

Cabinet



SURREY
COUNTY COUNCIL

Date & time

Tuesday, 26
September 2017 at
2.00 pm

Place

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

Contact

Vicky Hibbert or Andy Baird
Room 122, County Hall
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Chief Executive

David McNulty

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We're on Twitter:
@SCCdemocracy

Cabinet Members: Mr David Hodge CBE Mrs Helyn Clack, Mr Mel Few, Mr Mike Goodman, Mr Colin Kemp, Mrs Mary Lewis, Mr Tim Oliver, Ms Denise Turner-Stewart and Mrs Clare Curran

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This meeting will be held in public. If you would like to attend and you have any special requirements, please contact Vicky Hibbert or Andy Baird on 020 8541 9229 or 020 8541 7609.

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

1 APOLOGIES FOR ABSENCE

2 MINUTES OF PREVIOUS MEETING:

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

3 DECLARATIONS OF INTEREST

All Members present are required to declare, at this point in the meeting or as soon as possible thereafter

- (i) Any disclosable pecuniary interests and / or
- (ii) Other interests arising under the Code of Conduct in respect of any item(s) of business being considered at this meeting

NOTES:

- Members are reminded that they must not participate in any item where they have a disclosable pecuniary interest
- As well as an interest of the Member, this includes any interest, of which the Member is aware, that relates to the Member's spouse or civil partner (or any person with whom the Member is living as a spouse or civil partner)
- Members with a significant personal interest may participate in the discussion and vote on that matter unless that interest could be reasonably regarded as prejudicial.

4 PROCEDURAL MATTERS

a Members' Questions

- (i) The deadline for Member's questions is 12pm four working days before the meeting (*20 September 2017*).

b Public Questions

The deadline for public questions is seven days before the meeting (*19 September 2017*).

c Petitions

The deadline for petitions was 14 days before the meeting, and two petitions have been received. Responses to these will be presented at the meeting.

d Representations received on reports to be considered in private

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

5 REPORTS FROM SELECT COMMITTEES, TASK GROUPS, LOCAL COMMITTEES AND OTHER COMMITTEES OF THE COUNCIL (Pages 1 - 2)

A reports has been received from the Environment and Infrastructure Select Committee regarding Proposed Changes to Surrey's Community Recycling Centres.

CORPORATE PRIORITIES: 1. WELLBEING

6 PROPOSAL FOR THE FUTURE FUNDING OF ADULT SOCIAL CARE HOUSING RELATED SUPPORT SERVICES (Pages 3 - 70)

'Supporting People' as it was originally branded, was launched on 1 April 2003 as the government's national programme for housing related support. It was a partnership programme of joint working relationships with service providers and partner agencies such as boroughs, districts, probation and health. The programme was initially managed by a discrete team of commissioners and a national monitoring system.

The funding was originally ring-fenced by government but this has since been removed. In 2012 a decision was made to bring housing related support and the associated budget into Adult Social Care.

The County Council provides Housing Related Support funding to providers who then deliver services to their residents. The current Housing Related Support budget is £9m on rolling contracts.

Providers are voluntary and community organisations, housing associations, borough and district councils who deliver services to residents via a scheme manager/warden - the Council's funding is a contribution towards the cost of employing the scheme manager/warden. Services are delivered in purpose-built schemes or by visiting support in the community.

Housing Related Support services include help with obtaining benefits and managing money; support to improve safety, health and wellbeing; help to avoid social isolation; to access mainstream services, manage everyday tasks, to develop new skills and move into employment. Housing Related Support services do not provide personal care. There are two streams to which funds flow:

- Older people and people with disabilities
- Socially excluded

Continued cuts to funding, rising costs and increasing demand for key services means the need for Surrey County Council to find savings has reached unprecedented levels. Adult Social Care has delivered £246m of savings over the last seven years, in order to manage huge pressures on the service including demand in excess of £20m per annum, and has a

further allocated saving of £26m for 2017/18. This has resulted in a continuous focus on efficiencies and changes to delivery to provide the services our residents need within available resources.

Housing Related Support funding is no longer ring fenced and future practice will be guided by our duties under the Care Act 2014 and the wellbeing principle. Individuals with an on-going need for support will be able to ask for an assessment and those meeting the Care Act eligibility criteria will receive funding through a personal budget. This will ensure everyone is treated consistently under the Care Act and is assessed based on their current need.

By implementing these changes to the future funding of Housing Related Support savings of £3.7m will be achieved. These changes will mean a shift from the current universal offer, to target the limited funding the Council has available on those adults with eligible needs and the socially excluded.

CORPORATE PRIORITIES: 2. ECONOMIC PROSPERITY

7 CONSULTATION ON PROPOSED CHANGES TO SURREY'S COMMUNITY RECYCLING CENTRES (COST REDUCTIONS)

(Pages
71 - 134)

Surrey County Council (SCC) needs to make cost reductions of £104 million in 2017/18 and further cost reductions of £137 million in 2018/19 and 2019/20. The Council's Medium Term Financial Plan (MTFP) identifies that the waste service has the potential to save £12.4 million including £3.3 million from the operation of the Community Recycling Centre (CRC) service in the period 2016/17 to 2018/19.

Changes to the CRC service that were implemented during 2016/17 will achieve an estimated £1.4million of cost reductions in a full year. This means further cost reductions need to be found to meet the MTFP target. The waste service has identified a plan where further efficiency could be achieved at CRCs. A public consultation was carried out between 23 June 2017 and 7 August 2017 seeking the views of residents and stakeholders on a set of potential options, as set out in paragraphs 12 to 16. A number of key stakeholders have been consulted including, Surrey MP's, County Councillors, district & borough councils and parish & town councils.

CRCs are one of the most highly rated services provided by SCC with 77 % of users stating that they are satisfied or very satisfied with the service. The proposals are the latest in a series of measures designed to make CRCs more efficient and better value for money by focussing on their key purpose: to handle household waste that the Council has to take free of charge and that cannot be collected from the kerbside. If implemented the proposals would still maintain a comprehensive service that is highly valued by residents, which supports the strategic aims of increasing recycling and reducing landfill and meets legal requirements as a Waste Disposal Authority.

The Council would like to thank over 13,500 residents, who gave their opinion on the proposals in the consultation including their concerns with permanent CRC closures. Having listened to these views and taken into

consideration the factors above, this report recommends implementing changes that will:

- Avoid the need to permanently close any of Surrey's CRC's.
- Reduce costs and improve efficiencies.
- Retain a comprehensive service focussing on the key purpose of the facilities, but with a reduction in weekday opening at a number of CRC sites when those sites are less well used.

In a full year these efficiency measures could deliver estimated savings of £1.08 - £1.56 million. The earliest any measures could be implemented is from December 2017, apart from weekday closures which would be implemented from January 2018 due to operational reasons. This would mean an expected shortfall against the MTFP of £0.92m to £1.06m (part year impact) in 2017/18 and £0.34m to £0.82m in 2018/19 (full year impact). The service will need to continue to find further efficiencies to meet this shortfall.

CORPORATE PRIORITIES: 1. WELLBEING

8 THOMAS KNYVETT COLLEGE, ASHFORD - SCHOOLS BASIC NEED EXPANSION PROJECT (Pages 135 - 140)

To approve the Business Case for the expansion of Thomas Knyvett College, an academy in The Howard Learning Partnership Multi-Academy Trust. The school currently operates as a five form entry (5 FE) co-educational 11-16 school. Its Published Admission Number (PAN) is 150 although its current Number on Roll (NOR) is only 635. It was rated as 'Good' by OFSTED at its last inspection (December 2013).

The proposal is to expand the school by 1 FE to 6 FE per year. (A form of entry is normally 30 students). The school was previously larger but reduced its PAN some years ago when fewer places in Spelthorne Borough were required; however it has some latent capacity which we intend to recommission as part of the expansion project.

The school would admit an additional form of entry in 2018 as a 'bulge' class (offering up to 180 places in Year 7) within existing accommodation. It would then formally increase its PAN to 210 at the earliest opportunity, which would be September 2019. Thomas Knyvett College would then expand incrementally over a five year period to a maximum Number on Roll of 1050. These additional classes would add another 300 places (across all year groups 7-11) into the area.

The expansion will contribute to Surrey County Council's (SCC) place planning strategy to enable the Local Authority to meet the forecast demand for secondary school places in Spelthorne borough.

[The decisions on this item can be called in by the Corporate Services Select Committee or the Children and Education Select Committee]

9 DE STAFFORD SCHOOL, CATERHAM - SCHOOLS BASIC NEED EXPANSION PROJECT (Pages 141 - 146)

To approve the Business Case for the expansion of de Stafford School, an academy in The Glyn Learning Foundation Multi-Academy Trust. The school currently operates as a five Form of Entry (5FE) secondary (750 places) co-educational 11 – 16 school with a published admission number (PAN) of 150.

The proposal is to expand the school by 1FE to a 5FE secondary (900 places), thereby creating 150 additional places to support delivery against the basic need requirements in the Tandridge area from September 2018. (A form of entry is normally 30 students). The school was previously larger but reduced its PAN some years ago when fewer places in the Tandridge Borough area were required; however it has some latent capacity which can be recommissioned as part of the expansion project.

