not have eligible needs can be referred to First Point who are able to both signpost and provide services directly. They are also able to access generic advocacy and benefit support services.
- Most staff within First Point are skilled BSL users, there is a free BSL service available to people accessing Surrey County Council services, and a brokerage service to match interpreters with agencies and individuals.

Question 3

Below is a schematic representation of the range of services being developed and co-designed with people who have hearing loss:



Current service priorities are:

- The development of a county wide 'living with hearing loss' programme for people recently diagnosed.
- The establishment of a network of lip reading courses linked to support groups.
- Surrey Information Point (website promoted as the first contact point for information on all services contains information on sensory services and will be regularly updated).

- Linking of First Point staff with audiology clinics to screen shortly after diagnosis and offer required information, signposting and access to support for people not meeting eligibility criteria, and within the national pilot to undertake a community care assessment on behalf of Surrey County Council for those likely to be eligible for support.
- Ensuring that people with hearing loss are advised on the full range of equipment that may be available to meet both their hearing loss needs and needs associated with other impairments.
- Easier access to integrated services for people with dual sensory loss.
- First Point provide social work, hearing loss advice, interpreting and communication services, consultancy and training, rehabilitation, assistive technology and equipment, installation of loop systems and electronic note taking.

Question 4

There are a range of options:

- Direct contact with: First point; SAVI (Surrey Association for Visual Impairment) who are lead specialist providers of assessment and services for people with dual sensory loss; Surrey County Council contact centre (who have minicom/text facilities); Citizen Hubs, usually in a high street type location; their local borough or district office where social care teams are now located.
- Use of Surrey Information Point in a range of settings.
- Through membership of the Surrey Disability Register.
- BSL Interpreting is available via First Point.
- Drop in clinics provided by First Point for people who are Deaf BSL.
- Assessments are usually offered in the person's home and interpreters are made available on request.
- A mobile hearing loss advisory service is provided via Deaf Plus who provide advice, information and hearing aid repairs at a range of venues rotated each month.
- Direct referral by audiology clinics

Question 5

There have been no government spending cuts specifically targeted at people with hearing loss, and Surrey County Council has not made any.

DEPUTY LEADER

(7) MR ERNEST MALLETT (WEST MOLESEY) TO ASK:

You will be aware that Alan Greenspan, previous Chairman of the American Federal Reserve and renowned economist, has stated that when in office, he was able to judge accurately the state of the American economy by the level of sales of men's underpants. He also noted that he had to exclude figures for

longjohns as the sales of these always remained strong whatever the state of the economy.

Would you like to share with the Council any similarly innovative criteria which you use to judge the economic health of Surrey County Council?

Reply:

Alan Greenspan famously said that the sales of men's underpants remained constant except at times of recession. He argued that we are more likely to make economies on items that would not be noticed.

While his observation may be accurate, it is not particularly useful. Unless you happen to have access to the sales figures of Marks and Spencer's underwear department, it is very hard to assess accurately the average age of masculine nether garments. It is to be hoped that we never enter a recession so deep that that this information becomes readily available through casual observation. This has become known as the Male Underwear Index (MUI). The economist George Taylor developed a similar theory in 1926 that hemlines also rise and fall with stock prices, an effect known as the Hemline Index. We do not know whether this has an effect on the average height (or otherwise) of the waistband of young people's jeans.

It is tempting to develop a Surrey equivalent, possibly involving the relative proportion of gin to tonic or the average number of four wheeled drive vehicles per mile of road. We prefer to focus on metrics such as the number of people with a job, the proportion of young people in employment or training and the survival rate of both new and existing companies.

LEADER OF THE COUNCIL

(8) MR ALAN YOUNG (CRANLEIGH AND EWHURST) TO ASK:

In light of the recent media reports of the Leader's decision to award a purported £100,000 future 'bonus' to the chief executive of the council, does the Leader see the importance of immediate transparency on decisions made on senior pay which depart from currently published arrangements and will he clarify the arrangements in question to Members of this council without further delay?

