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Supplementary Agenda

Items: 6 and 8

for the meeting of

**THE COUNTY COUNCIL**

to be held on

**11 JULY 2023**



## 6 MEMBERS' QUESTION TIME

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- 64)

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

There will be an opportunity for Members to ask questions.

## 8 ORIGINAL MOTIONS

### Item 8 (ii)

**Amendment by Marisa Heath (Englefield Green) to the motion standing in the name of Catherine Baart**

**(additional words underlined in bold and deletions crossed through)**

**This Council notes that:**

- Four years ago, Surrey County Council declared a Climate Emergency. Our already changing climate has a significant impact on biodiversity, alongside degradation from habitat loss, pollution, overexploitation, increases of non-native species and flooding.
- In May 2019, the United Nation's Intergovernmental Science-Policy Platform on Biodiversity and Ecosystem Services (IPBES) raised the alarm about the urgent ecological emergency the world also faces. The UK's State of Nature 2019 report also highlights the critical decline in biodiversity in the UK - 41% of species studied, including much loved butterflies and hedgehogs, are currently in decline ([State of Nature 2019 - National Biodiversity Network \(nbn.org.uk\)](https://www.nbn.org.uk)).
- In December 2022 the UK was amongst 188 signatories of the Global Biodiversity Framework (GBF) and committed to reversing biodiversity loss and to protect 30% of land and oceans, all by 2030 ([2030 Targets and Guidance Notes \(cbd.int\)](https://www.cbd.int)).
- The UK Environment Act (2021) has led to consultation on new binding targets, including for air quality, water, biodiversity, and waste reduction (March 2022). Planning authorities are required to implement at least 10% biodiversity net gain from November 2023 for developments in the Town and Country Planning Act 1990. The Surrey Nature Partnership planning position statement has recommended adopting a 20% minimum biodiversity net gain target across Surrey.
- The latest State of Surrey Nature Report (Surrey Wildlife Trust, 2017) noted that there are 972 species in decline in Surrey, and 626 that are now extinct in Surrey ([State of Nature in Surrey Web.pdf \(surreywildlifetrust.org\)](https://www.surreywildlifetrust.org)). Surrey Wildlife Trust have a strategic plan to restore Surrey's nature (2018-23, [5 Year Plan 2018 Master\\_0.pdf \(surreywildlifetrust.org\)](https://www.surreywildlifetrust.org)).

(iii)

- The Surrey County Council is due to agree to a new duty as responsible authority for production of a Local Nature Recovery Strategy for Surrey in July 2023.

**The Council resolves to:**

- I. **Note that this Council has recognised that there has been biodiversity decline in Surrey** ~~Declare a Biodiversity Emergency,~~ and **will be reflecting** this in forthcoming strategies, including Surrey's **emerging** Local Nature Recovery, Food and Land-use Strategies.

**Request the Leader and Cabinet to:**

- II. ~~Within six months to set out how~~ **Note that this Council is proactively working with Surrey's districts and boroughs, as well as other partners and landowners through the development of the emerging Local Nature Recovery Strategy to reverse the decline in biodiversity and restore degraded habitats as well as consideration of how** Surrey County Council will contribute to the UK meeting its 30% by 2030 biodiversity target, both for its own estate and for all of Surrey-, **though this will be in the timeframe of the development and agreement of the Local Nature Recovery Strategy.**
- III. ~~Proactively work with Surrey's boroughs and districts to develop and agree deliverable and robust strategies and plans to increase biodiversity, including restoration of degraded habitats, restricting invasive species, allocating defined areas across Surrey that have high potential for increased biodiversity that should be protected from housing development and reducing pollution.~~ **Commit to its role as Lead Authority for the Local Nature Recovery Strategy to proactively engage with the WWF People's Plan for Nature and ensure Surrey residents are fully involved in the development of the Local Nature Recovery Strategy.**

**Item 8 (iii)**

**Amendment by Kevin Deanus (Waverley Eastern Villages) to the motion standing in the name of Catherine Powell**

**(additional words underlined in bold and deletions crossed through)**

**This Council notes that:**

- Increasing cycling and walking is a key objective of this Council, this is part of the Surrey's Community Vision for 2030 and Local Transport Plan (LTP4, 2021).
- The Cabinet Member for Highways and Community Resilience has recently committed to align all existing highways policies, procedures etc., with LTP4 and bring this through scrutiny to

Cabinet by the end of 2023, including the frequency of highway inspections.

**This Council further notes:**

- The Council's progress in developing plans to encourage walking and cycling but is aware that more needs to be done.

**Therefore, this Council calls upon the Cabinet, following the review of the work of the task and finish groups by the Communities, Environment and Highways Select Committee, to:**

- I. Review and update the Surrey Highway Hierarchy Definition to align with the sustainable travel hierarchy in LTP4 and to support a higher priority grading on routes for local walking and cycling journeys, particularly to areas of high employment, schools, hospitals, and leisure facilities. This work should be included within the review that the Cabinet Member for Highways and Community Resilience has committed to.
- II. Develop and fund a proactive maintenance approach to vegetation impacting on walking and cycling routes. This approach should prioritise areas of high employment (including town centres), schools, hospitals, and leisure facilities to ensure that these routes are consistently safe, enjoyable, easy, and convenient to use to promote them as an alternative to private vehicle use, whilst continuing to promote biodiversity.
- III. Ensure that the approach to highway inspection is extended from surveying highway defects to inspections of issues that impact on all road users (not just vehicles), for example encroaching vegetation, left-behind signs, debris on pavements and cycleways and blocked drains.
- IV. Use the knowledge of Members, local organisations and cycling and walking groups to enable the relevant officer team to create local walking and cycling maps for schools, businesses, health, and leisure facilities etc. to use within their own plans and strategies. These maps should proactively encourage sustainable travel across the county using tools such as Surrey Interactive Map.

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**MEETING OF THE COUNTY COUNCIL**

**TUESDAY 11 JULY 2023**

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

**CLARE CURRAN, CABINET MEMBER FOR EDUCATION AND LEARNING**

**1. CATHERINE POWELL (FARNHAM NORTH) TO ASK:**

Surrey has a clear and well understood categorisation of specialist centres for children and young people with Special Educational Needs and Disabilities (SEND) ([Choosing a school | SEND Advice Surrey](#)). This categorisation provides all stakeholders with a consistent and extremely valuable set of definitions which support several of the key elements of the Government White Paper ( [Summary of the SEND review: right support, right place, right time - GOV.UK \(www.gov.uk\)](#)).

For example, in Surrey we have two categories of specialist centre which deliver different levels of Communication and Interaction Needs (COIN) within mainstream schools.

- **Low COIN** specialist centres tend to suit children who have speech language and communication needs but can benefit from following the mainstream curriculum with specialist targeted support and intervention alongside. Students spend approximately 1 1/2 to 2 hours per week in a unit for speech and language therapy and potentially small group teaching, and receive support from specialist Teaching Assistants, but not 1:1 full time. Some of these pupils may have autism as well as developmental language disorders.
- **High COIN** centres support pupils with higher functioning autism, as well as social communication and interaction needs. Pupils will usually have an Autism Spectrum Disorder (ASD) diagnosis and associated difficulties, for example, sensory/anxiety issues, social and/or communication difficulties. These pupils have a differentiated school curriculum and are likely to be in the centre/unit more than 50% of the time in small groups. They tend to be of average to high academic ability.

Can the Cabinet Member please advise:

- a) If there is any work on-going to change these categories? If so, how this will be communicated to Members?
- b) If there is any proposal being considered to reduce the number of categories, for example moving to a single category for all ASD provision, with no specialism.
- c) Will any proposed change(s) be subject to scrutiny before a final decision is made?

## **RESPONSE:**

Scoping work is underway with schools with specialist centres and specialist schools to explore a potential move away from Surrey-specific language and designations such as “High COIN” and “Low COIN” to the recognised Department for Education (DfE) language which is nationally known and understood. This work is still in scoping stage and, if agreed and implemented, will affect only specialist centres and specialist schools. A change, if agreed, will not change the profile of pupils going to the centres or special schools, but rather move away from locally defined designations and language to the DfE designations.

The potential moves in language would be:

Surrey: High COIN – to - Autism Spectrum Disorder

Surrey: Low COIN – to - Speech Language and Communication Needs

Learning and Additional Needs – to - Moderate Learning Difficulty

Complex Social and Communication Needs – to - Autism Spectrum Disorder

If the changes to terminology were adopted, the schools would retain their entry criteria and would, as they do now, be able to accept or decline to offer a place based on the information in children and young people’s EHCPs. The adoption of nationally recognised designations would serve to ensure that parents and carers understood more easily the range and type of provision available to their child, this is, of course, how SEND Admissions operate in the rest of England currently.

The local, Surrey-specific language has led to some uncertainty with families, schools and staff and is not nationally known, unlike the DfE-recognised designations. This can mean that when families search online for information about the appropriate school or provision for their child, the Surrey-specific language can become a barrier, whilst adoption of the DfE terminology means there is a wide access to a significant corpus of information and in terms of data, a much more straightforward task to benchmark data with other areas. In fact, in the DfE database of schools Get Information about Schools (GIAS) website, all our schools are identified by the appropriate DfE terminology as the DfE do not currently recognise non-DfE terminology.

Any proposed change will be done in co-production with specialist schools and mainstream schools hosting centres and following discussions with families in Surrey through school discussions and alignment with Family Voice and other key stakeholders. If implemented, it will not impact on the next round of pupils with EHCPs going through Key Stage Transfer and would come into effect for September 2024 at the earliest, with September 2025 being the more likely date, dependent on feedback from all stakeholders. Initial feedback from schools, especially our special schools, is that they would welcome this change.

Arrangements initiated by the School’s Academies Act (2010) mean the local authority does not manage, control, or run schools (mainstream or specialist). Therefore, any change proposals to bring specialist centres and schools into line with the DfE designations will require approval by the relevant school /academy governing body and special school Phase Council. SCC will work in partnership with



settings to ensure setting designations are moved toward nationally recognised terminology. As changes to designations are proposed to bring SCC in line with wider nationally recognised practice, and the type of provision being offered will not change by each specialist school or centre, additional scrutiny beyond that of local school governance arrangements and subsequent Phase Council approval would not be required.

Any formal decision to make these changes would of course need to go through the appropriate governance arrangements with a breakdown of any proposed changes on a school and centre basis and with the agreement of the provisions involved.

## **KEVIN DEANUS, CABINET MEMBER FOR HIGHWAYS AND COMMUNITY RESILIENCE**

### **2. JOANNE SEXTON (ASHFORD) TO ASK:**

The decision to take back responsibility for the cutting of grass verges, weed clearance and other environmental work from boroughs and districts will have included a financial analysis to assist with decision making. Will the Cabinet Member provide the following data and information:

- a) The final year annual cost to Surrey County Council (SCC) of the previous service arrangements, to include funding to districts and borough councils and central costs for services and administration provided by SCC.
- b) The budget set for 2023/2024 for that same work and now solely undertaken by SCC.
- c) A list of the centralised environmental work that SCC will:
  - i. No longer be undertaken.
  - ii. Will be undertaken but at a reduced level.
- d) The estimated additional costs more recently incurred to clear the backlog of unmown grass verges across the county.

### **RESPONSE:**

- a) The budget for 2022/23 amounted to £1.477m. This sum included payments to eight District and Borough Councils who then managed on our behalf grass, weed control, flailing programmes and ad hoc grass cutting, i.e. additional sightline requests. The outturn was £1.491m, with the slight overspend managed within the overall envelope of the Highways and Transport revenue budget.
- b) The budget for 2023/24 is currently set at £1.717m
- c) There is no centralised list of works that the County Council will not be undertaking. In terms of standards for grass cutting, these are four cuts for

urban and two cuts for rural, with one weed spray. Cabinet is to consider options for 2024/25 in due course.

- d) It is accepted and understood that there have been some challenges with highway grass cutting this year. Exceptional grass growth rates coupled with new contractors needing to learn local areas has been more demanding than usual. This has meant that in some areas the level of service to residents has not been to the standard we would normally seek to deliver. Additional resources have been employed to help tackle problems, with two full-time three person gangs employed to improve outcomes. The total cost for this will be managed within the budget available to the Service, noting that the total figure will be calculated once the extra resources have been stood down.

### **KEVIN DEANUS, CABINET MEMBER FOR HIGHWAYS AND COMMUNITY RESILIENCE**

#### **3. FIONA DAVIDSON (GUILDFORD SOUTH-EAST) TO ASK:**

The Cabinet's stated aims in relation to the centralisation of the on-street parking enforcement include "to create consistency in service approach and improved financial management" and parking income is cited (July 22) as "typically £5.5m per annum with costs of about £4.5m".

- a) What is 2023/2024 target for income? How much of any increase in income (above the anticipated £5.5m) is due to increased charging levels in 23/24, and how much due to increased enforcement?
- b) What is the total budgeted cost of the service for 2023/2024? How much of this total is ascribed to (one-off) set up cost, and how much to business-as-usual operational cost?
- c) What is the latest forecast for both income and costs (costs split by set up and BAU operating costs) in 23/24?
- d) How many enforcement officers are currently employed via NSL by comparison with the number of enforcement officers employed by districts and boroughs in 22/23?
- e) How many hours of enforcement are currently being delivered by NSL by comparison with the hours of enforcement delivered by districts and boroughs in 22/23?
- f) How many enforcement officers will be employed via NSL when the service is at full strength? How many additional enforcement hours will these additional personnel deliver? When will the service be at full strength?
- g) The last available statistics from 2018/19 show that Guildford returned a surplus of £584,940 with costs of £810,284, whilst Reigate and Banstead made a loss of £335,307 with costs of £633,566, on on-street parking enforcement. Will this information be made available for 2023/24?

## RESPONSE:

- a) The County Council does not set targets for parking income. However, for budgeting purposes the estimated income from parking enforcement for 2023/24 is £6.3m. After taking account of anticipated costs of £4.9m, which is comprised of staff and contractor costs, this would lead to a surplus in parking enforcement of £1.4m. Parking charges have not been increased in 2023/24, although resident parking permit prices were changed in 2022/23.
- b) The budgeted costs of the service are set out in a) above. Of the total costs for 2023/24 approximately £175,000 has been allocated as a one-off cost for establishing the new service.
- c) The budget position set out in a) and b) above has not changed. Budget projections will of course be updated as we progress through the financial year.
- d) It is not possible to accurately say how many Enforcement Officers were employed by the District and Borough councils on highway enforcement activity in 2022/23. This is because we have not been provided with this information by the Boroughs and Districts, noting that there were significant vacancy levels in some instances. Currently NSL has 48 enforcement staff in their Surrey team, with active recruitment ongoing for the remaining posts that will be filled as soon as possible.
- e) Unfortunately, a comparison is not possible. This is because the County Council has never been provided with the number of Enforcement Officer deployed hours by the districts and borough councils. In April NSL achieved approximately 4,500 deployed hours, whilst in May this increased to 6,300.
- f) NSL is planning to have approximately 60 staff working in their Surrey team, the majority of whom will be Enforcement Officers. It is not possible to say exactly how many more enforcement hours will be achieved. However, we estimate that between 7,000 and 9,000 enforcement hours per month is likely, depending on seasonal factors. NSL should have close to a full complement of staff by September of this year based on their current trajectory of recruitment.
- g) The County Council's contract with NSL is for a countywide service. It is not therefore possible to report financial information on an individual borough or district basis.

**MATT FURNISS, CABINET MEMBER FOR TRANSPORT, INFRASTRUCTURE AND GROWTH**

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

If you are aged 20 and under and travel by bus, you can apply for the new [Surrey LINK bus card](#) from 3 July 2023, it allows young people, aged 20 and under, to travel for half price on single and return tickets for any journey that starts and/or finishes in Surrey.

- a) What efforts have Surrey County Council (SCC) made to publicise the 20 and Under Half Fare Concessionary Scheme and is there any feedback to test whether this has been successful?
- b) How many young people are SCC expecting to take advantage of this scheme, and what is the budgeted cost for 2023/24 and 2024/25?

**RESPONSE:**

The Surrey LINK Card is an exciting and new initiative that aims to attract more children and young people on to buses helping them to access education, training and employment more cheaply. The Surrey LINK Card is available to all residents aged 20 and under. It reduces the price of travel to half the adult fare, thus supporting young people in continuing to travel on buses as they move into adulthood.

Applications for the Surrey LINK Card went live on 3 July and the card will be available to use on buses in Surrey to obtain a half adult fare from 17 July.

The name, branding and design of the Surrey Link Card was developed in collaboration with Surrey Youth Voice, a partnership between Surrey's young people and the User Voice and Participation Team. Surrey Youth Voice told us that cheaper bus travel was a top priority for young people in the county, something we are delighted to respond to.

The Surrey LINK Card has been widely publicised using a variety of media, with a continued programme of marketing and publicity planned for the scheme. Communication channels used so far include press releases, Facebook socials and other organic social media posts, postings on media channels such as local radio stations, alongside direct emails to schools and colleges.

It is recognised that a sustained period of advertising is necessary to promote the scheme and maximise take up. Our ongoing strategy includes flyers and posters being distributed to schools, colleges, job centres and posted at /bus stops, etc, digital marketing at bus stops, messages on the county council's real time passenger information displays, alongside continued engagement with Surrey Youth Voice who provide a valuable voice for younger people across the county.

The impact of the communications strategy can be measured, for example, through the number of views on social media and the user uptake of the Surrey LINK card.

In terms of likely volumes and budgets, the County Council appointed MCL, a specialist transport consultancy, to support our modelling work to understand and forecast the likely uptake of the Surrey Link Card. This modelling identified that some 12,000 Surrey residents under the age of 21 would take advantage of the scheme.

In 2023/24, £450,000 has been included in the budget. In 2024/25, the budget is £459,000.

Each Surrey LINK Card is issued free of charge to qualifying residents, removing a potential cost barrier for applicants. This aims to maximise applications and use of the Surrey LINK Card. A fee-free application has a forecast cost of £460,000 pa, which is additional to the scheme budget and funded from within the existing Directorate budget envelope.

I would ask all Members to help promote this excellent new initiative: [Surrey LINK Card](#) to their residents to ensure no child or young person is left behind.

**NATALIE BRAMHALL, CABINET MEMBER FOR PROPERTY AND WASTE**

#### **5. WILL FORSTER (WOKING SOUTH) TO ASK:**

At Council (Informal) in January 2022 the Cabinet Member confirmed the then value of the Surrey asset known as the former Debenhams site in Winchester as £6.25m (2021) against a 2017 purchase price of £15.8m.

