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Supplementary Agenda

for the meeting of

THE COUNTY COUNCIL

to be held on

13 JULY 2021

(i)

4 CHAIR'S ANNOUNCEMENTS

(Pages 9
- 12)

The Chair to report.

6 MEMBERS' QUESTION TIME

(Pages
13 - 60)

1. 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.

2. Cabinet Member Briefings on their portfolios.

These will be circulated by email to all Members prior to the County Council meeting, together with the Members' questions and responses.

There will be an opportunity for Members to ask questions.

8 ORIGINAL MOTIONS

Item 8 (i)

Amendment by Catherine Baart (Earlswood and Reigate South) to the motion standing in the name of Eber Kington

(additional words underlined in bold and deletions crossed through)

This Council notes that:

- Following the tragic murder of Sarah Everard on the evening of 3 March 2021, ~~ensuring the right to feel safe walking our streets at night has become a major requirement for political action across the country.~~
- ~~W~~women have made their voices heard, and too many of them express the view that they do not feel safe walking alone in public places. Speaking in March, Dame Cressida Dick, Commissioner of the Metropolitan Police said, "Right now, 80% of women report being harassed in public spaces, but 90% of them don't bother reporting it because they don't think anything will happen if they do."
- The immediate Government response to Sarah's murder included an additional £25 million to councils around the country to **fund innovative and creative proposals to improve the safety of public spaces including improving** ~~help enhance street lighting in areas of poor illumination, as well as improving~~ **and CCTV coverage, education and awareness raising (Safer Streets Fund Round 3 – Protecting Public Spaces Guidance for Bidders, June 2021).**
- The issue of feeling safe at night has also been raised by Surrey residents who are night-time workers, late night commuters out of London, those attending late night music venues, and those walking home after meeting family and friends. **In contrast, light pollution is widely recognised as having impacts on both sleep patterns and on nature.**

(iii)

- **Further investigation into what makes everyone safer in all streets at night as well as at specific locations is warranted.**
- **Surrey's street lights can now be turned on and off individually, and as they are LED lights are now able to be dimmed to lower lighting levels than before, and could be activated using motion sensors, as successfully trialled elsewhere.**

This Council further notes that:

- Surrey County Council has a policy that sees Surrey streetlights switched off at night, at a time when the political debate and majority opinion is clearly calling for streetlighting to be improved as one of the positive moves that can be taken towards residents feeling safe in our streets.
- Surrey County Council is investing £19.9 million over a 3-year period to convert all Surrey's streetlights to LED, with a target saving of £2 million **and 7,700 tonnes of carbon emissions** a year, **as agreed in the 2021/22 budget and medium term financial strategy.**

In light of the factors listed above, this Council calls upon to the Cabinet:

- I. To make a commitment to end the streetlight switch-off as soon as is practicable, but as a matter of urgency, **by making full use of the LED street light technology available to have selected lights back on, with a range of brightness settings.**
- ~~II. To fund the additional costs out of the £2 million saving on the switch to LED streetlights.~~
- II. **To set out how changes to streetlight settings can be targeted in areas with higher of Violence Against Women and Girls (VAWG) and areas of higher public safety need, in line with the guidance for the Safer Streets Fund, through engagement with residents and the police.**

Item 8 (i)

Amendment by Matt Furniss (Shalford) to the motion standing in the name of Eber Kington

(additional words underlined in bold and deletions crossed through)

This Council notes that:

- Following the tragic murder of Sarah Everard on the evening of 3 March 2021, ~~ensuring the right to feel safe walking our streets at night has become a major requirement for political action across the country.~~ **by an officer of the Police has left the public and everyone in policing feeling betrayed. It is never right for, talented young woman who had her whole life ahead of her to have it snatched away.**
- Women have made their voices heard, and too many of them express the view that they do not feel safe walking alone in public places.

- Speaking in March, Dame Cressida Dick, Commissioner of the Metropolitan Police said, "Right now, 80% of women report being harassed in public spaces, but 90% of them don't bother reporting it because they don't think anything will happen if they do."
- The immediate Government response to Sarah's murder included an additional £25 million to councils around the country to help enhance street lighting in areas of poor illumination, as well as improving CCTV coverage- **And that Surrey County Council welcomed the new round of the Safer Streets Fund announced by the Government this week.**
- The issue of feeling safe at night has also been raised by Surrey residents who are night-time workers, late night commuters out of London, those attending late night music venues, and those walking home after meeting family and friends.

This Council further notes that:

- ~~Surrey County Council has a policy that sees Surrey streetlights switched off at night, at a time when the political debate and majority opinion is clearly calling for streetlighting to be improved as one of the positive moves that can be taken towards residents feeling safe in our streets.~~
- Surrey County Council is investing £19.9 million over a 3-year period to convert all Surrey's streetlights to LED, with a target saving of £2 million a year.
- **As of 2021 Surrey has converted in excess of 26,000 lights to LED.**
- **Surrey's Street lights are currently only switched off between 1am and 5am and those on main roads and town centres remain on all night. Lights on pedestrian routes at train stations, hospitals and Universities etc. go off an hour after the last train or 1am if later.**
- **The requests this Council has received regarding Part Night-time Lighting from members of the public and Surrey Police are as follows:**

<u>Calendar Year</u>	<u>Total Streetlight Enquiries recorded</u>	<u>Police Requests</u>	<u>Comments</u>
<u>2017</u>	<u>377</u>	<u>2</u>	<u>Commencement of Part Night-time Lighting, most enquiries relate to appeals or initial objection/support</u>
<u>2018</u>	<u>82</u>	<u>1</u>	
<u>2019</u>	<u>54</u>	<u>3</u>	
<u>2020</u>	<u>45</u>	<u>2</u>	
<u>2021</u>	<u>18</u>	<u>0</u>	

(v)

- That any crime or safety concerns received, this Council always refers them to Surrey Police to log.
- That if Surrey Police formally ask this Council to turn lights back on (either permanently or for a defined period of time), we do so. These requests need to come from the Borough Commander, and they will provide reasoning and rationale.
- Surrey County Council takes safety and crime prevention very seriously. We always want to listen to residents and work together to provide the safest environment possible.
- If Councillors have concerns about high pedestrian traffic areas they can raise this with Highways Team and the Cabinet Member to make the case for lights to remain on longer. This has happened with routes at train stations, hospitals and Universities etc routes will need clear reasoning, rationale with a majority resident support and consideration of local environmental impact to extend lighting over Police views.

In light of the factors listed above, this Council calls upon to the Cabinet:

- I. ~~To make a commitment to end the streetlight switch-off as soon as is practicable, but as a matter of urgency.~~ To raise the concerns of public safety at night with the Police and Crime Commissioner and Chief Constable of Surrey Police in order to continue to support the Police in their role in keeping Surrey residents safe; and to see if there are any areas disproportionately affected by neighbourhood and acquisitive crime in which we can support a Surrey Police or a joint Surrey Police and SCC bid for prevention interventions such as home security new and street lighting.
- II. ~~To fund the additional costs out of the £2 million saving on the switch to LED streetlights.~~ To review Part Night-time Lighting once the LED rollout has been completed and factor in environmental and safety grounds in addition to financial benefits.
- III. To inform Divisional Councillors of locations where a Part Night-time Lighting safety request is made by a Surrey resident so they too can raise any points with Surrey Police.

Item 8 (ii)

Amendment by Bernie Muir (Epsom West) to the motion standing in the name of Will Forster

(additional words underlined in bold and deletions crossed through)

This Council notes that:

In Boris Johnson's first speech as Prime Minister in July 2019, he **highlighted the importance of reforming the** ~~promised to fix the crisis in~~ social care **system** once and for all "with a clear plan we have prepared to give every older person the dignity and security they deserve."

This Council also notes that:

~~In October 2019 it unanimously passed a motion proposed by Lib Democrat Members that spoke to the situation in Surrey:~~

~~“With concern that, owing to Government policy, Surrey residents who pay for their own elderly care significantly subsidise the residents who rely on County to pay for their care. This is a result of an unjust and inequitable funding regime which is itself a result of inadequate government funding.”~~

~~With the corresponding resolution (I.):~~

~~“This council accordingly calls on the government to bring forward urgently a sustainable solution so that councils can restore equity and enable a sustainable market for social care provision in Surrey and across the country.”~~

This Council further notes that:

~~In the absence of the promised plan Leaders of social care organisations from across the country recently wrote to the Prime minister, Chancellor of the Exchequer and Secretary of State for Health and Social Care to urge the Government to act now on reform of England’s social care system. and publish its proposals before the summer recess. **That is why this Government has responded to the need for a modern health and care system through its Health and Care Bill. This Bill builds on proposals to bring health and care services closer together to build back better and improve care for our communities.**~~

This Council resolves to:

- ~~I. Express its disappointment that despite repeated promises, no proposals have as yet been brought forward; and~~
- ~~II. To robustly renew its call for a sustainable solution to the funding of adult social care and write to the Government and Surrey’s Members of Parliament urging them to honour their promise to urgently tackle this long-term crisis, which leaves many vulnerable residents without the support they need whilst others face catastrophic costs.~~
- I. Continue to use formal channels, by working with the Local Government Association, County Councils Network, our Surrey MPs and Government Ministers to find a long-term, sustainable solution to social care, in turn tackling health inequality and ensuring no-one is left behind.**
- II. Support the Government’s commitment to working with councils and the social care sector to enhance existing assurance frameworks that support the drive to improve the health outcomes and experiences of residents.**

- III. **Work closely with Surrey Heartland and Frimley ICS to implement the Health and Care Bill to deliver a truly integrated approach to health and social care.**

Chair's Announcements

Farewell to Donald Thwaites and Dorothy Mitchell

A moment of sadness now as we have recently said farewell to Brigadier Donald Thwaites and former Councillor Dorothy Mitchell.

Donald's distinguished career as Brigadier was evidenced by his hard work and dedication to the Royal British Legion. His elevation to the role of County President was testament to the esteem in which he was held. Many of you will know Donald as a regular guest at our Act of Remembrance services. A lovely man who will be very much missed.

Councillor Dorothy Mitchell served the people of Cobham for an amazing 38 years as their councillor and was a County Councillor for eight years until 2009. Dorothy was a tenacious and dedicated public servant and really made a tremendous difference in many people's lives.

Please let us all take a moment to remember Donald and Dorothy.

Honours Awards

- I want to begin by celebrating our 22 Surrey residents who have received awards in the Queen's Birthday Honours last month – as noted on page 37 of the main agenda.
- I also particularly wanted to pay tribute to our very own Steve Owen-Hughes, our Director of Community Protection and Emergencies, and Charlotte Kneer, CEO of Reigate & Banstead Women's Aid, both of whom have been made Deputy Lieutenants.
 - Steve, together with his team, has been utterly phenomenal in Surrey's effort to halt the spread of Covid-19 in our county.
 - Charlotte has undertaken really fantastic and crucial work to help and protect Surrey abuse survivors and who, with our beloved late Dave Hill, opened a brand new refuge within a matter of weeks in order to protect families who were very much in need during this dreadful pandemic.
- Furthermore, the Chief Constable of Surrey Police, Gavin Stephens, and the Chief Officer of Surrey Special Constabulary, Ken Iredale, have both been recognised.
- Gavin Stephens, who has been at Surrey for 24 of his 27 years in policing, was awarded a Queen's Police Medal (QPM) in recognition of his distinguished service and lasting contribution to Neighbourhood Policing.
- Chief Officer of Surrey Special Constabulary, Ken Iredale, also received recognition by being awarded a British Empire Medal (BEM) for his work on the response to the Covid-19 pandemic.

- In addition, 5 Surrey Groups were awarded the **Queens Award for Voluntary Service 2021**

* Dorking Museum and Heritage Centre
 * Mid Surrey Community Fridges
 *Surrey Minority Ethnic Forum

* Emerge Advocacy CIO
 * SERV, Surrey & South London

Many, many congratulations to you both and to all our Surrey heroes. You have certainly done Surrey proud.

Young Mayor of Surrey

- Many of you were able to join us virtually – of course! - a couple of weeks ago for the election of the new Young Mayor of Surrey.
- She faced extremely strong competition but I am delighted that Natalie Winfield was duly elected. I am also thrilled that Tallulah Buxton has accepted the position as Deputy Mayor.
- I have every confidence that they will both do a magnificent job, carrying on the sterling groundwork laid by the exceptional outgoing Young Mayor, Jacob Wrenn. I will be inviting the new Young Mayor to our next council meeting, to give you an opportunity to get to know her.

Flag Raisings

- As you arrived this morning you perhaps saw the three recently installed flagpoles at the entrance of Woodhatch Place. The past month has seen three flag raisings here at Woodhatch.
- June was Pride month and I was delighted to raise the rainbow flag in recognition of our LGBTQ+ community; on Friday 16 July the Pride on the Road 2021 bus is scheduled to visit Surrey County Council's headquarters, Woodhatch Place between 3-4pm.
- The end of the month saw Armed Forces Week in which we paid tribute to our phenomenal servicemen and women, past and present, who do so much for our county and country.
- Last week, on 5 July was the first of annual, national event which celebrates our extraordinary NHS, Social Workers and Frontline Workers to whom – particularly over this past year – we owe the most enormous debt of gratitude.

New beginnings

- I am pleased to report that, in spite of the restrictions, my Chair work has got off to a flying start. I have met with people from the voluntary sector, thanking retiring staff, and working with Members.
- I met Nina Wadia, East Enders Actress and leading campaigner from the Binti Period Campaign and have a diary full of meetings and events to play my part as your Chair and ambassador for Surrey County Council.
- Unfortunately, following being pinged by Track and Trace, I had to self-isolate for five days and therefore was unable to attend the Judiciary Service at Guildford Cathedral lead by the High Sheriff. Our Vice-Chair, Saj Hussain, attended in my place so SCC was still represented at this prestigious event.
- Post 19 July, we all hope to see a general easing of COVID19 restrictions, and my office will be open to Members or virtually by email, phone or digital platform so please get in touch to tell me how you are getting on in your divisions and work.

Take a break

- Now, we are quickly moving towards the summer recess and I wanted to take this opportunity to thank you all for your tremendous work and to wish you all a very happy and relaxing break. What a year it has been – and we are only half-way through! Please do take some time over the recess to recover and recuperate from the past few months. Be with your families and friends and take time out for yourselves.
- I must however say an enormous ‘thank you’ to the Democratic Services Officers and Facilities Team for arranging today’s meeting – I know it has not been easy for you but you have all certainly made it easy for us and we are all extremely grateful. Thank you.

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SURREY COUNTY COUNCIL**TUESDAY 13 JULY 2021****QUESTIONS TO BE ASKED UNDER THE PROVISIONS
OF STANDING ORDER 10.1****MATT FURNISS, CABINET MEMBER FOR TRANSPORT AND
INFRASTRUCTURE****1. JONATHAN HULLEY (FOXHILLS, THORPE & VIRGINIA WATER) TO ASK:**

I warmly welcome the decision of the Surrey County Council Cabinet to adopt an HGV Weight Restriction Policy in the form of "Surrey HGV Watch".