[The decisions on this item can be called in by the Corporate Services Select Committee or the Children and Education Select Committee]

10 ST MARY'S OXTED CHURCH OF ENGLAND JUNIOR SCHOOL - SCHOOLS BASIC NEED EXPANSION PROJECT

(Pages
147 -
152)

To approve the Business Case for the expansion of St, Mary's Junior School from three Forms of Entry (360 places) to four Forms of Entry (480 places), thereby creating 120 additional places, to support delivery against the basic need requirements in the Oxted & Limpsfield area from September 2018.

The school's most recent Ofsted (January 2016) rated the school as 'Outstanding'.

[The decisions on this item can be called in by the Corporate Services Select Committee or the Children and Education Select Committee]

CORPORATE PRIORITIES: 2. ECONOMIC PROSPERITY

11 SURREY BUSINESS RATES RETENTION PILOT 2018/19

On 1 September 2017 the government issued a prospectus inviting local authorities, particularly in two tier areas, to submit applications to be pilots for the 2018/19 Business Rates Retention Scheme. This application is required by 27 October 2017. This report asks for authority to be delegated to the Leader, in consultation with the Chief Executive and Director of Finance, to submit an application for a Surrey wide pilot involving the county council and eleven borough and districts councils.

12 MONTHLY BUDGET MONITORING REPORT

(To
Follow)

Surrey County Council takes a multiyear approach to its budget planning and monitoring, recognising the two are inextricably linked. This report presents the Council's financial position as at 31 August 2017 (month five).

The Section 151 Officer stated in her report of February 2017 to Full Council on the 2017/18 to 2019/20 budget and Medium Term Financial

Plan (MTFP) that the financial challenges facing the council have become even more serious in the last year. During 2017/18, the council must deliver already stretching service reduction plans of £104m to balance the 2017/18 budget and move towards a sustainable budget for future years. This total includes £9m savings it has yet to identify.

The annex to this report gives details of the council's financial position.

[The decisions on this item are subject to call in by the Overview and Budget Scrutiny Board]

CORPORATE PRIORITIES: 3. RESIDENT EXPERIENCE

- 13** **TRANSFER OF EMPLOYMENT OF CORONER'S OFFICE STAFF FROM SURREY POLICE TO SCC** (Pages 153 - 158)

Surrey County Council (SCC) is responsible for appointing coroners and for meeting all the costs of the Surrey Coroner Service. Coroner's Officers are in many respects, the mainstay of the administration of the coronial system and a primary link between the 'system' and the bereaved. These roles have historically been provided and funded by Surrey Police (SyPol), but are not core policing roles and the current division of accountability does not sit well with a modern Coroner's Service.

Since September 2016 discussions have been ongoing with SyPol with a view to creating a single unified support service to the Surrey Coroner Service. This includes investment in a new case management system and transferring the employment of 15 Full Time Equivalent (FTE) coroner's office staff to SCC with a target date for implementation of the 1 April 2018. The arrangements will be underpinned by formally setting out each party's expectations of, and obligation to the others in a mutual Service Level Agreement (SLA) or SLAs.

As part of these discussions a five year phased withdrawal of funding has been proposed whereby SyPol continues to meet the full costs of the staff transferring in Year 1 (2018-19) then reducing by 20% a year to the point where SCC meets the full cost in Year 6 (2023-24). The cumulative MTFP pressure over the five years is £1.26m.

[The decisions on this item are subject to call in by the Communities Select Committee]

- 14** **LEADER / DEPUTY LEADER / CABINET MEMBER / INVESTMENT BOARD DECISIONS TAKEN SINCE THE LAST CABINET MEETING** (Pages 159 - 166)

To note any delegated decisions taken by the Leader, Deputy Leader, Cabinet Members and Investment Board since the last meeting of the Cabinet.

- 15** **EXCLUSION OF THE PUBLIC**

That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting during consideration of the following items of business on the grounds that they involve the likely disclosure of

exempt information under the relevant paragraphs of Part 1 of Schedule 12A of the Act.

PART TWO - IN PRIVATE

- 16 THOMAS KNYVETT COLLEGE, ASHFORD - SCHOOLS BASIC NEED EXPANSION PROJECT** (Pages 167 - 174)
- This is a Part 2 annex relating to item 8.
- Exempt: Not for publication under Paragraph 3**
- Information relating to the financial or business affairs of any particular person (including the authority holding that information)
- [The decisions on this item can be called in by the Corporate Services Select Committee or the Children and Education Select Committee]*
- 17 DE STAFFORD SCHOOL, CATERHAM- SCHOOLS BASIC NEED EXPANSION PROJECT** (Pages 175 - 182)
- This is a Part 2 annex relating to item 9.
- Exempt: Not for publication under Paragraph 3**
- Information relating to the financial or business affairs of any particular person (including the authority holding that information)
- [The decisions on this item can be called in by the Corporate Services Select Committee or the Children and Education Select Committee]*
- 18 ST MARY'S OXTED CHURCH OF ENGLAND JUNIOR SCHOOL - SCHOOLS BASIC NEED EXPANSION PROJECT** (Pages 183 - 190)
- This is a Part 2 annex relating to item 10.
- Exempt: Not for publication under Paragraph 3**
- Information relating to the financial or business affairs of any particular person (including the authority holding that information)
- [The decisions on this item can be called in by the Corporate Services Select Committee or the Children and Education Select Committee]*
- 19 PROPERTY TRANSACTIONS** (Pages 191 - 210)
- Exempt: Not for publication under Paragraph 3**
- Information relating to the financial or business affairs of any particular person (including the authority holding that information)

[The decisions on this item are subject to call in by the Corporate Services Select Committee]

20 PUBLICITY FOR PART 2 ITEMS

To consider whether the item considered under Part 2 of the agenda should be made available to the Press and public.

David McNulty
Chief Executive
Monday, 18 September 2017

QUESTIONS, PETITIONS AND PROCEDURAL MATTERS

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

Please note:

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

MOBILE TECHNOLOGY AND FILMING – ACCEPTABLE USE

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

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

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

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

Thank you for your co-operation

ENVIRONMENT AND INFRASTRUCTURE SELECT COMMITTEE

Item under consideration: PROPOSED CHANGES TO SURREY'S COMMUNITY RECYCLING CENTRES [Item 7]

Date Considered: 7 September 2017

Key points raised during the discussion:

- The Select Committee received a presentation from the Waste Service covering the financial position of the Council, cost reductions already made from Community Recycling Centre's (CRCs), the public consultation undertaken and the proposed changes being put before Cabinet.
- The Committee raised concerns around the possible increase in fly-tipping if the proposed changes in the report were agreed by Cabinet. It was agreed that a more uniform method of recording fly-tipping was needed from the County Council, police and borough and districts which also included the recording of fly-tipping on private land.
- Concerns were also raised around the removal of the free daily allowance for construction waste and the possible increase in fly-tipping as a result of this. Officers explained that since the introduction of charging at CRCs, there had been a reduction in the amount of waste going to CRCs. The Cabinet Member for Environment and Transport further added that the two proposals being put forward before Cabinet were the best options officers could arrive at taking into account consultation feedback and the savings required.
- A vote was taken by the Select Committee on Proposal 1 and Proposal 2. The votes were as follows,
 - Proposal 1- four votes for and eight votes against.
 - Proposal 2- five votes for, three votes against and four abstentions.
- It was agreed that a set of recommendations be submitted to Cabinet from the Select Committee.

Recommendations:

The Environment and Infrastructure Select Committee made the following recommendations:

- a) That Cabinet reconsider the removal of the free daily allowance.
- b) That a network of CRC sites across the county are open 7 days a week.

- c) That a more robust method for recording fly tipping is agreed and implemented in partnership with district and boroughs which includes fly tipping on private land.
- d) For more work to be done around further reuse and black bag sorting, so more advantage can be taken of commercial opportunities.

Bob Gardner

Chairman of the Environment and Infrastructure Select Committee

SURREY COUNTY COUNCIL**CABINET****DATE: 26 SEPTEMBER 2017****REPORT OF: MR MEL FEW, CABINET MEMBER FOR ADULTS****LEAD OFFICER: HELEN ATKINSON, STRATEGIC DIRECTOR ADULT SOCIAL CARE & PUBLIC HEALTH****SUBJECT: PROPOSALS FOR THE FUTURE FUNDING OF HOUSING RELATED SUPPORT****SUMMARY OF ISSUE:**

'Supporting People' as it was originally branded, was launched on 1 April 2003 as the government's national programme for housing related support. It was a partnership programme of joint working relationships with service providers and partner agencies such as boroughs, districts, probation and health. The programme was initially managed by a discrete team of commissioners and a national monitoring system.

The funding was originally ring-fenced by government but this has since been removed. In 2012 a decision was made to bring housing related support and the associated budget into Adult Social Care.

The County Council provides Housing Related Support funding to providers who then deliver services to their residents. The current Housing Related Support budget is £9m on rolling contracts.

Providers are voluntary and community organisations, housing associations, borough and district councils who deliver services to residents via a scheme manager/warden - the Council's funding is a contribution towards the cost of employing the scheme manager/warden. Services are delivered in purpose-built schemes or by visiting support in the community.

Housing Related Support services include help with obtaining benefits and managing money; support to improve safety, health and wellbeing; help to avoid social isolation; to access mainstream services, manage everyday tasks, to develop new skills and move into employment. Housing Related Support services do not provide personal care. There are two streams to which funds flow:

- Older people and people with disabilities
- Socially excluded

Continued cuts to funding, rising costs and increasing demand for key services means the need for Surrey County Council to find savings has reached unprecedented levels. Adult Social Care has delivered £246m of savings over the last seven years, in order to manage huge pressures on the service including demand in excess of £20m per annum, and has a further allocated saving of £26m for 2017/18. This has resulted in a continuous focus on efficiencies and changes to delivery to provide the services our residents need within available resources.