- a) Will the Cabinet Member please confirm the latest valuation of this asset?

There have been calls locally for the site to be converted into an indoor market, but it is currently being marketed as three restaurants/bar units.

- b) Are any of these units now leased?
- c) What are the plans and timescales to revise the marketing strategy if they are not taken up?
- d) How much is the loss of revenue during the time the site has been empty to date?

#### **RESPONSE:**

- a) Valuation of the asset as of 31 March 2023 is £3.625m.
- b) Discussions regarding the future use of the building have been held with local stakeholders including Winchester City Council and the City of Winchester Trust, who are both extremely supportive of future use as restaurants / bar units. All three units are now under offer to national high street tenants. Advanced negotiations are also in progress with a leisure operator to occupy the first and second floors.
- c) It is anticipated that the tenants will be open and trading by end of March 2024.

- d) The former tenant, Debenhams Retail Plc, entered administration in May 2021 and vacated the property in January 2022. The rent passing was £702,803 per annum. When current leasing negotiations have been concluded, the total rent receivable will broadly be in line with that previously paid by Debenhams. Our external valuers have confirmed that this will significantly increase the capital value of the asset.

**KEVIN DEANUS, CABINET MEMBER FOR HIGHWAYS AND COMMUNITY RESILIENCE**

**6. ASHLEY TILLING (WALTON SOUTH & OATLANDS) TO ASK:**

When Surrey County Council took over the contract for cutting grass verges, they reduced the number of urban cuts from ten to four a year. This has meant that our inboxes have been full of complaints from residents about the how unsightly the verges in our towns and connecting highways have been; not surprising when typically, the 'end of year' cut was implemented in October/November last year and the first cut of this year not until May/June. Over that period the grass grew to an unacceptable length.

What will be done to ensure that there will be an adequate number of cuts in the next financial year and that these will be at a suitable frequency to prevent the levels of growth we have seen this year?

**RESPONSE:**

The County Council's standard for grass cutting is four urban cuts with two rural cuts. Walton South and Oatlands is within the Borough of Elmbridge, where the County Council directly managed the service in the 2022/23 season. Last year, weather conditions did not generate the same level of grass growth and the number of customer concerns in Elmbridge was therefore correspondingly lower. When Elmbridge Borough Council were managing the service on our behalf, the number of urban cuts they provided was ten. However, Elmbridge Borough Council chose to end that arrangement in 2021/22, citing reasons of cost.

The Council's Cabinet will be considering options as to how best manage the service next year, noting the need to derive a balance between any ecological advantages of fewer cuts and the impact on the street scene.

**NATALIE BRAMHALL, CABINET MEMBER FOR PROPERTY AND WASTE**

**7. JONATHAN ESSEX (REDHILL EAST) TO ASK:**

On 18 June 2023 the Government announced that waste charges for DIY waste will be abolished at the third of councils that charge residents for taking DIY waste to Community Recycling Centres (CRCs), or similar. Surrey County Council is one of these councils. Now that the Government has now ruled that this loophole will be closed, what are Surrey County Council's plans for handling DIY waste at CRCs?

## **RESPONSE:**

On 18 June the Government announced that it was proposing to change the law to require local authorities to accept small amounts of construction waste from 'do it yourself'(DIY) activities, from householders, free of charge. Surrey County Council, like most of our neighbouring authorities currently make a charge for all rubble and plasterboard.

As part of the announcement, the Government has set out the quantity of construction waste that will have to be accepted free of charge – up to two 50-litre rubble bags or one large item no larger than 2m X 0.75m x 0.7m per household at a maximum frequency of 4 visits over 4 weeks.

Whilst it is as yet unclear as to when the Government intend to change the law to implement the policy change, Cabinet had already been reviewing the potential to change our policy around charging for DIY waste, and as such, I will be taking a Cabinet Member decision in respect of such a change in line with the Government's announcement.

Officers are currently working with our waste contractor SUEZ to understand the changes that will be required to deliver the policy change, but our current thinking is that we would retain the Charging Support Officers and control systems, including the provision of rubble containers at only nine of our fifteen CRCs. This will ensure that we maintain appropriate controls over trade waste, monitor use of the free allowance and have the ability to continue to levy charges for any construction waste in excess of the free allowance as well as for car tyres, which are not household waste and not covered by this proposed change in legislation. Work underway is also considering the method by which the frequency of 'free deposits' would be monitored, as well as to produce a clear list of what items will be considered as part of this free allowance, so that we can be very clear with our residents in our communication about the changes.

The Government have indicated that local authorities will need to absorb the cost of accepting small amounts of DIY waste, and therefore it is important that we maintain controls over what can be brought in to minimise the Council's exposure to increased costs. Our analysis has indicated that if we removed controls entirely and reverted to the tonnages of construction waste that were dealt with prior to the introduction of charges in 2015/16 then this could cost the council over £1 million per annum.

## **MATT FURNISS, CABINET MEMBER FOR TRANSPORT, INFRASTRUCTURE AND GROWTH**

### **8. CATHERINE BAART (EARLSWOOD AND REIGATE SOUTH) TO ASK:**

Following the success of the Digital Demand Responsive Transport (DDRT) pilot in North Mole Valley, please can the Council confirm plans for rolling this out across Surrey, and the rationale for the order of rolling out. In particular, how this will take into account the Council's policy of No One Left Behind?

## **RESPONSE:**

Underpinning all our work is our overarching ambition to help everyone in Surrey benefit from all the opportunities on offer in our county, and to ensure that no one is left behind. Now, and in the future.

The Mole Valley Connect Digital Demand Responsive Transport (DDRT) service is helping those who need us most and is improving the quality of life for residents, with the service open to everyone and covering the whole of the district. Mole Valley Connect has been warmly welcomed by residents and has attracted non-bus users on to this new and flexible public transport service. We are now building on the success of this to introduce more DDRT schemes across Surrey.

Following the 'Bus Network Review' and associated public consultation, Cabinet agreed on 28 March 2023 to implement the first phase of county council funded DDRT services. Five new DDRT services will start this September in Cranleigh, Farnham, Longcross, West Guildford and Tandridge. These areas were chosen for this first phase as we could develop, improve and expand existing conventional local transport schemes to make them even more attractive and available to even more residents. In the case of Guildford, the new scheme replaces an infrequent, low patronage local bus service with a more flexible and superior DDRT offer.

Work is already underway to develop even more DDRT schemes, the aim being to cover as much of Surrey as is practical and affordable, and as quickly as possible. Once we have a developed and costed delivery programme this will be shared with Members. Our DDRT ambition really does aim to help everyone in Surrey benefit from all the opportunities on offer in our county, and to ensure that no one is left behind.

## **TIM OLIVER, LEADER OF THE COUNCIL**

### **9. EBER KINGTON (EWELL COURT, AURIOL & CUDDINGTON) TO ASK:**

- a) In the last year (from June 2022) how many complaints by residents to the Local Government Ombudsman have been upheld and awards of compensation granted?
- b) What is the break down in number of complaints upheld when categorised by service area?
- c) What is the total compensation awarded against each service area?
- d) What is the established policy of the Council, including timescales, on providing Members with details of these Reports and providing easy access to them on the SCC website?

## **RESPONSE:**

- a) Each year in July, the Local Government and Social Care Ombudsman (LGSCO) publishes an Annual Letter to all councils in England providing



data on the number of enquiries and complaints they have received for that council during the previous financial year, along with the outcome of their investigations. While Surrey County Council keeps its own local records of Ombudsman decisions, the Annual Letter is the verified published data source, which is used for benchmarking purposes. This is publicly available on the LGSCO website: [Councils' performance - Local Government and Social Care Ombudsman](#)

The LGSCO Annual Letter providing complaints information for the period 1 April 2022 to 31 March 2023 will be published on 20 July 2023. A report providing full details of the LGSCO Annual Letter is due to be presented at Audit and Governance Committee in November 2023.

Our local records\* show that in 22/23 we received 192 complaint enquiries from the Ombudsman and, of these, 78 (41%) were upheld. Where the Ombudsman recommended a financial remedy, one case related to Adult Social Care, the rest related to Children's Social Care and Education.

(\*please note that these figures may differ from the finalised LGSCO figures due to how the data is recorded and analysed)

b) Of the 78 complaints we have recorded as upheld by the LGSCO:

- 66 related to services within Children, Families & Lifelong Learning
- 7 related to Adult Social Care
- 5 related to other council services.

More detailed information will be contained in the LGSCO's Annual Letter published on 20 July 2023.

c) From our local records, the following financial remedies were recommended by the LGSCO in 22/23:

	LGSCO Directed Financial Remedy
Adult Social Care	£1500.00
Children Families and Lifelong Learning	£124,401.95
Other Council Services	NIL

More detailed information can be found in the Annual Complaints Report which was presented at Audit & Governance Committee on 5 June 2023. The full report can be accessed on the Committee webpage via this link [Agenda for Audit and Governance Committee on Monday, 5 June 2023, 2.00 pm - Surrey County Council \(surreycc.gov.uk\)](#)

d) We take any complaints made about our services very seriously; in particular those that have reached the Ombudsman for independent investigation because this means we have been unable to resolve the complaint and/or a significant concern has been raised about how we are delivering a service.

As a result, we are committed to making sure that we have appropriate oversight and scrutiny of Ombudsman investigations to help us learn and improve and to ensure we are held to account when things go wrong. This is why the Audit and Governance Committee receive regular reports on complaint handling. All Ombudsman decisions are published on their website and are publicly available.

In addition, every week the Chair and Vice-Chair of the Audit and Governance Committee, along with other Senior Officers, receive a weekly summary of all Ombudsman correspondence received by the Council that week. This includes an anonymised summary of any enquiries, investigations and decisions. We are also working with the Customer Relations Teams in Adult Social Care, Children’s and Corporate to ensure that relevant Cabinet Members and the Local Member/s are notified when Ombudsman decisions are received, and that information on published Ombudsman decisions is made available to all Members.

**TIM OLIVER, LEADER OF THE COUNCIL**

**10. ROBERT EVANS OBE (STANWELL AND STANWELL MOOR) TO ASK:**

- a) Further to the Home Office's communication of 29 June, how many asylum seekers are there in Surrey?
- b) How effective are the current communication channels with Whitehall on the complex asylum issue?

**RESPONSE:**

- a) The number of adult asylum seekers and unaccompanied child asylum seekers accommodated in Surrey is approximately **1292**, broken down as follows:

<b>Scheme</b>	<b>Totals*</b>	<b>Date from</b>
Initial Asylum Accommodation (IA)	988	July 2023
Overspill Dispersal Accommodation (ODA)	173	Jan 2023
Unaccompanied Minors (UAM)	131	July 2023
<b>Total</b>	<b>1292</b>	

*\* It should be noted that these figures are subject to movement on an almost daily basis as individuals pass through the relevant processes and are moved on and out of Surrey hotels.*

- b) Home Office and DLUHC officials regularly attend Surrey Wider Immigration Group meetings to learn of the issues being faced across the County and to update partners on national policy and activity in respect of asylum accommodation. The Home Office have improved their process of notifying local authorities when accommodation is being established and have an improved early notification and Multi-Agency Forum process in place for each

asylum hotel where it is proposed to increase capacity. Communication with Government departments is also conducted on a wider basis through the South-East Strategic Partnership for Migration.

**TIM OLIVER, LEADER OF THE COUNCIL**

**11. STEVEN MCCORMICK (EPSOM TOWN & DOWNS) TO ASK:**

What is the current status regarding county deals and this Council, is there any work being done to continue progressing towards a county deal and what is the cost of the county deal work to date please?

**RESPONSE:**

Surrey County Council and its partners have prepared a proposed Level 2 County Deal for Surrey, recognising the significant benefits this would have for the county.

At the start of 2023, the Leader officially expressed Surrey's interest in a Level 2 deal to DLUHC, setting out the proposed content of a County Deal for Surrey. The Government's response at that time was that Level 3 Deals were being prioritised for attention and progression. However, discussions are continuing with DLUHC and we are hopeful that we will have some further clarification on the status of a level 2 deal in the near future.

There are no additional costs for the work on a County Deal at this stage, as the work is being undertaken as part of existing officers' role.

**NATALIE BRAMHALL, CABINET MEMBER FOR PROPERTY AND WASTE**

**12. NICK DARBY (THE DITTONS) TO ASK:**

- a) What procedures are in place for evacuating people with mobility difficulties from the Council Chamber?
- b) When were these procedures last reviewed?

**RESPONSE:**

- a) Two "General Emergency Evacuation Plan" notices for Woodhatch Place (WHP) are posted in the Council Chamber; one by the main entrance and one at the other end of the room by the Fire Exit. The document details actions and instructions building users should follow in the event of an emergency.

A contact number for WHP Main Reception is also posted at the main entrance door which building users can call if any assistance is required, be it an emergency or not.

Surrey County Council staff (including staff on long-term contracts) who have mobility issues and need assistance to safely exit the building inform Facilities

Management (FM) of their requirements via a Personal Emergency Evacuation Plan (PEEP).

As per Surrey Corporate Health & Safety guidelines which are rolled out to all Council staff, it is the responsibility of the staff member to discuss their needs with their Line Manager. The Line Manager completes the PEEP and sends onto the FM team, which adds the data, requirements etc to the PEEP tracker log. The PEEP tracker log is kept in an 'Emergency Grab Bag'.

In the event of an emergency, a FM team member (Reception staff) takes the Emergency Grab Bag and calls staff members with PEEPs to ensure they are able to leave the building safely, as per their PEEP.

All visitors (i.e. non-Surrey County Council staff attending meetings/functions) should be contacted by the Surrey County Council meeting host to identify any needs/mobility issues. The host should then inform the FM team as necessary. Similarly, it is best practise for a meeting leader/host to run through 'housekeeping' at the beginning of each meeting, to highlight any planned fire drills, the emergency evacuation procedure and outside assembly point. To ensure that this best practice approach is being followed, the FM team is working with Health & Safety and Agile Office Programme colleagues to embed these best practise guidelines and roll out to all staff, so they are aware of their responsibilities when hosting visitors at a corporate office.

- b) A new PEEP policy was rolled out at the end of June by the Corporate Health and Safety Team [Personal Emergency Evacuation Plans \(PEEPs\) \(sharepoint.com\)](#) and is available on 'Our Surrey'.

The General Emergency Evacuation Plans are site specific for each corporate office. These are reviewed annually or when there is a significant change to the site. The last review at Woodhatch Place took place on 1 June 2023 as part of the Full Fire Drill.

As part of the Drill, FM Reception staff called the three colleagues who have PEEPs at WHP; all answered their phone and confirmed they were not in the building that day, so no further action was required.

PEEPs are reviewed annually and updated as necessary, in relation to changes to the building, condition and/or personal circumstances of the person concerned. PEEPs are generally not 'live' tested; however where a PEEP is extremely complex or has an element of support which requires staff training, then an as live practise/training session would be arranged.

**KEVIN DEANUS, CABINET MEMBER FOR HIGHWAYS AND COMMUNITY RESILIENCE**

**13. ANGELA GOODWIN (GUILDFORD SOUTH-WEST) TO ASK:**

It has been brought to my attention that there are currently just two teams of contractors cutting back vegetation across the whole of Surrey and that they have a significant backlog of outstanding jobs.

Would the Cabinet Member please confirm:

- a) How many teams should be in place to do this work?
- b) How many outstanding jobs are there in this service?
- c) What plans are in place to upscale this work at pace to address the backlog?

**RESPONSE:**

The County Council adjusts the amount of resource delivering this service throughout the year. At present we have two teams of contractors cutting back general vegetation. We also have numerous gangs undertaking tree works, which is ordered by jobs, not by gang, with the contractor determining the required resource. Plus, we have an additional Member funded gang working in the Tandridge area. There is therefore no fixed number, and in general resources increase in winter when most of our flail cutting takes place.

There are 254 general vegetation jobs planned to be completed, although this number changes frequently with works being completed and new works added. This is not therefore a 'backlog', as works need to be programmed to ensure we efficiently and effectively use the gang's time. It is never our intention to have no works outstanding. Doing so would result in inefficient programming and a significant waste of money as contractors travel to different parts of the County as and when jobs are created.

It is also worth noting that a substantial amount of vegetation that encroaches on to the highway emanates from private land. It is the landowner's responsibility to ensure that their vegetation is managed so as not to impede highway users. In the last year, the team has contacted approximately 2,500 landowners, of which 165 have resulted in enforcement action. Many owners genuinely do not appreciate the inconvenience their overgrown vegetation can cause, and when advised most deal with it promptly.

**KEVIN DEANUS, CABINET MEMBER FOR HIGHWAYS AND COMMUNITY RESILIENCE**

**14. MARK SUGDEN (HINCHLEY WOOD, CLAYGATE AND OXSHOTT) TO ASK:**

Claygate Lane, Hinchley Wood, between Manor Road North and the A309 Kingston By Pass hosts both Hinchley Wood Primary and Secondary Schools, St Christopher's Church and a nursery. At the junction with the A309 there is a roundabout and a traffic signal controlled crossing. The speed limit on the eastbound

approach off the A3 is 50mph reducing to 40mph about 175 metres from the roundabout. Many residents, especially school children utilise this crossing.

There have been multiple traffic incidents at this location including most recently a serious one with a truck crashing into the safety barrier just before the crossing. Many residents have expressed their serious concerns about road safety at this location including vehicles jumping the red lights, vehicle speeds at the roundabout, lack of signage indicating schools nearby and poor visibility due to the vegetation on the roundabout.

The Road Safety team have indicated that this site could be added to potential schemes for next year and have identified some actions that might be taken. However, having met with local residents on site last week, can I request that a detailed road safety assessment of this location be undertaken which will explore all options to significantly improve safety and address the concerns of local residents?

#### **RESPONSE:**

Injury accidents reported to the Police are recorded. The County Council has access to this information, and if there are patterns of accidents at a specific location these will be identified by our Road Safety Team. Options for any safety improvement will then be considered between road safety professionals and the Police at a formal "Road safety Working Group" meeting.

Following local concerns raised with the County Council, this site was considered at a Road Safety Working Group meeting on 13 June 2023. Potential improvements were discussed and identified, which will be considered along with those at other sites across Surrey. The Road Safety Working Group will analysis the data from all sites and use their collective expertise to ensure available funding is targeted where it will have maximum impact on road safety to reduce death and injury on our roads. As accident patterns are assessed by the Road Safety Team and the site is already included in that process there is no other general safety assessment that Officers would undertake.