Would the Cabinet member for Transport and Infrastructure update the Council on steps taken to communicate this policy to residents and HGV operators, and also what steps he intends to take to equip residents to help identify lorries on roads that they are not legally permitted to drive on?

RESPONSE:

The HGV watch policy should help to improve the compliance of weight restrictions by HGV drivers and it will also help Surrey Police focus their limited enforcement resources for this problem where they are most likely to be effective.

Following Cabinet approval for the scheme in March we have been making arrangements to get the scheme up and running. A co-ordinator post is being created in Highways to run the scheme and we anticipate recruitment could be completed around September.

The co-ordinator will be able to liaise with volunteer groups to induct and train them as well as providing equipment to undertake HGV monitoring. This is likely to consist of high visibility jackets/vests and a digital camera capable of downloading images to a database. Web pages will also be set up explaining the scheme and how to get involved. The co-ordinator will arrange for letters to be sent to vehicles identified in contravention of a weight restrictions and also potential enforcement options.

We intend to initially test the scheme at a couple of locations before rolling out more widely with increasing publicity later this year.

MARISA HEATH, CABINET MEMBER FOR ENVIRONMENT

2. JEREMY WEBSTER (CATERHAM HILL) TO ASK:

Caterham Hill has a small recycling Centre on Chaldon Road. This centre is in close proximity to:

1. A Day Care Centre for older people.
2. Doctor's Surgery.
3. Primary School- Hillcroft.
4. Retirement Flats.
5. Key bus routes in and out of Caterham Hill.

During the pandemic there have been restrictions on traffic flows into the recycling centre. In addition, pedestrian access was banned.

I have been approached by residents, upset that they cannot enter the site as pedestrians to dispose of their waste - I have observed the upset this causes and also been turned away in the past myself. Residents have turned up with one-off items (e.g. old TVs) or with bags and wheelbarrows of waste. Residents point out that it is not particularly environmentally friendly to require them to use their cars to enter the Centre and that were pedestrian access to be allowed it would do something to reduce the number of cars queuing outside the Centre.

There have been issues with the location of this Centre for many years. More recently, at times when it is necessary to temporarily close the Centre during working hours for waste compaction and removal, the traffic build up in Chaldon Road is immediate and you have "idling" vehicles stretching back several hundred yards, causing access issues to the premises listed above and down into Caterham High Street itself. At one point recently, the Police became involved.

This matter has been brought to the attention of officers and I know some solutions are being considered.

Can we have an update please as I am aware similar situations exist elsewhere?

Even when pandemic restrictions are relaxed, there should still be active encouragement for pedestrians to use this facility.

RESPONSE:

Pedestrian access to the Caterham community recycling centre was suspended at the outset of the Coronavirus pandemic to facilitate a safe operation and ensure adequate social distancing. Arrangements have now been put in place to allow

pedestrian-only access from 4pm until 5pm on Monday, Tuesday, Wednesday and Friday. The arrangements have been put in place for a period of 3 months to allow the investigation of a dedicated pedestrian access to the site which should allow safe access to pedestrians at all times the site is open.

TIM OLIVER, LEADER OF THE COUNCIL

3. EBER KINGTON (EWELL COURT, AURIOL & CUDDINGTON) TO ASK:

In 2017/2018 Surrey County Council employed nine Officers with a salary evaluated within a pay range that included £100k p.a. and above. By March 2021 that had increased to twenty-nine. Additional appointments have been made, or planned, since March.

Will the Leader publish:

- I. the number of current employees with a salary evaluated within a pay range that includes £100k p.a. and above, and
- II. the number of future planned appointments of such Officers, along with their titles so that the final number of such posts planned to be employed by SCC is clear to Members of the Council and members of the public.

RESPONSE:

As the Member has been told on many previous occasions, information on senior salaries is published on the external website. This is due to be updated imminently.

The County Council employed 26 officers at 1 April 2021 with a salary evaluated in a pay range that includes £100k, a reduction in 3 since this information was previously provided at the beginning of the year.

The PS18 role being considered at PPDC on 19 July is for the permanent appointment to the Executive Director Customers and Communities, as part of the CLT restructure process.

Our focus is on attracting the people that can help us deliver the best possible services to the 1.2 million residents of Surrey. We need to offer competitive salaries if we are to attract applications from both the public and private sector in a very competitive market. The extent to which the county council has improved its financial position, is delivering a hugely effective transformation programme across many areas of the council which is being recognised nationally and by the agencies that are responsible for overseeing our service delivery, is a reflection of our investment in our top roles.

MATT FURNISS, CABINET MEMBER FOR TRANSPORT AND INFRASTRUCTURE

4. NICK DARBY (THE DITTONS) TO ASK:

In relation to the proposed Highways restructuring, can you assure Members that any changes will:

1. retain staff with local knowledge in roles which allow them to use that knowledge fully;
2. enable Members to obtain information/action easily and more quickly;
3. ensure greater engagement with Members; and
4. provide better value for money.

RESPONSE:

An update was sent to all Members on 25 June explaining the rational and reasoning for the Creating ETI (Environment, Transport & Infrastructure) programme. The review of Highways & Transport falls within this programme. In answer to the specific points highlighted above:

- 1) Local knowledge varies across the county and across teams. The restructure will mean that officers will not be as rigorously geographically based. This does not mean that local knowledge will be lost as most officers will continue working in similar roles but within different operating structures.
- 2) The intention is to improve the information we provide to Members. The weekly Highways Bulletins will continue, and as of now all our works are available via the one.network website. We are developing an interactive dashboard – where you will easily be able to see what is happening in your Division. Enquires can be logged via our website, and the councillors@surreycc.gov.uk email continues. Using these dedicated channels ensures that any enquiry you submit will be recorded and replied to in a timely manner.
- 3) Like all services that form the County Council, the purpose is to provide a service to our residents. At the moment, a range of officers engage with members, and this will continue. However, the restructure includes a proposed Engagement & Commissioning Team which will be the main link for Committee business.
- 4) The County Council always seeks to ensure good value for money. However, there is no savings target associated with the proposed restructures. The changes are about enabling the teams to deliver against the Council's ambitions around improving the quality of service, increasing capacity for delivery and customer engagement.

MARK NUTI, CABINET MEMBER FOR COMMUNITIES

5. CATHERINE POWELL (FARNHAM NORTH) TO ASK:

1. Has the map of the most deprived Lower-layer Super Output Areas (LSOAs) been overlaid on the locations of Your Fund Surrey applications to ensure that those in most need are being prioritised?
2. Have Your Fund Surrey applications been received from the 10 most deprived LSOAs?

RESPONSE:

1. Your Fund Surrey (YFS) has been developed to bring community-led improvement projects to life at a scale to make a truly significant difference to communities. It will fundamentally support the aims of the Community Vision for 2030, in which Surrey is a county in which communities feel supported and people can support each other, where people feel able to contribute to their community and no one is left behind.

The allocation of funding is not predetermined by geography. Instead, the Fund is designed to provide investment in schemes that encourage community participation, reduce isolation, and develop the potential for social wellbeing and economic prosperity. In addition, the application process is designed with input of the community to be accessible to all with lower barriers of entry than comparable funds. As such it is anticipated that it will have a positive impact on a number of those who may rely on or gain support from within the local community and those within protected characteristics that maybe more likely to experience social and economic exclusion.

2. We monitor access of the fund proactively via Commonplace and have used insight into both the people and communities already engaged and the project ideas put forward to further tailor our communications. This will enable us to identify any areas that are currently underrepresented in terms of community projects proposed, geographical areas, and represented groups, and also identify ideas that do not meet current criteria so that we can support residents and groups by giving them further direction as required.

To date, no projects have been awarded funding. Regular evaluation is planned to consider the reach of the fund and flow through, from pinning an idea to receiving funding. As part of this evaluation, equity of access will be evaluated enabling the approach to be adjusted throughout the five-year course of the fund.

CLARE CURRAN, CABINET MEMBER FOR CHILDREN AND FAMILIES

6. FIONA WHITE (GUILDFORD WEST) TO ASK:

In 2019 the county council made the controversial decision to close 37 out of 58 children's centres as a £1m cost cutting measure.

- a) Please confirm the final amount of savings achieved by the closure of the children's centres.
- b) The county council's objective was to target services to those most in need. How has the council measured its performance in achieving that aim?
- c) What steps have the county council taken to assess the impact of the withdrawal of support through the children's centres on those families who do not meet the criteria for assistance under the new delivery model?

RESPONSE:

- a) £1m in 2019/20 and £2.4m in 2020/21. The overall efficiency for this programme was £3.4m spread over two financial years.
- b) The Children, Families and Lifelong Learning Directorate measures whether the retained centres, now referred to as Family Centres, have targeted families most in need through quarterly performance data produced by each Family Centre and through comprehensive monthly performance monitoring of children, entering or stepping out of early help and of statutory children's social care services.

Families needing targeted help are allocated to Family Centres via the Children's Single Point of Access (C-SPA) using the Effective Family Resilience guidance published by the Surrey Safeguarding Children Partnership. [Effective-family-resilience-SSCB-Final-March-2019-1.pdf \(surreyscp.org.uk\)](https://www.surreyscp.org.uk)

- c) The Children, Families and Lifelong Learning Directorate closely monitor the number of contacts and referrals made to the Children's Single Point of Access and the levels of need these identify for children and families in Surrey. Families not meeting the criteria for assistance are signposted to universal services and may refer to the Family Information Service. The Family Resilience Commissioning team is conducting a review of all Helping Families Early interventions with children and families.

MATT FURNISS, CABINET MEMBER FOR TRANSPORT AND INFRASTRUCTURE

7. LANCE SPENCER (GOLDSWORTH EAST AND HORSELL VILLAGE) TO ASK:

In the recent county election campaign dissatisfaction with the state of Surrey's road network was probably the number one issue on the doorstep. This chimes with the latest National Highways and Transport Public Satisfaction Survey (NHT) which ranked Surrey 20th out of 27 County Councils for overall satisfaction and the news that SCC paid out over £400,000 last year compensation for damage and injury claims due to potholes in 2019-20.

When will Surrey residents start to see recognisable improvements in the delivery of road repair and maintenance services, not just in terms of quantity but also in the quality of the work being carried out?

RESPONSE:

The budget for Highway Maintenance, which covers maintenance of roads and pavements, in the period of the current Medium-Term Financial Strategy (MTFS) is £200m over five years. The MTFS three years ago had a 5-year investment programme of £79m for highway maintenance so there has been significant additional investment in this area agreed over the past few years. This demonstrates that we have recognised the need for investment in this area and is enabling us to resurface over 150 miles of roads and pavements in the current financial year as well as repairing potholes as they occur. However due to the recognised historic underfunding of highway maintenance at a national level, it will take time for our increased investment to deliver recognisable improvements.

In terms of the quality of the work being carried out we are fortunate to be one of the few authorities in the Country to retain an in-house Highways Laboratory which enables us to audit and test the quality of the materials and workmanship of our schemes. Where quality issues are identified we work with our contractors to rectify them. In addition to the Highways Laboratory we also have a Compliance Team dedicated to the audit and compliance of our Safety Defect Service which covers the repair of potholes. The Compliance Team work with the contractor to ensure that the required levels of quality are achieved and both the Laboratory and Compliance Teams work with our contractors to identify new and innovative materials and ways of working, such as the "cold lay" pothole materials which are currently being trialled.

We are in the process of tendering for a new Highways Term Maintenance Contract. We have made it clear to those bidding for the contract that areas such as Innovation, Quality and Value for Money are some of the key areas that we need our

Contractor partner to excel in and we are confident that this new contract will help our Highways Teams to deliver further improvements in the coming years.

MARK NUTI, CABINET MEMBER FOR COMMUNITIES

8. ROBERT EVANS (STANWELL AND STANWELL MOOR) TO ASK:

Since 2011 the number of firefighters in Surrey (full time equivalent) has been cut every year from 641 in 2011 to 448 (or fewer) today.

When does the Council envisage restoring the number of firefighters to what it was and should be?

RESPONSE:

As explained in the previous responses to similar questions asked by Cllr Evans, the number of firefighters needed in Surrey is based now on how many fire appliances the service needs to meet the level of risk and to keep Surrey safe - this in turn determines how many crew are required.

Before implementation of the Making Surrey Safer Plan (MSSP) there was no methodology employed by the service to determine the resources required against the level of risk. The MSSP is based on five years' worth of historical data coupled with a thorough analysis of both national and local risks and professional judgment. The plan has also been scrutinised and assured by the National Fire Chiefs Council Advisory Group, reviewed by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Service, externally verified, and independently given full assurance by Brunel University London. The service is confident that they have designed the optimum plan for Surrey.

The Making Surrey Safer plan shows that the service needs as a minimum, 16 fire appliances at night and 20 in the day. The service is at full establishment to crew these. However, to build in additional resilience to allow for training and other activities, during the day the service aims to have a maximum of 25 fire appliances available and at night a maximum of 23.

MATT FURNISS, CABINET MEMBER FOR TRANSPORT AND INFRASTRUCTURE

9. CATHERINE BAART (EARLSWOOD AND REIGATE SOUTH) TO ASK:

Please can you provide a list of the ten most recent 20mph speed zones (not just 20mph roads) implemented across Surrey, including details of the location, the date the zone was originally proposed and the date the 20mph signage was in place.

RESPONSE:

Please see the table below showing the most recent 20mph speed limit schemes introduced in the county. The zones tend to have more than one road listed in the location. The speed limit operational date is usually made to coincide with the signs being put in place.

Speed limit schemes are often considered and instigated by local committees but implementation depends on their overall priorities and the outcomes of a feasibility study or speed limit assessment in accordance with our policy. Once the formal decision is made to progress and fund 20mph speed limit changes, implementation, including the Traffic Regulation Order (TRO) consultation, can take up to 12 months. The dates listed in the table are when each speed limit order came into effect so each proposal would have been proposed at least 12 months previously.

