



Agenda and Reports

for the meeting of

THE COUNTY COUNCIL

to be held on

6 MAY 2014

County Hall
Kingston upon Thames
Surrey

Date Not Specified

TO THE MEMBERS OF SURREY COUNTY COUNCIL

SUMMONS TO MEETING

You are hereby summoned to attend the meeting of the Council to be held in the Council Chamber, County Hall, Kingston upon Thames, Surrey KT1 2DN, on Tuesday, 6 May 2014, beginning at 10.30 am, for the purpose of transacting the business specified in the Agenda set out overleaf.

DAVID McNULTY
Chief Executive

Note 1: *For those Members wishing to participate, Prayers will be said at 10:25am. Mrs. Sarah Harris, a Member of the North West Surrey Synagogue has kindly consented to officiate. If any Members wish to take time for reflection, meditation, alternative worship or other such practice prior to the start of the meeting, alternative space can be arranged on request by contacting Democratic Services.*

There will be a very short interval between the conclusion of Prayers and the start of the meeting to enable those Members and Officers who do not wish to take part in Prayers to enter the Council Chamber and join the meeting.

Note 2: *This meeting may be filmed for live or subsequent broadcast via the Council's internet site - at the start of the meeting the Chairman will confirm if all or part of the meeting is being filmed. The images and sound recording may be used for training purposes within the Council.*

Generally the public seating areas are not filmed. However by entering the meeting room and using the public seating area, you are consenting to being filmed and to the possible use of those images and sound recordings for webcasting and/or training purposes.

If you have any queries regarding this, please contact the representative of Legal and Democratic Services at the meeting.

If you would like a copy of this agenda or the attached papers in another format, e.g. large print or braille, or another language please either call Democratic Services on 020 8541 9122, or write to Democratic Services, Surrey County Council at Room 122, County Hall, Penrhyn Road, Kingston upon Thames, Surrey KT1 2DN, Minicom 020 8541 9698, fax 020 8541 9009, or email anne.gowing@surreycc.gov.uk

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

(ii)

8 MEMBERS' QUESTION TIME

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The Leader of the Council or the appropriate Member of the Cabinet or the Chairman of a Committee to answer any questions on any matter relating to the powers and duties of the County Council, or which affects the county.

(Note: Notice of questions in respect of the above item on the agenda must be given in writing, preferably by e-mail, to Anne Gowing in Democratic Services by 12 noon on Tuesday 29 April 2014 (DUE TO BANK HOLIDAY - NOTE DATE)).

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.

Anyone is permitted to film, record or take photographs at council meetings with the Chairman's consent. Please liaise with the council officer listed in the agenda prior to the start of the meeting so that the Chairman can grant permission and those attending the meeting can be made aware of any filming taking place.

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

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SURREY COUNTY COUNCIL**TUESDAY 6 MAY 2014****QUESTIONS TO BE ASKED UNDER THE PROVISIONS
OF STANDING ORDER 10.1****CABINET MEMBER FOR TRANSPORT, HIGHWAYS AND ENVIRONMENT****(1) MR ROBERT EVANS (STANWELL AND STANWELL MOOR) TO ASK:**

The private bus operator Abellio recently made crucial changes to the 441 bus route that serves Stanwell Moor. These changes all adversely affect the residents, young and old, reducing the connections between the village and the neighbouring areas, Staines, Stanwell and Ashford.

Has the Cabinet Member for Transport, Highways and Environment had any discussions with Abellio on this matter? Would the Cabinet support me in trying to get these changes reversed?

Reply:

Bus service 441 (Heathrow Airport-Staines-Englefield Green) is run by Abellio, without a contractual obligation to, or financial support from Surrey County Council. Current national bus legislation gives Abellio the prerogative to make such decisions on route in respect of its own non-contracted services, having given The Office of the Traffic Commissioner the statutory 56 day period of notice. The 441 service has not served Stanwell Moor since 5 April and the company informed the Council that the time saved would contribute to a more reliable timetable for the service overall and would provide a more attractive facility for the greater majority of their customers. County Council officers did question Abellio on the essential need, or otherwise, of omitting Stanwell Moor and have expressed their concerns to Abellio. The County Council is unable to insist that Abellio reverse its decision.