Reply:

All Chief Officers, including the Chief Executive, are on Surrey Pay terms and conditions and therefore any variations to salary packages of £100,000 or more, are a matter for full Council under the terms of the Localism Act 2011. The People, Performance & Development (PPD) Committee acts as the Council's Remuneration Committee, where cases for change are given consideration. PPD can take a view; however, only full Council can make the decision and they can accept or reject the view of PPD. If and when the PPD Committee consider any alteration to the published arrangements (see item on SCC

County Council agenda (19 March 2013), these recommendations would be submitted to the full Council for their decision.

LEADER OF THE COUNCIL

(9) MR WILL FORSTER (WOKING SOUTH) TO ASK:

In order to protect residents from the irresponsible lending, sky high interest rates and possible harassment of pay day lenders, please will the Leader of the Council consider preventing access to pay day lender's websites from all Surrey County Council networks, including those in public libraries?

Reply:

The Council takes appropriate access to the Internet very seriously and blocks a wide range of illegal and inappropriate websites on a daily basis, using access definitions provided by Bloxx. We ensure we follow the Internet Watch Foundation's guidance for suitable sites. There is no legally defined classification of illegal or irresponsible pay day lending companies known to the Council from which it is possible to manage connectivity and the Council cannot itself make this determination. Access is provided to a range of banking and financial companies for the delivery of Council services and any wholesale restrictions to these could be detrimental to the running of the Council's business. The Council continues to monitor inappropriate use of the Internet and updates its access definitions on a daily basis, seeking at all times to ensure the welfare of its staff and public in their use of the Internet. This will include control of access to pay day lending sites where these are legitimately defined.

CABINET MEMBER FOR BUSINESS SERVICES

(10) MR TIM HALL (LEATHERHEAD AND FETCHAM EAST) TO ASK:

How much did Surrey County Council spend on the mandatory newspaper advertising of Public Notices in 2011/12 and 2012/13 which is a legal obligation (by category of service)?

Reply:

A number of statutes and pieces of legislation require public agencies, such as local government, to publish Public Notices. This is to allow members of the public to make their opinions known in advance of any work commencing. For Surrey County Council this is most common for highways works, rights of way and planning applications. Although the council publishes its public notices on its website, it has a statutory duty to place public notices in local newspapers. It is estimated that local authorities in England spend more than £40m per year on mandatory public notices in the printed press. Surrey County Council spent £449,435 in 2011/2012 and £626,323 in 2012/2013.

The tables below break down this spending by type for each year.

2011/12	
Service	Amount £
Highways capital schemes	170,777
Highways revenue schemes	177,418
Schools and Learning	11,428
Cultural Services	7,693
Services for Young People	863
Countryside	43,461
Transport	5,301
Planning	26,339
Property	2,422
Finance	1,980
Corporate Governance	1,613
Legal	140
TOTAL	<u>449,435</u>

2012/13	
Service	Amount £
Highways capital schemes	196,206
Highways revenue schemes	303,186
Schools and Learning	8,594
Cultural Services	16,540
Countryside	37,388
Transport	34,441
Planning	23,254
Property	1,023
Finance	1,955
Legal	201
Democratic Services	1,431
Children's Services	474
Trading Standards	1,630
TOTAL	<u>626,323</u>

A procurement process is currently underway to replace the existing contract for statutory notices, and a report will be presented to Cabinet in September.

DEPUTY LEADER

(11) MR RICHARD WALSH (LALEHAM AND SHEPPERTON) TO ASK:

Despite the challenging financial national circumstances the Surrey economy has grown 7% in two years. Can the Deputy Leader provide an update on the positive measures this Administration is taking in order to promote economic growth in the County?

Reply:

Strong economic growth is a top priority for this County Council, both to secure an increase in the size and value of the economy and to generate employment.

Working with our Local Enterprise Partnerships, Surrey Connects, other councils and central Government and working in partnership with business groups like the Federation of Small Businesses, the Chambers of Commerce, the Institute of Directors and the Confederation of British Industry, we are strongly supporting the growth of the Surrey economy. Our focus is on helping all 60,000 of our local businesses, large and small to thrive.