USRN, Road Name, Village, Town - 20mph speed limits	Length (km)
13700062, ASHLEY ROAD, , THAMES DITTON	0.255
13700092, BARRINGTON LODGE, , WEYBRIDGE	0.065
13700093, BASING CLOSE, , THAMES DITTON	0.078
13700094, BASING WAY, , THAMES DITTON	0.263
13700095, BASINGFIELD ROAD, , THAMES DITTON	0.257
13700097, BEALES LANE, , WEYBRIDGE	0.138
13700229, CAMM GARDENS, , THAMES DITTON	0.117
13700286, CHURCH LANE, , THAMES DITTON	0.071
13700403, DANESWOOD CLOSE, , WEYBRIDGE	0.274
13700404, DARNLEY PARK, , WEYBRIDGE	0.113
13700420, DEVONSHIRE ROAD, , WEYBRIDGE	0.176
13700429, DORCHESTER ROAD, , WEYBRIDGE	0.229
13700436, DOWNSIDE COMMON ROAD, DOWNSIDE, COBHAM	0.384
13700442, DRESDEN WAY, , WEYBRIDGE	0.088
13700475, ELMGROVE ROAD, , WEYBRIDGE	0.313
13700488, EMBERCOURT ROAD, , THAMES DITTON	0.180

13700554, FIR GRANGE AVENUE, , WEYBRIDGE	0.055
13700594, GASCOIGNE ROAD, , WEYBRIDGE	0.076
13700598, GIGGS HILL ROAD, , THAMES DITTON	0.272
13700605, GLENCOE ROAD, , WEYBRIDGE	0.184
13700639, GROVE PLACE, , WEYBRIDGE	0.104
13700699, HIGH STREET, , THAMES DITTON	0.447
13700725, HOLSTEIN AVENUE, , WEYBRIDGE	0.085
13700729, HOME FARM CLOSE, , THAMES DITTON	0.181
13700765, JASON CLOSE, , WEYBRIDGE	0.063
13700767, JESSAMY ROAD, , WEYBRIDGE	0.132
13700792, KINGS CLOSE, , THAMES DITTON	0.083
13700794, KINGS DRIVE, , THAMES DITTON	0.197
13700828, LEAVESDEN ROAD, , WEYBRIDGE	0.076
13700839, LINDEN CLOSE, , THAMES DITTON	0.123
13700971, MONTROSE WALK, , WEYBRIDGE	0.087
13700978, MOUNT PLEASANT, , WEYBRIDGE	0.158
13700992, NEW ROAD, , WEYBRIDGE	0.147
13701015, OAKDALE ROAD, , WEYBRIDGE	0.221
13701110, PINE GROVE, , WEYBRIDGE	0.571
13701123, PORTMORE PARK ROAD, , WEYBRIDGE	0.960
13701125, PORTMORE WAY, , WEYBRIDGE	0.118
13701127, PORTSMOUTH AVENUE, , THAMES DITTON	0.434
13701137, PRINCES ROAD, , WEYBRIDGE	0.741
13701150, QUEENS DRIVE, , THAMES DITTON	0.330
13701163, RADNOR ROAD, , WEYBRIDGE	0.191
13701185, RIVER AVENUE, , THAMES DITTON	0.179
13701212, ROUND OAK ROAD, , WEYBRIDGE	0.206
13701302, SPEER ROAD, , THAMES DITTON	0.135
13701316, ST ALBANS AVENUE, , WEYBRIDGE	0.205
13701330, ST LEONARDS ROAD, , THAMES DITTON	0.512
13701351, STATION ROAD, , THAMES DITTON	0.399
13701376, SUMMER ROAD, , THAMES DITTON	0.119
13701399, THAMES STREET, , WEYBRIDGE	0.774
13701413, THE CRESCENT, , WEYBRIDGE	0.113
13701459, THE WILLOWS, , WEYBRIDGE	0.158
13701526, WALTON LANE, , WALTON-ON-THAMES	0.160
13701527, WALTON LANE, , WEYBRIDGE	0.079
13701544, WATTS ROAD, , THAMES DITTON	0.309
13701571, WESTON GREEN ROAD, , THAMES DITTON	0.490
13701578, WEY ROAD, , WEYBRIDGE	0.771
13701596, WINDSOR WALK, , WEYBRIDGE	0.154
13701638, YORK ROAD, , WEYBRIDGE	0.301

13900669, VALE ROAD, , WORCESTER PARK	0.185
16000044, ANNANDALE ROAD, , GUILDFORD	0.133
16000056, ARTILLERY ROAD, , GUILDFORD	0.185
16000057, ARTILLERY TERRACE, , GUILDFORD	0.198
16000145, BERBERIS CLOSE, , GUILDFORD	0.104
16000294, CEDAR WAY, , GUILDFORD	0.802
16000306, CHANTRY LANE, , SHERE	0.377
16000343, CHURCH HILL, , SHERE	0.113
16000351, CHURCH ROAD, , GUILDFORD	0.190
16000435, CYPRESS ROAD, , GUILDFORD	0.629
16000443, DAPDUNE ROAD, , GUILDFORD	0.217
16000495, DRUMMOND ROAD, , GUILDFORD	0.014
16000620, FIR TREE ROAD, , GUILDFORD	0.504
16000682, GARDNER ROAD, , GUILDFORD	0.166
16000685, GEORGE ROAD, , GUILDFORD	0.189
16000702, GOMSHALL LANE, , SHERE	0.274
16000905, HORNBEAM ROAD, , GUILDFORD	0.358
16000998, LABURNUM CLOSE, , GUILDFORD	0.226
16001103, LOWER STREET, , SHERE	0.215
16001144, MARESCHAL ROAD, , GUILDFORD	0.132
16001150, MARKENFIELD ROAD, , GUILDFORD	0.341
16001178, MEDLAR CLOSE, , GUILDFORD	0.091
16001193, MIDDLE STREET, , SHERE	0.154
16001226, MOUNTSIDE, , GUILDFORD	0.390
16001237, NETHER MOUNT, , GUILDFORD	0.139
16001238, NETTLES TERRACE, , GUILDFORD	0.061
16001388, PARK ROAD, , GUILDFORD	0.173
16001520, RECTORY LANE, , SHERE	0.209
16001616, SANDY LANE, , SHERE	0.013
16001623, SCHOOL LANE, , NORMANDY	0.393
16001624, SCHOOL LANE, , PIRBRIGHT	0.321
16001666, SHERE LANE, , SHERE	0.202
16001699, THE SPINNING WALK, , SHERE	0.203
16001752, STOKE FIELDS, , GUILDFORD	0.294
16001753, STOKE GROVE, , GUILDFORD	0.069
16001811, TESTARD ROAD, , GUILDFORD	0.111
16001861, THE SQUARE, , SHERE	0.117
16001939, UPPER STREET, , SHERE	0.561
16002027, WHERWELL ROAD, , GUILDFORD	0.062
16002075, WODELAND AVENUE, , GUILDFORD	0.847
16002223, CHURCH LANE, , SHERE	0.074
25900003, ABINGER LANE, ABINGER, DORKING	1.285

25900229, CHURCH ROAD, , LEATHERHEAD	0.166
25900250, CLEEVE ROAD, , LEATHERHEAD	0.470
25900331, DENE ROAD, , ASHTEAD	0.262
25900392, EVELYN COTTAGES, ABINGER, DORKING	0.165
25900446, GAVESTON ROAD, , LEATHERHEAD	0.239
25900561, HIGHLANDS ROAD, , LEATHERHEAD	0.558
25900707, LONG SHAW, , LEATHERHEAD	0.122
25900976, RANDALLS CRESCENT, , LEATHERHEAD	0.224
25900977, RANDALLS PARK AVENUE, , LEATHERHEAD	0.252
25901123, ST NICHOLAS HILL, , LEATHERHEAD	0.074
25901159, SUTTON LANE, ABINGER, DORKING	0.237
31200028, ALTHORNE ROAD, , REDHILL	0.287
31200076, BANCROFT ROAD, , REIGATE	0.296
31200116, BELL STREET, , REIGATE	0.436
31200146, BOLTERS LANE, , BANSTEAD	0.116
31200162, BRAMBLETYE PARK ROAD, , REDHILL	0.943
31200205, BUCKLAND ROAD, , LOWER KINGSWOOD	0.244
31200265, CHART LANE, , REIGATE	0.395
31200295, CHIPSTEAD CLOSE, , REDHILL	0.091
31200315, CHURCH STREET, , REIGATE	0.211
31200355, COMMON ROAD, , REDHILL	0.411
31200385, COURT ROAD, , BANSTEAD	0.134
31200470, EARLSBROOK ROAD, , REDHILL	0.527
31200471, EARLSWOOD ROAD, , REDHILL	0.618
31200491, EMLYN ROAD, , REDHILL	0.340
31200569, GARRATTS LANE, , BANSTEAD	0.129
31200606, GREENFIELDS CLOSE, , HORLEY	0.110
31200607, GREENFIELDS ROAD, , HORLEY	0.250
31200699, HIGH STREET, , REIGATE	0.311
31200729, HOLLY LANE, , BANSTEAD	0.176
31200744, HOOLEY LANE, , REDHILL	0.260
31200767, IFOLD ROAD, , REDHILL	0.216
31200810, KNIGHTON ROAD, , REDHILL	0.343
31200826, LANGSHOTT, , HORLEY	1.219
31200937, MEATH GREEN LANE, , HORLEY	0.293
31201105, PHILANTHROPIC ROAD, , REDHILL	0.082
31201165, REDSTONE ROAD, , REDHILL	0.175
31201201, ROOKERY WAY, , LOWER KINGSWOOD	0.049
31201330, ST JOHNS ROAD, , REDHILL	0.747
31201331, ST JOHNS TERRACE ROAD, , REDHILL	0.145
31201350, STATION APPROACH EAST, , REDHILL	0.053
31201352, STATION APPROACH WEST, , REDHILL	0.043

31201483, TRENTHAM ROAD, , REDHILL	0.161
31201514, VICTORIA ROAD, , REDHILL	0.236
31201623, WOODLANDS AVENUE, , REDHILL	0.234
31201624, WOODLANDS ROAD, , REDHILL	0.542
31202413, BROOKFIELD DRIVE, , HORLEY	0.344
31202583, ACCESS FROM BELL STREET TO SUPERSTORE, , REIGATE	0.067
32900457, GUILDFORD STREET, , CHERTSEY	0.231
32900506, HIGH STREET, , EGHAM	0.314
32900985, STATION ROAD NORTH, , EGHAM	0.128
32901159, WETTON PLACE, , EGHAM	0.074
32901224, BOSHERS GARDENS, , EGHAM	0.010
37200013, ALLEN CLOSE, , SUNBURY ON THAMES	0.042
37200014, ALLEN ROAD, , SUNBURY ON THAMES	0.196
37200026, ANVIL ROAD, , SUNBURY ON THAMES	0.271
37200185, CHERTSEY ROAD, , ASHFORD	0.203
37200187, CHERTSEY ROAD, , SUNBURY ON THAMES	0.321
37200206, CHURCH STREET, , STAINES-UPON-THAMES	0.570
37200207, CHURCH STREET, , SUNBURY ON THAMES	0.184
37200211, CLAREMONT AVENUE, , SUNBURY ON THAMES	0.257
37200344, FALCON WAY, , SUNBURY ON THAMES	0.137
37200349, FARRIER CLOSE, , SUNBURY ON THAMES	0.055
37200373, FORGE LANE, , SUNBURY ON THAMES	0.167
37200377, FRENCH STREET, , SUNBURY ON THAMES	0.733
37200420, GREEN STREET, , SUNBURY ON THAMES	0.276
37200503, ISLAND CLOSE, , STAINES-UPON-THAMES	0.139
37200504, IVY CLOSE, , SUNBURY ON THAMES	0.082
37200556, LAYTONS LANE, , SUNBURY ON THAMES	0.250
37200586, LOWER HAMPTON ROAD, , SUNBURY ON THAMES	0.027
37200600, MANOR LANE, , SUNBURY ON THAMES	0.396
37200717, PEREGRINE ROAD, , SUNBURY ON THAMES	0.648
37200772, ROOKSMEAD ROAD, , SUNBURY ON THAMES	0.284
37200883, STILE PATH, , SUNBURY ON THAMES	0.117
37200884, STRATTON ROAD, , SUNBURY ON THAMES	0.353
37200894, SUNMEAD ROAD, , SUNBURY ON THAMES	0.329
37200895, SUNNA GARDENS, , SUNBURY ON THAMES	0.388
37200914, THAMES STREET, , SUNBURY ON THAMES	0.940
37200918, THE AVENUE, , SUNBURY ON THAMES	0.023
37200937, THE PENNARDS, , SUNBURY ON THAMES	0.077
37200973, VICARAGE ROAD, , STAINES-UPON-THAMES	0.121
37200987, WALTON LANE, , SHEPPERTON	0.580

37201138, ACCESS ROAD TO REAR OF 127 TO 139A GREEN STREET FROM SUNMEAD ROAD, , SUNBURY ON THAMES	0.047
38800625, HIGH STREET, , BAGSHOT	0.328
38800923, PARK STREET, , BAGSHOT	0.098
38801112, ST CATHERINES ROAD, FRIMLEY, CAMBERLEY	0.378
38801195, THE SQUARE, , BAGSHOT	0.119
38801784, MINDENHURST ROAD, DEEPCUT, CAMBERLEY	0.027
39500520, HIGH STREET, , LIMPSFIELD	0.484
39500807, PAYNESFIELD ROAD, , TATSFIELD	0.118
39500828, PLOUGH ROAD, , SMALLFIELD	0.039
39500863, REDEHALL ROAD, , SMALLFIELD	0.216
39500926, SHIP HILL, , TATSFIELD	0.306
39500979, ST PIERS LANE, , LINGFIELD	0.654
39501172, WESTMORE GREEN, , TATSFIELD	0.114
39501173, WESTMORE ROAD, , TATSFIELD	0.014
39501178, WHEELERS LANE, , SMALLFIELD	0.181
42600185, BOUNDSTONE ROAD, ROWLEDGE, FARNHAM	0.156
42600262, BURNT HILL ROAD, LOWER BOURNE, FARNHAM	0.063
42600299, CHAPEL ROAD, ROWLEDGE, FARNHAM	0.423
42600314, CHERRY TREE ROAD, ROWLEDGE, FARNHAM	0.269
42600493, DYE HOUSE ROAD, THURSLEY, GODALMING	0.141
42600613, FRENHAM ROAD, LOWER BOURNE, FARNHAM	0.166
42600618, FULLERS ROAD, ROWLEDGE, FARNHAM	0.092
42600816, HIGH STREET, ROWLEDGE, FARNHAM	0.388
42600973, LICKFOLDS ROAD, ROWLEDGE, FARNHAM	0.596
42601015, LODGE HILL ROAD, LOWER BOURNE, FARNHAM	0.055
42601072, MANLEY BRIDGE ROAD, ROWLEDGE, FARNHAM	0.074
42601073, MANLEY BRIDGE ROAD, WRECCLESHAM, FARNHAM	0.091
42601247, OLD FRENHAM ROAD, LOWER BOURNE, FARNHAM	0.022
42601393, RAKE LANE, MILFORD, GODALMING	0.886
42601399, RECREATION ROAD, ROWLEDGE, FARNHAM	0.225
42601497, SCHOOL LANE, LOWER BOURNE, FARNHAM	0.015
42601693, THE AVENUE, ROWLEDGE, FARNHAM	0.097
42601735, THE LANE, THURSLEY, GODALMING	0.182
42601740, THE LONG ROAD, ROWLEDGE, FARNHAM	0.518
42601767, THE STREET, THURSLEY, GODALMING	0.206
42601963, WEYDON LANE, , FARNHAM	0.653
42605422, CROSSWAYS ROAD, GRAYSHOTT, HINDHEAD	0.016
44600238, CHAPEL STREET, , WOKING	0.132
44600246, CHERTSEY ROAD, , WOKING	0.331
44600255, CHOBHAM ROAD, , WOKING	0.139
44600257, CHRISTCHURCH WAY, , WOKING	0.095

44600260, CHURCH HILL, HORSELL, WOKING	0.116
44600267, CHURCH STREET EAST, , WOKING	0.302
44600300, COMMERCIAL WAY, , WOKING	0.082
44600371, DUKE STREET, , WOKING	0.131
44600582, HIGH STREET, HORSELL, WOKING	0.360
44600731, LOCKE WAY, , WOKING	0.113
44600748, Lych Way, HORSELL, WOKING	0.260
44600778, MAYBURY ROAD, , WOKING	0.071
44600788, MEADWAY DRIVE, HORSELL, WOKING	0.119
44600897, PARES CLOSE, HORSELL, WOKING	0.124
44601083, SOUTH CLOSE, HORSELL, WOKING	0.115
44601150, THE BROADWAY, , WOKING	0.230
44601263, WEST STREET, , WOKING	0.044
44601300, WILSON WAY, HORSELL, WOKING	0.186
44601363, CHURCH PATH, , WOKING	0.087
44602129, HIGH STREET, , WOKING	0.273

CLARE CURRAN, CABINET MEMBER FOR CHILDREN AND FAMILIES

10. JOHN ROBINI (HASLEMERE) TO ASK:

In 2020 SCC made the decision to stop providing universal youth services directly and instead to enable the community, voluntary and faith sector (CVFS) to use the youth centres to deliver these services to young people at little or no cost.