Housing Related Support funding is no longer ring fenced and future practice will be guided by our duties under the Care Act 2014 and the wellbeing principle. Individuals with an on-going need for support will be able to ask for an assessment and those meeting the Care Act eligibility criteria will receive funding through a personal budget. This will ensure everyone is treated consistently under the Care Act and is assessed based on their current need.

By implementing these changes to the future funding of Housing Related Support savings of £3.7m will be achieved. These changes will mean a shift from the current universal offer, to target the limited funding the Council has available on those adults with eligible needs and the socially excluded.

RECOMMENDATIONS:

It is recommended Cabinet agree that:

1. Surrey County Council will no longer provide funding for Housing Related Support for people with learning, physical and sensory disabilities and services for older people; and
2. Surrey County Council will continue to fund Housing Related Support for the socially excluded - those with mental health issues, those who are homeless or at risk of homelessness, ex-offenders and the gypsy and traveller community.

REASON FOR RECOMMENDATIONS:

The recommendation to cease Housing Related Support funding for older people and people with disabilities is made for the following reasons:

1. It will deliver an estimated saving of £2.8m (70% of the budget) based on the planning assumption that 30% of the budget will be needed in locality teams to meet an increase in demand from eligible needs of residents.
2. It will cease any dual funding, where Surrey County Council is funding a care package and Housing Related Support for an individual, and will mean we assess people based on their current need.
3. Local information and support is available to residents in their communities and online should they need to find out about care, community and health information and support available.
4. Evidence obtained from all other local authorities that were able to provide benchmarking information demonstrates they have already ceased and/or remodelled provision.
5. Residents will be able to ask for an assessment; if they have eligible needs they will receive a personal budget.
6. It is aligned with the Council's Family, Friends and Communities approach to maintaining wellbeing and independence.

The recommendation to continue funding Housing Related Support services for socially excluded and disadvantaged people is made for the following reasons:

1. In November 2016, Cabinet agreed housing related support services for socially excluded groups should be protected.
2. A co-designed, transparent approach has been taken with district and borough colleagues, providers and wider stakeholders.
3. The recommendation will deliver a saving of £0.9m (20% of budget) to be delivered with the minimum impact on people who use services and carers.

DETAILS:

Context

1. There is a significant amount of local information and support now available from the service to any resident supported by local communities and online. SCC believes that it is the right time to review how Housing Related Support is funded although it will mean some difficult decisions.
2. Housing Related Support providers are facing ongoing cuts as a result of the government's supported housing welfare benefits reforms. Providers are also concerned that an unintended consequence of our proposals will be that it may impact on their 'exempt accommodation' status for housing benefit entitlement.

Proposals for the future funding of Housing Related Support

3. An options appraisal was shared with providers in March 2016. Surrey opted for an across the board renegotiation as part of the Adult Social Care contract and grants review during summer 2016. Housing Related Support for disabled and older people achieved a 21% saving of £1,168,000, whilst renegotiations for Housing Related Support for the social excluded achieved a 7% saving of £372,000.
4. In response to the need to find additional savings, Adult Social Care made further proposals around Housing Related Support which were agreed at a Cabinet workshop in November 2016.
5. The **first** of these proposals was that SCC decommissions all housing related support funding for services for people with learning, physical and sensory disabilities and services for older people. Future funding will be provided via a 'personal budget' where an individual is assessed as having eligible needs qualifying for support under the Care Act eligibility criteria. This is the proposal that was consulted upon. The proposal will mean a shift from the current universal offer to targeted support for those adults with eligible needs.
6. The **second** of the proposals was for a new approach for housing related preventative services for socially excluded and disadvantaged people who are less likely to be in contact with statutory health and social care services. This includes those with mental health issues, people who are homeless, ex-offenders and the gypsy and traveller community.
7. It is proposed that 80% of the socially excluded Housing Related Support budget will be retained as will 30% of the budget allocation for older people and people with disabilities.

Housing Related Support Provision in Surrey

8. There are approximately 4,431 older people and people with disabilities in Surrey who are currently in receipt of Housing Related Support services (4,094 older people + 241 people with a learning disability + 96 people with a physical sensory disability).
9. A further approximate 1,247 people are in receipt of Housing Related Support services for the socially excluded (327 mental health + 895 single homeless + 25 ex-offenders).

Figure 1 – Housing Related Support provision in Surrey

	Number of services	Number of people
Older People	21	4,094
People with Learning Disabilities	14	241
People with Physical & Sensory Disabilities	5	96
Sub Total	40	4,431
Socially Excluded:		
Mental Health	11	327
Single Homeless	15	895
Ex-offenders	1	25
Sub Total	27	1,247
Grand Total	67	5,678

Benchmarking with other local authorities

10. Annex 1 summarises the approach taken by other local authorities to their Housing Related Support provision. This shows that all have already ceased their Housing Related Support provision for disabled and older people but retain some floating support and provision for the socially excluded groups. Floating support services are short term and have the flexibility to support people wherever they live. These services are temporary and 'float away' when no longer needed. A case study from Warwickshire is also included.

Likely impact of ceasing funding for older people and people with disabilities

11. Providers meet the costs of employing a scheme manager/warden through various income streams, including rent, service charges, charitable funds and the County Council's Housing Related Support contribution. Housing Related Support is capped at £11 per person per week for older people and 10 hours per person per week for people with a disability. Annex 2 illustrates the value of the County Council's Housing Related Support contracts for providers.
12. Withdrawal of Housing Related Support funding will not necessarily mean the service will end or that the scheme manager/warden service will be

withdrawn. It will very much depend upon the provider's response to the Council's decision. Providers may find alternative funding streams to retain the service unchanged, they may reduce or remodel their offer.

13. Providers were asked whether they planned to continue to offer Housing Related Support services if the funding from SCC ceases and how they would fund them. 16 of the 40 providers responded:
- Maintaining service through new or increased charges/exploring alternative funding (six providers)
 - Don't know/currently reviewing position (six providers)
 - Withdrawal/change support services (four providers)

CONSULTATION:

Housing Related Support for older people and people with disabilities

14. Older people and people with disabilities who currently receive Housing Related Support services funded by SCC were consulted on the Council's plans for future funding. The following questions were asked:
- Q1 What really matters to you in relation to helping you meet your Housing Related Support needs?
- Q2 In the last month how often have you had help to meet your Housing Related Support needs?
- Q3 To what extent do you agree, or disagree, with the proposal that:
"Surrey County Council will no longer provide funding for Housing Related Support. This may mean your Housing Related Support will cease.

If you have an on-going need for support you will be able to ask Adult Social Care for an assessment of your needs. If, as a result of this assessment, you qualify for support under the Care Act eligibility criteria, you will receive funding through a personal budget from Surrey County Council"
- Q4 If Surrey County Council's proposal is agreed, and your Housing Related Support ceases, will you ask Adult Social Care for an assessment of your care and support needs?
- Q5 If Surrey County Council's proposal is agreed, how do you think this will impact on you?
15. An eight week provider-led consultation was conducted from 19 June to 13 August 2017. This included:
- A message to leaders across the health and social care system.
 - A letter, questionnaire and pre-paid envelope distributed by providers to residents. 1,896 responses were received (40% response rate).
 - 48 consultation events were attended by 1,097 residents supported by their provider and Adult Social Care Commissioning Manager.
 - An online questionnaire for 'other interested parties' on the SurreySays website - 99 responses were received.
 - Correspondence to the housingrelatedsupport@surreycc.gov.uk mailbox – 27 responses were received.

- A consultation event for providers held on 10 August - 29 providers attended.
 - Engagement with Clinical Commissioning Groups (CCGs).
16. A detailed analysis of the feedback from residents is included in Annex 3. It can be summarised as follows:
- Q1. What really matters to you in relation to helping you meet your Housing Related Support needs? The most important service for residents was “Access to an emergency alarm service to call for help if needed” with 82% of responses (1,554 people), followed by “Help to resolve any problems and to access information, advice and support” with 74% of responses (1,400 people).
- Q2. How often do you use these services? 25% of residents stated they use the service daily and 25% use the service weekly. Another 32% stated they use it less than once a week and the remaining 18% didn’t answer.
- Q3. To what extent do you agree, or disagree, with the proposal? 62% of responses (1,179 people) disagreed to some extent with the proposal. 20% of residents (377 people) agreed to some extent with the proposal.
- Q4. If Surrey County Council’s proposal is agreed, and your Housing Related Support ceases, will you ask Adult Social Care for an assessment of your care and support needs? 49% of all responses said they would ask for an assessment and a further 27% said they were not sure.
- Q5. If Surrey County Council’s proposal is agreed, how do you think this will impact on you? 72% of residents (1,396 people) thought it would impact them to some extent.
17. Residents were invited to include their comments on the questionnaire. These comments have been distilled into key themes of which the top 10 are summarised in the table below. A sample of residents’ comments are included in Annex 3 to provide a flavour of the feelings being expressed.