The County Council itself is a large direct contributor to the economy. In the last financial year, the council spent £365m in the local economy with almost 4600 suppliers. In February, we launched the Build Surrey website to help local firms win SCC contracts, as part of the Council's pledge to shift more of its spending to local businesses. In the six months since its launch, the value of contracts through BuildSurrey is £819,000. In May we won a government award for being one of the top 10 councils nationally to do business with.

We are working with local businesses to support Surrey's future workforce. We want to ensure our young people have the right skills and the chance to get their first foot on the employment ladder. In 2011-12, we helped 265 young people start apprenticeships with local firms. This year, we are planning to help a further 500 young people into apprenticeships. We are on course to achieve this with 60 young people on the scheme at the end of June. In April we ran a Developing Skills for Surrey event attracting over 60 businesses looking to hire apprentices, offer trial placements or offer work experience.

We are also investing in rolling out superfast broadband to all Surrey homes and businesses by the end of 2014. Access to this high speed network will make Surrey the best connected county in the UK, providing the local economy with an estimated annual boost of £28m. The first cabinet went live in early May and the first 15,000 premises will be connected by end of September. After that, we will see approximately 20,000 premises getting connected each quarter, with all 84,000 premises in the intervention area covered by the roll-out being connected by the end of next year. BT's Managing Director of Next Generation Access has praised this as "world-leading".

We have enhanced our relationships with business bodies. We have signed Memoranda of Understanding with the Surrey Institute of Directors, the Surrey

Chambers of Commerce and the Federation of Small Businesses to drive joint working. We are engaging with strategically important local businesses, such as BP, McLaren, SABMiller, Surrey Satellite Technology Ltd and Gordon Murray Design. Many of these are world leaders in their field. These relationships help the Council to understand better how we, and other public sector agencies, can work with employers to deliver greater prosperity for Surrey.

Working with the Enterprise M3 and Coast to Capital LEPs and Local Transport Bodies, we are aiming to secure further investment in economic growth in Surrey. LEPs will be bidding for a share of the new £2bn a year Single Local Growth Fund available from 2015 and we will be seeking to maximise further devolution of funding and powers as part of the negotiations with Government. We are continuing to support Surrey Connects to stimulate enterprise growth across Surrey.

We staged Olympic cycling events and the Tour of Britain, which together generated more than £51m for the Surrey economy. We supported Surrey businesses to compete for Olympics-related work, with Surrey businesses winning nearly 300 Games-related contracts worth more than £800m.

We are investing in more infrastructure having secured the Hindhead Tunnel, a new Walton Bridge, improved access to the Surrey Research Park, funding to help the roads system in Redhill and a commitment to a £100M road surfacing project through Project Horizon.

The Surrey economy at £30 Billion pa is larger than most cities in the UK. We have a highly skilled workforce and a low unemployment rate. We have world beating industries and are home to 250 large national and international companies. But we also host tens of thousands of successful small and medium sized businesses. We are well placed to play a significant part in leading this country from low growth to high growth and greater prosperity for everyone. The County Council will continue to play its part in making that happen.

LEADER OF THE COUNCIL

(12) MR GRAHAM ELLWOOD (GUILDFORD EAST) TO ASK:

In congratulating the leader on the roll out of superfast broadband (used by my business with great effect!) and mindful of the Leader's concerns re. the tidiness of our County, I seek assurance that he would add his support, if necessary, to Guildford Borough Council's (and any other Surrey Borough or District Council's) Planning department in their quest to make both BT and Virgin remove the unsightly posters from their broadband boxes.

Please see below re the recent clarification of Planning legislation which led me to make this request to Guildford Borough Council (GBC) at full Council last week

AGENDA ITEM 6: QUESTIONS FROM COUNCILLORS

1. Councillor Graham Ellwood to ask the Lead Councillor for Planning and Governance (Councillor Monika Juneja) the following question:

“Following the recent spate of posters affixed to Virgin Media boxes advertising their services via Mo Farah (some of which were removed following pressure from councillors), many of my residents are also concerned about the BT Fibre optic broadband adverts placed on the BT boxes. Given the roll out of superfast broadband across the county, now would seem a good time to request that all these unauthorised adverts by Virgin and BT be removed especially given the following statement made in the House of Commons on 13 June 2013 by Nick Boles MP (Parliamentary Under Secretary of State for Planning) which summarised the government’s view on commercial advertising on broadband cabinets:

‘The government recently gave the view that there are no deemed consent provisions in the Town and Country Planning Act (Control of Advertisements) (England) Regulations 2007 (as amended) that would, in our opinion, apply for the purpose of commercial advertising on broadband boxes. Therefore, our view is that advertisements should only be placed on broadband boxes with the permission of the local planning authority.