I would highlight that each year all Members can request a technical assessment for a specific site or scheme. Officers will contact Councillor Sugden to confirm if this is his priority for 25/26, as he has committed another location for 24/25. This will be assessed and prioritised alongside other requested schemes for this programme of work.

#### **CLARE CURRAN, CABINET MEMBER FOR EDUCATION AND LEARNING**

#### **15. CATHERINE POWELL (FARNHAM NORTH) TO ASK: (2<sup>nd</sup> Question)**

I am increasingly concerned by the impact of delays in issuing Education Health and Care Plans (EHCPs), not just on the children and their families, but on schools, their staff and pupils.

- a) What is the average value of a support package under an EHCP paid to a mainstream school?
- b) Could there be consideration of making a payment to mainstream schools once the deadline of 20 weeks has passed to allow the school to pay for additional support without having to take funding from elsewhere in their budget?
- c) Table 1 below identifies the areas of Surrey where children and young people are most deprived. Can the Council particularly look to provide additional direct support or funding (not signposting) into schools in or adjacent to these areas while the majority of new EHCPs are not being issued within 20 weeks and annual EHCP updates are also delayed?

Table 1 – LSOAs in Surrey where Children and Young People are in Sub-domain Decile 1, the lowest 10%

LSOA name	Key Neighbourhood	Area	Children and Young People Sub-domain Decile
Mole Valley 011D	Yes	Holmwoods	1
Guildford 012D	Yes	Westborough	1
Runnymede 002F	Yes	Englefield Green West	1
Elmbridge 017D	No	Cobham and Downside	1
Reigate and Banstead 018D	Yes	Horley Central & South	1
Surrey Heath 004C	Yes	Old Dean	1
Reigate and Banstead 008A	Yes	Hooley, Merstham & Netherne	1
Guildford 010C	Yes	Ash Wharf	1
Epsom and Ewell 002C	No	West Ewell - North	1
Spelthorne 001B	Yes	Stanwell North	1
Waverley 002E	Yes	Upper Hale (Sandy Hill)	1
Waverley 010A	Yes	Godalming Central and Ockford	1
Guildford 005E	No	Park Barn / Wood Street Village	1
Waverley 005C	No	North / East Farncombe	1
Guildford 010D	No	Ash - North West	1
Spelthorne 002A	No	West Bedfont / Ashford	1
Guildford 007A	No	Bellfields North	1
Guildford 002D	No	Sheets Heath / Brookwood	1

## RESPONSE:

- a) The average value of an EHCP support package paid to a mainstream school is £5,500, noting there can be quite a variation as there is a wide range of needs

that pupil support/banding covers within Mainstream Schools.

- b) We are very aware of the pressure on schools relative to the delay in the finalisation of the EHCNA (Education Health and Care Needs Assessment) process, however not all EHCNA requests result in an EHCP being issued (Around 82% of requests result in an EHCP being issued), so the impacts need to be considered on a case-by-case discussion to support schools, rather than a blanket approach.

While the service has no plan to pay for an EHCP in advance of its agreement an EHCP is often made up of a range of support provided directly from the council's Inclusion and Additional Needs support services and funding to support additional staff or provision costs. In respect of those appropriate services (such as therapy or specialist teaching services), these can often be accessed without the need for an EHCP, and the service will continue to ensure that access to suitable support is in place for these children on a needs-led basis.

Children with the highest needs, or those in Key Stage transfer years are currently being prioritised for an EHC Needs Assessment and therefore they are receiving a plan on time or with a shorter delay compared to those more likely to continue to have their needs met in mainstream school. Our clear target it is to achieve the statutory timeframe as soon as possible for all children and young people in line with the Statutory requirements and the commitment from the Lead Cabinet Member in the May Full Council meeting.

Further offers of support are being developed for the new academic year which will enhance the support on offer to schools, including extending the Team Around the School model across the county; termly visits to schools with the highest numbers of EHCP to consider support to cohorts of children rather than to each individually; and school SEN audits through Schools Alliance for Excellence designed to help develop the school's Local Offer.

Mainstream maintained schools and academies are notified each year of a clearly identified notional budget towards the cost of fulfilling their duty to 'best endeavours' to secure provision for their pupils with Special Educational Needs (SEN). These are funds that schools are required to set aside for the provision of education for students with SEN needs and is a part of the national funding formula. In Surrey the notional budget in the academic year 2022-2023 is set at £6,000. It has been recognised and acknowledged that this is 40% lower than the current national average. The School's Forum is considering a move to the national average over the next two years, pending consultation.

- c) The specialist teaching service is reviewing its approach and capacity relative to need in the communities we serve. This will require a move away from a universal offer where the same level of support and provision is offered to all schools. This review will be finalised over the summer period and communicated to schools at the start of the new academic year. We are also consulting with Schools Forum on this offer for the following academic year to secure schools' agreement and continued commitment to part fund this service. The Team



Around the School will be targeted and rolled out to those areas with highest relative need, this analysis will take account of deprivation.

## **KEVIN DEANUS, CABINET MEMBER FOR HIGHWAYS AND COMMUNITY RESILIENCE**

### **16. JOANNE SEXTON (ASHFORD) TO ASK: (2<sup>nd</sup> Question)**

It is clear that the decision to take back the cutting of grass verges across the county was a decision made without discussion or prior agreement with the boroughs and districts. However, residents have been advised that several borough and districts had asked SCC to take back the service.

Will the Cabinet Member confirm:

- a) If any borough or district council requested that SCC take back responsibility for the cutting of grass verges and other environmental work before the Cabinet Member announced the decision to them?
- b) Which borough or district council requested that they retain the service when the new policy was announced?

### **RESPONSE:**

Eight district and borough councils operated agency agreements with the County Council for grass cutting in 2022/23. Woking Borough Council advised that they no longer wished to continue in 2023, joining Elmbridge, Mole Valley and Tandridge where the County Council already managed the service.

The remaining District and Borough Councils operated Agency Agreements that expired at the end of March 2023, meaning that there was no termination of these arrangements, although the decision taken was not renew them.

All impacted District and Borough Councils were formally written to in July 2022, and meetings and discussions were held with both the Surrey Leaders group and the Surrey Chief Executives Group. Officers from the Highways and Transport service had regular meetings with their counterparts in the District and Borough Councils from the date of this announcement through to March 2023. This helped manage transition arrangements, including potential TUPE (Transfer of Employment Protection of Employment) staff transfers to the new service provider.

At the Officer meetings there was no formal discussions about any District or Boroughs retaining grass cutting, as the decision remained that the service was to be brought back under County Council control.

**KEVIN DEANUS, CABINET MEMBER FOR HIGHWAYS AND COMMUNITY RESILIENCE**

**17. LANCE SPENCER (GOLDSWORTH EAST AND HORSELL VILLAGE) TO ASK:  
(2<sup>nd</sup> Question)**

The last parking review in Woking ended in October last year and there are many agreed changes to parking where the signage has been put in place, but the accompanying lines on the road have not yet been painted. In addition, requests for lines to be refreshed where they have worn away do not seem to be being actioned.

Is the issue related to the new contractor that provides services to SCC and are there any plans to clear the backlog of which seems to be at least 6 - 9 months?

**RESPONSE:**

It is recognised that there has been an unfortunate delay in completing the new road markings agreed as part of the last Woking parking review. Road markings can only be installed on a dry and clean surface, making winter particularly challenging for this activity. The frequency of parked cars where the new restrictions are proposed creates additional problems in terms of access.

Allied to this our contractor initially struggled with resources. However, I am pleased to report this has now been resolved. We now have a commitment for four separate crews for the County, coupled with night working where needed. In addition, we will use our parking enforcement contractor (NSL) to instigate suspensions of parking where this will assist the installation of the new lining.

Presently, all signs for the Woking review are in place along with approximately 40% of the road markings. Working with our contractor, ongoing progress is being carefully monitored. I am pleased to state that it is anticipated works should be completed this summer.

**DAVID LEWIS, CABINET MEMBER FOR FINANCE AND RESOURCES**

**18. WILL FORSTER (WOKING SOUTH) TO ASK:  
(2<sup>nd</sup> Question)**

In last week's Cabinet agenda it was stated in the M1 Budget report that there was "£3.3m relating to the delivery of 'stretch efficiencies' (within the CFLLC Directorate). These efficiencies are due to be delivered in 2023/24, but at present there are no specific delivery plans for achievement. There is therefore a risk of non-delivery until action is taken to identify opportunities for delivery."

- a) This report relates to the position at M1, would the Cabinet Member please provide an update on the development of plans for how these efficiencies will be delivered?
- b) In the case of non-delivery, what is the contingency for plugging the gap?

## **RESPONSE:**

- a) When the budget for 23/24 was set, the intention of the stretch targets was to remain within the available funding envelope and reflected the need for further actions to be identified during the financial year. This is an approach which has worked successfully in the past, specifically within the SEND/High Needs Block cost containment targets. Experience from previous years indicates this could be from funding sources such as grants or contributions or reallocation of resources during the year if other budgets begin to forecast a surplus. The largest expenditure areas, social care placements and home to school transport, are also those which are seeing the largest pressure increases, so whilst further efficiencies will also be looked at in these areas they will be more difficult to find. There are regular meetings between the CFLL leadership team, Finance and Cabinet members to review the financial position and the performance against efficiency targets.
- b) Should these efficiencies not be delivered assessment of their impact would need to be made against forecasts in other areas of the budget envelope to ascertain if this would result in an overall overspend. The Council holds a central contingency to mitigate risks and potential impacts during any financial year so the regular monitoring of the overall Council outturn would identify if this would be needed in order to manage any variances. If the stretch target cannot be achieved on an ongoing basis, then it will be reviewed as part of the MTFS.

## **KEVIN DEANUS, CABINET MEMBER FOR HIGHWAYS AND COMMUNITY RESILIENCE**

### **19. JONATHAN ESSEX (REDHILL EAST) TO ASK: (2<sup>nd</sup> Question)**

Redhill's pedestrianised town centre has different features that have been noted as being maintained by Surrey Highways, including the pedestrianised pavement area (granite blocks) and street furniture (including raised seating with street trees planted in the centre and timber slats).

However, the quality of this maintenance is not up to the standard one would expect. There are a number of long-standing places where the temporary tarmac lines created after works undertaken by utility companies have not been replaced (much longer than the 6 month period allowed under Surrey County Council's *Specification for the Reinstatement of Openings in the Highway*) and it is the borough, not county, council that is currently undertaking spot repairs to the street furniture. Please can you:

- a) set out Surrey Highways' process for enforcing the non-compliance of such reinstatement by utility companies; and
- b) explain its maintenance strategy for street furniture, such as benching and planters, in pedestrianised areas which it is responsible for?

## **RESPONSE:**

- a) As set out in legislation Surrey Officers inspect approximately 10% of all works (c60,000 works p.a.) at their completion stage to determine whether the correct reinstatement specification has been met. A further 10% of works are inspected at the end of their two-year guarantee period against the same specification. A recent legislative change from April of this year means that Surrey can complete more inspections against those works promoters with the highest failure rates.

In addition to this inspection regime Surrey Officers will respond to any ad hoc reports of materials not being correctly matched with existing materials. Upon discovery of any specification failure Officers will generate a 'defect' for the works promoter who will complete remedial works at their own cost. Any Surrey Officer visits to re-inspect the reinstatement are re-charged to the works promoter.

I am pleased that this has been raised with me so that action can be taken.

Our Streetworks Team has been instructed to send an Officer to Redhill Town Centre to determine whom these reinstated areas belong to and commence the required 'defect' process so that the correct materials to be reinstated.

- b) Bespoke street furniture such as benches and planters are generally funded and maintained by the relevant District or Borough Council. The County Council will ensure the area is kept safe, but unless commuted sums or other maintenance arrangements are in place, the County Council does not maintain these assets. The exception is if the County Council installed the items of street furniture.

The County Council may offer "Town Centre Maintenance Agreements" to District and Borough Councils if they so wish, noting that two are operational at this time; one in Epsom & Ewell and one in Woking. An alternative is for the District or Borough Council to provide funding when needed and the County Council can organise any required maintenance.

## **CLARE CURRAN, CABINET MEMBER FOR EDUCATION AND LEARNING**

### **20. CATHERINE BAART (EARLSWOOD AND REIGATE SOUTH) TO ASK: (2<sup>nd</sup> Question)**

What is the Council's estimate of the additional costs (due to commencing support to pupils on time) that would have been incurred had all of the current Education Health and Care Needs Assessments (EHCNA) due since June 2022 been completed on time?

## **RESPONSE:**

Funding for schools is not primarily driven by EHCPs so estimating a cost for these delays cannot be looked at solely in this context. Schools funding is driven

predominantly by the numbers of children in that school at a particular census point, which then feeds through to the nationally and locally agreed funding formula. Schools are required to take account of the “notional” SEND budget for each pupil with an EHCP and this comes from their overall school's block funding rather than being additional, so a child having an EHCP assessment delayed would not reduce their overall funding in this way.

Funding associated with the outcome of an EHCNA is also very difficult to assess because this will vary significantly depending on the outcome of that assessment and the needs of the child. When the Council first entered into its Safety Valve' Agreement with the Department for Education in March 2022, it projected anticipated demand growth with the expectation that assessments would be completed on time. At the end of the 22/23 financial year, the DSG High Needs Block (HNB) Outturn overspend was £2m lower than planned. Whilst there are many elements that influence the outturn, the majority of cost containment targets were met as planned. Therefore, it is reasonable to assume that a large proportion of the £2m underspend against Safety Valve profile was a result of fewer EHCPs being processed than forecast at the start of the year.

It is important to note the HNB budget is set higher than the HNB DSG funding, i.e. the budget is set with a planned overspend in line with the Safety Valve agreement. An underspend against the budget in this context does not result in any surplus grant at the end of the year as the safety valve programme is focused on achieving an in-year balance on the HNB where grant and expenditure levels align.

## **KEVIN DEANUS, CABINET MEMBER FOR HIGHWAYS AND COMMUNITY RESILIENCE**

### **21. ROBERT EVANS OBE (STANWELL AND STANWELL MOOR) TO ASK: (2<sup>nd</sup> Question)**

What reflections does the Council have on this year's grass cutting programme?

#### **RESPONSE:**

As an organisation, we are ambitious and are always looking to improve and adopt best practice across local government. We have a key role to play in improving the quality of life for the residents of Surrey, enhancing the infrastructure for business and protecting the natural environment for generations to come.

The County Council therefore takes the delivery of all our responsibilities extremely seriously and endeavours to provide excellent service to our residents. With regard to grass cutting, exceptional growth rates coupled with new contractors needing to learn local areas have combined proved unusually challenging this year. This has meant that, in some areas, the level of service has not been to the standard we would normally deliver. Lessons have been learnt and action is being taken to minimise this risk for future seasons.

## **CLARE CURRAN, CABINET MEMBER FOR EDUCATION AND LEARNING**

### **22. STEVEN MCCORMICK (EPSOM TOWN & DOWNS) TO ASK: (2<sup>nd</sup> Question)**

Following a recent Members briefing on Home to School Transport where budget is millions over target, significant number of actions to address the Home to School process and administration were shared.

An example was shared by a member who had been advised that a child from Farnham had been offered a school in Godalming. That is quite a trip each day.

In my own division in Epsom, there are not enough high school places in Epsom so children are transported each day to Leatherhead and back.

What is required are more school places for the children of Surrey closer to their homes to reduce or even eliminate the need to home to school transport.

Without this root cause problem approach, the Home to School Transport budget, currently £54m, is only going to increase and is not sustainable.

The impact onto our climate from these journeys, the impact to our road network, the impact on the children not being able to have a school place and friends close to their home.

We need to step back and look at the root cause of not enough school places where they needed.

What is this Council doing to address this issue and to provide more schools and school places where they are needed and where there is a clear need?

### **RESPONSE:**

The School Organisation Plan 2022-2032 sets out Surrey County Council's Pupil Place Planning Principles [Provision of school places and school expansions - Surrey County Council \(surreycc.gov.uk\)](https://www.surreycc.gov.uk).

Effective pupil place planning is an essential process that enables us to work with schools and stakeholders to commission and create high quality school places. We use a system called "Edge-ucate" to forecast the need for school places in order to work with schools to address any shortfall. The forecasts are based on birth data, housing permissions and trajectories and pupil movement trends.

The demand for secondary school places across Surrey is being met through new Free Schools, expansions of existing schools and bulge classes in existing schools.

For September 2023, there has been a particular pressure for mainstream Secondary School places in some areas of Surrey, and bulge classes have been arranged including a bulge class at Farnham Heath End and Ash Manor. More

information about the offers made for September 2023 can be found on the webpage [How school places were allocated in previous years - Surrey County Council \(surreycc.gov.uk\)](https://www.surreycc.gov.uk/education/primary-secondary/primary-secondary/primary-secondary/how-school-places-were-allocated-in-previous-years).

All schools in Epsom & Ewell agreed to offer over their published admission number by up to 8 places which allows an additional 40 places across the planning area. Based on the additional capacity within the 5 schools in the planning area there is expected to be sufficient places over the 10-year forecast period, however we update forecasts annually and will continue to monitor the demand for school places. For September 2023 there are currently 38 places available for Year 7 in the Secondary School planning area of Epsom & Ewell. It should be noted that pupils often travel across borough and district, and county borders, as their nearest or preferred schools might not be in the borough they live in.

The demand for specialist school places is being met through additional places delivered through the [SEND capital programme](#). The capacity created locally will enable pupils to attend their closest most appropriate school, with shorter journey times and reduced SEND home to school transport distance and costs.

The Council is expanding the state-maintained specialist education estate at pace in order to ensure children and young people who have additional needs and disabilities and require a specialist school placement can have their education needs met closer to home and within state-maintained provision wherever possible.

There has been significant investment in additional state-maintained specialist school places in Surrey over the past four years to enable children and young people to be educated locally to their families. SCC's strong partnerships with local specialist and mainstream schools has enabled this to happen, alongside robust forecasting of demand to understand what the profile of need will look like county-wide over the coming years.

Between 2019 and 2023 Cabinet approved the strategies and capital investment of c£260m for Surrey's SEND and AP Capital Programme. With this investment the programme is aiming to deliver 2,440 permanent additional specialist school places in Surrey between 2019-2026 to create capacity for 5,760 state-maintained specialist places in Specialist Schools and SEN Units/ Resourced Provision in mainstream schools by 2030/31.