- a) One of the reasons for the change in approach was that the youth centres were under-used. Please confirm the number of hours of universal youth work now being delivered under the new arrangements in comparison with the previous in-house service.
- b) In September 2020 the county council stated that 60 organisations had expressed an interest and subsequently that 8 groups had taken over the services across 22 centres. Please confirm the number of organisations the county council is still in discussions with and how many centres these arrangements would cover?
- c) With the Lakers Youth Centre in Woking unlikely to attract expressions of interest given its current physical state, please advise which other areas are not currently served by these new arrangements and which youth centres risk remaining without a service in the longer term and why? What steps is the county council taking to plug any gaps in the services being provided?
- d) In Haslemere the local youth club is being charged exorbitant fees by trustees to use a building that the county council handed back to Waverley BC under a previous administration. This situation is not sustainable and will mean that

in the future only fee-paying groups of private clubs will be able to afford to use the site. What help can the county council offer in this and in other areas where there are similar inequalities in youth service provision?

RESPONSE:

- a) The Service Level Agreement (SLA) in place for each of the organisations delivering in the youth centres stipulates a minimum number of sessions of open access youth work delivery per week. Typically, the requirement is two per week, but in one youth centre the SLA requires one session due to the volume of existing usage of that building by other community groups which limits the time available for youth work delivery. The organisations started delivery between April and June 2021 and the Children, Families and Lifelong Learning Directorate is about to undertake the first quarterly performance monitoring activity. The performance reporting process requires organisations to report on the number of sessions delivered, number of young people who have attended and the outcomes they have achieved.

I am not able to provide a comparison with the volume of delivery previously as this baseline data is not available, however, the impact of the new arrangements will be visible by 2022.

An initial review of the data and feedback shared by providers to date shows that good progress is being made by providers. In most locations, the providers have had to start from scratch as there has not been open access delivery from the youth centres for a long period of time, certainly during the pandemic. Two providers are already delivering two sessions of open access provision per week, two providers are delivering far in excess of this minimum, and the final provider has opened one session at each of the nine centres they have taken on which will be increasing to two sessions in the coming months.

It is important to note that in addition to the universal youth work sessions, the organisations are extending the usage of the buildings for young people through a breadth of provision including targeted youth work, the Duke of Edinburgh Award, therapeutic provision, music, and sports.

- b) The Safeguarding and Family Resilience Service are working with 10 organisations. 5 have already taken on the running of youth centres and delivery of provision and two more are about to complete the legal process to do so in the next two weeks. Two other organisations will be delivering open

access youth work in youth centres that are being retained by Surrey County Council.

The Service are also working alongside another organisation to consider the development of a new space for youth work delivery. This is outside of the scope of the public consultation.

- c) Fourteen youth centres are already being operated by community, voluntary and faith sector (CVFS) organisations with three more centres due to start operating in the next few weeks. These youth centres are Claygate, Molesey, Walton, The Edge, Ash, Ashtead, The Bridge, Banstead, Horley, Phoenix, Egham, Ashford, Leacroft, Stanwell, Sunbury, and Sheerwater.

They are located across Elmbridge, Epsom & Ewell, Guildford; Mole Valley, Reigate and Banstead; Runnymede; Spelthorne; and Woking Districts and Boroughs.

2 more centres will be leased to CVFS organisations in autumn 2021 once renovation work at those sites is completed.

There are nine youth centres which will be remaining with Surrey County Council which are in Epsom & Ewell; Mole Valley; Reigate and Banstead; Runnymede; Spelthorne; Surrey Heath; and Woking Districts and Boroughs. They are remaining with the local authority for reasons including:

- suitability for the delivery of universal youth work
- the volume of other existing SCC provision on the site which limits income generation opportunities for CVFS organisations
- a lack of expressions of interest
- complexities relating to leasehold arrangements where buildings are not owned by the Council
- sites which have shared usage with Family Centres (Addlestone and The Old Dean) and Frimley Green youth centre hosts Life (a post-16 education programme)

The Service is continuing to explore alternative models, including working with community-based groups who are interested in delivering open access youth work without taking responsibility for the buildings. In these circumstances, the Council will continue to manage the sites.

- d) Although Surrey County Council does not have a statutory responsibility, Officers in Land and Property Services are happy to liaise with Waverley Borough Council on this matter.

From autumn 2021, the Council will be undertaking a review of the SCC youth estate in order to devise a long-term strategy to ensure property is fit for

purpose and in the right places for young people. Officers will be engaging with stakeholders as part of this process and welcome the knowledge and insight Elected Members have of their local communities.

CLARE CURRAN, CABINET MEMBER FOR CHILDREN AND FAMILIES

11. JONATHAN ESSEX (REDHILL EAST) TO ASK:

The recent Surrey County Council's consultation on Universal Youth Work across Surrey ([Universal Youth Work Proposal - Surrey County Council - Citizen Space \(surreysays.co.uk\)](https://www.surreysays.co.uk)) confirmed that Surrey County Council will enable the community, voluntary and faith sector (CVFS) to use the youth centres for the benefit of young people at little or no cost. However, in Reigate and Banstead it is not clear how that offer has been applied to the use of the Annexe behind the family centre on Station Road, Redhill which was the location where Surrey County Council has previously provided open-access youth provision in Redhill. In light of this, and considering the recommendations following the consultation, please can you provide:

- i) A breakdown as to which youth centres have been enabled for CVFS use at little or no cost, and which have not, and in such cases why not.
- ii) Confirm how Surrey County Council ensures that there remains complete coverage of open access universal youth work across Surrey now that it is not providing the service directly.
- iii) How Surrey County Council is using/intending to use learning from Covid-19 to inform the service design of its universal youth work offer.

RESPONSE:

- i) The following youth centres have been transferred to the community, voluntary and faith sector (CVFS) on a Lease/ Tenancy at Will, or are due to be transferred: Claygate; Molesey; Walton; The Edge; Ash; Ashtead; The Bridge; Banstead; Horley; Phoenix; Egham; Ashford; Leacroft; Stanwell; Sunbury; Harrys; The Street; Sheerwater

The following youth centres are remaining with SCC: Focus; Discovery; Merstham; Malthouse; Addlestone; Shepperton; Old Dean; Frimley Green; Redhill Annexe; WYAC.

These centres are remaining with the local authority for reasons including:

- suitability for the delivery of universal youth work
- the volume of other existing SCC provision on the site which limits income generation opportunities for CVFS organisations

- a lack of expressions of interest
- complexities relating to leasehold arrangements where buildings are not owned by the Council
- sites which have shared usage with Family Centres (Addlestone and The Old Dean) and Frimley Green youth centre hosts Life (a post-16 education programme)

The Redhill Annexe has been retained by SCC due the existing provision delivery there for priority groups of young people including CYP Haven delivered in partnership with SABP, targeted youth work delivery by the Youth Offending and Targeted Youth Support Service. A2E also deliver their day-time education programmes for vulnerable young people from this site.

However, CVFS organisations that deliver provision for young people can use these youth centres at little or no cost unless they are in receipt of funding that includes premises costs.

- ii) Open access and universal youth work is delivered by a range of organisations across Surrey, including, but not exclusively, those CVFS organisations that are now operating from SCC youth centres.

The universal youth work being delivered through the Service Level Agreement is being monitored on a quarterly basis. The first meetings are taking place in July 2021.

From autumn 2021, officers will be undertaking a review of the SCC youth estate in order to devise a long-term strategy to ensure property is fit for purpose and in the right places for young people. Officers will be engaging with stakeholders as part of this process and welcome the knowledge and insight Elected Members have of their local communities.

- iii) Following the decision made in August 2020, Surrey County Council will be an enabler and facilitator of open access universal youth work rather than providing the service directly. The re-design phase of the youth work offer has been completed and is now in the mobilisation phase.

Learning from the Covid-19 pandemic will be used to inform the mobilisation phase and future developments of any new alternative delivery models at sites still being directly managed by the Council. There is also an opportunity to include the learning from the Covid-19 pandemic in the forthcoming review of the youth estate.

MARISA HEATH, CABINET MEMBER FOR ENVIRONMENT

12. TREFOR HOGG (CAMBERLEY EAST) TO ASK:

I note Surrey County Council's important declaration of a climate emergency and recent publication of the Greener Futures Climate Change Strategy. I am also encouraged by this Conservative Council's ambitious goal of achieving net zero for the county by 2050, to ensure residents live in cleaner and greener areas, and in turn improve the lives of many residents.

Could the Cabinet Member for Environment confirm what work is currently being done to ensure communities and partners also play a crucial role in helping us to deliver our Greener Futures ambition?

RESPONSE:

Councillor Hogg is right to point out the crucial role that communities and partners play in helping us to achieve our climate change targets, it will ultimately come down to the decisions that we all make with regards to the ways we travel, heat our homes and consume more generally which will have the biggest carbon reduction impacts. The Council is committed to empowering our communities and partners to inform and influence our Climate Change Delivery Plan (2021-2025) as we continue to develop it over the summer but also to ensure that this engagement and participation doesn't end there and that we truly enable residents and other stakeholder to own and lead on carbon reduction activity within their communities.

Over the coming months we are planning a number of engagement activities, including the following;

- A public sector decarbonisation workshop with climate change leads in the Boroughs and Districts
- A workshop for local climate/low carbon groups
- Presentations at relevant networks and forums
- Attendance at local community events
- Launching the Community Energy Pathways Programme (to encourage community owned energy projects)

In addition to these activities we will be providing information to residents and community groups through our Greener Futures Engagement [Site](#) and our Greener Futures [newsletter](#).

CLARE CURRAN, CABINET MEMBER FOR CHILDREN AND FAMILIES

13. BUDDHI WEERASINGHE (LOWER SUNBURY AND HALLIFORD) TO ASK:

I am delighted with the latest Ofsted focussed visit report showing 'significant improvement' in Children's services and that "senior leaders have responded swiftly to the challenges of COVID-19". The encouraging progress that Surrey children's services have continued to make during the pandemic is testament to the hard work of this Council.

Could the Cabinet Member for Children and Families, therefore provide an update on this administration's plans to capitalise on this progress, so that no-one is left behind?

RESPONSE:

I too am encouraged by the outcome and feedback from Ofsted's recent focussed visit to Surrey Children's Services. It is clear that the hard work and commitment of the children's workforce, leaders and partners is now being realised.

The Children, Families and Lifelong Learning Directorate is committed to helping children and families in need early, so that no-one is left behind and children are safe, focussing on 3 overarching priorities during 2021-22:

- Safeguarding and Children's Social Care
- Services for Children with Additional Needs
- Children's Emotional Wellbeing and Mental Health

The Getting to Good plan, which underpinned and drove the significant improvements Ofsted identified in children's social care, continues to guide and focus the improvement programme across the Directorate and wider children's partnership network. Feedback from the recent Ofsted focussed visit has been incorporated into this plan.

In June 2020 the Helping Families Early Strategy was launched and the Surrey children's partnership continue to develop and strengthen the early help offer for Surrey children and families so that they get the help they need as soon as difficulties emerge.

To support children with additional needs, in the past year, Cabinet agreed £79million of capital investment in 1,600 new specialist places so that Surrey children with special education needs and disabilities (SEND) could be educated closer to home, 290 of these places will come on line for the 2021/22 academic year. The new places that have been created mean that children with SEND will benefit from places closer to home this September as they transition to new school placements, enabling them to group up within their communities and with friends.

School leaders, supported by the Council, are driving forward a new approach to inclusion in mainstream schools for children with additional needs. There is a clear vision and purpose to this work that recognises that 'Inclusion is at the heart of a school's work'. We are also working in collaboration with health partners to improve

support to children with emotional wellbeing and mental health needs. Additional resources provided through the new I-Thrive model will mean children and young people are able to access support more easily and that they will be able to do so in their local community.

MATT FURNISS, CABINET MEMBER FOR TRANSPORT AND INFRASTRUCTURE

14. JORDAN BEECH (HORLEY EAST) TO ASK:

Surrey County Council's 2030 Community Vision and impressive Organisational Strategy set out the positive vision of achieving "A future-ready transport system that allows Surrey to lead the UK in achieving a low carbon, economically prosperous, healthy and inclusive county".

Could the Cabinet Member for Transport and Infrastructure explain how Surrey's Transport Plan will engage and get the buy-in from residents, so that communities are brought along on our vital journey of tackling climate change?

RESPONSE:

The statutory public consultation of our new draft Surrey Transport Plan was launched on 5 July. It seeks views on our plans and ideas to reduce the 46% of carbon emissions currently generated by transport.

Cabinet has also approved our Greener Future Climate Change Delivery Plan Approach, of which the Surrey Transport Plan is a core component. Recognised within this approach is that, whilst the Council and our partners clearly have a major role to play in supporting the delivery of the county's net zero target, it will be the choices that each and every individual living and working in the county are able and willing to make that will ultimately determine whether the county is able to meet our emissions reduction targets.

This Council is committed to continuing to build upon the power of communities to take a leading role in shaping and delivering the way we decarbonise the county, including transport. Over the summer, Members and Officers will work together to drive engagement activity on the emerging Greener Futures Climate Change Delivery Plan, including the Surrey Transport Plan, making connections with communities. This will be achieved through a range of approaches, including focus groups, citizens assemblies, digital engagement platforms and informal dialogue. This will enable the Delivery Plan to encompass local opportunities and priorities.