Figure 2 – What residents told us in their comments on the questionnaire

Rank	Theme	Number of residents who commented upon each theme
1.	Having a warden is important to me e.g. familiar face, reassurance, talk about my worries, advice and signposts to other services, provides a sense of community	656
2.	I need the support Housing Related Support provides to remain independent	366
3.	Having support available when I need it is important	232
4.	I have a health/mental health issue or a disability	222

	or I am liable to fall and value the support	
5.	I may ask for support as my needs increase in the future	195
6.	Having an emergency alarm system is important to me	185
7.	I am concerned that Adult Social Care cannot provide the support I need, or I am confused/ stressed about the assessment process	140
8.	I moved to sheltered accommodation because of the support it provides	118
9.	Without Housing Related Support I will become isolated and lonely	105
10.	Staff resolve maintenance issues for me	97

What 'other interested parties' told us

18. The Council invited feedback from other interested parties - family, friends, carers, providers, district and borough councils, CCGs, MPs, user led groups - through a number of channels. Of the 99 online questionnaire responses, 79% of responses disagreed to some extent with the proposal whilst 20% of responses agreed to some extent. Of the 29 providers attending the consultation event on 10 August, 28 disagreed with the proposal to some extent whilst one provider tended to agree.
19. A detailed analysis of feedback from 'other interested parties' is included in Annex 4 together with quotations to provide a flavour of the feelings being expressed. The following table summarises the key themes identified by 'other interested parties' - the numbers are for reference purposes only and do not imply any ranking.

Figure 3 – What 'other interested parties' told us in their comments

1.	Potential loss of a preventative service which provides practical and emotional support to help people remain independent in their own homes.
2.	Potential impact upon individual's wellbeing, with social isolation and loss of a sense of community.
3.	Potential increase in demand on adult social care, health, other public services and the voluntary, community and faith sector.
4.	Potential impact on hospital admission and discharge.
5.	Reputational and relationship damage undermining the health and social care integration agenda.
6.	Impact upon provider's business viability, particularly in context of other potential changes, which could mean a loss of specialist supported housing as providers remodel into general housing stock.
7.	Some sheltered housing schemes include significant numbers of the socially excluded, as local housing authorities have duty to house – these individuals can be difficult to engage and present mental health and substance misuse challenges.
8.	Concern about Adult Social Care's capacity to undertake assessments

	before end March 2018 and to provide the support required.
9.	Concern about on-going support for people who don't meet the eligibility criteria.
10.	The implementation of any changes to future funding need to be robust and well managed.

Housing Related Support for socially excluded and disadvantaged people

20. Adult Social Care commissioners have been working with providers, chief housing officers, people who use services and carers and other key stakeholders to agree the best way to reshape services and to save 20% from the Housing Related Support socially excluded total budget. This includes contracts held across Surrey for the following groups:
- Mental health
 - Single homeless, including single homeless women
 - Ex-offenders
 - Floating support: including generic, learning disability and Gypsy Roma Traveller (GRT) groups
21. Six options were evaluated and this evaluation is included in Annex 5. Options 1-3 are commissioning models whilst options 4-6 are options for funding reductions as follows:
- Option 1: Joint commissioning model: District and borough councils take the lead on commissioning Housing Related Support services for socially excluded groups.
 - Option 2: Joint commissioning model: Adult Social Care continue to take the lead on commissioning services and works with district and borough councils and health to join up and maximise funding streams related to homelessness, health and supported living for socially excluded groups.
 - Option 3: Local lead provider model.
 - Option 4: Decommission all floating support services.
 - Option 5: 20% off all contracts across the board.
 - Option 6: Service rationalisation: a mixed approach.
22. The proposed way forward is based on the principle that different districts and boroughs have different local needs around socially excluded groups and need local solutions to achieve equity of outcomes across Surrey. The proposal is to:
- Protect accommodation based services (a 10% savings target on these contracts).
 - Work with districts and boroughs to have a joint approach to floating support to prevent homelessness and support mental health, enabling a 50% saving to the adult social care budget.
 - Decommission services that are not strategically relevant.

Figure 4 – How the 20% savings for the socially excluded will be achieved

Category	% saving	Savings in 18/19	Forecast savings
Savings already achieved			-£66,400
Decommission services that are not strategically relevant		-£89,311	-£89,311
Floating Support - Generic	50%	-£414,409	-£414,409
Floating Support - Specialised	20%	-£18,290	-£18,290
Accommodation Based Support and Supported Living	10%	-£155,846	-£155,846
Accommodation Based Support Single Homeless	10%	-£198,809	-£198,809
TOTAL		-£876,664	-£943,064

Adults and Health Select Committee

23. Adults and Health Select Committee considered the Housing Related Support proposals on 14 July 2017. The Committee's recommendations have been reflected in this paper.

RISK MANAGEMENT AND IMPLICATIONS:

24. Risk of potential loss of a preventative service which provides practical and emotional support to help people remain independent in their own homes. Mitigating actions:
- Residents currently in receipt of Housing Related Support will be able to ask for an assessment of their eligible needs.
 - The Council will work with providers to identify residents who are likely to have eligible support needs and encourage them to ask for an assessment.
 - As part of the assessment process, Adult Social Care will signpost people towards support available in the local community.
 - Adult Social Care will work with providers to grow their knowledge of support available in their local community so they can signpost residents.
25. Housing Related Support is used by some providers to contribute towards funding their community alarm provision. There is a risk that ceasing Housing Related Support may impact resident's community alarm provision. Mitigating actions:
- If an individual has an eligible need then provision of their community alarm would be considered as part of their package of care.
 - Adult Social Care has a number of funding streams for community alarms of which Housing Related Support is one. The Technology Enabled Care (TEC) programme will look at the Council's longer term strategy for technology as part of solutions offered to people eligible for support. This will include reviewing telecare, community alarms and other forms of technology.

- The Council has committed to continue funding the community alarm schemes which are currently in place with a number of providers at the existing agreed level for 2017/18 whilst they are reviewed as part of Adult Social Care's future approach to TEC.
26. Risk of potential increase in demand on adult social care, health, other public services and the voluntary, community and faith sector. Mitigating actions:
- Adult Social Care will continue to be open and transparent with partners about any changes to future funding.
 - Future funding will be provided through a personal budget where an individual is assessed as having eligible needs qualifying for support under the Care Act criteria, thus reducing demand on other services.
 - Adult Social Care will continue to invest resources in growing the community resources available to support residents through our Family, Friends and Communities approach.
27. Risk of reputational and relationship damage with partners undermining the health and social care integration agenda. Mitigating actions:
- Adult Social Care will continue to be open and transparent with partners about any changes to future funding.
 - We will continue to work with providers to communicate with residents and implement any changes.
 - The Council will retain a significant investment in Housing Related Support services for socially excluded and disadvantaged people.
28. Risk of impact upon provider's business viability, particularly in context of other potential changes ie Government Supported Housing Welfare Benefits Reforms and Exempt Accommodation, which could mean a loss of specialist supported housing as providers remodel into general housing stock. Mitigating actions:
- The Council will retain a significant investment in Housing Related Support services for socially excluded and disadvantaged people.
 - Providers will be given 6-months' notice of any changes to the future funding of Housing Related Support in line with commitments in the Surrey Compact and have been aware of this proposal since November 2016.
 - The Council has contributed to the government's Supported Housing Welfare Benefits Reforms consultation.
 - Adult Social Care has engaged with Housing Benefit Officers in the borough and district councils with regard to Exempt Accommodation.
 - Adult Social Care will write to providers in late 2018 to assess the impact of the decision with respect to the number of supported housing schemes available, the number of residents supported and the hours and/or range of support available.
29. Risk that Adult Social Care will not have sufficient capacity to undertake assessments before end March 2018. Mitigating actions:
- The Council will ask providers whether they plan to continue to offer Housing Related Support services if the funding ceases – this will

enable Adult Social Care to prioritise assessments where providers plan to withdraw or remodel their offer.

- Adult Social Care will use the new on-line Checklist to identify likelihood of eligibility.
- Up to £250,000 of the savings may be allocated to cover additional assessment costs in implementing the proposals.

Financial and Value for Money Implications

30. Adult Social Care's planning assumption is that the proposed changes for older people and people with disabilities will save the County Council £2,793,802. This represents 70% of the Housing Related Support budget for older people and people with disabilities. This is based upon an assumption that services will be decommissioned and 30% of the current budget will still be required in the Adult Social Care locality teams to meet eligible needs. As officers work through the individual assessments, it could transpire that more or less of the current budget is required to meet eligible needs.
31. The planned saving for services for socially excluded and disadvantaged people is £943,575 which represents 20% of the Housing Related Support budget for the socially excluded.
32. The savings from the two elements is £3,737,377 as set out in table below and in the Adult Social Care Medium Term Financial Plan.

Figure 5 – Summary of proposed Housing Related Support savings

Housing Related Support Budget	17/18 Budget	Savings in 18/19	Remaining Budget
Older people and people with disabilities	£4,250,627	£2,793,802	£1,456,825 (required by Adult Social Care locality teams to meet eligible need)
Socially excluded	£4,717,875	£943,575	£3,774,300
Total	£8,968,502	£3,737,377	£5,231,125

Section 151 Officer Commentary

33. The County Council is facing a very serious financial situation whereby there are still substantial actions required to achieve a balanced budget in the current year and a sustainable budget plan for future years.
34. The proposals to cease or reduce Housing Related Support services set out in this paper will deliver £3.7m of savings that are already included in the Council's Medium Term Financial Plan (MTFP). The changes proposed are therefore important in helping the Council to achieve a sustainable budget.
35. If the recommendations were not approved then alternative savings at short notice would need to be identified for Adult Social Care that may have a much greater impact on service delivery to Surrey's residents. Therefore, the

Section 151 Officer supports the proposals set out in this paper which deliver the savings budgeted in the MTFP.