Local authorities have a range of relevant enforcement powers. Circular 03/2007 on the Control of Advertisements Regulations contains guidance on the enforcement options available to local authorities including applying to the Courts for a decision on a particular case. I understand that BT was recently fined by Bridgend magistrates court (a £500 fine and a requirement to pay £800 costs) for breach of these regulations following local authority enforcement.’

May I ask the Lead Councillor what action Guildford Borough Council is now going to take to have these unsightly advertisements removed?”

The Lead Councillor’s response to this question is as follows:

“The display of advertisements on roadside communications boxes, by broadband providers, BT and Virgin Media is a recent initiative by these companies. We had not experienced this type of advertisement display before. When officers were first informed of these advertisements, we benchmarked approaches to them with other councils. There was a general view that these advertisements benefited from deemed consent under Schedule 3, Part 1, Class 1 of the Town and Country Planning (Control of Advertisements)(England) Regulations 2007.

However, at the time there were clear concerns from residents and councillors. This led to officers within the planning enforcement team engaging in lengthy negotiations with, in particular, Virgin Media. This resulted in the removal of most of their advertisements, from approximately 120 locations in the Guildford area.

However, the recent government statement that Councillor Ellwood has quoted gives beneficial clarity that these types of advertisement do not benefit from deemed consent. Officers will, in light of this, now actively seek the removal of this type of advertisement and have already approached the companies involved.”

Councillor Monika Juneja
Lead Councillor for Planning and Governance

Reply:

I am delighted that Mr Ellwood's business has the benefit of superfast broadband. By the end of next year almost all businesses and residents will have access to superfast broadband and Surrey will be the best connected county in the country. Surrey will then have yet another competitive edge helping both business and residents alike.

The Superfast Surrey Programme team is aware of the concerns around green cabinet stickers within the county and nationally. The team has been following the debates within the House of Lords and at ministerial level. It has provided reassurance to Ann Milton MP for Guildford that the Surrey Superfast rollout would not include the use of stickers within the Guildford Borough due to the negative reaction that the Virgin Broadband stickers has caused.

Stickers are an effective means of the communication of information in the precise area where new service provision is available. The use of stickers brings the benefits of increased awareness and swifter take up of Superfast Broadband services. Take-up of these services is critical to maximising the benefit for residents of the substantial investment in broadband infrastructure across the County. Evidence suggests that stickers really do make a difference to letting local people know that these services are

available in their area. Across BT's other deployment areas eight out of ten exchanges with the highest take up have used stickers to inform residents.

Following the concerns expressed but understanding the benefits that stickers can deliver, the team undertook user testing to ensure that the use of stickers was discreet and informative without crossing the boundary into advertising. From this user testing the team have come up with a design that is not only subtle but which does not promote any commercial organisation. Please see a photo below.



The team will start the time-limited use of them within all parts of our programme's deployment area (other than in the Guildford Borough). I believe this to be a sensible approach balancing the desire to provide information and to promote the take-up of superfast broadband while taking account of aesthetic sensitivity. Members and relevant officers within the Districts and Boroughs and Parishes will have a contact within the team should any complaints arise. Stickers can be removed if Members and residents object. No sticker will be on a cabinet for longer than 18 months.

CABINET MEMBER FOR SCHOOLS AND LEARNING

(13) MRS STELLA LALLEMENT (EPSOM WEST) TO ASK:

All Members must be delighted with the rapid increase in provision of new school buildings across the County. However, there are a large number of plans being rushed through the Planning & Regulatory Committee at the last minute, with corners being cut, as classrooms are urgently needed for September. Many residents with serious concerns about traffic and safety are being ignored. Will the Cabinet Member ensure that future proposals to expand schools are made in good time to allow the Planning process to be conducted far enough in advance to allow objections to be properly considered and for alternatives to be looked at if applications fail at the Planning & Regulatory Committee?