As of academic year 2022/23, accommodation for around 800 new specialist school places has already been delivered across Surrey at a cost of £37m. As a result of this and the planned phasing in of places through growth plans agreed with individual schools, Surrey's state-maintained specialist education estate has been increased by more than 700 places, from around 3,320 in 2019 when the Capital programme started to around 4,000 places now.

34 projects have been delivered in full and handed over to the schools. The programme is on track to deliver 11 more projects in 2023, creating more than 230 new places

from September 2023. These places are in the process of being allocated by SEND Commissioning.

Ultimately the journey costs and the travel time for children with additional needs will reduce if local schools are more able to meet the needs of all children within their local communities and there is less reliance on, and need for, children to access specialist provision. Our Additional Needs and Inclusion Strategy seeks to support schools to make these arrangements for a wider range of children and Schools Alliance for Excellence is supporting this goal through their core mission and schools' effectiveness work on behalf of the Council and the Local Education Partnership.

## **NATALIE BRAMHALL, CABINET MEMBER FOR PROPERTY AND WASTE**

### **23. NICK DARBY (THE DITTONS) TO ASK: (2<sup>nd</sup> Question)**

What pre-decision scrutiny is intended to take place, and by whom, in respect of any move from Quadrant Court?

This might cover site inspection by Members, Equality Act inspection/report, valuation, survey, Energy Performance, intended adjustments, ownership issues (all similar to Midas House Woking)

### **RESPONSE:**

Cabinet has been consulted and kept updated with regards to the Agile Office strategy, annual progress updates and the proposal to relocate from Quadrant Court.

As per the request of Cabinet in December 2022, the options for the North West Hub are scheduled to be brought back to Cabinet in September this year to provide scrutiny of recommendations. The options being pursued will be supported by a business case. As part of this process, robust assurance will be undertaken including Equality Impact Assessments, energy performance reviews, condition surveys, engagement with staff and services impacted, as well as wider groups including the Council's Accessibility Forum and the Disabled Employees Network in Surrey (DENIS).

We will also engage with and brief the Resources and Performance Select Committee on the business case prior to submitting the Cabinet report in September.

## **CLARE CURRAN, CABINET MEMBER FOR EDUCATION AND LEARNING**

### **24. CATHERINE POWELL (FARNHAM NORTH) TO ASK: (3<sup>rd</sup> Question)**

During the recent Member Development Session on the cost-of-living crisis many key groups were specifically identified. However, the impact on families who have



children with Special Educational Needs and Disabilities (SEND) was not highlighted.

Many of these families were badly affected by COVID-19 and are also being impacted by delays in issuing Education Health and Care Plans (EHCPs), and the reduction in short break provision - particularly stay and play groups and specialist youth clubs - leading to some parents / carers having to give up work.

The Council's ambition is no-one left behind, what help can the Council direct to assist this group of residents?

**RESPONSE:**

We realise that short breaks services commissioned by Surrey County Council make a real difference to children with disabilities and their families, and that they are one important aspect of the range of support options that are available in local communities. Whilst the Council has maintained its £2.5 million budget for externally commissioned short breaks services, at a time of real pressure for Council finances, and secured £0.9 million of additional innovation funding from the Department for Education for new services delivered in 2023/24, there have been some changes to previously commissioned services, as we have gone through the legally required process of setting up new service contracts from April 2023. The changes made have focussed on allocating the most funding to services for children with the greatest need, including increasing the number of commissioned hours of short breaks where 1-to-1 support is available, acknowledging that change does reduce capacity in some areas for children who do not require 1-to-1 support to access their break.

Looking ahead, we will continue to work collaboratively with our provider partners to improve the offer, which we expect will include consideration of clearer eligibility criteria for some services in the future to ensure the available resources are prioritised appropriately for children and families, whilst also committing to review the budget required for these services ahead of 2024/25 and continuing to pursue additional external funding for Surrey's children and families.

The Joint Strategic Needs Assessment for children and young people with Additional Needs and Disabilities and the Joint Commissioning Strategy were developed over the last 12 months with stakeholders from across the Additional Needs and Disabilities partnership and have taken into account the impacts of the pandemic on children and their families. This notes, for example, that there is a strong link between deprivation and the prevalence of speech, language and communication needs. Similarly, the Inclusion and Additional Needs Strategy is focussed on meeting these needs earlier. These key strategic documents will drive the children's community and early help commissioning arrangements and support for cohorts and individuals requiring support.

**KEVIN DEANUS, CABINET MEMBER FOR HIGHWAYS AND COMMUNITY RESILIENCE**

**25. LANCE SPENCER (GOLDSWORTH EAST AND HORSELL VILLAGE) TO**

**ASK:**

**(3<sup>rd</sup> Question)**

- a) What are the death and injury rates on Surrey's roads over the last 10 years?
- b) Have the numbers decreased over that period, and how does Surrey compare with other similar counties?
- c) Is there data on the age of those who have died or been injured in incidents and is it reasonable to assume most of the incidents would have involved a motorised vehicle?

**RESPONSE:**

**Overall Trends in Road Casualties**

Whenever there is a road collision reported to the police resulting in personal injury, the details are recorded by each police force using a national standard format. This data is then compiled nationally to inform national road safety policy and interventions. The data is also shared with the local highway authority who use computer mapping to identify locations and patterns of collisions on the road network to prioritise casualty reduction highway improvements, and to analyse overall trends. Casualties are categorised as either fatal, serious, or slight depending on the severity of the injuries suffered. Summary map-based data is available on [www.crashmap.co.uk](http://www.crashmap.co.uk) and national data, including an interactive dashboard, is available on the Department for Transport's website [Road accidents and safety statistics - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

Charts showing the trend in the annual numbers of fatal, serious, and total number of road casualties on Surrey's roads are presented below, including the local road network managed by the county council and the strategic road network managed by National Highways.

Figure 1 shows that from 2015 onward the annual number of fatal collisions has fluctuated between 24 and 36. This is roughly half the annual total compared to the period 2000 to 2007, when the annual number of fatal collisions fluctuated between 73 and 52. While this reduction over the longer term is welcome, in recent years the ongoing reduction in fatal casualties has stalled. There is a similar trend in the data for Great Britain as a whole, as shown in Figure 4.

Figure 1

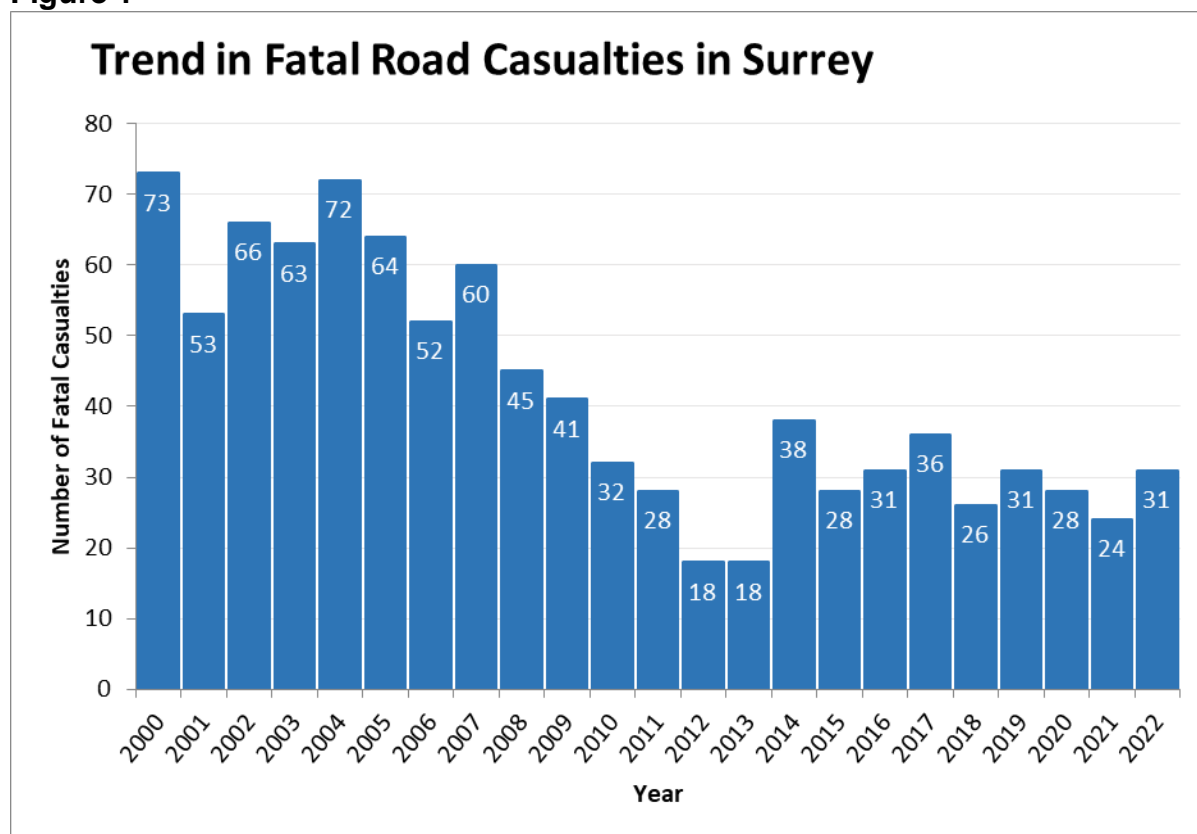


Figure 2 shows fatal and serious injuries combined. This data shows there has not been a reduction in serious injury casualties over the longer term, and that in recent years there have been increases in some years. It is important to note that the reason for the increases in recent years is due in large part to the adoption by the police of a new injury-based data reporting system, alongside the roll out of mobile data portals used by police officers to record the details of a collision, which replaced a desk-based paper form. This has resulted in several injuries that would have previously been recorded as slight now being recorded by police officers as serious. This is confirmed by the data in Figure 3, which shows that there is an ongoing long-term downward trend in the total number of casualties despite the increases in serious injuries in some of the recent years. For example, there was an increase of 70 per cent in the combined total of fatal and serious injuries between 2017 and 2018 when the recording system was changed, while the total number of casualties continued to decrease.

The trend in road casualties in 2020 and 2021 was also affected by the impact of COVID restrictions, resulting in far fewer motor vehicle journeys and changes to the patterns and volume of walking and cycling.

Figure 2

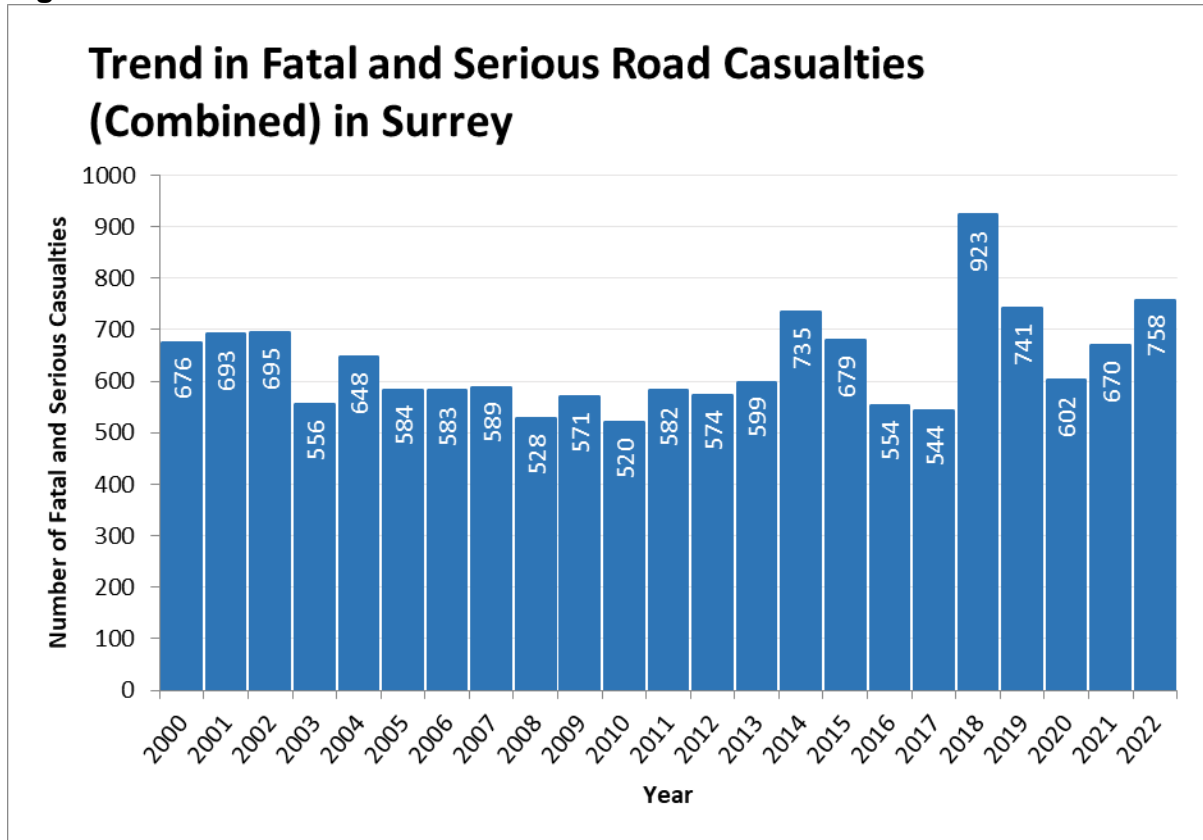
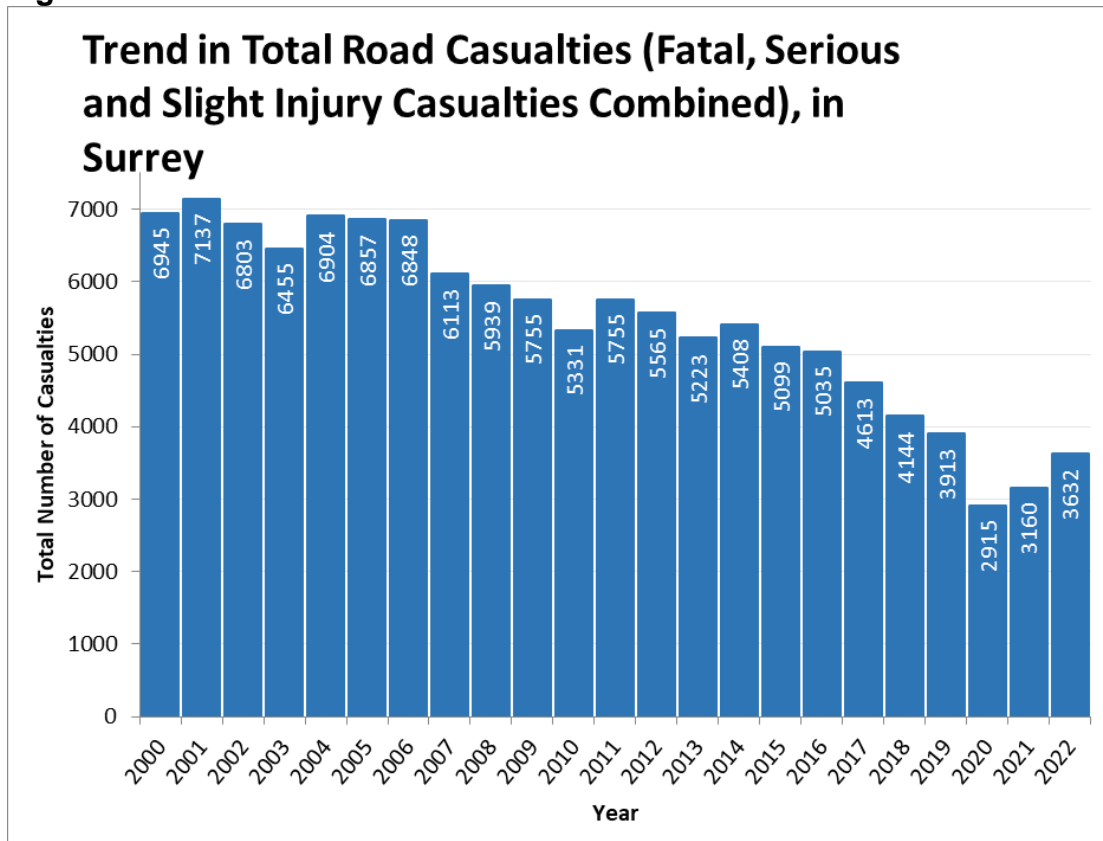


Figure 3



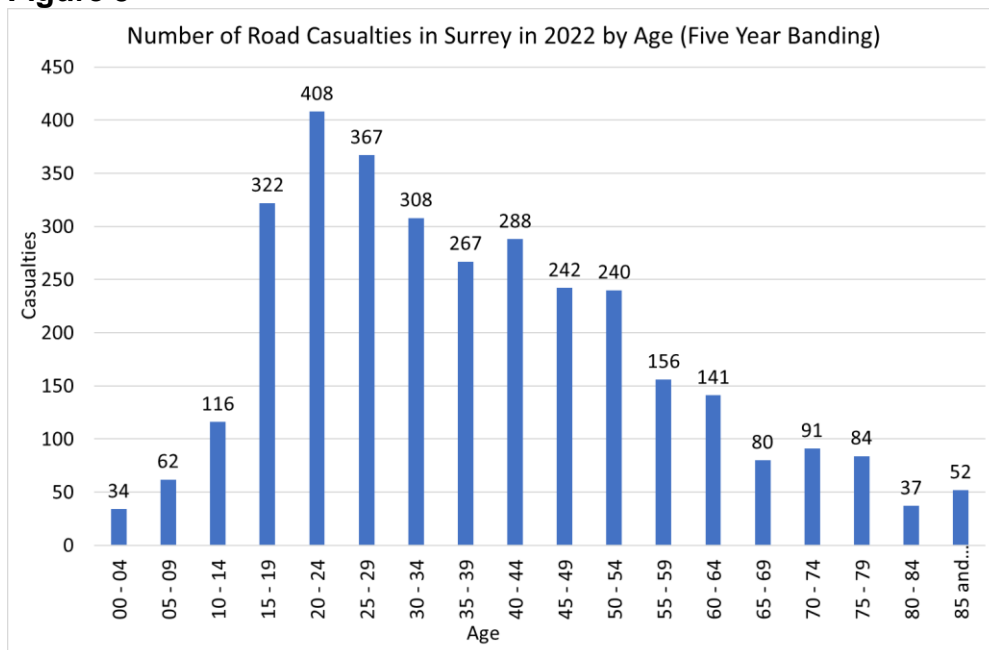
**Figure 4: Reported road casualties by severity, in Great Britain, 2012 to 2022 (provisional), reproduced from [Reported road casualties Great Britain, provisional results: 2022 - GOV.UK \(www.gov.uk\)](#) (KSI = Killed or Seriously Injured)**



### Age of Casualties

The age of people involved in road collisions is recorded by the police so that analysis can be completed disaggregating by age. As an example, Figure 5 shows the number of road casualties in Surrey during 2022 using a five-year banding by age.