Legal Implications – Monitoring Officer

36. In making this decision Members will need to balance all relevant considerations, including financial considerations and the matters set out below, and be satisfied that the proposals will allow the Council to meet its statutory duties while making the required savings.
37. There is a clear expectation in public law that a council should carry out a consultation process whenever it is considering making any significant changes to service provision especially where it is proposed that a service is withdrawn. The consultation process for these proposals began on 19 June 2017 and continued until 13 August 2017. The relevant material was made available to consultees in various ways and care was taken to ensure that it was presented in a format that could be readily understood. Written material was supplemented by group meetings and provider events. Members must take the outcome of the consultation into consideration, and to assist Members in this, a summary of the consultation outcomes is annexed to this report. Members must give due regard to the results of the consultation together with the Service's comments about mitigating actions and conscientiously take these matters into account when reaching a decision.
38. The public sector equality duty applies to the decision that the Cabinet is being asked to make. This requires the Council to have due regard to the need to advance equality of opportunity for people with protected characteristics, foster good relations between such groups and eliminate any unlawful discrimination. These matters are dealt with in the equalities paragraphs of this report and the Equality Impact Assessment (EIA). Members will see that negative impacts have been identified and will need to take account of these and the mitigating actions that have been suggested in the action plan.

Equalities and Diversity

39. An EIA of these proposals was completed and published on the Council's equalities webpage in March 2017. It was reviewed in August 2017 in light of the consultation outcomes. Key impacts on people with protected characteristics and mitigating actions planned are set out in the Equality Impact Assessment which is included in Annex 7.
40. It is acknowledged that changes in the future funding of Housing Related Support will mean there are some potential negative impacts for people with age and disability characteristic that cannot be mitigated. The reduced investment in preventive services may mean some people find it more challenging to remain independent in their community; it may lead to a rise in hospital and residential care admissions; an increase in loneliness and social isolation; and even homelessness, rough sleeping and associated health problems.

Safeguarding responsibilities for vulnerable children and adults implications

41. Adult Social Care has established and robust safeguarding procedures in place for all adults in Surrey. The assessment process will identify any previously unidentified safeguarding concerns.

Public Health implications

42. If providers reduce or cease Housing Related Support services for older people and people with disabilities in response to the Council's decision then there are some potential risks for the physical and emotional health outcomes of those that would no longer receive support. It may also increase their use of health services. Encouragingly, the continued funding for socially excluded groups means support will continue for those with the poorest health outcomes.

WHAT HAPPENS NEXT:

43. If the proposal for Housing Related Support for people with learning, physical and sensory disabilities and older people is agreed by Cabinet the high level timeline and next steps will be:

1 October 2017:

- Write to providers explaining the decision, giving six-months' notice in line with commitments in the Surrey Compact and asking them to confirm their future plans by end November 2017.

1 October 2017 to 31 March 2018

- Write to residents explaining the decision, how they can request an assessment, providing an explanation of advocacy and eligibility and setting out details of Surrey Information Point/online tools etc.
- Undertake a needs and financial assessment for residents requesting an assessment. Residents requesting an assessment will also be given advice and information on local community resources which are available to support them.

1 April 2018

- Housing Related Support funding ceases for older people and people with learning, physical and sensory disabilities.

44. If the proposals for Housing Related Support for socially excluded groups is agreed by Cabinet in September 2017, the timeline will be:

- 1 October 2017 – six months' notice given to providers of changes to funding
- 1 April 2018 – Housing Related Support funding changes for socially excluded groups

Contact Officer:

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Consulted:

There has been extensive engagement and consultation on the issues with the following stakeholders:

- Adults and Health Select Committee
- Borough and District Chief Housing Officers
- Clinical Commissioning Groups
- Members of the public
- Providers of Housing Related Support services
- Residents currently in receipt of Housing Related Support services
- User groups

Annexes:

Annex 1	Benchmarking with other local authorities
Annex 2	Spread of value of Housing Related Support contracts for older people and people with disabilities
Annex 3	Analysis of feedback from residents to the consultation
Annex 4	Analysis of feedback from 'other interested parties' to the consultation
Annex 5	Socially excluded and disadvantaged people - analysis of needs and option evaluation
Annex 6	Planning assumption for 70% saving on Housing Related Support budget for older people and people with disabilities
Annex 7	Equality Impact Assessment

Sources/background papers:

None

Housing Related Support benchmarking with other local authorities

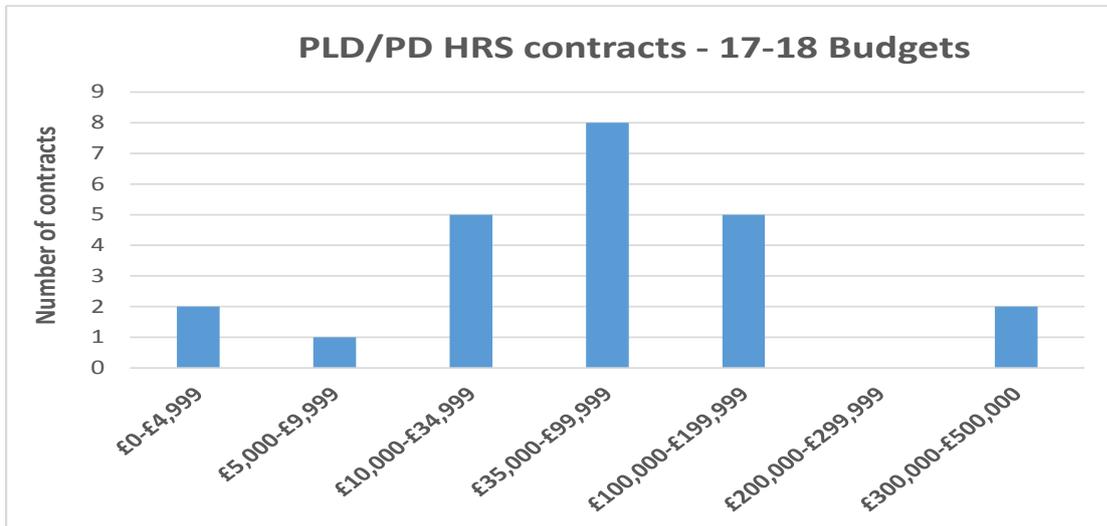
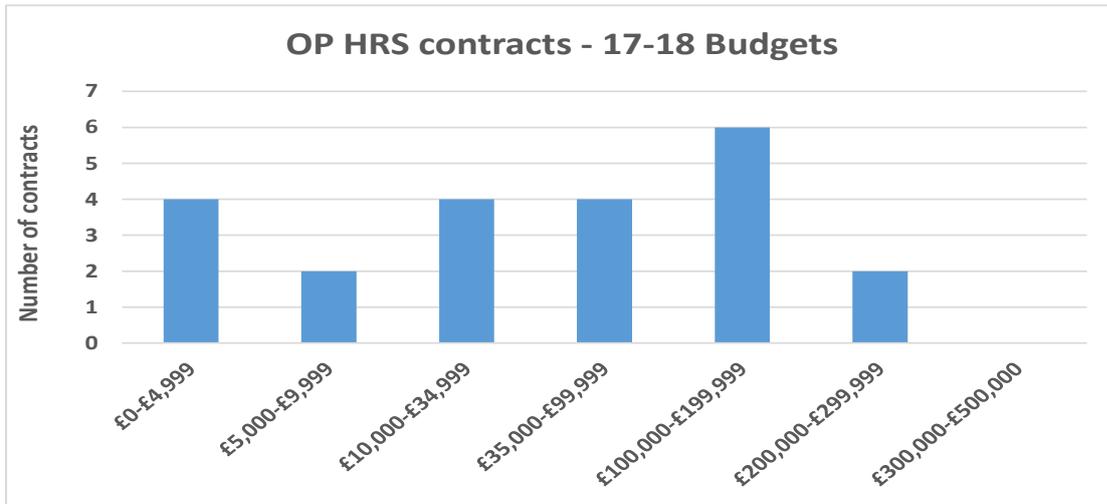
Local authority	Approach
Birmingham	Birmingham have cut their provision of Housing Related Support from 40,000 to 11,000 residents. They provide this support through both accommodation based and floating support. Funding has been cut by over £25 million (over half of the budget) and they have further savings to make of £7 million.
East Sussex	There has been a reduction in the accommodation support that East Sussex provide but they do offer support for socially excluded groups, such as the homeless and domestic abuse survivors. They operate two county-wide floating support services.
Lancashire	Ceased funding for scheme managers and emergency alarm monitoring for 14,000 older people in March 2017. Continued support for crisis support, domestic abuse, refugees, homeless, care leavers and young homeless.
Leicestershire	Leicestershire has reduced provision of Housing Related Support. They provide accommodation support for domestic abuse survivors and the homelessness. They do provide a floating support service but only for homelessness prevention.
North Somerset	North Somerset has never had accommodation based support relying on floating support instead. They have reduced this support by 10% this year and will be looking to reduce it further in the future.
Oxfordshire	Oxfordshire have integrated various sections of their Housing Related Support with other services such as public health and social care. Domestic abuse and homelessness are still under the Housing Related Support budget but these are being cut, homelessness by a third every year. Floating support is provided but this has been cut by over 50%.
Sutton	Sutton provides accommodation based support for a range of vulnerable adults and also offers floating support aimed at helping residents to maintain their tenancies. They are looking at reducing their budget by £1m over the next two years, which amounts to around a third of their current budget.
Warwickshire	Warwickshire stopped funding Housing Related Support for disability, mental health and older people services in 2016. Since then, housing benefit departments picked up some of the costs.
West Sussex	West Sussex have cut their accommodation based support for all groups except for young people and the homeless. For older people, they provide floating support. The budget for Housing Related Support services has been cut by a third over three years.
Worcestershire	Worcestershire no longer fund sheltered housing. They do fund alarms, but only if they are part of someone's eligible care

	need.
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Case Study - Warwickshire