Reply:

The council is facing an unprecedented demand for school places over the next 5 years and has embarked on a significant programme of capital investment to fulfil its statutory requirements. We have a pupil forecasting model from which we create our planned programme of works. It should be understood, however, that because of the school admission timetable we do not know the final pattern of applications each year until the February before schools start in September. Over a large authority like Surrey it is inevitable that some local peaks of demand only become visible in these final months and therefore require rapid planning and implementation.

We look to manage these more immediate schemes with existing accommodation wherever possible to minimise the amount of adaptation or construction required but, with a varied school estate and spare capacity being largely exhausted, there is greater need to create more space.

All projects are assessed for the most efficient method of delivery and in certain circumstances temporary accommodation is the best solution. For these projects there will not be a formal public consultation but local residents will be informed and can respond to the planning authority. However, in all instances we work closely with planning and highways to assess local issues and put mitigating measures in place where necessary.

CABINET MEMBER FOR ADULT SOCIAL CARE

(14) MR NICK HARRISON (NORK AND TATTENHAMS) TO ASK:

GPs in the Surrey Downs Commissioning Area have voted overwhelmingly, in a secret ballot, against the Better Services Better Value (BSBV) proposals to remove acute services from Epsom Hospital (32% in favour, 68% against). An even greater majority (82% to 18%) voted to support a separate process to consider the future of Epsom Hospital as part of the Surrey and not the south-

west London health economy. What will the Council do to develop a solution for Surrey?

Reply:

The Leader of the Council convened a meeting of all the interested parties surrounding Epsom Hospital in March. At that meeting it was agreed that local commissioners and providers would work together to find a local solution. The Surrey Health and WellBeing Board was asked to oversee this work.

As a result the Council has been working with Surrey Downs Clinical Commissioning Group to carry out a review of services to identify what the health needs are locally and how they are best served.

In addition, our social care teams have also been working with Epsom Hospital, the community health provider Central Surrey Health, Surrey and Borders Partnership Trust and the CCG to develop an integrated "Health Campus" model for Epsom which would ensure that local people get the right local health and social care services they need. This model has been submitted to the Department of Health to become one of the pioneer sites for integrated health and social care - we will hear if it is successful later this month and then we will engage local people in the co-design of those local services.

Whatever happens to the BSBV programme, commissioners and providers of Health and Social Care in Epsom, working with partners in the Districts and Boroughs and the voluntary sector are determined to have an effective local model of service which meets people's needs in the most clinically effective way.

The Surrey Health and WellBeing Board has overseen and supports this approach.

CABINET MEMBER FOR ADULT SOCIAL CARE

**(15) MRS FIONA WHITE (GUILDFORD WEST) TO ASK:
(2nd question)**

What is the present position with regard to recruiting care staff and care managers? In particular, what are the current vacancy levels and how are they spread throughout the County? Are there any blackspots with high levels of vacancies and how are standards of care maintained in those areas?

Reply:

Thank you for your question.

Overall in Adults the vacancy rate is 18%. The overall position in staff recruitment is mixed, but is improving. Continued difficulties are experienced in

recruiting experienced social workers, occupational therapists and Mental Health professionals which is a “national issue”. This includes roles which have traditionally been referred to as ‘senior care managers’. The current vacancy factor for staff in these categories is 25%, whilst for the larger number of other ‘care manager’ staff at a lower grade the vacancy factor is 11%. There is a particular “hotspot” in Mole Valley.

We have adopted a flexible approach recruiting care staff in provider services to increase reliability of cover for absence, turnover and peaks in demand, through the use of an extensive bank staff employed on flexible contracts. Standards of care are managed through supervision and performance management practices.

CABINET MEMBER FOR SCHOOLS AND LEARNING

(16) MRS HAZEL WATSON (DORKING HILLS) TO ASK: (2nd question)

The Local Authority (Duty to Secure Early Years Provision Free of Charge) Regulations 2012 set out entitlement for Free Early Entitlement for Two Year Olds who live in households which meet the eligibility criteria for free school meals. What is the projected shortfall between provision and demand in Surrey for September 2013 and what action is being taken to address any shortfall in provision for these children?