**Figure 5**



## **Casualties Involving Motor Vehicles**

Most road casualties occur due to collisions involving motor vehicles. Only a very small number of road casualties do not involve a motor vehicle. These include people cycling who may have collided with another cyclist or fallen off without hitting another vehicle. It will also include people walking who may have been in collision with a person cycling or scooting rather than a motor vehicle. Using data since 2008, 79 per cent of cycling casualties involved a collision with a motor vehicle, 17 per cent did not involve any other vehicle or cycle, and three per cent involved collision with another cyclist. Only 1 per cent of cycling casualties involved collision with someone walking. Typically, only about three per cent of injuries to pedestrians do not involve a motor vehicle.

## **DAVID LEWIS, CABINET MEMBER FOR FINANCE AND RESOURCES**

### **26. WILL FORSTER (WOKING SOUTH) TO ASK: (3<sup>rd</sup> Question)**

The recent M1 budget report highlighted that there were £28m of capital schemes at high risk of non-delivery.

Will the Cabinet Member explain the reasons for the slippage in the capital budget and advise what steps are being taken to get the programme back on track?

### **RESPONSE:**

Due to the month 1 financial report being so early in the financial year, we take a different approach to the capital budget monitoring process and identify risks to delivery rather than forecast variances. A significant amount (£18.2m) of the total value of high-risk schemes identified in the M1 budget report relates to the purchase of low emission buses which have been delayed whilst contracts are finalised and are expected to be further delayed due to long lead-in and manufacturing times. In addition, there are a number of other identified areas of potential risk, including timing risks identified on Road Safety and Speed Management schemes due to the impact of school holidays, and issues completing traffic regulation orders. Property schemes identified as high risk include Bookham Youth Centre, due to planning delays, and Surrey Outdoor Learning requirements which is pending a review that is likely to delay planned spend. Within the Environment service, the timing of works at Basingstoke Canal and recycling initiatives are subject to potential risks including planning permissions and the actions of partners. Capital Programme Panel will continue to work to identify opportunities to accelerate capital spend to reduce the level of slippage in the 2023/24 programme.

**MATT FURNISS, CABINET MEMBER FOR TRANSPORT, INFRASTRUCTURE AND GROWTH**

**27. JONATHAN ESSEX (REDHILL EAST) TO ASK:  
(3<sup>rd</sup> Question)**

On Monday 3 July Gatwick Airport Ltd (GAL) submitted a Development Consent Order (DCO) to build a second runway in place of the emergency runway at Gatwick Airport. In light of the government's Committee on Climate Change recent advice (June 2023) against "any further airport expansions in the UK until the Government has developed a 'capacity management framework' for aviation", will Surrey County Council write to the Government requesting that the DCO submitted by GAL is not accepted, on climate grounds?

**RESPONSE:**

As part of the statutory process to determine Development Consent Order (DCO) applications for Nationally Significant Infrastructure Projects, GAL's DCO application has been submitted to the Planning Inspectorate (PINS), and it is for PINS, on behalf of the Secretary of State for Transport, to decide within 28 days whether or not the application meets the standards for acceptance.

During this period, PINS will be asking relevant local authorities (host and neighbouring authorities) to submit an Adequacy of Consultation (AoC) representation within 14 days on whether GAL has complied with its statutory duties relating to pre-application consultation and publicity. Surrey County Council is working with the other relevant local authorities surrounding Gatwick Airport on a joint AoC response to be submitted following receipt of PINS request and a full review of the consultation report to be published as part of the DCO submission.

**TIM OLIVER, LEADER OF THE COUNCIL**

**28. CATHERINE BAART (EARLSWOOD AND REIGATE SOUTH) TO ASK:  
(3<sup>rd</sup> Question)**

"No-one Left Behind" is a guiding principle of the county council. What routine, mandatory processes, checks, reviews, data collection etc are in place across the council to ensure this goal is achieved in the actual delivery of its public services?

**RESPONSE:**

"No-one left behind" is the driving consideration that sits at the heart of how we plan and deliver services across the council. There are a number of different processes that we use to monitor, check and review our progress:

- SCC's business planning is aligned to the four priorities of sustainable economy, tackling health inequality, enabling a greener future, and empowering communities.

- No One Left Behind (NOLB) and the four strategic priorities are at the heart of our performance management approach. These are currently tracked via services with the finalisation of a corporate NOLB dashboard currently in progress.
- The performance management approach that not only highlights changes in performance but is determined to uncover the reason(s) for these changes. A common methodology for doing this is to discover the detail behind the high level KPIs and using this knowledge to formulate strategies to mitigate performance, when performance is not heading in the preferred direction, or to share best practice when performance is having a positive impact. In each case one of the overriding factors in this analysis is to ensure that no one is left behind.
- Through our annual strategic planning process, we require each Directorate to set out how their planned activities and strategies align to our “No-one left behind” mission. They are also expected to demonstrate how these also align to the [equality objectives](#) that we are pursuing as an organisation, including any performance metrics that demonstrate how we’re tackling inequalities. Performance against these activities is regularly reported and monitored by the Cabinet and Corporate Leadership Team via the Organisational Effectiveness Dashboard (see below)
- We routinely use Equality Impact Assessments to understand any potential equality implications for residents and our staff as part of our decision-making process to ensure no-one is left behind. We require that these assessments not only review impacts on people with protected characteristics under the Equality Act (such as Age and Disability) but also groups more at risk of being left behind who are not protected under equality legislation, such as people experiencing homelessness or socio-economic disadvantage. Officers are required to develop mitigating plans where negative equality impacts are found and these are then monitored by services as service delivery progresses.
- We are delivering an [Equality, Diversity and Inclusion \(EDI\) Action Plan](#) to make EDI a central part of the council’s culture. This is an important part of how we embed the principle of “No-one left behind” within our approach to public service delivery. The plan includes themes to support us to better know and understand the lived experience of Surrey’s communities, how we ensure our communications and engagement approaches are accessible and inclusive, and streamline EDI into our key practices. Progress is monitored by an officer EDI Programme Board and reported to the Resources and Performance Select Committee.
- An Organisational Effectiveness dashboard has been designed to test how effectively the organisation is meeting the needs of its residents. It does this by focussing on four distinct quadrants of Our People, Customers and Partners, Financial Resilience and Sustainability, and Systems and Governance. Within each of these quadrants are key performance indicators (KPIs) that help to provide challenge and direction for the



organisation in its goal of ensuring no one is left behind. The Our People KPIs ensure the organisation is equipped to meet the needs of the population with the right people in the right places, is representative of the people of Surrey, and provide value for money. Customers & Partners highlights programmes such as the town partnerships approach, which has no one left behind at the heart of it, as well as making sure that residents have a voice through the residents' survey. Financial Resilience and Sustainability KPIs help to confirm value for money is provided across the organisation and spent where it is most needed. Finally, Systems & Governance ensures that the key avenues for challenge are as accessible as possible, as well highlighting when things are not the usual high standard expected of the organisation.

## **KEVIN DEANUS, CABINET MEMBER FOR HIGHWAYS AND COMMUNITY RESILIENCE**

### **29. ROBERT EVANS OBE (STANWELL AND STANWELL MOOR) TO ASK: (3<sup>rd</sup> Question)**

What are the regulations regarding the approval for temporary traffic lights in Surrey and how is the usage monitored?

#### **RESPONSE:**

Regulations regarding temporary traffic signals are governed by national guidance. The relevant web links are provided below for the information published by the Department for Transport.

[Traffic Advisory Leaflet 2/11 Portable Traffic Signals for the Control of Vehicular Traffic \(publishing.service.gov.uk\)](#)

[introduction-use-portable-vehicular-signals.pdf \(publishing.service.gov.uk\)](#)

Approval for deployment of temporary traffic signals sits within Surrey's Permit Scheme for managing streetworks and roadworks and forms part of any consideration to grant or refuse a permit request to work on the highway in the county.

When a permit is granted for deployment of temporary traffic signals, consideration is always given to whether or not this is the best method of traffic management for the works in question at the specific location. Conditions on their deployment may also form part of any granted permit, such as the manual control of signals at am and pm peak times to mitigate delays and ease the flow of traffic during works on the highway.

Surrey's Streetworks Officers inspection regimes include monitoring the effectiveness of temporary traffic signals. Streetworks Officers also respond to reports of locations where temporary traffic signals are not operating correctly or are causing undue delays, ensuring that the council is responsive to the needs of residents.

**MATT FURNISS, CABINET MEMBER FOR TRANSPORT, INFRASTRUCTURE AND GROWTH**

**30. STEVEN MCCORMICK (EPSOM TOWN & DOWNS) TO ASK:  
(3<sup>rd</sup> Question)**

I asked questions at last council on the Chalk Pit issue in Epsom and since then the situation has not really got any better. An application for a change of conditions from the original application has been made which is claiming the original decision notice issued did not have the agreement with the applicant of the conditions on that decision notice.

Conditions 12 and 19 are key mitigants to noise issues while new structures are created to address ongoing noise issues once built.

Was the decision notice issued without the agreement of conditions with the applicant?

**RESPONSE:**

Regulations require the planning authority to agree pre-commencement conditions with an applicant prior to issuing a decision. Pre-commencement conditions are those which require the applicant to carry out specific works or provide additional information before starting the approved development. There is no requirement to agree other conditions with an applicant prior to a decision being issued.

Conditions 12 and 19 of permission EP/21/00223/CMA are not pre-commencement conditions, but rather restrict operations until the approved building has been constructed. There was therefore no requirement for these conditions to be agreed before permission was granted.

However, as good practice a list of all conditions was sent to the applicant's agent prior to the determination of the application so they were aware of all the proposed conditions. The current application to vary conditions 12 and 19 is still under consideration by the County Council.

**NATALIE BRAMHALL, CABINET MEMBER FOR PROPERTY AND WASTE**

**31. NICK DARBY (THE DITTONS) TO ASK:  
(3<sup>rd</sup> Question)**

Is the annual valuation of the Halsey Garton investment properties yet available? If not, when will it be completed?

Please also confirm that a copy of that valuation (with the previous year's figures) will be provided to Members, whether or not on a confidential basis.

## **RESPONSE:**

The annual valuation of the Halsey Garton Investment Portfolio has been completed as of 31 March 2023. The values will be included within the Strategic Investment Board (SIB) Annual Report due to be presented to the Resources and Performance Select Committee in October, prior to being presented to SIB.

## **CLARE CURRAN, CABINET MEMBER FOR EDUCATION AND LEARNING**

### **32. LANCE SPENCER (GOLDSWORTH EAST AND HORSELL VILLAGE) TO**

#### **ASK:**

#### **(4<sup>th</sup> Question)**

There appears to be continuing significant delays in creating EHCP for children that have additional needs.

- a) How many children are currently waiting to have their EHCP produced?
- b) How many have exceeded the 20 weeks limit?
- c) What is the longest a child/or young person (CYP) has had to wait for an EHCP in the last 12 months?
- d) What is the plan to ensure the legal 20-week deadline is met for all CYP in the future?

## **RESPONSE:**

- a) As of 4 July 2023, there were 2365 children with an active EHCP request
- b) Of these children, 1300 have exceeded the 20-week limit (110 of which are 2 weeks or less overdue)
- c) Of all EHCPs issued in the last 12 months, the longest time taken was 108 weeks. This was due to delayed advice during 2021 and then a prolonged period of consultation with settings to determine an appropriate placement for this child. The next longest time taken was 77 weeks, and the next longest was 64 weeks – each of these cases are extreme outliers involving late advice but also changes in circumstances and in some cases tribunal processes or avoidance of tribunal processes.

The average time taken to complete a plan during the last year was just over 32 weeks.

- d) The significant delays in relation to EHCPs have occurred due to an imbalance between the levels of demand coming into the system and the capacity to manage those demands. A multi-agency recovery plan has been in place, and this has been scaled up significantly for the next phase of recovery to reflect the scale of the issue. This plan includes the following areas:
  - We are working hard to clear the backlog, addressing the longest waits and risk assessing each case individually to ensure that we take quick and appropriate action.

- Moving forwards, we will be introducing enhanced support for settings so that they are better placed to meet individuals' needs without a statutory plan, where that is appropriate.
- We have already significantly increased the funding to and capacity in our EP service and our SEN Teams. We continue to work on expansion of our EP capacity – this is a shortage occupation and critical to the full recovery of timeliness.

This plan will enable us to get back to an acceptable level of timeliness in 2024 above the national average and back on par with our previous performance. In order to reach our ultimate goal of 100% EHCP timeliness, we are reliant on health and care partners, and we will continue to work together to achieve this goal. The SEN Team are prioritising these improvements so that in the short and long term every child is assessed in a timely manner.

## **MARK NUTI, CABINET MEMBER FOR ADULTS AND HEALTH**

### **33. LANCE SPENCER (GOLDSWORTH EAST AND HORSELL VILLAGE) TO**

**ASK:**

**(5<sup>th</sup> Question)**

For adults with additional needs attending day care centres is a key aspect of their lives in giving the adult a better quality of life as well as providing some support for the carers who normally look after them. In some cases, it is necessary for SCC to either provide or to pay for the transport to get the special needs adult to and from the day-care facilities.

How many adults have had the transport provided or funded by SCC removed in the last 12 months?

**RESPONSE:**

In total 50 people have stopped receiving transport provided or funded by the Council in the past 12 months. As you will appreciate this has been for a variety of reasons and is also offset by 49 new clients who have taken up these placements. As a result, in total, the number of people receiving transport between June 2022 and June 2023 has only decreased by 1 from the 240 people who were receiving a transport service in June 2022 and the 239 in June 2023.

## **CLARE CURRAN, CABINET MEMBER FOR EDUCATION AND LEARNING**

### **34. LANCE SPENCER (GOLDSWORTH EAST AND HORSELL VILLAGE) TO**

**ASK:**

**(6<sup>th</sup> Question)**

A recent report stated that 1 in 10 GCSE-year children were not attending school.

- a) In Surrey what percentage and number of children in that age group are regularly absent from school, and what is SCC doing to reduce these levels?

- b) Does Surrey have data on the number of children that were attending school prior to the Covid-19 epidemic but have not attended school since?
- c) Is anything being done to find these children and get them to return to schooling?

**RESPONSE:**

- a) Children and young people are absent from school for several reasons, including long term medical conditions, illness, mental health and anxiety.

In addition, there are young people who are not on a school roll as their parents have elected to home educate (EHE) or they are Children Missing Education (CME) as they are temporarily without a school place.

When discussing absence, the following definitions are used:

- **Absent** – a child or young person’s is absent from school.
- **Persistent absence** – a child or young person’s non-attendance is more than 10% (attendance is less than 90%)
- **Severe absence** – a child or young person’s non-attendance is more than 50% (attendance is less than 50%)

Attendance for year 11:

	2022/3	2019/20
Absence	10.53%	6.43%
Persistent absence	27.16%	15.27%
Severe absences	3.59%	1.55%

The direction of travel is repeated across the nation as all areas of the country have seen a decline in attendance. In Surrey, this is against an improving picture as we continue to perform better than at national levels. This is as a result of continued focus on the importance of school attendance.

Type of absence	National 2021/22	Surrey 2021/22
Overall Absence	7.6% (92.4%)	7.1% (92.9%)
Persistent Absence	22.5% (77.5%)	19.6% (80.4%)
Severe Absence	1.7% (98.3%)	1.3% (98.7%)

The data we hold and monitor in relation to those who are home educated provides the best illustration of the pattern of non-school attendance. Our data shows in March 2020 we had 220 Y11 young people whose families elected to home educate (EHE), (they requested removal from a school roll). In March 2023 this figure was 349, an increase of 129. In March 2023 young people in year 11 were 17.8% of the 1957 young people who were EHE.

Information about what is being done to reduce the levels of absenteeism is covered in the answer to part (c)

- b) Of the Y11 cohort enquired about we have 349 who are EHE and not in school compared to 220 in 2020. We also have increasing numbers of young people who are not attending school as they are anxious and/or have a mental health needs.

12 young people in Y11 did not have a school place or were CME before June 30 (which was the national leaving date for Y11).

In relation to all young people who are Children Not In School, we monitor a number of cohorts – including CME, those in receipt of A2E (access to education) as well as those who are severely absent. Figures in July 2023 are set out below;

<b>July 2023</b>	<b>EHE</b>	<b>CME</b>	<b>A2E</b>	<b>Severely Absent</b>	<b>Total</b>
	2139	69	293	1086	4227

- c)
- i. Before a young person is taken off the roll of a school, the parents are encouraged to have a discussion with the inclusion officer to discuss why they want to EHE and the implications and responsibilities of elective home education. Monitoring visits are undertaken, and young people are supported to return to school if EHE is not successful.
  - ii. If a young person has anxiety and has emotional based school non-attendance (EBSNA) we support schools to provide flexible arrangements to support attendance such as part time attendance arrangements, small step reintegration support and where they are able, schools will provide small group and individualised work programmes for pupils. We have noted an increase in the number of young people who state anxiety as a reason for non-attendance, but it is not formally coded as a reason for absence by the DFE. Therefore, we cannot provide this data at this stage.
  - iii. Children who are unable to attend schools for medical reasons are supported by tuition and small group activity by the Access to Education (A2E) service or through the pupil referral unit or alternative provision relevant to their needs.
  - iv. Family voice, MindWorks and Surrey Youth focus have worked together with Surrey CC to provide a webinar to share strategies for supporting young people.
  - v. Surrey has an Inclusion Service who monitor school registers half termly and discuss cases of concerns with schools. The Inclusion Service will undertake home visits to understand why children and young people are not in school and reduce absenteeism.
  - vi. The Virtual School supports the attendance of children looked after as part of their corporate parenting responsibilities. Children with a CIN plan or a Child Protection Plan often have attendance at schools as a key part of their plans and this would be regularly followed up.
  - vii. Attendance is a key aspect of the Family Support Programme and of Early Help activity as poor attendance is often symptomatic of other safeguarding concerns.
  - viii. The DFE has issued new guidance which encourages schools and other agencies to play a significant role in encouraging attendance and monitoring

absence at an earlier stage before making a referral to the attendance team in the Local Authority.