TIM OLIVER, LEADER OF THE COUNCIL

15. REBECCA JENNINGS-EVANS (LIGHTWATER, WEST END AND BISLEY) TO ASK:

Surrey County Council has recognised the increased strain Covid-19 has placed on both the physical and mental wellbeing of residents. Therefore, it is encouraging that SCC has rightly declared its commitment to tackling health inequality and ensuring residents receive the support they need.

Could the Leader set out what steps Surrey County Council is taking to improve mental health services and outcomes across Surrey, particularly for young people in this difficult time?

RESPONSE:

I would like to thank the Councillor for Lightwater, West End and Bisley for the important points made in this question about the steps taken by Surrey County Council to improve mental health outcomes for residents, particularly young people at this difficult time.

Review and Refresh of the Mental Health System

More Surrey residents, of all ages, are experiencing more pronounced mental health problems as a result of being affected by Covid-19, national or tiered lockdowns, social distancing and the general disruption to the patterns and rhythm of normal life.

In November 2020 a Summit on Mental Health was held to facilitate a joint understanding across Surrey of the current situation with regard to the mental health of residents, the experiences of users and challenges facing services and build a consensus around and set in motion activity to improve mental health services, user experiences and outcomes. The Summit highlighted key issues and poor service user experiences, as well as best practice and alternative models from elsewhere. It also confirmed a renewed commitment and energy to work together as system partners to design and invest in transformative solutions that will improve emotional wellbeing and mental health outcomes for the residents of Surrey.

Arising from the Summit, in December 2020, the Surrey Heartlands Integrated Care System (ICS) Board established an independently chaired Mental Health Partnership Board, comprising representatives of service users, the voluntary sector, District and Borough Councils, health bodies, business and County Council.

In January 2021 the inaugural Mental Health Partnership Board met with the purpose 'To bring together a range of partner organisations to oversee, govern and drive whole system transformation. This, with the overall aim of improvement in services and subsequent mental health outcomes, and experiences for children and adults

living with mental ill-health in Surrey.’ The Partnership Board identified their ‘key lines of enquiry’ and commissioned a Peer Led Review. This was to enable effective engagement and understanding from all partner agencies, carers, those with lived experience and residents with no experience of mental health problems.

The peer team’s approach involved focus groups and written feedback from service users, carers and Surrey residents, focus groups from all of Surrey’s agencies and organisations, interviews & workshops with 19 senior leaders from the MHPB, data and insight gathering exercises, a relational value audit, a study of the Care Quality Commission outstanding examples, a review of best practice and existing evidence across Surrey and England and a cross-cutting ‘findings and recommendations’ workshop. Key recommendations of the review:

- A “prevention and early help first” approach across all organisations
- Analysis to be commissioned from specialist health economists into levels of funding for mental health in Surrey. The county receives the lowest allocation of funding for mental health nationally and the analysis will look at how we might secure more funding and/or change the way resources are distributed around the system
- Closer working between services at local community level, such as GPs and housing
- A “no bouncing” approach to avoid people being passed around the system – organisations wouldn’t be able to close cases simply by referring people to another service
- More use of digital technology, such as online consultations and wellbeing apps
- More work to understand needs of specific groups – starting with people who have multiple conditions, those from the BAME (black, Asian and minority ethnic) community, those with eating disorders and those aged 16 to 25

Having regard to the peer-led review’s findings and recommendations the Board prepared a report setting out their conclusions and recommendations and endorsed an initial high-level Improvement Programme, drawn from the diagnostic review and built around the recommendations.

The MHPB also recommended that a follow-up peer review in one year’s time be undertaken, to assess the progress made against the Improvement Programme and suggest any further activity required to secure the vision for emotional wellbeing and mental health in Surrey.

Approach to improve Mental Health outcomes for Young People

Children and Young People’s Emotional Mental Health and Wellbeing Services responded during the pandemic despite significant pressures. National benchmarking data shows that CAMHS has experienced a 22% increase in demand above the same time last year. This increased demand is evident in Surrey.

Services and system face the challenge of meeting increased need whilst still managing the pandemic alongside mobilising the new Emotional Mental Health and Wellbeing contract which started on 1st April 2021. The new contract includes circa £6m of additional investment (equally split between the CCGs and the County Council) over 7 years, with an option to extend for a further 3 years and has a new focus on early intervention and prevention. The contract was awarded to an Alliance of Partners. In the past 4 months since the new Alliance began its work, the following has happened:-

Improved all organisations response to CYP Emotional Wellbeing and Mental Health.

We are doing this by carrying out system wide training on the implementation of the THRIVE Framework. The Thrive Framework will remove the 'tiers' and eligibility/levels of severity and focuses on goals of families and the types of support they would like rather than what an 'expert' tells them. This is being implemented across health, education, social care and third sector and will strengthen everyone's contribution to keeping CYP resilient and improve emotional, mental health and wellbeing. So far 4 workshops in April, a System leaders training has been launched and 1 mapping exercise x 50 attendances.

Focus on 'Waits.'

There is a Single Point of Access (SPA) for services. A plan and additional investment has been made in to the SPA. This investment will produce a plan for how the SPA can be improved. In the meantime new agency staff have been recruited to cope with the additional demand and a further investment of £500k into Third Sector to provide extra interventions for CYP has been confirmed and recruitment processes to bring in the staff to deliver have been implemented. A targeted approach to reducing the time CYP awaiting neuro- developmental assessments has been mobilised. The number of children waiting for neuro- developmental assessments had dramatically decreased. To date 1,152 children from the backlog of 1,512 are engaged with a provider. 414 of the 1,152 children have completed ASD assessments.

Increased access to services and Early Intervention:

The increased investment into Third Sector will enable CYP access to services within local communities such as counselling, mentoring or wellbeing projects. The Surrey Wellbeing Partnership is recruiting this new early intervention at the moment. The new model of support for schools which includes a team around the school approach and strengthening of Surrey Healthy Schools is being developed. In addition, Surrey has been awarded 10 new Mental Health Support Teams in Schools over the next 3 years. There are currently three existing schemes in Surrey.

A new crisis line has been launched in Surrey and is already being used by CYP and their families.

Further detail on the offer of support for Children and young people's mental health and wellbeing can be found on Healthy Surrey [Children and young people's mental health and wellbeing - Healthy Surrey](#)

SINEAD MOONEY, CABINET MEMBER FOR ADULTS

16. DAVID LEWIS (COBHAM) TO ASK:

Supported independent living schemes enable people to exercise more choice and control over their daily lives and become more involved in their local communities - all of which Surrey County Council is working hard to deliver.

Could the Cabinet Member for Adults outline what work this Council is doing to reduce the reliance on traditional residential care, and help people with learning disabilities or autism to live more independently?

RESPONSE:

We welcome Councillor Lewis' recognition that Supported Independent Living schemes enable people to exercise more choice and control over their daily lives and become more involved in their local communities. We are delivering an ambitious transformation programme that will increase the availability of Supported Independent Living for Surrey's working age residents with learning disabilities and/or autism. Supported Independent Living accommodation offers our residents their 'own front door' where residents are helped to self-care and promote independent living skills, with the right level of care and support from staff. The accommodation is domestic in nature and does not resemble institutional environments like residential homes. Our other programme focuses on Extra Care Housing which also offers residents their 'own front door' where residents are helped to self-care and promote independent living skills, with the right level of care and support from staff. The key difference between the two types of accommodation is that Extra Care Housing is primarily for older residents and the developments are larger with greater communal facilities for residents.

In November 2020 Surrey County Council's Cabinet endorsed our delivery approaches to increase the availability of Supported Independent Living and approved in-principle the use of four Surrey owned sites for new developments. These are the key areas of work that we are delivering to reduce our reliance on residential care:

1. **Redevelopment of Surrey County Council owned sites:** so far we have identified four sites and these have been allocated in principle for Supported Independent Living. We are currently in the process of preparing the business

cases for these developments that will be presented to Cabinet for approval to commence the planning and development process. Consideration is being given to an additional two sites for Supported Independent Living.

2. **Deregistration:** providers have confirmed their interest in exploring the viability of re-purposing current stock – registered care homes - to create instead Supported Independent Living accommodation. In most cases the buildings will need to be re-modelled to enable the different model of care required. So far, working in partnership with our providers, we have deregistered seven care homes and provided Supported Independent Living accommodation to 34 residents. Work continues with providers on our current cohort of deregistrations and we anticipate helping a further 28 individuals move into Supported Independent Living by the end of March 2022. The planned deregistrations are subject to a range of factors, including Care Quality Commission agreement to deregister.
3. **Market Development:** A commissioning framework is being developed that will encourage providers already operating in Surrey their capacity and will encourage providers not currently active in Surrey to enter the market.
4. **Partnership working with District and Borough Councils:** we will work in partnership with our District and Borough Council partners to identify housing opportunities for our residents. These include opportunities around stock that requires refurbishment and previous sheltered housing accommodation.
5. **Community Inclusion:** We are supporting communities across Surrey to welcome our residents of Supported Independent Living accommodation, and working with our providers to ensure people are supported to be empowered and active members of their local communities.

All of these measures will ensure we support our residents with learning disabilities and/or autism to live active and fulfilling lives and help us achieve our Community Vision for Surrey in 2030.

MARK NUTI, CABINET MEMBER FOR COMMUNITIES

17. NICK DARBY (THE DITTONS) TO ASK: (2nd Question)

In respect of Your Fund Surrey:

1. How were the Experts (i.e. those being used to assist with applications), selected and by whom?
2. Where is a complete set of rules which cover governance of this Fund and how it operates published in readily accessible form, and when was this first available to Members?

RESPONSE:

1. Professional Officers who form the YFS Expert Hub have been identified from within SCC, Borough and District Councils and the voluntary sector to provide specialist insight for the eligibility of funding, which will assist the YFS team in rigorously assessing applications against the fund requirements and scoring criteria.

Services have been identified by the YFS team based on the expectation of projects coming through and are supplemented in response to the applications received and types of expertise required, or a requirement to involve, such as Land and Assets for a SCC owned asset. Experts have been nominated by senior officers across services at SCC and by District and Boroughs. Several services were initially identified as key according to their specialist field, for example, both Finance and Audit. We have worked collaboratively with the Borough's and Districts and will be flexible in growing this hub of experts depending on applications being made to ensure we have the relevant technical input in place.

2. We take the governance of this substantial fund very seriously and a lot of work has been done over the past 18 months with the oversight of Cabinet, to ensure a robust and transparent process. The governance for the fund is fully compliant with the Council's decision-making processes with full checks and balances and scrutiny where appropriate. A full, readily accessible, governance document will be published by 19 July and will be circulated to the Advisory panel, in good time prior to its meeting on 26 July.

MATT FURNISS, CABINET MEMBER FOR TRANSPORT AND INFRASTRUCTURE

**18. ROBERT EVANS (STANWELL AND STANWELL MOOR) TO ASK:
(2nd Question)**

What procedures, formal and informal are in place for discussion and cooperation (e.g. regarding transport routes and other issues of mutual interest) between Surrey and our geographical neighbours, in particular the Mayor of London, the GLA and the seven London boroughs with whom we share borders?

RESPONSE:

The Council has well established cross-boundary strategic and operational contacts with all our neighbouring highway authorities, including Transport for London, Highways England and the Department for Transport.

At a sub-regional level, we work through regular meetings with Transport for the South East. These bring together all the constituent local authorities, transport operators and national government organisations.

At a local level we have a number of bilateral meetings on key areas of mutual interest covering infrastructure investment, data collection, transport planning and transport modelling. With our Surrey districts and our neighbouring local authorities, we also work closely on Local Plans, including via formal requests under the 'duty to cooperate'.

At an operational level there is regular liaison and coordination of works on one another's highway networks using the Department for Transport's 'StreetManager' IT system to manage roadworks with information on the one.network website. Both of these are useful tools, giving us the ability to be aware of works in other authorities' areas. We also liaise closely with airports, and bus and rail providers operating services that benefit residents across Surrey and beyond. As an example, the Council is an active member of the Heathrow Strategic Planning Group, covering local transport authorities to the west of the airport, various London councils, Transport for London and other stakeholders. The group considers many cross boundary issues such as active travel and public transport as well as proposed expansion plans.

MATT FURNISS, CABINET MEMBER FOR TRANSPORT AND INFRASTRUCTURE

19. CATHERINE BAART (EARLSWOOD AND REIGATE SOUTH) TO ASK: (2nd Question)

Surrey County Council agreed to implement a new wildlife friendly mowing regime across the county.

Please confirm how this change in policy has been implemented by the County Council in those areas where it contracts mowing directly, and what the cost impact has been; and what actions the County Council has taken to ensure the new policy is reflected in contracting arrangements where mowing is delegated to districts and boroughs, so there is a common wildlife friendly practice across the county?

RESPONSE:

The County Council is committed to making verges more attractive to wildflowers and wildlife where it is safe and desirable to do so. With the exception of Mole Valley and Tandridge, all highway grass is cut by the relevant District or Borough Council through an agency agreement.

Both the County Council and our agent partners have undertaken a number of measures to manage grass cutting in a manner which is safe, acceptable to residents and supports wildlife. A few years ago we reduced the minimum number of urban cuts from seven to four and rural cuts from three to two. Discussions have been held with Agents to promote not cutting verges where it is appropriate.

Local initiatives have been trialled such as leaving swathes of the verges on the A24 south of Dorking uncut and introducing wildflowers on the A217. The County Council supports the “Blue Heart” scheme, where residents can nominate verges not to be cut and these are then marked with a “Blue Heart” to advise other residents. Views amongst residents differ and the scheme is not universally popular, hence not all of our agents currently support it.

This year in parts of the County we adopted “No mow May”. This gave the grass an opportunity to grow but has brought its own challenges which we need to look at how to address.

There have been no quantifiable cost savings by introducing these measures as yet. If the grass is left to grow, when it is cut it can take more time and resource due to its length. For our high-speed network (such as the A24) the bulk of the cost is the required traffic management measures. Reducing the grass cutting area is not a large enough variation to make a meaningful difference to payments.

The agency agreements with our District & Borough partners are due for renewal in April 2022. This will provide an important opportunity to review the policy with partners and residents to ensure we maximise positive environmental benefits as much as possible to deliver our Greener Future agenda while still being safe.

MATT FURNISS, CABINET MEMBER FOR TRANSPORT AND INFRASTRUCTURE

20. JONATHAN ESSEX (REDHILL EAST) TO ASK: (2nd Question)

Please confirm the extent of measures identified in road safety outside school surveys across Surrey by borough and district council area, and the amount of funding required to deliver those that do not yet have funding allocated through local committees.

RESPONSE:

In 2014 this council introduced a new Road Safety Outside Schools policy. This was in response to concerns raised by residents and school communities over road safety, anti-social driving, parking and congestion around schools. It sets out a

procedure to investigate these concerns. The aim is to diagnose problems and where necessary, make recommendations for highway improvements to make walking, push scooting and cycling easier and safer, as well as to consider what actions the school could take to promote road safety and encourage sustainable travel.