- Ceased all disability/mental health and sheltered Housing Related Support funding 2015/16
- Assessed/reassessed all clients of disability and mental health services (between 300-400 people)
- Did not assess all the sheltered clients but advised providers to request social care assessments in the normal way where client were felt to be in need. Anticipated lots of referrals but in reality this did not happen
- For sheltered some borough and districts agreed to pay for 'intensive housing management' costs
- Worked with providers where required to help them plan for withdrawal of Housing Related Support (support mostly needed from small alms-house providers rather than large registered social landlords)
- Plans included a combination of increased service charges by providers, or providers implemented a revised business model to absorb some of the costs

Spread of value of Surrey County Council's Housing Related Support contracts

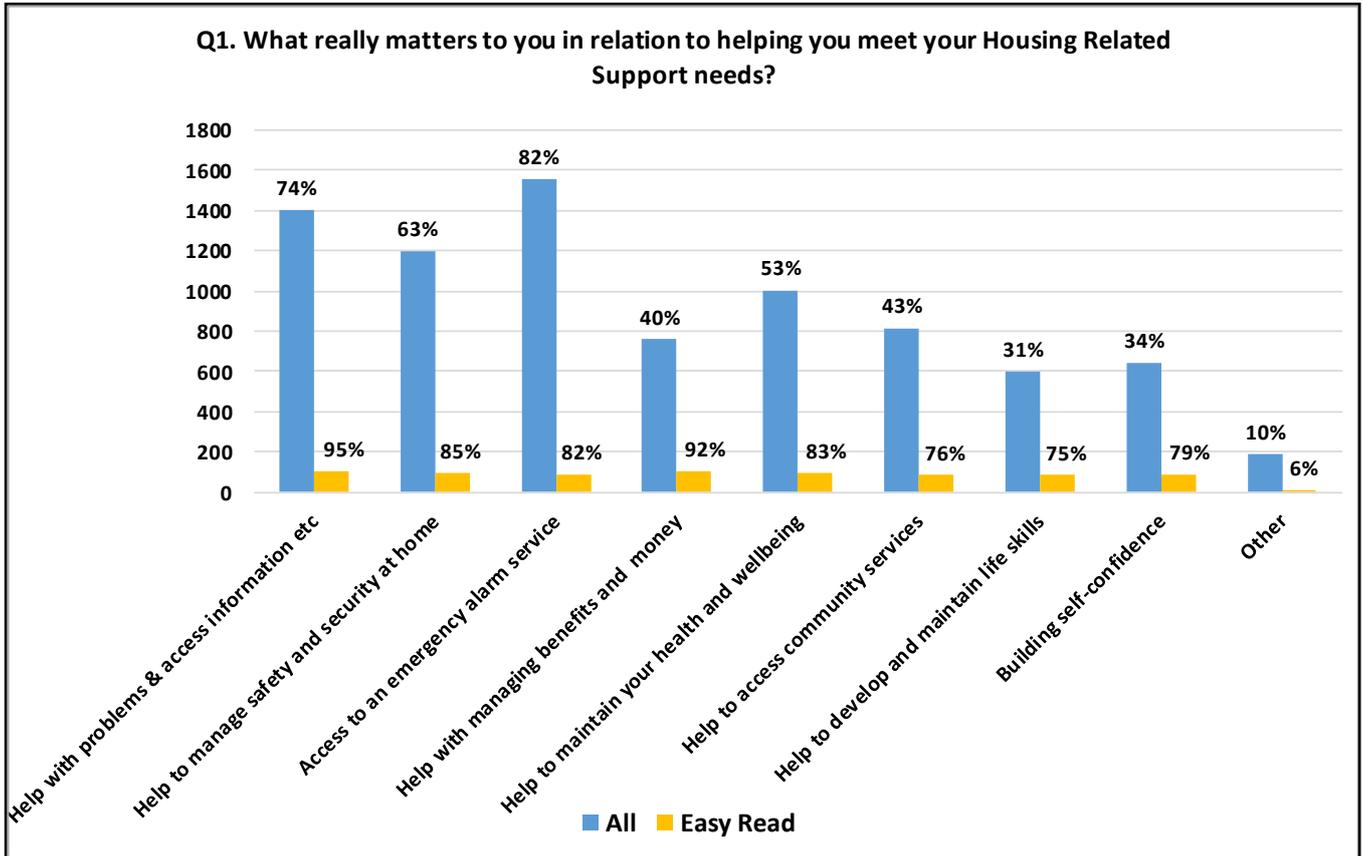


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Analysis of feedback from residents to the Housing Related Support consultation

Data Analysis

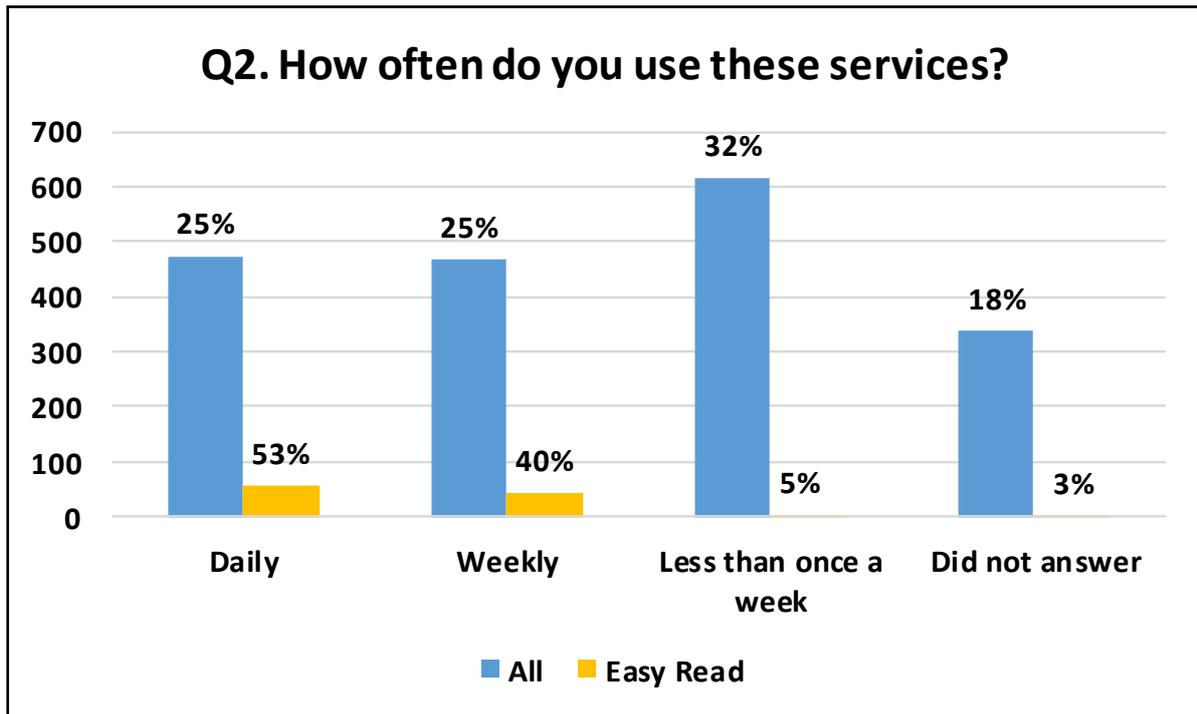
Question 1: What really matters to you in relation to helping you meet your Housing Related Support needs?



People who receive Housing Related Support were asked to select all the listed services they use. The most popular service was “Access to an emergency alarm service to call for help if needed” with 82% of responses (1,554 people), followed by “Help to resolve any problems and to access information, advice and support” with 74% of responses (1,400 people). The service with the lowest score was “Help to develop and maintain life skills such as shopping, cooking and cleaning” with 31% of responses (596 people).

The people who responded using the Easy Read Questionnaire (who were mainly people with a learning disability) selected “Help to resolve any problems and to access information, advice and support”, with 95% of responses (104 people), as their most popular service. The responses on the Easy Read Questionnaires highlighted a much greater use of all these services with the range spanning from 95% to 75%, compared to 82% to 31% range for all responses.

Question 2: How often do you use these services?