**KEVIN DEANUS, CABINET MEMBER FOR HIGHWAYS AND COMMUNITY RESILIENCE**

**35. LANCE SPENCER (GOLDSWORTH EAST AND HORSELL VILLAGE) TO ASK:  
(7<sup>th</sup> Question)**

- a) How many 20 Mph Schemes, Low Traffic Neighbourhoods and Rural Speed Limit roads are currently being considered across Surrey and is there a publicly available list of them?
- b) Are there any plans to further extend the Rural Speed Limit programme?

**RESPONSE:**

There is no single published list of all 20 mph schemes being considered in Surrey. However, every scheme will be subject to public consultation, including publication on the Surrey Says website as part of our engagement with residents and stakeholders. The following is a list of schemes that are in various stages of consideration and development. Some have already been subject to public consultation, whilst others are still in the development stage.

- Several 60 mph speed limit rural “single track with passing places” roads are being reduced to 20 mph speed limits as part of the rural speed limit programme described in more detail below:
- Roads around St Lawrence School (Molesey)
- Roads around St Albans Catholic Primary School (Molesey)
- Chobham Village Centre
- Farnham Town Centre
- Weydon Lane (Wrecclesham)
- Upper Hale Road, (Hale)
- Weybridge Town Centre including: Church Street, High Street, Monument Hill, Herne Road (part), Waverley Road, Melrose Road, Moluneux Road, Curzon Road, Curzon Close, Limes Road, Brooklands Lane, March Road, Bridgham Close, Mayfield Road, Fortescue Road, Bridge Road, Old Wharf Way, Balfour Road, Baker Street, Churchfield Road, Churchfield Place, Parkside Court, Springfield Lane, Springfield Mews, Hillcrest, Churchfields Avenue, Manor Court, Castleview Road, York Road, Queens Road (part), Monument Road, Mulberry Close, Meadowsleigh Close, Finnart Close, Marlborough Drive, Greenlands Road, Dovecote Close, Grotto Road, Old Palace Road, West Palace Gardens, Palace Drive, Rede Court
- Caterham Town Centre
- Ewell Village
- Grange Road, Ottways Lane (Ashted)
- Stonny Croft (Ashted)
- Winkworth Road, access roads (Banstead)

- St Paul's Road, Wapshott Road, Bowes Road and Cornwall Way (Egham Hythe)
- Benner Lane (West End)
- Chertsey Road (Byfleet)
- Hersham Village
- The Street and Seale Lane (Puttenham)
- Shackleford
- Claygate Lane, Cumberland Drive, Chesterfield Drive, Severn Drive, Hinchley Way, Hill Rise (Hinchley Wood)
- Recreation Road, Linden Road, Chestnut Ave, Sycamore Road, Acacia Road, Stoke Road Service Roads, Joseph Road, Langley Court, Springside Court & Stocton Road (Guildford)
- East Street (Bookham)
- Hogden Lane (Ranmore)
- Holmesdale Road, Warren Road, Mark Street, Birkheads Road, Oak Road, Alma Road, Beverley Heights, Wray Park Road (Reigate)
- Farleigh Road, Boxwood Way, Eglise Road, Mint Walk (Warlingham)
- Chalk Lane (East Horsley)
- Rook Lane (Chaldon)
- Mickleham Village
- Egham Liveable Neighbourhood
- Lower Sunbury Liveable Neighbourhood

In regard to rural speed limits, the County Council has embarked on a proactive, strategic review of 60 mph national speed limits on rural roads. The aim of the review is to introduce lower speed limits that are more appropriate and in keeping with the use and nature of the road. The project is funded from the £3 million of additional county council investment announced in June 2022, which will also see more average speed cameras, spot speed cameras, traffic calming and junction improvements at the sites with the worst speeding and collisions.

The first rural speed limit changes began implementation this month across the southwest of Mole Valley District to the south of the A25, with a further tranche due to be implemented across the southeast of Guildford Borough and the east of Waverley Borough in the coming months. More information on these proposals can be found in the local committee reports for these areas:

[Mole Valley Local Committee - Wednesday, 9 March 2022 2.00 pm](#)  
[Waverley Local Committee - Friday, 11 March 2022 10.00 am](#)  
[Guildford Joint Committee - Wednesday, 16 March 2022 7.00 pm](#)

Speed surveys have also been completed across a further tranche of the south of Guildford Borough and the north of Waverley Borough as the next step in continuing the programme across the whole of the south of Surrey in future years. There are far fewer rural 60 mph speed limits left in the northern half of Surrey, however, it is envisaged that these will also be phased out over time.

With regard to low traffic neighbourhoods, these are schemes where motor vehicle traffic in residential streets is greatly reduced by using temporary or permanent



barriers called “modal filters” to prevent through traffic or “rat running”. These can include installing bollards or planters, or they can be camera enforced. The following schemes are at various stages of development with some already subject to public consultation, and others still in development. Care is being taken to bring schemes forward with the support of the local community, ensuring that full and detailed consultation is completed before any decisions to proceed are taken.

- A scheme that includes a one-way modal filter is due to be installed in the coming months in the centre of Smallfield to support safer and easier walking and cycling to Burstow School. This has been subject to public consultation, received majority support and approved by Tandridge Local Committee. The scheme is being funded by the community infrastructure levy. More information can be found via the following link:  
[Smallfield Pedestrian Safety and Accessibility Scheme - Surrey County Council - Citizen Space \(surreysays.co.uk\)](#)
- A proposal for a trial of a modal filter outside St Lawrence Church of England Junior School has recently been subject to public consultation, alongside alternative proposals for a school street or zebra crossing. The consultation results are currently being analysed, with the results helping to inform the decision of the Local Member as to the preferred option. More information can be found via the following link:  
[St Lawrence Junior School, Road Safety Proposals - Surrey County Council - Citizen Space \(surreysays.co.uk\)](#)
- In conjunction with the Egham Liveable Neighbourhood Scheme, a point closure is being consulted upon to reduce “rat running” through St Paul’s Road, Wapshott Road, Bowes Road and Cornwall Way. More information can be found via the following link:  
[St Paul’s Road, Wapshott Road, Bowes Road and Cornwall Way \(Egham Hythe\) - Proposed Traffic Management Measures - Surrey County Council - Citizen Space \(surreysays.co.uk\)](#)
- Funding has been secured from Active Travel England for a Low Traffic Neighbourhood in the Ashford Park Estate in Ashford. The area suffers from “rat running” by motorists seeking to avoid the busy junction of the Stanwell Road with the A30 London Road. Options are being developed, which will be subject to public consultation in due course.
- A scheme has been developed for a point closure modal filter on Chertsey Road, Byfleet. This suffers from “rat running” adversely impacting journeys to Byfleet Primary School by motorists seeking to avoid the busy roundabout junction of the A245 Parvis Road and A318 Sopwith Drive. Options are being developed, which will be subject to public consultation in due course.
- The potential for a modal filter is being assessed as part of the Lower Sunbury Liveable Neighbourhood Scheme.

- A scheme including modal filters in the vicinity of St Thomas School, Horseshoe Lane West, Merrow, has been suggested. This will be developed and consulted upon in future years.

This all serves to demonstrate the County Council's commitment to tackle speeding, whilst ensuring that local schemes are developed in collaboration with residents. This aims to deliver on the aspirations set out in our Local Transport plan, ensuring that local communities are safe and green places to live.

## CABINET MEMBER BRIEFING TO COUNTY COUNCIL

**NAME:** Denise Turner Stewart

**PORTFOLIO:** Deputy Leader, Communities and Community Safety

**Your Fund Surrey:** Large Community Projects has reached a key milestone having now awarded over £10m, with another £3m going to Cabinet in July, and £6m for discussion at Advisory Panel this autumn. Opening celebrations have taken place at Pirbright Amateur Community Sports Pavilion, Leatherhead and Dorking Gymnastics, Claygate Community Pool, and Normandy Community Café and Shop. There is also a lot of activity and enquiries in Small Community Projects as communities think about what they would like to deliver. To date we have funded 26 large projects and 34 small projects, covering all districts and boroughs. Your County Councillor Fund has also started strongly, supporting many Coronation events.

**Libraries Investment:** Cabinet approval has been given for significant investment in Epsom, Woking, Redhill, Staines, and Weybridge, which will transform our libraries into modern, vibrant hubs for the community. Use of our libraries continues to increase with 1741 events attended by 39,742 residents and visits in April/May up by 20% from the same time last year. Surrey is one of twenty-seven English authorities to win funding from the British Library programme “LibraryOn” to create virtual tours of libraries to improve accessibility, helping to promote the extensive offer to be found inside every branch.

**Community Link Officers & Community Engagement:** Early summer is a key period for engagement with residents and the team are working closely with staff from across the Council and partners to understand the views and ambitions of our communities. Recent highlights include the Horley Carnival, with twelve further events planned for July. Innovations include digital escape rooms and virtual games to reach young people and those who prefer to engage online. Insight gathered is being used to coordinate community action and to help us to respond to and deliver for our residents in our local communities.

**Local Area Coordinators (LACs):** Our four LACs are reaching and supporting more residents at risk of falling between existing services. They are proving an effective form of ongoing prevention, providing local, proactive support connecting people to their communities. LACs can also highlight wider strategic issues that can be addressed through the relevant partnership boards, as well as through local action; for example, regular housing drop-in sessions are now being held in Woking. Given the positive impact of these roles in the first four areas, we will develop the case for further medium-term partnership match-funding to extend the approach to all key neighbourhoods.

**Registration:** Surrey’s Registration and Nationality Service remains one of the busiest in the country. A new online notice appointment booking system was launched, and an online ceremony booking service is being tested. At end of 22/23, the service successfully achieved an income target of £3.8m for the first time.

**Customer Services:** They continue to handle high customer demand: 58,244 calls, 22,652 emails, 3,711 live chats, and 888,769 web visits from April to the first 3 weeks of June. The service continues to work closely with other services, particularly ETI and SEND/Children’s. Staff are planning for the August/September Home to school transport peak and have been embedded in the Task and Finish activities, providing resident insight and enquiry data, and working on improvements to web pages and the online self-service journey. Customer satisfaction levels for the service remain consistently high at over 90%.

**Surrey Fire & Rescue Service (SFRS):** They have been busy preparing for wildfires following the exceptionally busy period experienced in 2022, which saw the most 999 calls about wildfires in the service’s history. They have procured dedicated wildfire Personal Protective Equipment for crews and delivered specialist wildfire training to help keep our people safe at incidents. To help prevent fires and aid with preparedness the service has been working with land managers across Surrey, including the Ministry of Defence. Seen as national leaders in this area, SFRS have been invited to promote wildfire safety messages on the BBC national news, as well as BBC Surrey and Channel 5, and are filming with BBC Countryfile in early July. They will continue to promote the steps people can take to help reduce the likelihood of a wildfire starting, such as taking a picnic instead of a BBQ and making sure litter is carefully disposed of.

**Surrey Arts:** More than 3,000 children from over 85 schools took part in this year’s 10 Primary Festival Concerts to record audience numbers, and in June Surrey Arts hosted the 2023 Music Hub Conference for 100 specialist and non-specialist teachers from primary, secondary and specialist settings to support arts provision in schools. Two free Youth Arts and Culture festivals have been scheduled in July at Staines (1 July), and Redhill (8 July) to develop creative skills in 11 to 16-year-olds that could lead to a career in the creative industries.

## DEPUTY CABINET MEMBER BRIEFING TO COUNTY COUNCIL

**NAME:** Rebecca Paul

**PORTFOLIO:** Levelling Up

**The Task & Finish Programme:** This has focused on the most customer-facing elements of the Council's place services, particularly in the highways and environment portfolios, with a specific aim of delivering improvements that our residents will benefit from and notice in the short term. Feedback from residents shows that they feel frustrated with the current state of our roads and the general street scene from discarded signage, faded lines and overgrown hedges/vegetation to blocked gullies. By addressing these issues our streets will become more accessible for all and instil 'pride in place'.

The process has set out to identify where we can make changes to the way that we deliver our services and/or opportunities for investing further or differently in areas where customers and Members have indicated particular priorities. For the Surrey Streets Task & Finish Group, we have specifically looked at the following areas:

- Highway maintenance & Horizon
- Parking enforcement lines & road line refreshment
- Works signs & equipment
- Streetworks
- Customer Experience

Members and Officers have already implemented a number of immediate improvements, as well as setting out a number of short and medium-term actions and recommendations that will form part of an ongoing service improvement programme. Actions already undertaken include clearance of over 400 redundant signs and equipment from the network and a surge capacity applied to line painting, which has now more than halved the backlog, with our highest priority works now at over 80% complete. We will be agreeing future years investment via the budget planning process, with individual proposals to be scheduled for Cabinet decision where required.

**Data strategy:** The data strategy programme is continuing to make good progress and is extending its impact and reach across the organisation. During the first quarter of this year (the start of the second year of delivery for the programme), various knowledge products and learning opportunities including videos, best practice guides and apprenticeship opportunities have been made available through the newly established data academy and data hub. These resources aim to enhance data literacy throughout the Council by promoting the value of data and providing information on policies and best practices.

Furthermore, efforts to improve data quality have expanded to involve additional teams across the Council, resulting in the analysis of over a million records to date. Regular use of data quality dashboards by teams is also helping to mitigate operational issues. This quarter we also published the Health and Well Being Strategy index on Surrey-i. We have also obtained CLT and Integrated Care Board approval to begin a programme of prevention analysis and insight, by mapping spend and understanding the outcomes it is delivering. Discussions are underway to relaunch the Surrey Office of Data Analytics (SODA) under the chairmanship of the new Chief Constable of Surrey.

**Hewitt Review:** The government commissioned an independent review of Integrated Care Systems in November 2022, which was led by Rt Hon Patricia Hewitt and the [review](#) published its findings on 4 April 2023. On 30 March 2023, the Health and Social Care Committee (HSCC) published their report - Integrated Care Systems: autonomy and accountability (the HSCC report can be read [here](#).) As there are a number of overlapping themes in the review and report, government published a combined response on 14 June 2023 and responded with broad support for a number of the recommendations, but also pointed to examples of where this work is already happening. Overall, in their response, Government:

- reaffirms their support for integrated care systems.
- confirms that national targets will be reviewed and streamlined.
- confirms there are no plans to refresh the NHS England Long Term Plan
- highlights that the upcoming Major Conditions Strategy will direct the prevention agenda for ICS.

The NHS Confederation are liaising with the Department of Health and Social Care and other key partners to look at how we might meet the ask in the Hewitt Review, related to a cross-government group of stakeholders meeting with ICPs, and SCC will be a part of that forum once it is established.

## CABINET MEMBER BRIEFING TO COUNTY COUNCIL

**NAME:** David Lewis

**PORTFOLIO:** Finance and Resources

**Budget monitoring position:** At the end of May, the Council was forecasting an overspend of £9.7m against the 2023/24 revenue budget. The overspend relates mainly to price inflation within Social Care placements in Children, Families and Lifelong Learning (CFLL), demand pressures within Area Care and Care Leavers and demand and market pressures relating to care packages in ASC. The capital forecast spend of £307.9m against a budget of £326.4m, represents forecast slippage of £18.6m, mainly relating to projects within Highways and Transport and supplier lead times in respect of electric buses.

**Budget and MTFs Strategy:** The 2024/25 budget setting process and development of the MTFs to 2028/29 has commenced. Early updates are planned for all four Select Committees and the Budget Task Group during July, including an updated process for the development of equality impact assessments. Capital programme budget setting has also commenced with a 10-year budget envelope approach.

**Statement of Accounts:** The draft 2022/23 Statement of Accounts for the Council, the Group, and the Pension Fund have been published on the Council's website. The 2021/22 Statement of Accounts remain unsigned due to a lack of resolution over the national issue in respect of the recently published triannual valuations of the pension fund. Discussions are ongoing nationally with audit firms to find a resolution.

**Safety Valve:** The Council remains on track with the Safety Valve agreement in terms of High Needs Block outturn position and cost containment. Delivery of improvements are on track. By March 2023 £64m out of the £100m from DfE had been received; we expect to receive £9m p.a. for the remainder of the agreement.

**Commercial Investments:** Halsey Garton Property Investments disposed of Melksham industrial property in May. Halsey Garton Residential has contributed to an options paper due to be presented to SIB in July in respect of its existing residential properties on a long leasehold from SCC. Essential worker housing opportunity is one of the options.

**Internal Audit:** Q1 delivery of the Annual Plan has been positive in terms of both work completed and high levels of assurance being reported. Support continues for the MySurrey programme post go-live.

**Design and Transformation:** The new Director of Design and Transformation, started in June. MyProteus are doing a joint piece of work across the ICS and SCC to complete a "health check" of our core transformation work. MyProteus are also working with ASC on our CQC readiness programme.

**Performance Insight:** Work is underway to design, develop and build a single data entry source to enable more seamless reporting for Select Committees, CLT, and Cabinet.

**Procurement:** It has been shortlisted for four prestigious external awards in the past two months, for Social Value, Modern Slavery, Sustainability, and collaborative procurement with the NHS. The Cabinet Office has announced that the new Procurement Regulations are now anticipated to come into effect in October 2024, due to delays in the bill receiving Royal Assent. Members of Procurement continue to work closely with the Cabinet Office to understand the impact of these changes and undertake preparatory work.

**Digital Business & Insights (DB&I):** MySurrey, went live in June and we are now into week 4 of Hypercare support. The first weeks of a project this size going live are always challenging. We have run a payroll, we have paid suppliers, and have had over 7,000 unique users. Call volumes have been extremely high as people get used to the new system. Over 99% of payroll processed correctly, but there have been some issues with variable pay, which are being fixed and, where appropriate, emergency payments made. Other issues have been around user profile access and familiarity with new processes: schools in particular have seen these issues, which are now being resolved.

**IT&D:** Further work has been undertaken to review the Council's cyber risk exposure. There is a significant volume of IT project demand and in-flight activity with a total of 97 projects. Key highlights from the Digital programme of work include the discovery activities that support the development of options for a Resident App and assisting in shaping opportunities for service transformation activities.

**Legal and Democratic Services:** The Centre for Governance and Scrutiny have been engaged to help support a "mid-term scrutiny refresh".