Since the policy was introduced, a total of 132 Road Safety Outside Schools assessments have been carried out. At five locations, highway improvements have been implemented, funded either by the local committee, Community Infrastructure Levy or other developer funding. Each scheme is making a positive difference to the daily journeys of thousands of children.

In addition, this Council has agreed to increase the funding allocated to local committees for highway improvements over the next three years. Consequently, local committees have allocated funding, Community Infrastructure Levy funding or developer funding to design and implement schemes at a further 24 sites over the next three years.

It is our intention to clear the remaining 49 schemes with a one-off injection of funding similar to the recent increase awarded to Local and Joint Committees over a three-year programme. An additional 21 assessments are scheduled.

Overall, the schemes themselves range from minor improvements, such as dropped kerbs, improved parking controls and bollards, to more substantial schemes, such as traffic calming and pedestrian crossings. In total all the schemes, yet to be delivered, have an estimated cost of approximately £3 million.

The following table gives a breakdown by district and borough:

Road Safety Outside School Assessments	Number of Assessments	Number of Schemes implemented	Number of schemes allocated funding for design and implementation	Number of schemes where funding has not yet been secured	Further Assessments Scheduled
Elmbridge	15	1	3	6	2
Epsom & Ewell	6	0	2	3	1
Guildford	11	1	2	8	3
Mole Valley	7	0	2	3	2
Reigate & Banstead	12	0	4	6	4
Runnymede	11	0	0	3	0
Spelthorne	20	1	2	4	2

Surrey Heath	10	1	2	5	2
Tandridge	15	0	2	3	4
Waverley	18	0	3	7	1
Woking	7	1	2	1	0
	132	5	24	49	21

NATALIE BRAMHALL, CABINET MEMBER FOR ECONOMIC DEVELOPMENT AND PROPERTY

**21. CATHERINE BAART (EARLSWOOD AND REIGATE SOUTH) TO ASK:
(3rd Question)**

Please can you provide an update on the travel plan for staff, members and visitors travelling to Woodhatch Place from local stations, including when the electric bus will begin operation. Will members of the public, including school children, be allowed on the bus too?

RESPONSE:

The Woodhatch Place travel plan has been produced. It includes a number of suggested sustainable transport and travel measures that aim to deliver a 'green head quarters' for the council. They include improvements to help those walking, cycling and taking public transport to Woodhatch Place, along with those using electric vehicles, as well as ensuring the ability to meet virtually.

Our next step is to create a delivery plan to implement the measures to be taken forward. This will include understanding demand and then consideration of appropriate and flexible public transport options to support access to Woodhatch Place and potentially the local community.

I hope to be able to share that delivery plan shortly.

CLARE CURRAN, CABINET MEMBER FOR CHILDREN AND FAMILIES

**22. JONATHAN ESSEX (REDHILL EAST) TO ASK:
(3rd Question)**

In 2019 Surrey County Council closed many of its 58 Children Centres and moved to what it termed the Family Centre model.

Please provide details of how these 21 Family Centres are now contracted by the Council and the reported outcomes delivered by this network of Family Centres in terms of support provided in the last financial year.

RESPONSE:

Surrey County Council's Children's Commissioning Service lead on an outcomes-based approach to performance management of Family Centres. Commissioners focuses on the long-term positive changes that Family Centres have helped children and young people and their families to achieve, rather than on the activities that have been delivered.

Family Centres deliver Early Help (Level 2) and Targeted Early Help (Level 3) and support the delivery of the Helping Families Early strategy (2020-2023) [Helping Families Early Strategy 2020 to 2023 \(final version 5 June 2020\) \(surreycc.gov.uk\)](#).

Quarterly performance meetings are held with each Family Centre which focus on key performance indicators and the outcomes framework detailed in the service specification. Each Family Centre also works with families to complete a distance travelled tool (outcome star) which demonstrates tangible progress the family have made in their individual outcomes.

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CABINET MEMBER UPDATE TO COUNTY COUNCIL

NAME: Becky Rush

PORTFOLIO: Deputy Leader and Cabinet Member for Finance and Resources

2021/22 Financial Update (at Month 2, May): On 9 February 2021, Council approved a revenue budget of £1,003.6m. Progress towards delivering a balanced outturn position is monitored monthly and at M2, Directorates are forecasting a full year £15.9m deficit against the budget. The budget included contingencies augmented by the 2020/21 outturn position, which at M2 exceed the forecast deficit and so a balanced outturn is expected. However, it is still the expectation that Directorates manage the overspend within their budget envelopes. This will continue to be monitored monthly and corrective action taken where necessary. The Council approved a capital budget for 2021/22 of £184.9m. The M2 capital forecast shows forecast spend of £184.2m, a net reduction of £0.7m. The forecast will continue to be reviewed monthly and schemes may be accelerated where appropriate to offset slippage to make effective use of the budget.

Stronger Future – our Financial Strategy (Twin Track): Work is underway to refresh our Medium-Term Financial Strategy (MTFS). Our focus is on delivering the Community Vision for 2030 and achieving the ambition, strategic priorities and outcomes set out in our Organisation Strategy 2021–26 within the framework of constrained funding and increasing demand for services. Existing service focused approaches have been successful in delivering efficiencies but will be largely exhausted by 2022/23. We will therefore take a ‘twin track’ approach, running the 2022/23 budget setting process whilst simultaneously developing a new approach to 2023/24 onwards.

We are proposing a horizontal approach across the whole council to deliver efficiencies and invest in the activities that support delivery of our strategic priorities. We are developing a series of lines of enquiry that could deliver at the scale required to tackle the medium-term challenge and help put the Council on a stable financial footing over the medium term. It will set in train a fundamentally more ambitious transformation programme, ensuring we’re in the best possible position to deliver outcomes for residents. We will develop the twin track approach with staff, members (including scrutiny), partners and residents. We have started to lay the initial foundations for this new approach alongside the operating model for the council, which will feature increasingly in the transformation programme for 2022/23 onward.

Transformation: There are currently 31 transformation programmes in flight. These are categorised as our big delivery programmes (e.g. SEND, Libraries and Learning Disabilities & Autism), supporting our strategic priorities (e.g. Greener Futures, & Empowering Communities), and programmes that will contribute to a new operating model (e.g. Agile Organisation, Digital, & Customer Experience). The overall transformation budget in 2021/22 is £19.4m with an efficiency target of £14.8m. This investment will also contribute to further efficiencies of £61m over the period of the MTFS.

COVID Local Support Grant: On 21 June 2021, the government announced a further extension of the COVID Local Support Grant. Over the period of the grant, Surrey County Council has been allocated £3.4m and this latest extension provides a further £2m. The funding has been used to support vulnerable families and individuals across the county, with the majority of the spend focused on provision of food vouchers during school holidays to those children entitled to free school meals during term time and 2-4 year olds from low income families. This has supported in excess of 20,000 children over the Christmas, Easter, February and May half term holidays and this latest extension will enable us to continue this support through the upcoming summer holidays.

Digital: Throughout this first quarter the Digital Programme has been focused, not only on successful delivery, but promotion and engagement. This includes working to create a Data Strategy for the organisation, collaborating with partners to define the future roadmap for Surrey Family Help Hub, and further exploring the use of new opportunities including bidding process, Customer Relationship management systems and Chatbots.

Internal Audit: On the 18 June the Audit and Governance Committee was presented with the Internal Audit Annual Report and Opinion for 2020/21. The Chief Internal Auditor was able to provide Reasonable Assurance that Surrey County Council has in place an adequate and effective framework of governance, risk management and internal control. Summary of the key messages from the latest pulse survey 25% of staff were invited to complete the first pulse survey and the results were generally very positive. Areas for improvement identified include the experience of BAME colleagues, acting fairly with regards to career progression and the opportunity to contribute ideas before decisions are made. The results will feed directly into the council’s Equality, Diversity, and Inclusion Change Group.

NAME: Steve Bax

PORTFOLIO: Deputy Cabinet Member to the Leader

Performance Management: My role is to assist the Leader of the Council with projects and functions he wishes to delegate. For example, the portfolio includes political oversight and responsibility for Performance Management Reporting, Data Analytics and Business Intelligence. Data is a key enabler and critical to the success of our organisation. It helps us measure the impact of the services we provide to residents and whether we are managing our resources effectively. If we are falling down in key areas, the data acts as our early warning system and allows us to make course corrections.

I met with the Director of Insight, Analytics and Intelligence, and key members of the Insight Analytics Intelligence (IAI) team to get a better understanding of the work they are doing. I was given a demonstration of our online tools, including the Tableau system. I will continue to meet regularly with the team. We're working to build a high-quality data analytics and research capability across the council, enabling us to create an organisational culture that values data and insight, and is evidence led in its decision making. We are refreshing the Surrey Office of Data Analytics (SODA) – a coalition of agencies across Surrey collaborating on data sharing and analytics.

By sharing with partner stakeholders, we can build up a rich picture of our residents and their needs. For example, collaborating with the Districts and Boroughs would enable us to correlate their data around benefits with our social care data to identify pockets of need. I've been interested to learn that there are many other applications for the data, including even being able to predict areas that are more prone to fire or flood emergencies. We need to be creating conditions where we can safely share data between ourselves, District and Boroughs, Surrey Heartlands and Surrey Police, building a 'Surrey data warehouse'.

IAI is a small team, and recruitment and retention are constant pressures as roles such as data scientists can earn considerably more in the private sector. These pressures are also felt in other data and analytics teams embedded within directorates. We have benchmarked ourselves against other councils and we are paying competitive salaries for the South East. This is an area I am keen to keep an eye on. The team has an intern from the University of Surrey and is looking to strengthen our ties with the university as a possible source of keen new talent.

Communications & Branding: My background is journalism and communications. I was a newspaper reporter in Surrey for many years and I am keen to use that expertise to encourage the Cabinet to take a leading role in raising awareness of the achievements of this Council. Our residents tend to think of 'the Council' as being their Districts and Boroughs, or Parish. In fact, Surrey County Council services are all around: from the roads we use to the streetlights, libraries, buses, social services, waste disposal, fire and rescue and more. We need to get better at building our brand awareness and this means putting our best foot forward.

So, I also met recently with our Communications department to get a feel for the transformative work being done there. We have reviewed our branding and focused on building a strong reputation for the council as a trusted voice. Covid has shown the potential of the team in putting out timely, relevant information to various audiences in a live and rapidly changing situation. The challenge will be to take those methods and adapt them to 'business as usual'.

CABINET MEMBER UPDATE TO COUNTY COUNCIL

NAME: Marisa Heath
PORTFOLIO: Environment

Climate Change: In June, Cabinet approved the principles behind the Greener Futures Climate Change Delivery Plan (CCDP) for 2021 - 2025. The CCDP is scheduled to go to Cabinet for a decision in October. The CCDP focuses on five high level programmes; one net zero public estate, Energy Positive Communities, Renewable Energy Generation, Solar Surrey Plus, Surrey's Transport Plan, and Natural Capital and Land Use Management, and will set out how the Council will achieve our 2030 organisational net zero target.

It also includes areas such as community engagement and behaviour change, creating a fairer Surrey and harvesting green skills and jobs to grow Surrey's green economy. Engagement with stakeholders including Districts and Boroughs will take place over the next three months to further develop and garner support for the CCDP. This will include a series of events and roadshows with residents, meetings with Surrey businesses, and the summer launch of a Community Energy Pathway programme to support community groups to develop local energy projects.

More information about the Council's climate change activities can be found in our [Greener Futures newsletter](#).

Rethinking Waste: We have continued to see elevated levels of all wastes collected from households in Surrey as people continue to work at home. When comparing tonnages collected at the kerbside in 2020/21 compared with 2019/20, we dealt with 8.9% more residual waste, 11.7% more food waste, 8% more garden waste and 14.4% more dry mixed recyclables. Driving down waste will be a part of our wider work around climate change. Our Rethinking Waste Transformation project is progressing well with baseline data being gathered to inform the process of re-procuring our waste contract which comes to an end in September 2024. We are also working on a programme for hand-back of the facilities from the existing contractor. Work is also progressing on an infrastructure needs assessment which will set out what facilities may be required to deal with waste in the future having regard to the anticipated changes that will be brought about by the implementation of the National Resources and Waste Strategy.

Countryside: Work is progressing well in the Countryside Estate; the Discovery Centre and toilets at Newlands Corner are due to be completed next month, new natural play equipment has been installed at Chinthurst Hill with more to come at Young Street in Norbury Park this summer to name a few. The Norbury Park Community Forum has reconvened, and Officers are developing a vision for Norbury Park which supports the Council's aims to support conservation and recreation at the site. A paper to Cabinet is anticipated in December and will include plans to support woodland crafts and visitor services at the old sawmill site. Over 235,000 trees were planted in Surrey last year and Officers are working with consultants to develop the tree-planting programme for this autumn. Again, we will be looking at how to increase biodiversity through the climate change work.

Flood and Climate Resilience: The approval of the River Thames Scheme's Outline Business Case announced on June 10 unlocked £60m of central government funding to complete technical design work and get the approvals needed for construction. Surrey County Council is investing £237 million towards the £501m River Thames Scheme. Alongside this, work continues on the Surrey Flood Alleviation Programme projects reducing risk across the county. The Caterham Hill Scheme, a £1.9 million to assess suitability for Property Flood Resilience measures, is currently in progress. The Local Flood Risk Management Strategy is being updated to align with the national Flood Risk Management strategy and the action plans are being developed in accordance with member input. Priority catchments have been identified and activities are being planned and recorded and will be linked to the wider objectives of the Climate Change, Tree and Environment Strategies.

Emergency Management Planning: As we are progressing through the Government Road Map to the final lifting of restrictions the Surrey County Council Corporate Resilience Group is working to ensure that council services continue adapt as society reopens. The Emergency Management Team have completed a debrief with SCC Service leads to capture the areas of the response that worked well and areas where we can improve the arrangements to better support residents in future incidents. As a member of Surrey Local Resilience Forum (LRF) there is work to ensure that this learning is articulated to the LRF too.

CABINET MEMBER UPDATE TO COUNTY COUNCIL

NAME: Matt Furniss

PORTFOLIO: Transport and Infrastructure

Highways Procurement: We are into the last stages of the Future Highways contract procurement with final submissions due in over the next few weeks. After this point, the evaluation will be completed, and our preferred supplier will finally be identified. The three bidders Amey, Kier, and Ringway remain keen to come and join us in Surrey and bring their expertise and new ideas for the future contract. I look forward to sharing the outcome with you all in the Autumn and sharing how the Service will operate when the new contract goes live (Spring 2022).

Lane Rental: Surrey County Council's new Lane Rental Scheme commenced on 1 April, whereby daily charges of up to £2500 can be applied for any works adversely affecting traffic flow on our busiest streets at the busiest times. The Scheme's transitional arrangements meant that no actual charges were levied for works in April, although works promoters still received warnings of potential future liabilities. Whilst still at an early stage, we have already seen some promising changes to the planning and execution of some works types in order to avoid or minimise Lane Rental Charges.