Reply:

There has been a capacity assessment of the need for 2 year old places across the County and data has been identified at ward level. This has been undertaken on the basis of an estimate on the likely demand for places using a profile for the expected number of parents in any given area. This has then been compared to the potential offer of places that are currently known to the authority as collected by the Childcare Sufficiency Assessment undertaken by the Early Years and Childcare Service (EYCS). Staff in EYCS are working on plans to meet the gap in the identified wards and the options for delivering the number of places will be from a combination of:

- negotiating with existing providers to increase the number of places they offer or to open additional sessions, for example in the afternoon, where they only operate a morning session
- develop places for 3 and 4 year olds in Surrey Primary Schools that will create capacity in the private, independent and voluntary sector (PVI) to offer places to 2 year olds
- negotiating with existing childminders to offer funded places for 2 year olds - most of the places that have currently been offered are with group settings and with over 1,500 childminders across the County there should be the scope for places to be offered in this way
- developing new provision where places in areas of high need are unlikely to be met from the above

The DfE has indicated that there may be up to 1,717 children that would meet the criteria for a funded place during the year from September 2013, rising to 3,000 from September 2014. Our performance to date in placing 2 year olds is very good. Over the last academic year approximately 1,000 children were funded. Surrey had an initial number of 199 when the programme was first introduced in 2010 and no further "targets" were given to local authorities until the indicative eligible families were announced for 2013 and 2014. The eligibility criteria are such that any parent who applies for funding will have to be checked against this criteria and the DfE has provided Surrey with around 800 children's names and addresses for us to contact about offering a funded place. We are awaiting a further list of families to be sent to us by the DfE as they have acknowledged that the initial list was incomplete. We have around 580

children offered a place from September 2013, but even with the additional names from the DfE there is still a shortfall against the indicative number of 1,717, but it must be emphasised that this was only an indication.

Each child's parent has the option to take up the offer or not and staff in EYCS and in Children's Centres will be encouraging them to take up a place. It also needs to be noted that, while we can use population data to estimate where places are needed, this may not exactly match with where a child lives when they are finally identified.

CABINET MEMBER FOR ADULT SOCIAL CARE

(17) MR NICK HARRISON (NORK AND TATTENHAMS) TO ASK: (2nd question)

What progress has been made to improve fire protection for contract beds provided to Surrey County Council by Anchor and Care UK to be fitted with sprinkler systems?

Reply:

Eight of the homes leased to Anchor Trust have recently been reviewed by SCC's appointed independent external consultants, Holbrow Brookes, which included an assessment of their fire compliance. All have been found to be safe and lawful.

For the remaining homes leased to Anchor Trust and Care UK, they are responsible for all maintenance and repair, including meeting fire regulations. They are subject to annual inspections in SCC's capacity as Landlords, where no failures in meeting fire regulations have been found.

The Surrey County Council In-house Older People homes have completed installation of sprinklers in five homes and are currently in the process of finalising and signing off the sixth and final home.

While there is no legislative requirement for care providers to implement sprinkler systems in existing buildings or new builds in England and Surrey Fire and Rescue Service (SFRS) cannot enforce a sprinkler requirement upon providers, they are keen to explore options with providers.

Adult Social Care and SFRS have been working with the Surrey Care Association (SCA) to increase the awareness of the benefits of fitting water suppression systems to residential care and supported living homes. This work has already led to two organisations agreeing to fit sprinklers to two new developments in Surrey.

Following consultation, new guidance on an "invest to save" business model for the fitting of sprinklers is being developed, outlining the benefits from a fire

safety point of view but also allowing the management to work through a number of calculations to show the cost effectiveness of fitting sprinklers. Once completed this will be launched to the industry in conjunction with SCA.

SFRS is also working toward a wider campaign on the effectiveness of sprinklers.

LEADER OF THE COUNCIL

(18) MRS HAZEL WATSON (DORKING HILLS) TO ASK:
(3RD question)

Will the Leader of the Council confirm that the Cabinet Associate Member posts being created today will not receive any Special Responsibility Allowances?