## CABINET MEMBER BRIEFING TO COUNTY COUNCIL

**NAME:** Natalie Bramhall

**PORTFOLIO:** Property and Waste

### Capital Projects - Delivery and Receipts:

- **Children's Homes:** Homes at Epsom and Walton are complete; sites visited by Councillors Bramhall and Mooney. Dorking planning application approved. Shaw Family Centre in Woking to complete mid-July.
- **SEND:** The programme is on track to deliver 11 projects in 2023.
- **SFRS:** New Fire & Rescue Stations at Lingfield and Chobham submitted for planning.
- **SFRS Wray Park Fire House and Training Facility:** Public engagement events held on 21-22 June.
- **Permanent Mortuary:** Property Panel approved feasibility and diligence for a site in Woking, any land acquisition will be subject to receiving planning permission.
- **Hubs update: Sunbury:** Planning application submitted and detailed design underway.  
**Weybridge:** Public engagement event held 25 May; positive feedback. Planning submitted in June.  
**Staines:** Detailed design underway, capital funding for the relocation and refurbishment was approved by Cabinet in June.
- **Libraries Transformation Programme:** Capital funding for four priority libraries (Epsom, Redhill, Woking, and Staines) approved by Cabinet in June. Site search underway for Guildford.
- **ASC:** Manor and Coveham sites planning approved. DBFO - Pond Meadow planning approved by Guildford BC. Mental Health Strategy report approved by Cabinet.

### Disposals – Surplus Declarations / Core Disposals:

- **Coxbridge Farm, Farnham:** S106 completed. Awaiting Waverley Borough Council's formal issuance of outline planning consent so that a 6-week JR period can commence. Targeting July Cabinet to enable contractual disposal of SCC's landholding.
- **Capital Receipts Programme 2022/23 – 2025/26:** As assets are being brought forward for confirmed disposal, we continue to forecast over £100m of sales through to 2025/26.
- **Marketing activity: Consort House, Redhill:** We have secured several bids and now negotiating with one specific party on a freehold sale basis.
- **Dormers in Caterham and Former Glenthornes site Staines:** Approval to support sale of Dormers at below best consideration to Tandridge proposed to go to September Cabinet. Glenthorne site now looking to instruct on new Planning Application.
- **Karibu Epsom and former Hillside/Portesbery Camberley:** Karibu is on the market and Former Hillside / Portesbery Camberley site now with agents appointed.

### Acquisitions:

- Over the past quarter, we confirmed terms on two assets to support our approved SEND and AP programmes.
- Recent commissions to acquire up to six 4/5-bedroom houses to support our approved CFLL Care Leaver programme. Three sites are being pursued. A further commission to secure a new 7/8-bedroom children's home is also being actioned under the Children's Programme.
- Lakeside Primary academy at Farnham is the preferred site for an SEMH free school development following the successful bid for DfE funding reported in early March. The current Lakeside primary school is moving to Mindenhurst by September 2023.
- The Edge Leisure Centre was handed back to SCC on 30 June by Waverley Borough Council and is being managed by L&P to support educational priorities of the Weydon Academy. Local third-party users cannot be supported, despite discussions with outgoing Waverley team.

### Property Strategy & Planning - Agile Programme:

- **Agile office space - Northwest/Southwest of the county:** Options are being pursued in both quadrants, providing the core office facilities our staff require to best deliver for residents, due to come to Cabinet in September.
- We are on course to deliver £2.3m of revenue efficiencies (£0.1m more than the original business case). By the end of 2023/24 we will exit a further 52,000 sq. ft. of dated leased office space, with a further additional 93,769 sq. ft. exited by the end of the programme in 2025.
- Highlights YTD have been the relocation of the staff and facilities from Consort House to Woodhatch Place and the completion of a newly refurbished, purpose built, Family Contact Centre on the ground floor of the West wing.

### **Extra Care/ Design, Build, Finance & Operate (DBFO):**

- **Phase 1a (59 units)** – Pond Meadow: Planning approval granted by Guildford Borough Council and decision notice will be issued once the S106 agreement has been finalised. Strategic delivery partner (Pond Meadow Limited) is preparing to complete RIBA Stage 4 detailed design and will advise anticipated start on site dates in due course.
- **Phase 1b (c.306 units)** – Lakeside, Brockhurst, Cuddington, Bentley & Pinehurst sites: Currently being considered by the Regulation 3 Planning team for outline Planning. Anticipated that this stage will be concluded in the autumn. Extra Care Housing (ECH) Strategic Delivery Partner has been appointed and the Agreement for lease process is underway, which should conclude in the autumn.
- **Phase 2 (c.219 units):** In July Cabinet will consider procurement of a DBFO strategic partner for three sites in the delivery programme. Anticipated that RIBA Stage 2 will complete in the Autumn.
- **Phase 3 (c 150 units):** SCC does not have any surplus assets suitable for ECH at this time; external site search has commenced.

### **Facilities Management (FM):**

- **Decarbonisation Projects:** FM is working closely with Greener Futures for delivery of 10 pilot projects (5 schools and 5 corporate buildings) as part of the Public Sector Decarbonisation Scheme (PSD3a). These projects will deliver new Air Source Heat Pumps (ASHP) to replace gas boilers that are at end of life, reducing SCC's carbon emissions and the installation of solar PV to increase SCC's renewable energy production and reduce utility costs. The budgeted costs for the works at these 10 properties is £7.5m with £1.6m of this cost being covered by Salix funding.
- **Energy Usage:** The carbon performance for YTD is showing a 9.7% reduction due to the on-going estate rationalisation. Forecasts for the remaining months of 2023 have been revised downwards by about £0.2m due to information from our supplier about lower gas prices.
- **The Edge Leisure Centre, Haslemere:** SCC will take over the operational and FM responsibility for managing the centre from 1 July 2023. Maintenance and Health & Safety arrangements have been put in place, to ensure that the adjoining Woolmer Hill School continues to have access to The Edge's facilities. Users of The Edge are being advised to seek alternative locations such as Haslemere Leisure Centre, which are managed by WBC's new providers 'Everyone Active'. SCC will continue to work with WBC and WMAT to explore options for community use of this facility in the future.

**Waste:** A commercial settlement to the dispute over the delivery of the Eco Park has been agreed with our waste contractor SUEZ. This will see SUEZ continuing to run the Eco Park and the four waste transfer stations and associated community recycling centres for a period up until 2029. The Council will have the option to reprocur other parts of the service such as materials offtake contracts or the ten stand-alone community recycling centres at any point after 30 September 2024. Discussions with Defra regarding the Waste Infrastructure Grant are continuing, these are expected to be concluded during July.

Separately, the Council has taken the decision to procure merchant energy from waste capacity to deal with approximately 150,000 tonnes per year of residual waste not dealt with at the Eco Park. The procurement will be completed and suppliers appointed by the end of 2023, in good time for commencement of new contracts in October 2024. In April this year, Cabinet approved a strategic waste infrastructure plan which sets out how we will manage Surrey's waste and encourage recycling and reuse over the next 30 years. It includes the ambition to develop two new transfer stations and a new Community Recycling Centre, as well as an additional recyclable materials processing facility in the county to reduce the impact of hauling our recyclable material over large distances.

Our Community Recycling Centres continue to perform well, and we are looking to expand our reuse offering by developing a reuse and recycling hub at Shepperton. The continued success of the reuse shops has meant that we have been able to donate a proportion of the net profits to charity. Successful recipients of the grant award will be announced shortly. Finally on 18 June, the government announced that it intended to amend the law to require local authorities to accept small amounts of construction waste from residents DIY activities free of charge at community recycling centres. I have been working with Officers to enable the Council to comply with this requirement as soon as possible.

## CABINET MEMBER BRIEFING TO COUNTY COUNCIL

**NAME:** Matt Furniss

**PORTFOLIO:** Transport, Infrastructure and Growth

**Skills & Economy – Innovation:** On 12 June the Government announced that our CoSTAR bid was successful and that the National Lab for CoSTAR would be developed at Pinewood Studios with Surrey benefiting from a £6m Satellite Studio and Incubator space. The OBC was successfully approved by the Infrastructure Board on 27 June and will now go to CPP on 15 August ahead of Cabinet approval in September/ October.

**Place:** The SCC-wide operation roll-out of the towns approach continues. E&G have been supporting the 'town leads' with strategic planning, advice, guidance, processes, and communications. For the towns we are leading on, the setup of the partnership in Chertsey and Leatherhead is progressing well, Horley is now into the delivery programme.

**Skills:** Transitioning of the Careers Hub service into SCC from the two LEPs continues working towards September start with TUPE and recruitment processes about to get underway. LSIP has been submitted and now working in conjunction with FE Colleges to develop bid for Local Skills Improvement Fund (LSIF).

**Buses:** Time expired bus contracts have now been retendered with awards made to bus operators for a September start. In addition, one-year contracts have been awarded for the new Digital Demand Responsive Transport (DDRT) schemes which will launch at the end of August. The next phase of DDRT schemes planned for 2024 will include new areas and expansion of the existing schemes. The Surrey LINK half adult bus fare scheme for all Surrey residents aged 5 to 20 inclusive will start during July 2023.

Young persons can apply through the LINK portal from Monday 3 July with the scheme live on buses from Monday 17 July. The Government's £2 fare scheme has now been extended beyond June until 31 October 23 when the bus fare cap will change to £2.50, this fare cap will then continue until 30 November 2024. Hydrogen fuel cell buses funded through the County Councils capital programme will enter service during 2024 in East Surrey on the Metrobus network, bringing zero emission buses to areas including Epsom, Redhill, Reigate, and Horley.

**Healthy Streets:** On 25 October 2022, Cabinet endorsed The Healthy Streets for Surrey Guide and agreed adoption of the guide as County Council policy for the design of streets in all new developments in the county. The digital version is now live. You can pro-actively use it at <https://healthystreets.surreycc.gov.uk/>. It is design guidance to create healthier and more sustainable streets for residents by prioritising air quality, physical activity, and community wellbeing. The guidance discusses ways to achieve sustainable streets, such as developing safer walking and cycling routes, promoting public transport, and engaging with local communities. The digitisation was led by Surrey County Council's placemaking and planning teams working with Create Streets, with funding from Department for Levelling Up, Housing and Communities (DLUHC). A soft launch in mid-June included a demonstration at Surrey Development Forum and Planning Working Group. Further showcases are planned.

A key next step is for all Surrey Borough and District Councils to endorse Healthy Streets for Surrey. DLUHC invited Senior Politicians and Officials from all 25 participating Design Code Pathfinder local authorities to an online celebratory event on 22 June. DLUHC and Office for Place officials thanked Pathfinders, including SCC, for showing leadership at the local level. By using design codes, we will enter a virtuous cycle of regenerative development. Design coding is a linchpin in Government's ambitions for changes to the planning system. It is proposed to be mandatory for all local authorities in the Levelling-Up and Regeneration Bill. Associated themes of placemaking and beautiful and sustainable design are already embedded in the National Planning Policy Framework.



## CABINET MEMBER BRIEFING TO COUNTY COUNCIL

**NAME:** Kevin Deanus

**PORTFOLIO:** Highways and Community Resilience

**Highway technology:** Surrey Highways are constantly looking for new and innovative ways to deliver the service. For the past two years we have been trialling technology to capture and assign defect priority for potholes through video, AI, and machine learning. As we enter the third year of the trial, we are confident in the accuracy of the technology for reporting potholes and so the next stages of the trial will be to train the software to identify other safety defects – lining, ironwork, kerb damage etc. – and then to work on integrating the system with our highways system so that defects identified by the software are logged as jobs for our Highway Contractor to fix.

The implementation of this technology once it has been fully tested will provide significant efficiencies in how the service is delivered. We are also trialling various new materials and techniques for example we have recently trialled a new road marking material which provides nearly the double night-time visibility compared to traditional road marking and is also a longer lasting material. Along the same section of road, we have also installed solar studs which have greater visibility than traditional studs and which stay illuminated all through the hours of darkness, even during winter months which will provide a safer travelling experience.

**Military Covenant:** In November 2022 the Armed Forces Covenant was enshrined in law when the Armed Forces Act came into force. Surrey is seen as an exemplar authority in relation to our work on the Armed Forces Covenant, but we continue to seek ways to further improve and ensure our Armed Forces community does not face disadvantage when accessing our services. To help raise awareness of the requirements of the new Armed Forces Act, Armed Forces Awareness Training sessions have been provided online by SCC to colleagues working with residents both within the County Council as well as within District and Borough Councils, and other partner agencies. To date over 969 people have received this training in Surrey with more courses available which can be booked via the [Armed Forces Community](#) on SharePoint. The Forces Connect App, sponsored and run by Surrey County Council, continues to increase its reach across the country with over 20,000 downloads and 33 regions across the UK currently signed up. The free to access and easy to use app signposts users to local and national sources of help, advice, and support.

In March the Annual Surrey Armed Forces Covenant Conference was held at Army Training Centre Pirbright, bringing more than 150 people together to forge new partnerships and find ways to improve the lives of those who serve or have served. The event was chaired by Helyn Clack with WO2 Johnson Beharry VC as the keynote speaker. It saw the launch of [Armed Forces Covenant Report 22-23](#), celebrating achievements across the county over the past year. It is a really positive read and can be found on the SCC website.

Surrey County Council joined the nation in marking Armed Forces Week which ran from 18 - 24 June - holding a number of events to publicly thank the Armed Forces for their outstanding contribution and sacrifice. These included Surrey's Joint Services' Charities Choral Mattins at Guildford Cathedral, along with events at Woodhatch, with Flag Raising on the Monday and Reserves Day on the Wednesday – both warmly hosted by SCC Chairman Saj Hussain, who is also now Surrey's Armed Forces Champion and Chair of the Surrey Civilian Military Partnership Board. Veterans' hubs were also part of the week, with the launch of a new veterans' hub in Banstead – run by Royal British Legion and supported by SCC. The Chair also attended a special meeting of the Ashford and St Peter's Hospital Veterans' Armed Forces Day Breakfast Club with Dr Ben Spencer MP, ex-service personnel and reservists currently working at the hospital and a number of local veterans.

## DEPUTY CABINET MEMBER BRIEFING TO COUNTY COUNCIL

**NAME:** Jordan Beech  
**PORTFOLIO:** Highways

**Grass Cutting:** Adhering to the grass cutting programme has been an issue following the transfer from district and boroughs councils and there are two main reasons for this. We have new contractors who are learning their areas and as they do so, they are getting additional insight into the time it will take them to cut each area and that then impacts the next cuts. It has become evident that previously published dates may have been unrealistic. We had a very wet few weeks and cutting the grass whilst raining or when the grass is wet is not advisable due to risk of damaging the blades, grass clippings clumping, tearing the grass at the root, and impacting the quality of the cut. This means we must return to the areas missed once they dry out which has a knock-on impact to the ongoing programme. To help combat the increase in enquiries and complaints, we have now updated the programme to show previous cuts and next cut, stated when the programme was last updated and how often we will endeavour to update it going forward. We have also updated our website to make it clearer why cutting cannot be done when the grass is wet and how this could impact the programme.

**Parking Enforcement:** The new parking enforcement service has now been running for just over three months. Twelve Civil Enforcement Officers (CEOs) transferred from the district & borough teams to NSL under TUPE regulations on 1 April, which was a lower number than hoped. During the first week of April staff underwent training and familiarisation with new areas, equipment, and IT systems etc. As of the first week of June, there were approximately 40 NSL CEOs working on our Surrey contract following an extensive recruitment drive. Other important appointments at NSL include supervisors and base managers as well as a contract analyst who will concentrate on reporting enforcement data and identifying/targeting enforcement activity where needed as well as other improvements to the service.

During April there were 4,154hrs hours of enforcement activity with 10,965 vehicle observations resulting in 3,423 Penalty Charge Notices (PCNs) across the county. During May there were 22,458 vehicle observations resulting in 6,122 PCNs countywide. New SCC Enforcement Team members will join in June/July and recruitment at NSL will continue. This will help manage the service and improve the response we can provide to enquiries. In July we will send Borough/District specific enforcement updates to county Members with an offer to attend a parking task group for their area. This will be an opportunity to discuss local parking issues with the NSL/SCC Team such as patrol areas and school enforcement.

**Potholes:** These have been a plague across the country since the beginning of the year. A combination of periods of very cold and very wet weather over the winter and spring, coupled with a hot summer last year has left many roads across the country in a poor state. We appreciate how frustrating the increase in potholes is for our residents. We are fixing as many as we can, and as quickly as we can, but we understand some of our road conditions are poor now which is making driving and cycling challenging in some locations. We have increased our highways teams by 300% and they are working night and day to fix around 1,600 potholes and other defects every week. We are still receiving high numbers of reports of potholes, and it is sometimes taking us longer than usual to make repairs.

However, we are pleased to report that the situation is improving. The number of new reports of potholes are dropping and we are increasing how many are being fixed. We cannot be everywhere all at once, but please be assured if a pothole is reported, we will get to it, and we will fix it. Our priority is to ensure the safety of the highway. We therefore sometimes need to put temporary repairs in place, purely as an interim measure. Sometimes we must carry out a temporary repair initially which could be because the pothole is on a busy road and closing it at that time would cause significant traffic problems for road users, or because the ground is wet and not suitable for a permanent repair at that time. The emergency surfacing programme will continue until the end of the summer. In addition to this, we are also spending £70m on our Horizon programme which will see many more roads and pavements treated during the coming year.

## CABINET MEMBER BRIEFING TO COUNTY COUNCIL

**NAME:** Marisa Heath

**PORTFOLIO:** Environment

**TREE PLANTING 2023-24:** As part of the County Council's [1.2 Million Tree Strategy](#) we have applied for a third round of Local Authority Tree Funding from the Forestry Commission for this winter and two new Volunteer Co-ordinators, also externally funded, are now in post to support communities and Tree Wardens looking to plant trees in their local open spaces. Following the driest June on record, we have increased our water regimes for trees planted last winter, using standpipes rather than bowsers to save on fuel. We also know there is a shortage of young trees locally, so this year we are reviewing the possibility of the Council growing its own trees from seed at a nursery based on Council land.

**Green Finance Strategy:** The Council's Green Finance Strategy is due to go to Cabinet in July and this sets out the approach that the Council will take to finance the Council's 2030 net zero carbon target as well as the county wide 2050 target. The Strategy includes a number of finance mechanisms which the Council is developing, and which will result in county wide carbon reductions, growth of Surrey's green economy as well as covering their costs and/or generating a return on investment. This includes solar power purchase agreement for schools and other public sector buildings, a green loan for SME businesses and a green loan to enable households to invest in energy saving measures.

**Carbon reduction and energy savings:** The Council is currently delivering a number of schemes for residents and businesses which enable them to reduce their energy consumption and energy bills as well as reducing carbon.