Number of trees planted on Highway: Building on the launch in 2020 of our new Highway Tree Planting & Verge enhancement guidance, the County Council remains committed to increasing the number of trees on the network. In the last 12 months the team have installed over 300 street trees and a further 3000 whips (smaller trees).

LTP4 – a new Surrey Transport Plan: In June, Cabinet gave approval to consult on our new Surrey Transport Plan. The new Surrey Transport Plan sets out our future transport vision, objectives, and desired outcomes. It advocates the principles of 'Avoid, Shift and Improve' in terms of the approach to, and the need to travel. It also proposes a sustainable travel hierarchy, prioritising walking, cycling and public transport above other modes. To prioritise sustainable travel, we are developing a 'Surrey Streets Family Framework'. This allocates streets and places to categories based on local community needs and traffic movement. The framework will help determine the types of sustainable transport measures that can be implemented to help achieve net zero emissions and encourage economic regeneration. The consultation went live on 5 July and runs to 24 October.

New innovation in material or works: Hydrorock is a smart solution for ecological water management. Surrey County Council have installed the product in a major flooding wet spot, Tilford St in Farnham in one of the first projects in the UK to use this innovative solution. The result is a significantly reduced chance of flooding. Rainwater is separated from the drainage system, buffers under the existing infrastructure and infiltrates into the surrounding soil. The blocks ensure gradual infiltration to the surrounding soil and a water buffer is created that considerably reduces the risk of flooding.

In terms of pothole repairs, we are trialling the use of some "cold lay" materials. These materials can be used in all weathers and could provide a number of benefits when compared to traditional materials. Potential benefits include increased safety, more environmentally sustainable material and processes, increased efficiency, and more first-time permanent repairs.

Infrastructure update: Following the adoption of the Surrey Infrastructure Prioritisation framework by Cabinet in February, officers have been meeting with all the District and Boroughs, both Local Enterprise Partnerships, and strategic partners to identify shared infrastructure priorities. The framework has been used to assess all known major schemes across the county against a wide range of outcomes and the schemes deliverability. Partners have been asked to respond to this and a shortlist of infrastructure priorities will be produced during the summer with a recommendation on which schemes should be progressed to delivery, or for further feasibility and development work or those that aren't directly delivered by SCC but require lobbying to promote action by our partners such as Network Rail or Highways England. Beyond this the council continues to explore opportunities for other infrastructure schemes including economic, digital, green, and community, and will bring forward proposals as they are developed.

CABINET MEMBER UPDATE TO COUNTY COUNCIL

NAME: Natalie Bramhall

PORTFOLIO: Economic Development and Property

Economic Development: We continue to deliver against priority areas in the 'Surrey's Economic Future' strategic statement and the emerging activities contained in the One Surrey Growth Plan. This work is overseen and co-ordinated by the multi-agency 'One Surrey Growth Board' (chaired by Tim Oliver), with four priority themes:

- *Growing the leading edge:* Activity to attract inward investment includes sector focused online events, redesigning the 'Invest in Surrey' website, and targeted business engagement activities focusing on post COVID recovery.
- *Whole place approach to growing quality places:* With Reigate and Banstead Borough Council, we submitted a £350k Community Renewal Fund (CRF) bid to introduce a locality-based, community-led model for economic, social, and cultural renewal of Horley.
- *Maximising future employment opportunities in Surrey:* In the context of a post pandemic environment, with employment forecast to be severely challenged, future skills demand in high employment generating sectors of the future, are being assessed. The results will inform the development of a Local Skills Improvement Plan (LSIP), which will support colleges, universities, employers, and training providers to better shape Surrey's future skills provision.
- *Enabling Economic Infrastructure:* A strategic programme of work to improve digital infrastructure provision across the county informed by the national picture, Government (through BDUK) and private sector agents' involvement, the strategy builds on the comparative success in rolling out Broadband across Surrey, and aims to attract more private sector investment in digital infrastructure and accelerate the pace of delivery.

Surrey Adult Learning Service (SALC): In the last few months SALC has provided teacher assessed grades for GCSE English and Mathematics for over 250 learners and supported over 5,000 learning remotely. We have developed a strategic plan to complement Surrey's Economic Statement and the region's skills strategies, as well as the local Community Vision and are establishing a county lifelong learning partnership with the post 16 education sector to improve the reskilling and upskilling of learners.

Property Asset Management: The property management team has continued its new integrated approach to supporting the transformation of Services across the Council with notable focus on Library provision, Children's Homes, and Youth Centres. Across all services this work has allowed us to review current activity and needs to develop a more strategic programme approach. Recent notable progress includes:

- A collaboration agreement between the blue light Fire and Police on the joint repair centre at Crawley Down and Relocation of the Fire service HQ and Gold Command to shared offices at Woodhatch.
- Development of a new Transit site provision to support better facilities and management for the GRT community, a collaborative and jointly funded effort between SCC, Police and D&Bs.
- Central Government approval for SCC's role as the One Public Estate (OPE) administrator for Surrey, enabling us to encourage collaboration with a cross section of the public and private sector.
- Development of a Corporate Office Estate strategy to deliver year on year savings, support investment, and ensure SCC staff have the modern, safe agile space to best operate in.
- A facility service review to help set out a future direction that improves how the council's building standard can continue to enhance its delivery to be fit for service purpose.
- Health estates are a joint programme with Surrey Heartlands ICS, the current focus is the development of a strategy and ensuring the underlying information and data is available to inform key decision making.
- A review of the council's investment portfolio was undertaken by external advisors, we have good levels of diversity within the portfolio and, despite recent market challenges, the level of return is broadly within the second to third quartile of comparable local authority and institutional fund holdings.

Capital Delivery A delivery strategy at the start of 2021 set out immediate priorities of the Capital Programme with an emphasis on projects targeted to start in the following 18 months, and delivery of more efficient procurement routes - 58 projects have been identified covering both schools and non-school's projects. Cabinet approved several projects for the Resources, Children's Families and Lifelong Learning and Health and Wellbeing Directorates, and delivery of those projects has proceeded at pace. The project list has since grown to 112 projects. In June Cabinet approved £1.9m capital funding to progress supported independent living schemes for accommodation at four sites in Surrey. This will deliver 82 units providing appropriate housing to meet a range of needs and offer choice and control for individuals over support they receive.

DEPUTY CABINET MEMBER UPDATE TO COUNTY COUNCIL

NAME: Edward Hawkins

PORTFOLIO: Property

I continue to work with Members of the Land & Property team in support of Cllr Natalie Bramhall, Cabinet Member for Economic Development and Property, and other Cabinet Members. My current focus is on Land & Property's work in Transformation and Special Educational Needs and Disabilities (SEND).

Transformation - New system replacement (Planon): The current Property Asset Management system (PAMs) is unsupported from 01/04/2023. Land & Property are modernising the system and building data sets which will support SCC's strategic objectives and decision making e.g. service information, building costs, building emissions. In Q1 of 2021/22: Phase 1 - Facility Management modules were being implemented including training staff and contractors to ensure all data and projects are in Planon. All interfacing and testing work has been successful.

Facilities Management: In Q1, first stage discovery work was completed across contracts, processes, structure, data and contractor relationships. Staff input engagement is also complete. The next steps are to share operating options with senior stakeholders.

Financial Improvement Plan: In liaison with Corporate Finance, the intention is to deliver accurate forecasting, address audit concerns, and guarantee budget delivery. The project and training plan is now complete. Discovery workshops have commenced to ascertain the best capital monitoring tools which will link to the new SCC Unit 4 financial monitoring/project management system.

People Plan: Staff forums and audit workshops have been completed across Facilities Management teams. Risk culture sessions with teams and stakeholders are ongoing. The People Plan is in draft, linked to the SCC Transformation team. Next steps will include the implementation of a stakeholder and staff communication plan.

SEND: The provision of delivery of school places for SEND continues between the Capital Delivery Team and the Facilities Management Team, with collaboration on the various types of projects with a target of 286 places for September 2021. Projects are closely monitored by both teams and work closely with the SEND Capital Programme & Specialist Place Planning team. Future phases and essential works are under planning with the newly appointed Project Manager/Cost Consultant/Contract Administrator team at Turner & Townsend, to streamline future procurement and delivery stages.

CABINET MEMBER UPDATE TO COUNTY COUNCIL

NAME: Mark Nuti

PORTFOLIO: Communities

Active Surrey: They have been awarded a certificate from the Lord Lieutenant's Office for services to resident's health and wellbeing during Covid. The team continues to work on mental health support for young people with our primary aged Wellbeing Warriors programme and new teens wellbeing training - Be your Best. Bookings are going well for the Holiday Activity and Food programme Club4 and we have just been awarded an additional £25k in social media spend to attract children from disadvantaged backgrounds to our various summer activity schemes.

Arts Service: The service has been recovering well with over 4700 students receiving face-to-face or online lessons in the summer term. The service has continued to develop online resources and visits to the Surrey Arts YouTube channel have increased by over 2000% from pre-Covid. Youth Music have secured funding of £45k which will support our Syrian Youth Ensemble (Together at Home) and Music Connects. Surrey Open Artist Studio programme ran in June with 286 participating artists, over 14,000 visitors and £360,000 of artwork sold.

Heritage: Surrey History Centre is now open four days a week to pre-booked researchers. Public enquiries and orders for digital copies are currently running 1,200 ahead of 2020 Q1 and downloads of our digitised records on Ancestry and FindmyPast remain. The archaeological unit has created a series of popular guided audio walks and won a grant of £125,000 to work on the National Trust's Runnymede Explored Project.

Libraries: All libraries have been open since April and are now offering meeting rooms and study space, alongside public computers and book borrowing, and also provide spaces for pop up lateral flow tests as part of the COVID response. Events and activities will shortly be starting with a busy summer schedule of events for children and families. Between April and June there were over 323,000 ebooks, eaudio or emagazines borrowed and there were 677,208 twitter impressions, over 9000 hours of views to our You Tube channel, as well as 19,529 PC sessions taking place in libraries across the network.

Registration and Nationality Service: The first National Day of recognition for Registrars to say thank you was held on 1 July. The service has been carefully managing registration appointment availability amid continuing high demand for birth and notice of marriage/ civil partnership appointments and ongoing national system performance issues. The legal limit of attendees at weddings was lifted and over 350 weddings have taken place across Surrey since April, with a further 550 due to take place in July. New legislation introduced in May has enabled all marriages to be registered in an electronic register for the first time since 1837.

Customer Services: The number of cases to our local Covid-19 tracing service has risen sharply, reflecting increased transmission rates in the county. To date, the team has contacted 8,664 positive cases with a 95% success rate and the Community Helpline has taken 15,864 calls from residents needing support. Customer Services have been selected as finalists in the UK Customer Satisfaction Awards 2021, run by the Institute of Customer Services.

Your Fund Surrey: The second phase went live on 1 March 2021 with the official opening of the online application portal. Currently there are over 1200 ideas pinned and almost 120,000 people have visited the commonplace map, we have almost 8,500 people receiving regular newsletter updates and we have 11 projects currently working on full submission and seeking community support through the second instance of commonplace (Commonplace B).

Community Engagement: We are developing a cohesive approach to community engagement, including work with health, police, D&Bs, and VCFS colleagues. We are looking at digital engagement tools to provide multiple ways for residents to engage, working closely with our Communications and research colleagues as well as all our SCC services. Last year we trialled virtual engagement activities alongside Local and Joint Committees with 8 events reaching over 40,000 residents. We are undertaking focused work in Horley & Caterham, joining up with GPs who are planning to engage on health in the community.

VCFS: We have used the Winter Grant Scheme to support vulnerable families through the provision of grants to foodbanks. Grants have been essential in helping foodbanks meet the increased demand and on average 5,500 families and individuals have been supported each quarter since December. We also partnered with the charity Binti International to launch Period Dignity Surrey in March to provide free period products to anyone that may need them and are the first County Council working to eradicate the stigma related to periods.

DEPUTY CABINET MEMBER UPDATE TO COUNTY COUNCIL

NAME: Kevin Deanus

PORTFOLIO: Communities

Surrey Fire and Rescue Service (SFRS): Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services have completed their second inspection of SFRS. The first inspection, in 2018, highlighted that the service was inadequate in some areas, and that we could do more regarding the 'people' element of the service. Since then, the service has been working tirelessly to transform and modernise to meet its public purpose, which are the outcomes in the Making Surrey Safer Plan. This plan focuses on rebalancing our resources better between response, prevention, and protection. The inspectors met with over 130 staff, Members, and partners.

The report is due in October, but the initial debrief indicated that all of the previous areas of concern have been addressed. Members and the public will be updated once the results are known, although no new causes of concern have been raised so far.

Corporate Health and Safety: The health and safety centre of excellence has been in place since 1 April 2021, bringing together expertise from across the council. The centre will establish and promote best practice, create greater resilience, and support all directorates to meet our shared responsibilities for health and safety for employees, service users and residents.

Armed Forces: National Armed Forces Week, which provides the opportunity to show support to our Armed Forces community, ran from 20-26 June. During the week our newly appointed Armed Forces Champion, Chairman Helyn Clack attended the Armed Forces Day Flag raising ceremony at Guildford Cathedral with the Lord-Lieutenant and High Sheriff, and our own flag was raised at Woodhatch Place to mark the occasion. I would like to take this opportunity to thank all past and serving military personnel and their families.

The week also saw the opening of two new veteran hubs, one at Fordbridge Fire Station and the second in Ashtead. We hope that these hubs, along with the other five in operation in Surrey will be a valuable asset for our veterans and ex-service personnel for years to come.

Community Resilience: Surrey Prepared are due to meet with members of the Surrey Communications Group who led the MIG (Multi-agency Information Group) during the COVID-19 major incident. The aim is to help contribute to partnerships and provide a 'peacetime MIG' for Surrey-wide communications. Communications professionals will then feed into the monthly toolkits to ensure consistent campaigns and messaging.

Trading Standards: The Team have stopped over 4,000 unsafe and illegal products entering the marketplace and seized illicit goods at several locations during town centre operations. Trading Standards are working in partnership with Surrey Police and Public Health to try to identify the source of supply what look like sweets, but in fact contain levels of cannabis, and to inform schools and parents about the potential hazards of such items.

Finally, I am pleased to announce that our Trading Standards Team Manager Michele Manson has received a recognition award from the Office of Product Safety and Standards (OPSS) for her leadership and contribution to the local regulatory landscape, particularly during COVID-19. Michele stepped forward as a leader to support the OPSS regulatory networks, working with a number of different government departments to provide real insight into the reality of enforcing COVID-19 restrictions and helping drive policy decisions that have a real benefit for people and businesses across the Country. I am sure all Councillors will join me in congratulating Michele on this excellent achievement.

CABINET MEMBER UPDATE TO COUNTY COUNCIL

NAME: Denise Turner-Stewart

PORTFOLIO: Education and Learning

Resilience of Children, Young People, Parents, Carers and our School Communities: As we come to the end of the school year, I would like to open my first update to Council as Cabinet Member for Education and Learning by recognising the tremendous resilience shown by our children, their families and Surrey's education leaders and staff during what has been another very challenging academic year. I hope all are able to have some rest over the summer and that the roadmap to recovery means we begin again in September in a circumstances that are more normal.