However, by way of mitigation, the County Council has allowed the diversion by Abellio of existing contracted bus service 557, so that it serves Stanwell Moor village and links the area to Ashford, Stanwell and Heathrow Terminal 5. From Terminal 5, onward connections are available to other parts of the airport, within the free travel zone. This change has been secured at no additional cost.

To provide a continued link from Stanwell Moor village to Staines, the County Council has introduced additional supported journeys on Monday-Friday bus service 590/591, together with a limited number of journeys on Saturdays.

Therefore, given the circumstances that I have described, the Council has achieved the most satisfactory solution for local residents.

LEADER OF THE COUNCIL

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

In response to a question by me at the Cabinet meeting on 22 April 2014, I asked the Leader of the Council who made the decision and on which date the decision was made to use the Runnymede Centre for a new secondary school, to which the Leader responded in writing:

‘During the week commencing 3 March 2014 colleagues in CLT, after discussion with myself and the Deputy Leader began the process of moving to temporary types of occupancy so that the site could be prepared to be available for secondary school provision’.

Whilst I very much welcome the County Council planning for providing additional school places, why was the decision, which is a “key decision” according to the Council’s Constitution, not made in a formal meeting with a proper record of who made the decision and why in accordance with the Council’s Constitution so that the decision could be scrutinised? Or, is the Cabinet now exempt from complying with the Constitution if it so wishes?

Reply:

As an experienced member of this Council, I would have expected Mrs Watson to be well aware that a decision to move staff out of accommodation is NOT a key decision.

CABINET MEMBER FOR SCHOOLS AND LEARNING

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

How many of the additional classrooms to be provided in the Autumn Term of 2014 will be demountables?

Reply:

The County moved away from the use of demountables at the end of the 2012/13 academic year and no longer procure these.

A new modular building solution was developed in 2012/13 for use in the Autumn Term of 2013. The benefits of this are:

- Long life expectancy, value for money and low maintenance costs
- Flexibility to attain full planning, through a range of external finishes and roof solutions
- Enhanced energy and acoustic efficiency
- Flexibility to readily change internal specifications to meet the full pupil age range and teaching requirements

- Speedy installations, saving on programme time and cost
- Modules can be readily relocated, when no longer required on site

The new units have been very positively received by users.

In 2014, we will be delivering modular units at 7 school sites to meet bulge classes and at 8 school sites with permanent expansions.

CABINET MEMBER FOR COMMUNITY SERVICES

(4) MRS HAZEL WATSON (DORKING HILLS) TO ASK: (3rd question)

In the 2013 calendar year, how many Surrey residents returned completed complaints feedback surveys and how many of them were satisfied with the way in which their complaint was handled by the County Council?

Reply:

Surrey follows the Local Government Ombudsman's (LGO) good practice guidance and customer satisfaction is measured through the escalation process for the majority of complaints. If a customer is dissatisfied with the response to their complaint they are invited to escalate their complaint to the next stage.

For Adult Social Care complaints, stages are not allowed by the Department of Health therefore the Service undertakes random sampling of its complainants. In 2013/14 Adult Social Care sent out 65 dip samples surveys of which 9 were returned. Of the 9 surveys returned: 6 people said the process was easy, 2 people said it was hard and 1 person did not comment.

The escalation process for each Service includes a final stage to the LGO if required. The following table shows the number of complaints escalated by stage and where the LGO has found fault in 2013/14.

Area	Complaints received at stage 1	Complaints escalated to:			Fault found by LGO with investigation
		Stage 2	Stage 3	LGO	
Business Services	28	2	N/A	3	0
Chief Executives	47	6		1	0
Customer & Communities	181	16		3	0
Environment & Infrastructure	625	141		18	0

Adults Social Care	119	N/A		12	5
Schools and Learning	79	7		10	1
Children's Social Care	338	15	0	21	1