**Home Upgrade Grant:** £12m of central government grant funding is now available for Surrey residents to make home improvements relating to heating. This funding aims to support off-gas, low-income households improve energy efficiency and reduce environmental impact. Residents meeting the grant criteria could receive up to £38,000 to fund measures that; improve insulation (including wall, loft and underfloor), install solar PV, solar thermal or air source heat pumps.

Residents can find out more at <https://www.actionsurrey.org/>

**Local Nature Recovery Strategy:** Surrey County Council has now received formal appointment from Government as the Local Authority responsible for preparing a Local Nature Recovery Strategy for the Surrey LNRS area. This is a new statutory responsibility under the Environment Act 2021. The LNRS is one of Government's flagship new nature recovery measures which is expected to make important contributions to delivering national targets and objectives as well as local environmental priorities. The LNRS is expected to be collaboratively developed and as such the Council is working closely with partners including the Surrey Nature Partnership, Surrey Wildlife Trust, and Boroughs and Districts.

**Flood Risk Management:** On 9 May a rainstorm moved across Surrey with some areas seeing rainfall of more than 32mm per hour. Communities that were particularly impacted by flooding as a result included Caterham on the Hill in Tandridge, and Hooley in Reigate and Banstead. Teams have been in contact with affected residents and carried out clean up operations as well as investigations into the circumstances of any flooding. In June, SCC officers together with colleagues from the Environment Agency and National Flood Forum met with leaders and members of seven Surrey Flood Action Groups. The meeting at Guildford Fire Station discussed the formalising a Surrey Flood Forum that brings together and represents Flood Action Groups from across the county. The agenda focussed on the benefits of recognising pan-Surrey rather than local flood issues and how the Forum can take a strong lead in educating Flood Action Groups in areas such as legislation and the powers and duties of authority partners. The Group agreed to look to appoint a Chair and develop its terms of reference, with the next meeting scheduled for October.

**River Thames Scheme:** The project team is continuing to develop proposals for the landscape and green infrastructure to be provided as part of the project. This follows a series of workshops held earlier in the year with District and Borough and County Members, Planning Officers, and representatives from local interest groups. The scheme will look to deliver flood risk benefits alongside providing habitat and biodiversity improvements, active travel opportunities, improved access to green open spaces and recreational areas and help us mitigate the impacts of climate change. Once the proposals are developed further, we will be holding further public consultation later in the year.

## DEPUTY CABINET MEMBER BRIEFING TO COUNTY COUNCIL

**NAME:** Paul Deach

**PORTFOLIO:** Environment

**Solar Together:** We have recently re-launched our solar panel group-buying scheme 'Solar Together' to support residents to invest in local renewable energy generation, cut carbon emissions and save on energy bills. As part of the scheme Surrey residents are invited to register interest to purchase solar PV systems, with optional battery storage and EV charge points. The scheme is also open to residents who already have existing solar PV systems, who are interested in battery storage retrofit to increase their independence from grid supply. Those interested can register for free <https://solartogether.co.uk/surrey/>

**Greener Futures Engagement:** The Council has developed Parish Council Climate Action Plan Toolkits, which have been designed to support Parish Councils in understanding the role they can take in reducing emissions in their local areas as well as how they can engage with local residents. The toolkits are currently being piloted with four Parish Councils in the Tillingbourne catchment and will be rolled out to more councils later in the year. Officers have been delivering fundraising training for environmental community groups across the county to support them to develop bid writing skills that will enable them to draw in funding to cover their costs. To date 9 groups have received the training.

Officers have been developing a Greener Futures Engagement approach and toolkit which focuses on creating trusted networks and building relationships. This is based upon research with different sectors of residents to understand which elements of the Greener Futures priority resonates with them the most, in order to enable us to develop effective comms and engagement messages. This work has been shared with Boroughs and Districts, and community groups through training sessions. In addition, Officers have been working with colleagues in Communications to develop a communications plan for the next year which includes all of our key campaigns.

A Greener Futures mailing list has been established. We plan to use this tool to ensure stakeholders are kept updated with targeted, relevant information, such as funding and support opportunities, Greener Futures project developments, and good news/ success stories. This mailing list includes all Members from SCC, and representatives from Districts and Boroughs, and Town and Parish Councils. It also includes representatives from community groups and organisations. There are currently 700 people in the mailing list and officers are looking to grow this further. Work is progressing to update the Greener Futures webpages on the main SCC site and well as the re-launch of a Greener Futures blog hosted by Commonplace. These platforms are to be used to improve resident knowledge of our progress and objectives. We continue to work alongside the SCC Communications Team to ensure an aligned approach.

**Increasing Biodiversity:** The Council is reviewing how it can put nature first in how it manages all its assets. A new Ecology Officer to specifically oversee works on site, including the decline in ash tree health is now in post and actively working with the teams on how we manage sites across Highways, the Countryside Estate, and land associated with service-based buildings. Current site-based projects where large-scale actions are taking place to enhance nature and improve biodiversity include heathland restoration at Ockham and Wisley Commons, and heathland restoration at Puttenham Common. A second phase of habitat works will commence in September by Highways England. A workshop was held with local ecological groups with expertise on Sheepleas to help steer the Council in how to minimise disturbance to wildlife whilst Ash Die Back works take place and how we can support rare or protected species on site. A workshop was also held with local ecological experts on Norbury Park last month to prompt discussions on how the whole site could contribute better to biodiversity. This group will continue to advise the Council and contribute to a land management plan for the whole site which we expect to consult on this Autumn. On a more operational level we have been working closely with Surrey Fire and Rescue Services to raise awareness of the dangers and damage caused by wildfires.

**Newlands Corner:** The Council's Visitor Improvement programme has reached its final stages. An 'all access route' was launched at the end of March with Surrey's Coalition for the Disabled. The 'All Access' route has been smooth-surfaced to enable wheelchair users and buggies to use the walk and two new benches installed to provide resting points. This part of the project has been funded by the Surrey Hills Landscape and delivered in partnership with the Albury Estate and Surrey's Coalition for the Disabled.

## CABINET MEMBER BRIEFING TO COUNTY COUNCIL

**NAME:** Mark Nuti

**PORTFOLIO:** Adults and Health

**Mental Health Investment Fund:** The Mental Health Investment Fund (MHIF) is a Surrey wide, all age, resource which is focused on prevention, removing barriers, and supporting people to become proactive in improving their emotional health and wellbeing. The fund is for new and/or existing non-statutory services meeting the needs of local neighbourhoods and communities and is aligned to meeting the outcomes of Priority 2 of the Health and Wellbeing Strategy.

Round 1 applications took place in December 2022. 55 bids were submitted of which 10 bids were successfully awarded funding totalling approximately £530,000. These successful bids cover a broad age range and are spread across the 11 Surrey districts and boroughs. Round 2 went live at the beginning of June 2023 and closes in mid-July. We have already had significant interest in this round and expect to be able to fund many more projects which support innovative approaches to improving the emotional wellbeing and mental health of Surrey residents.

**Delivering the Accommodation with Care and Support Strategy:** Work continues to deliver affordable Extra Care Housing at Pond Meadow, Guildford (Phase 1a). The development has secured Planning permission and the decision notice will be released once all aspects of the Section 106 agreement have been finalised. We have completed the process to identify the development and housing management strategic partner of Extra Care Housing for a further five sites in Surrey (Phase 1b). We have been granted full planning permission to develop Supported Independent Living for people with learning disabilities and/or autism at three sites across Elmbridge, Reigate and Banstead, and Woking.

In March 2023, Cabinet endorsed capital funding of £12.24m for Short Breaks services located at The Squirrels, The Horseshoe, Banstead, in Reigate and Banstead, and Lakers, Denton Way, Goldsworth Park, in Woking. The planning applications have formally been submitted for both sites. At Cabinet in April five sites were allocated capital funding for feasibility assessments and allocated as in-principle for Supported Independent Living for people with mental health needs. These future developments are subject to successful feasibility assessments, full business cases and approval by Cabinet. The site names and locations are currently confidential. The feasibility assessments are underway.

**Celebrating Carers Week:** Carers Week was celebrated in Surrey with a variety of different events at locations around the county. Our team of Carer Practice Advisors (CPAs) attended a wide range of local town centre and local community and hospital locations.

**Discharge to Assess:** IMPOWER were commissioned by Surrey County Council to support discharge and flow in East Surrey and Royal Surrey acute hospitals through winter and spring (November 22 - May 23). This work included supporting the identification of opportunities and delivery of interventions at three levels - 1) on wards, 2) within each acute hospital and 3) across the wider system, including community hospitals. The work aimed to improve outcomes for patients, relieve pressure from the acutes by increasing discharges and reducing length of stay, and reduce avoidable adult social care long-term care and support costs.

The work delivered:

- Increased weekly discharges - 9% hospital wide and 25 additional from assessment areas and 17% reduction of failed no criteria to reside discharges.
- Reduced average length of stay (LOS) - 9% less inpatients with  $\geq 21$  day LOS hospital wide. 17% LOS reduction on older persons unit.
- Reduced discharges to long-term placements - 42% reduction from intermediate care ward.
- Increased staff understanding of best practice - 78% increase in staff understanding of best practice.

## CABINET MEMBER BRIEFING TO COUNTY COUNCIL

**NAME:** Clare Curran

**PORTFOLIO:** Education and Learning

**SEND (Special Educational Needs & Disabilities) improvement work:** A refreshed partnership strategy for Inclusion and Additional Needs was adopted in January 2023 and since then, partners have been collaborating closely to put the plan into action. For example, following a positive evaluation of a pilot, the Team Around the School model is being developed into a county-wide targeted approach.

Improving the timeliness of Education Health and Care needs assessments and annual reviews remain a high priority, because we know the importance of these on the experiences and outcomes for children and families. We are taking steps to minimise the impact of any current delays by improving the quality and frequency of information for families who are waiting, whilst prioritising the most vulnerable children. We have invested in additional resources in key teams to increase capacity for needs assessments and reviews and are exploring the possibility of further resources to accelerate and embed improvement.

Improving communications with families remains another high priority. A multi-agency Customer Relations Steering Group has been set up, to focus on improving communications and relationships with families. We ensure the active involvement of Family Voice Surrey in workstreams, so the voice of parents and carers is heard. Further work to understand key themes of enquiries and complaints across the county, is underway to inform practice and system improvements. Examples of resulting improvements made are:

- the introduction of drop-in "surgeries" for parents and carers.
- updates to the Local Offer website to ensure that good quality information is accessible to families.
- the development of a series of webinars and short videos covering a range of topics, aimed at ensuring families understand all aspects of the statutory assessment process.

**SEND capital programme:** Delivery of Surrey's SEND and Alternative Provision Capital programme remains on track. As of 2022/23, accommodation for around 800 new specialist school places has been delivered across Surrey at a cost of £37m. As a result of this, Surrey's state-maintained specialist education estate has already been increased by more than 700 places, from around 3,320 in 2019 when the Capital programme started to around 4,000 places now. A further 200 additional school places for children with additional needs and disabilities (AND) in Surrey will be delivered for the 2023/24 school year. A new special free school for autistic children, Betchwood Vale in Mole Valley, has been granted planning permission, and it has been announced that another special free school for children with AND in the north of the county will be funded by the Government through the next phase of their Free School programme.

**Home to School Travel Assistance (H2STA):** June's Children, Families, Lifelong Learning and Culture Select Committee recognised the significant improvements made within this service since September. The select committee heard Family Voice give a positive overview, with assurances around new working arrangements and positive feedback from parents. The new Parent Guide was launched in conjunction with Family Voice which gives key information to families, it is available through SCC, Family Voice, and is on the Local Offer website.

The service is working proactively to contact families ahead of time to advise continuation of transport arrangements as well as contacting all post-16 families to discuss their applications. A weekly dashboard has been developed to understand the work throughput during peak demand, and a daily call highlights where pressures need to be mitigated quickly by re-allocating resource to demand. Newly developed performance data shows performance against KPIs and a clear financial forecast. Appeals and Complaints are being dealt with within timescales. The new team takes the initiative to work directly with families as issues arise, to ensure that early intervention prevents escalation.

I sent all Members details on how we can fully support families that contact us about H2STA, which I hope you find useful. By signposting families to the service's developed communications channels rather than a scattergun approach, we will enable the team to respond to queries in a timely, efficient, and effective manner.

## CABINET MEMBER BRIEFING TO COUNTY COUNCIL

**NAME:** Sinead Mooney

**PORTFOLIO:** Children & Families

**New Surrey County Council children's homes:** We want to help more children who are looked after by SCC to live in Surrey, close to the community they are from. To achieve this, we have an ambitious capital programme underway to create additional Surrey homes for Surrey children. I am excited to confirm that the first two of these new family-style children's homes, located on two sites in Epsom and Walton, have been completed and will be registered with Ofsted over the summer. We intend that the first children will be living in these homes by early autumn. These are the first of what will be a growing number of new children's homes that will be created, owned, and operated by SCC over the next five years. In total we intend to deliver 30 more spaces overall in local homes for Surrey's children, whilst also renovating and re-providing several existing children's homes, so that they better meet the needs of Surrey's looked after children now and into the future.

**Budget:** On going pressures have caused the 23/24 forecast to start the year with a £6m overspend. This is a combination of £4m within Children Looked After (CLA) Placements, £1m for Care Leavers and £1m for Area Care budgets. The CLA placements overspend reflects significant price inflation for external residential and supported accommodation placements. A lack of market sufficiency is also resulting in some children needing to be placed in more high-cost provision, as suitable spaces are not available at the level they require. Care Leavers and Area Care budgets are impacted both by inflation and the level of demand in the services. These areas of pressure are the largest currently identified in the early budget planning for 24/25.

**Corporate Parenting Board (CPB) Annual Report 2022-23:** Key changes have been implemented to improve the function of the Board, including reviewing participation of children and young people (CYP) and a review of the forward plan. The report noted significant achievements of sponsored CPB projects, including establishment of a universal leisure offer for CYP (and 50% discount for Foster Carer's and their birth children) over 35% of eligible CYP are utilising the leisure offer. The Celebration Fund approved 206 awards to CYP. The Link Member scheme has been relaunched in light of the children's homes capital programme and membership changes. The Board has championed SCC signing up to the [Care Leaver Covenant](#) – this will promote a whole Local Authority approach to corporate parenting.

**Events:** All staff in the Directorate were recently invited to join the Leadership Team and Cabinet Members for a summer picnic at Woodhatch Place and were treated to a gloriously sunny day, allowing them to gather on the lawns. The event was to say thank you and celebrate all the fantastic work which has taken place in the last year, and to connect with colleagues old and new. During May we celebrated Fostering Fortnight in Surrey which is a National Campaign to increase awareness of Fostering and recruit additional carers and to thank all in the Fostering community for all they do every day to support Looked After Children and Care Experienced young adults. One of the events we held in Surrey was a thank you lunch for our foster carers, which I attended along with Officers from the Fostering Service. It was a lovely opportunity to thank carers, to let them know how much we appreciate them, and to recognise their importance as part of the team planning and caring for our children.

**A Housing, Accommodation and Homes Strategy for Surrey:** Having been adopted by the Cabinet in March, the strategy has been the subject of a public engagement exercise over a timeframe that made allowance for District and Borough Council elections. The early feedback in terms of the relative priorities shows that affordability is felt to be the most important issue to address. Surrey Leaders have requested a briefing for all Councillors and a particular focus on the 'Call to Government'. A session has been arranged for the afternoon of 26 July to which all district and borough councillors and County Councillors have been invited to. SCC is continuing to work to bring forward accommodation and housing provision, in line with the Call to Action. The Call to Government will be submitted to Ministers in September, at the request of Surrey Leaders that they have an opportunity to consider it in their individual councils.

**Equality, Diversity & Inclusion:** In June, The Local Government Association undertook a peer review of our ED&I work at SCC focussing on the four themes of their ED&I Framework: leadership and organisational commitment; understanding and working with your communities; responsive services and customer care; diverse and engaged workforce. The team undertook 35 interviews/ focus groups over the two-day visit with staff, Members, managers, and representatives from partner organisations. The feedback from stakeholders was used alongside our self-assessment to enable them to identify strengths, good practice, and areas of development for SCC to consider as we continue to develop our work to ensure that no one is left behind. The team provided initial feedback and we will receive a full report in four weeks. This will be shared with stakeholders and inform the development of the SCC ED&I Strategy and associated delivery plan.

## DEPUTY CABINET MEMBER BRIEFING TO COUNTY COUNCIL

**NAME:** Maureen Attewell

**PORTFOLIO:** Children and Families

**Foster Care Services:** One aspect of Surrey Childrens Services sufficiency plan is to ensure we have Surrey homes for Surrey's Looked After Children, with an aim to increase the number of children living with Surrey approved foster carers, rather than with foster carers approved by external providers often living outside of Surrey. We are approaching the challenge to increase our numbers of Surrey foster carers by reviewing our recruitment processes and to understand why such a high number of Surrey approved foster carers are leaving the role, what changes the service can make to retain carers to prevent them leaving the role, and how the service can enable its current foster carers to meet the needs of a more diverse group of children, in particular disabled children, teenagers and sibling groups.

In March 2022 Surrey's Fostering Service launched a Retention Board to explore these issues and to review the effectiveness of the support and processes put in place to improve retention. After six months, some progress had been made but it was slow and recognised that the remit of the group needed to be extended to consider how we entice potential carers to come to us in the first place. On 13 June 2023 there was a relaunch of the board to the Retention and Recruitment board, facilitated by Team Managers with a keen interest in this area. Terms of Reference for the board have been updated and will be reviewed at the next meeting on 8 August 2023.

The board comprises of a cross section of stakeholders including foster carers, fostering staff and wider children's services personnel (virtual school, IROs, children's social workers and colleagues in health) to enhance the message that we all have a role to play in recruiting foster carers for Surrey's children, and we all play a vital part in supporting and working with the carers we already have to help them feel heard, valued and part of the team around the child, as foster carers nationally often share is missing within their role which can lead to dissatisfaction and a decision to leave the role.

Following a meeting to discuss the work being undertake in the service to recruit and support foster carers, I was keen to be involved and support this piece of work and so will be joining the board going forward. The board meets bi-monthly and shares ideas and views about what can be done to not only improve Surrey fostering services' visibility, so those interested in fostering apply with us, but also to consider the wider "offer" we have for our current carers to encourage them to stay.

I am sure all Members will be supportive of this ambition and hope they will do whatever they can to promote the Surrey fostering service within their local communities and encourage residents to consider whether this is something they would like to do.