Helping our children to thrive over the summer: We are launching a new campaign in mid-July aimed at parents of 0-5-year olds. The campaign was created in response to concerns from school, early years leaders and national research that demonstrates that the last two lockdowns have had a negative impact on young children's language skills. The campaign will raise awareness of five simple things parents or carers can do at home to help their child thrive such as singing and reading together. There will be short videos shared through social media, early years resources, and materials available on our and partners' websites to support parents. The resources will be distributed across libraries, family centres and partner channels. We are also running two initiatives with our libraries this summer to encourage reading amongst primary aged children. Surrey Countryside will deliver 'Surrey Nature Explorer' aimed at children aged 4-12. The Reading Agency's Summer Reading Challenge, who have partnered with the World Wildlife Fund, are delivering 'Wild World Heroes' a celebration of reading that will inspire children to stand up for the future of the planet.

Club4 – Surrey's Holiday Activity and Food programme: Following a successful virtual launch over the Easter holidays, Surrey's holiday activity and food programme is rolling out in physical locations across the county this summer. Backed by Department for Education funding and branded as 'Club4', the programme offers 55,000 places over the summer holidays to children and young people who receive free school meals. Active Surrey is working on our behalf with 70 providers, many from the voluntary and community sector, to offer holiday camps with a range of enriching activities, a minimum of 1 hour's physical activity and a meal. To complement the camp provision, the virtual offer which ran at Easter has been enhanced with new online content for dance, yoga and meditation classes including for children with additional needs. Active Surrey will also deliver six virtual parent workshops over the summer holidays to increase parents' understanding of healthy living topics such as hydration, sleep, and screen time.

Mental Health and Wellbeing support for children in schools: We know that the pandemic has had a significant impact on the children's mental health, with increasing requests to children's emotional wellbeing and mental health services. A crucial part of Surrey's new Emotional Wellbeing and Mental Health contract which started on 1st April is support for schools. This new model is being co-produced with local schools and in each there will be a named school lead with access to a menu of interventions and support to develop a whole school approach. Recruitment has already started for two additional Mental Health Support teams to be in place for September, taking our Surrey offer to 13 teams by 2023/24. Co-production work has started with our special schools to develop the offer for children and young people in special schools, as well as in mainstream schools who have pupils with additional needs.

Capital programme progressing at scale and pace: Across Surrey, there is a continued need for additional school places as a result of population growth and an increasing number of children with additional educational needs. Both our mainstream and our specialist provision are expanding at scale and pace due to significant capital investment by the Council. For September 2021, we are on target to provide 750 new secondary places, with an investment of £16.8 million, and 480 new primary places for £13 million. Further expansion is planned for September 2022 and beyond based on forecast needs. Additionally, the Council has invested £79.6 million to provide an additional 1600 specialist school places so that children with special educational needs can be educated closer to home. More than 280 new places have been created for September 2021, with a similar number in delivery from approved projects for September 2022. We continue to work closely with the Department for Education to support the opening of two specialist free schools – Fox Grove Academy and Betchwood Vale Academy.

CABINET MEMBER UPDATE TO COUNTY COUNCIL

NAME: Sinead Mooney

PORTFOLIO: Adults

Accommodation with Care and Support: This programme continues to make good progress in delivering our ambition to improve the health and wellbeing of Surrey's residents. Last month, Cabinet agreed the necessary capital funding to complete the feasibility assessments for the four Supported Independent Living schemes. This decision ensures the necessary funding to develop business cases for Cabinet to approve delivery models and will signify another stride forward towards delivering our ambition. We have also been working closely with our Adult Social Care (ASC) locality colleagues to develop our approach to the future design and allocation processes for our Extra Care Housing. We continue to work with our District and Borough Council Housing partners to ensure that we have effective and efficient nominations policies in place to ensure we work together to make these schemes a success for Surrey's residents.

Transitions: I am delighted to now have responsibility for transitions, which shall be a key priority area for me moving forward. The Preparation for Adulthood programme has been refreshed to focus on the experiences of young people with complex physical health, mental health, and disabilities. This offers us an exciting opportunity to take a truly joint approach with health, adults and children's social care and education. At present, we are piloting a collaborative effort, working with families and young people to plan for adulthood at 16 rather than 18 and are finding that this better equips young people with the resilience and independence needed for life. I am also pleased to report a 13% increase in young people with disabilities participating on supported and pre-supported internship programmes over the past academic year. We shall look to expand this provision, starting with the creation of an SCC-run apprenticeship scheme, which launches this September.

Mental Health: Our Mental Health transformation programme is split into two phases, with the first phase leading to the transfer of 1,400 cases and around 190 members of staff from Surrey and Borders Partnership to Surrey County Council. We have now moved onto the second phase, which is focused on a review and redesign of our existing structures and wider service model, to better deliver our ambitions for ASC mental health.

ASC Budget: A balanced budget was forecast for ASC's 2021/22 net expenditure budget of £377.2m at the end of April. While it is too early in the financial year to identify any confirmed budget variances, we will likely experience challenges in managing expenditure within ASC's budgeted resources. There are also risks to achieving a balanced budget in 2021/22, with demand for ASC services funded by the Council likely to rise again – influenced by the impact of the full unwinding of temporary NHS funding of care packages following hospital discharge in 2020/21, and cost pressures due to increasing acuity of care needs heightened by the pandemic. The Adults Leadership Team continues to closely monitor the financial position to ensure risks and pressures are known as early as possible so that plans to mitigate them can be developed and implemented.

Technology Enabled Care (TEC): Earlier this year, we launched a pilot to test enhanced technology enabled care (TEC) solutions, including unobtrusive monitoring and reporting systems, and the use of sensors to monitor activity and progress towards greater independence. The pilots have report good initial findings and have already been expanded – with a second phase planned.

Local Outbreak Engagement Board (LOEB): Over the last year, the Surrey Local Outbreak Engagement Board (LOEB) has provided political direction for our outbreak response, ensuring that our residents and partners are best consulted and engaged with, as we seek to support efforts to suppress the virus. As the nation moves towards an irreversible lifting of restrictions, this Board continues diligently with its work and will continue to support the delivery of our county-wide vaccination programme, to prevent further county surges and outbreaks, and shall look to further roll out our COVID Champions scheme – which will ensure residents are empowered to share up-to-date advice and guidance with their networks.

CABINET MEMBER UPDATE TO COUNTY COUNCIL

NAME: Luke Bennett

PORTFOLIO: Health

Covid-19 response: I am honoured to have been asked to serve as Cabinet Member for Health, at this critical moment of pandemic recovery. The last seventeen months have been difficult for us *all*, as we have complied with restrictions and forgone *many* of our normal social interactions - to suppress the spread of COVID-19 and to protect the NHS.

First and foremost, I would like to acknowledge and thank the courage and commitment of our NHS and Social Care staff, the emergency services, our broader frontline workforces, Surrey County Council colleagues, strategic partners and *all* the community-spirited volunteers who have made such an important contribution, during this pandemic. Thank you *all* for everything that you have done.

I would also like acknowledge and thank both; Cllr Sinead Mooney *and* the Leader; Cllr Tim Oliver, following their collective work as custodians of Surrey's Health portfolio. Thanks also to Rosy Beer (Cabinet Support Officer) and Vincent Anane-Nimoh (Cabinet Policy Manager); both of whom are sadly leaving SCC in the coming days. Thank you all for your help and support over the last few weeks.

With the prospect of restrictions being ended from July 19, we must now take the opportunity to move forward at *pace* with our *broader* health agenda, i.e. grasping and delivering on how we can further improve the *overall* health and wellbeing of our residents, whilst being ambitious in addressing and mitigating the *wider* determinants of health that collectively exacerbate health inequalities and lead to *some* communities and people being left behind. We must also *urgently* address the substantial 'backlog' and waiting lists for medical procedures, we must ensure that patients can access face to face diagnostic and general check-up consultations when needed – and as we further embrace the options for virtual / online consultations, we must ensure that *no one* is technologically excluded.

Covid-19 Vaccinations: By way of an update on our local COVID-19 vaccine programme (and in advance of a separate report to follow); I am pleased to inform Council that since December 2020, over 1.8 million vaccinations have been administered within the county (many of which at County Hall here in Reigate). Additionally, pop-up '*grab a jab*' facilities have been provided across Surrey, to make it as accessible as possible for all residents.

Covid-19 Vaccinations: On July 19, when national restrictions are scheduled to be removed, our Public Health team will continue to have a leading role in monitoring overall case rates across the county. Utilising lessons learnt over the last seventeen months, the council is both ready *and* well prepared to take all necessary steps required, to mitigate against future outbreaks - between now and the end of the year.

ICS Coterminosity: Last month, the council submitted a report to the Secretary of State for Health and Social Care, outlining why Surrey Heartlands ICS and Surrey County Council's borders should be coterminous, alongside a business case as to why Frimley ICS (i.e. Surrey Heath and Farnham) should be repatriated to Surrey Heartlands ICS. A decision on this is anticipated later this month and will take effect from April 2022.

NHS Seacole Centre: I am delighted to inform Council of the recent commendation by the Health Service Journal (HSJ), in recognition of both the partnership working *and* the environmental 'consciousness' of the NHS Seacole Centre at Headley Court. This important facility (*named in honour of the pioneering nurse; Mary Seacole*), provided specialist rehabilitation care for Covid-19 patients.

Work to tackle health inequalities continues and is *embedded* within the strategy of the new ICS. We are working with NHS partners to ensure that our ICS objectives are aligned with the ambitions of the Growth board *and* Surrey's Health & Wellbeing Board (HWB), i.e. an inclusive economy that supports *all* Surrey residents to fulfil their full potential.

In the spirit of truly collaborative working, I look forward to working with our Select Committees *and* Health Boards (on lessons learnt *and* opportunities for further improvement). I also look forward to hearing from *all* members (via scheduled drop-in surgeries or independently), on how our health services are performing in *your* respective divisions *and* how we can directly *or* indirectly improve health outcomes - thus *further* reducing health inequalities *and* ensuring that **no one is left behind**.

CABINET MEMBER UPDATE TO COUNTY COUNCIL

NAME: Clare Curran

PORTFOLIO: Children and Families

Priorities: This is my first update as Cabinet Member for Children and Families since my return to Cabinet and I am determined to continue with and accelerate the great work that my predecessor was leading, and to uphold the unwavering commitment to improving outcomes for Surrey's children. I will be a passionate champion for those in our care and for the responsibility placed on all of us as their corporate parents.

My priorities for the coming months are ensuring preparedness for the service's upcoming Ofsted inspection; supporting our continued and critical service improvement journey; and working on a systemic response to child poverty in Surrey. I am ambitious for our children and families and welcome your support, challenge, and interest. I look forward to meeting with you either in my monthly drop-in sessions - the first one is next week on 22 July, or elsewhere.

Ofsted Focused Visit: In March 2021, Ofsted carried out a Focused Visit of our Children's Services. The inspection team spent their time on case sampling, interviews with practitioners and managers, gaining feedback from foster carers, schools, the judiciary, and other partner agencies. While this visit was not a judgement inspection, meaning that no grading has been given, I was reassured to read some positive conclusions in their published report; that the service had responded well to increased demand due to COVID-19, that our Family Resilience model is enabling effective family interventions and strong multi-agency information sharing and that the quality of social work practice has led to positive experiences for those in our care. This visit did also highlight areas of improvement – namely on strengthening practice in the Children with Disability service; improving the recognition of and response to children experiencing long-term neglect; and improving record keeping. We have priority action plans in place for driving improvement in these areas.

Child Poverty: The Council's December motion on Child Poverty was key in our journey to ensure that No-one is Left Behind. Since then, there has been a collective effort across the system to understand the causes, symptoms, and impact of relative poverty, to ensure that sometimes-overlooked children, young people, families, older people, and carers can access the same life chances as their peers in Surrey. To do this, we must start to use all sources of data available to us - as an example we can see an 122% increase in emergency food parcels being issued – with a particular focus on families with children.

We must all keep the interests of families with children at the forefront of our minds in developing the delivery plans for economic growth and a greener future. While we can point to many initiatives running across the county, our services need to be more joined-up with those of other partners, such as our District and Borough colleagues and other work to reduce health inequalities. The work is being led by and overseen by the Health and Wellbeing Board and collectively we have bold ambitions to tackle this issue. We are looking to best practice around the country. I am working with officers on our plans and look forward to discussing these with Cabinet colleagues before bringing details forward to the next meeting of this council.

DEPUTY CABINET MEMBER UPDATE TO COUNTY COUNCIL

NAME: Maureen Attewell

PORTFOLIO: Children and Lifelong Learning

Youth Services: The main priorities for the last 12 months have been to ensure that the most vulnerable young people in Surrey have access to high quality provision that enables them to achieve positive outcomes; to implement the decision made in August 2020 to invite Voluntary, Community and Faith Sector organisations to take on leases for youth centres to enable them to deliver open access youth work; to proceed with the restructure of the workforce to implement the decision made in August 2020 that SCC youth workers will exclusively deliver targeted youth work and to continue with the transformation and improvement of the Youth Offending Service

The service has seen many successes during this time. The Youth Offer has delivered 42,000 hours of direct contact with young people between April 2020 and March 2021, with face-to-face contact being delivered throughout the full lockdown periods for high priority young people. The team has been at the forefront of co-production-based approaches in part due to the ESF funded IMAGINE project.

Surrey Youth Offending Service (YOS): The Youth Justice Board have removed the YOS from their priority list for intervention: they can see the trajectory for development and are satisfied with progress made. Moreover, all of the children who come into contact with the YOS now have a full health pre-assessment to ensure their needs are recognised and met at an early stage without the need for lengthy referrals.

The ENGAGE project: Youth workers have worked closely with the Emergency Duty Team which has improved outcomes for children and families, and generated savings for Surrey County Council by preventing family breakdown. The ENGAGE project has been established and has supported 134 young people between December 2020 and March '21. Young people are met whilst in police custody and supported throughout the 200 days it can take to achieve an outcome through court. This support has had a dramatic impact on re-offending: only 3 young people have gone on to further offend.

Developing Skills: The successful development of the Skill Mill and additional guaranteed interviews and training with the global KIER group have enabled vulnerable young people to progress into employment. The move online has enabled youth workers to keep in contact and run youth work sessions and projects. Additionally, there were 205 separate engagements with young people on the Community Reparation programme from January to March. There were no breaches of engagement within this time.

Our priorities for the future will continue to drive the transformation of the Youth Offer and Youth Offending Service forward to ensure positive outcomes for children and young people in Surrey. We will finalise the restructure and launch the new targeted youth offer service for Surrey's vulnerable young people.

Finally, we will complete the transfer of youth centres to the Voluntary, Community and Faith Sector organisations and work with providers to ensure young people have access to high quality provision within their communities that meets their needs and enables them to progress.

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