Reply:

The Members' Allowances Scheme is a Council function and therefore any decision regarding Special Responsibility Allowances would be a matter for the County Council to consider.

CABINET MEMBER FOR ASSETS AND REGENERATION PROGRAMMES

(19) MRS HAZEL WATSON (DORKING HILLS) TO ASK:
(4TH question)

In a question to the Cabinet Member at the Cabinet meeting of 25 June 2013, I repeated a statement previously made by the Cabinet Member:

An occupancy study was carried out in 2010 for our major offices which showed an average desk occupancy of 47%.

In the Cabinet Member's answer to me he stated:

Desktop occupancy studies have been carried out at the following buildings since the completion of the Making a Difference Programme, County Hall, Fairmount House, Consort House, Esher Local Office and we are currently at Quadrant Court and Runnymede. The peak utilisation in these buildings is as follows:

*County Hall 62.5%
Fairmount House 76%
Consort House 62.5%
Esher Local Office 68.5%*

Which is an average of 67.3% compared to 47% previously, a movement of 20.3% and an increase of 30%.

What is the difference between "average desk occupancy" and "peak utilisation" referred to in these two statements?

What is the Cabinet Member doing to reduce the amount of empty desk space, which even at peak utilisation is a third of all desks in the examples given?

Reply:

The "peak" figures of utilisation used in the previous response were used to demonstrate how the average figures are calculated across the organisation.

We would not expect to see a figure of 100% utilisation due the following factors

- Annual Leave
- Sickness
- Training
- Meetings

Taking the above into account a figure above 70% average utilisation would be seen as very good across our portfolio which supports smarter working going forward and we are well on our way to achieving this.

We do recognise that further opportunities can be identified in our portfolio and could become income generation opportunities. One of these opportunities that Property Services is already working on is with The Government Property Unit the aim is to provide a joined up one-public-sector-estate through the better utilisation of assets.

LEADER OF THE COUNCIL

**(20) MRS HAZEL WATSON (DORKING HILLS) TO ASK:
(5TH question)**

The Department for Communities and Local Government publication '*Your council's cabinet – going to its meetings, seeing how it works*' June 2013 states:

“Council meetings are public meetings. Elected representatives and council officers acting in the public sphere should expect to be held to account for their comments and votes in such meetings. The rules require councils to provide reasonable facilities for any member of the public to report on meetings. Councils should thus allow the filming of councillors and officers at meetings that are open to the public.

“The Data Protection Act does not prohibit such overt filming of public meetings. Councils may reasonably ask for the filming to be undertaken in such a way that it is not disruptive or distracting to the good order and conduct of the meeting.”

Will the Leader give an undertaking that members of the public will be given reasonable facilities to film meetings, in such a way that is not disruptive or

distracting, without any hurdles being placed in their way such as requiring the permission of the Chairman or having to make a written application to film?

Reply:

In order to promote openness and transparency of our decision-making, the Council has, since 2009, webcast County Council, Cabinet and Planning and Regulatory Committee meetings and in recent years, this has been extended to include the Surrey Police and Crime Panel (on behalf of all 12 authorities in Surrey) as well as a pilot group of local committee meetings. In order to ensure a consistent approach to requests to film meetings, Democratic Services and the Community Partnerships Team has in place guidance outlining our approach to such requests. Those wishing to report proceedings at a meeting will be afforded reasonable facilities to do so. This includes the option to request to film during the meeting although this must be balanced against the wishes of others at the meeting and therefore the Chairman is given the final discretion.

This is in line with the Department for Communities and Local Government publication quoted in the original question which goes on to state:

"As a courtesy, attendees should be informed at the start of the meeting that it is being filmed; we recommend that those wanting to film liaise with council staff before the start of the meeting. The council should consider adopting a policy on the filming of members of the public speaking at a meeting, such as allowing those who actively object to being filmed not to be filmed, without undermining the broader transparency of the meeting."

Given the policy already in place within the Council and our continued commitment to webcasting our Cabinet meetings, I am confident that Surrey is already providing reasonable facilities and encouraging the public to be involved in our meetings.