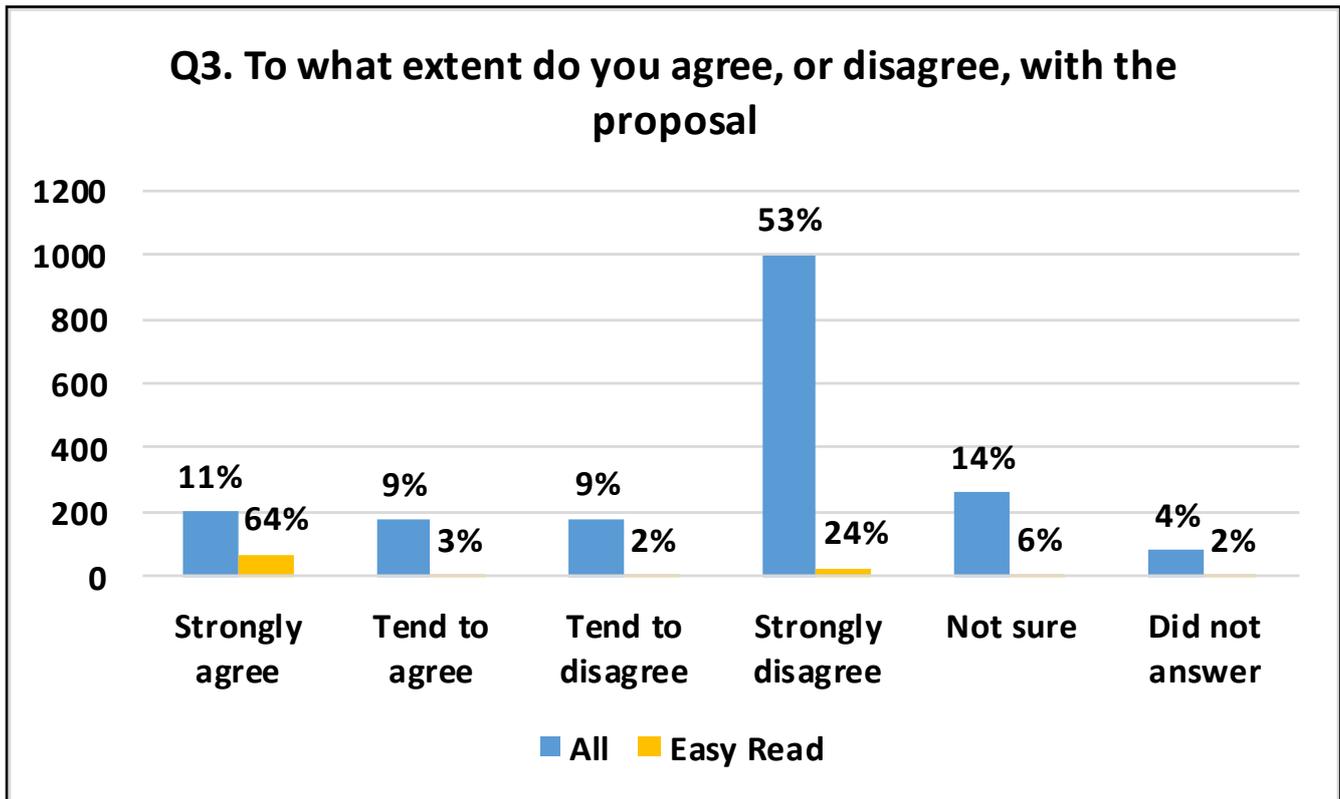


People who receive Housing Related Support were asked “How often do you use these services” and given the option of “Daily”, “Weekly” and “Less than once a week”. 25% of responses [468 people] selected ‘Daily’ and a further 25% ‘Weekly’, 32% of responses [616 people] selected “Less than once a week” and 18% did not answer.

It is likely that some of the people that selected “Less than once a week” or did not answer included people who do not currently use the service.

The people who responded using the Easy Read Questionnaire (who were mainly people with a learning disability) were more likely to use a service on a regular basis with 53% of responses (58 people) selecting “Daily” and 40% of responses (44 people) selecting “Weekly”.

Question 3: To what extent do you agree, or disagree, with the proposal?



People who receive Housing Related Support were asked to what extent do they agree, or disagree, with the proposal:

“Surrey County Council will no longer provide funding for Housing Related Support. This may mean your Housing Related Support will cease.

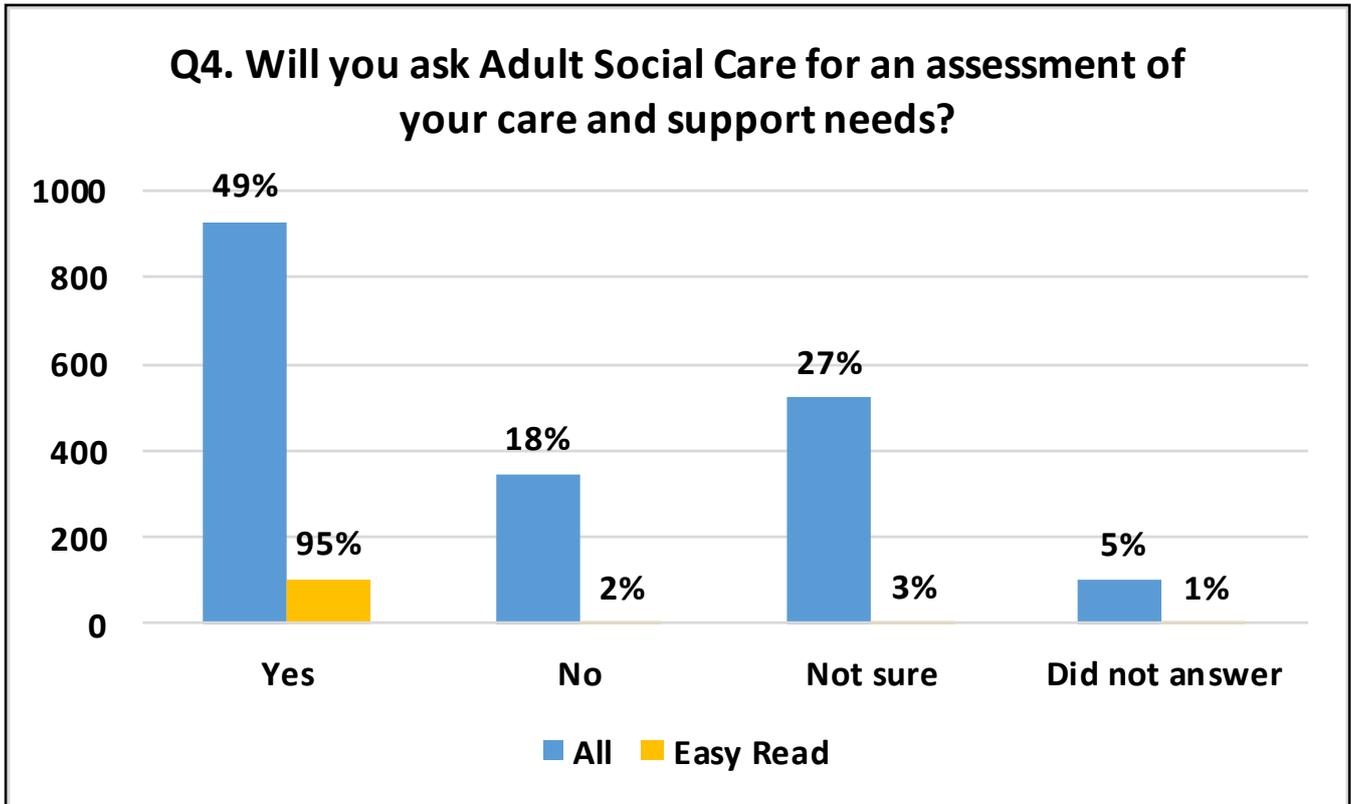
If you have an on-going need for support you will be able to ask Adult Social Care for an assessment of your needs. If, as a result of this assessment, you qualify for support under the Care Act eligibility criteria, you will receive funding through a personal budget from Surrey County Council.”

A majority of people disagreed to some extent with the proposal – 62% of responses (1179 people) (53% of responses (999 people) “Strongly disagree”, while 9% of responses (1806 people) “Tend to disagree”).

20% of responses (377 people) agreed to some extent with the proposal (11% of responses (200 people) “Strongly agree”, while 9% of responses (177 people) “Tend to agree”).

A majority of people who responded using the Easy Read questionnaire (who were mainly people with a learning disability) agreed to some extent with the proposal – 67% of responses (73 people) (64% of response (70 people) “Strongly agree”, while 3% of responses (3 people) “Tend to agree”).

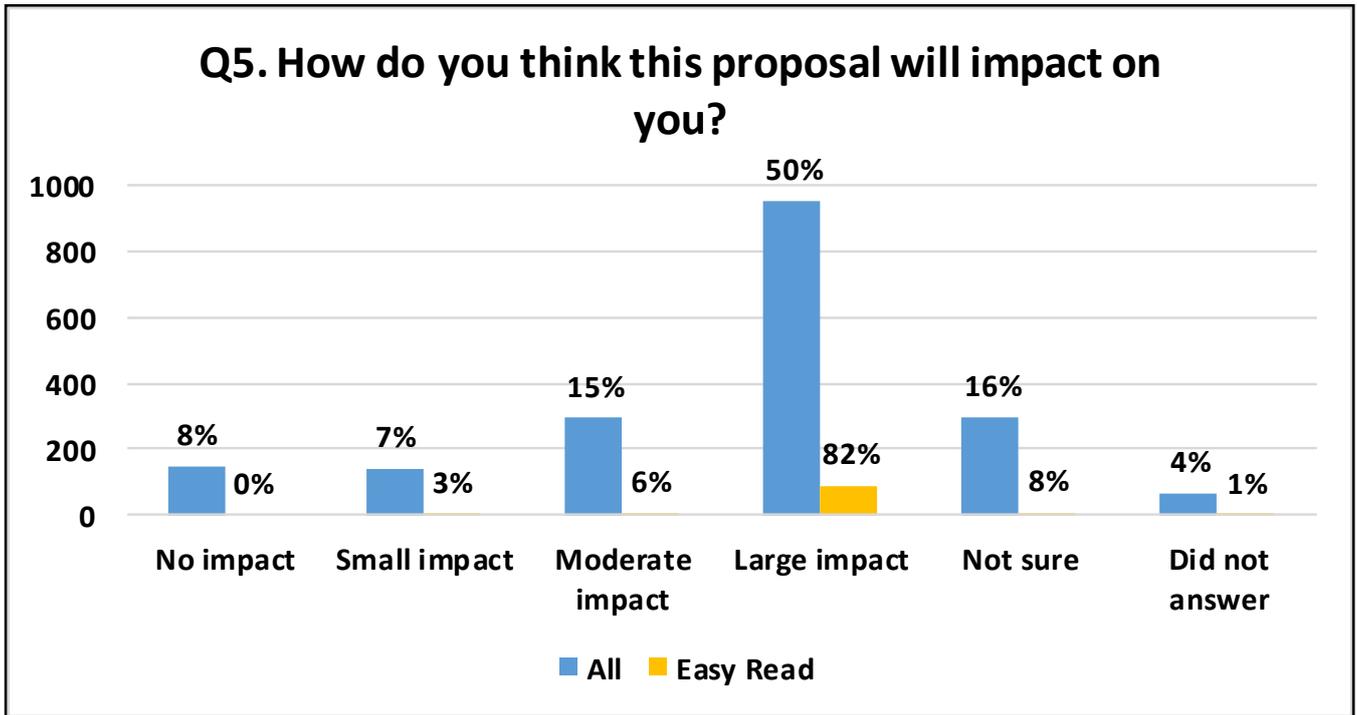
Question 4: If Surrey County Council's proposal is agreed, and your Housing Related Support ceases, will you ask Adult Social Care for an assessment of your care and support needs?



People who receive Housing Related Support were asked if they would ask for an assessment of their care and support needs from Adult Social Care if the proposal was agreed, and their Housing Related Support ceased. The highest number of people – 49% of responses (927 people) stated they would ask for an assessment. In addition to this 27% of responses (521 people) stated they were not sure.

A much higher percentage of people who responded using the Easy Read Questionnaire (who were mainly people with a learning disability) stated they would ask for an assessment – 95% of responses (104 people).

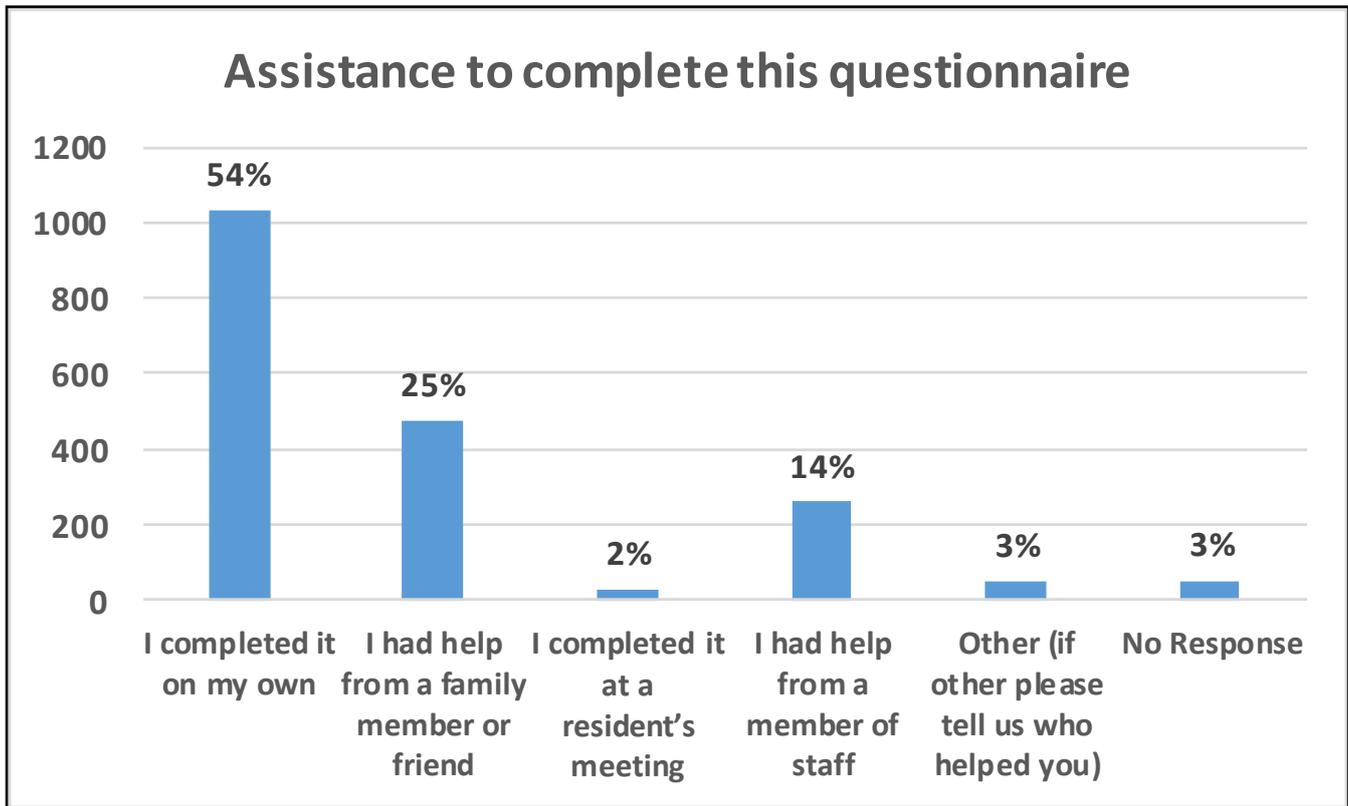
Question 5: If Surrey County Council’s proposal is agreed, how do you think this will impact on you?



People who receive Housing Related Support were asked what they thought the extent of the impact would be on them if the proposal was agreed. A majority of people (72% of responses (1,396 people) thought there would be an impact on them. Of this total 50% of responses (952 people) thought it would be a large impact, 15% of responses (293 people) thought it would be a medium impact and 7% of responses (141 people) thought it would be a small impact. Of the remaining responses, 8% (148 people) thought there would be no impact on them.

A much higher percentage of people who responded using the Easy Read Questionnaire (who were mainly people with a learning disability) stated it would have a large impact – 82% of responses (90 people). In total 91% of responses (100 people) stated it would have an impact.

Question 6: Assistance to complete this questionnaire



People who receive Housing Related Support were asked to indicate whether they had assistance to complete the questionnaire. A majority of people (54% of responses – 1,030 people) stated they completed it on their own, while a further 25% of responses (476 people) stated they “had help from a family member or friend”.

Qualitative Analysis

For each of the five questions people were invited to add comments to expand on the answer they selected. These comments were analysed and 25 common themes identified. If an individual has more than one comment that links to a theme it will only count as one.

The figure below prioritises the themes based on the number of individuals whose comments link to them. A sample of the comments made by residents in each theme is then included to give a flavour of the feelings being expressed.

Rank	Theme	Number of residents who commented upon each theme
1.	Having a warden is important to me eg familiar face, reassurance, talk about my worries, advice and signposts to other services, provides a sense of community	656
2.	I need the support Housing Related Support provides to remain independent	366
3.	Having support available when I need it is important	232
4.	I have a health/mental health issue or a disability or I am liable to fall and value the support	222
5.	I may ask for support as my needs increase in the future	195
6.	Having an emergency alarm system is important to me	185
7.	I am concerned that Adult Social Care cannot provide the support I need, or I am confused/ stressed about the assessment process	140
8.	I moved to sheltered accommodation because of the support it provides	118
9.	Without Housing Related Support I will become isolated and lonely	105
10.	Staff resolve maintenance issues for me	97
11.	It helps me to remain independent and builds my confidence	73
12.	I will need to live somewhere else with support	67
13.	It is unfair on the elderly and most vulnerable in society	62
14.	It will have a detrimental financial impact for me	57
15.	I am worried about who to contact in the future	55
16.	Stopping Housing Related Support will not save money	54
17.	Will impact for me will depend on how the service is affected	38
18.	Staff resolve disputes with neighbours and anti-social behaviour	36
19.	It will impact on my wellbeing eg stress, anxiety, health, independence	34
20.	Housing Related Support is providing a preventative	25

	service	
21.	I don't need any help at the moment	23
22.	It provided support after I left hospital	20
23.	Having Housing Related Support saves lives	19
24.	It will impact upon carers who may need support	13
25.	Will Adult Social Care do the assessments in time?	11

"Having a point of contact, face-to-face on a daily basis is crucial part for me being independent and staying in my accommodation for as long as possible, so I don't have to go into an old people's home."

"I needed to change from once a month visits, to weekly visit, over the past year. Due to the fluctuating nature of my health and coping abilities, the amount of help and support I need, also varies"

"I have on-set dementia. I trust my warden. I am scared of strangers. I don't understand things. I see my warden daily and I feel safe with her around."

"I rely on my red button on my wrist if I fall or am ill at any time. It helps to give me confidence. As I am also registered partially sighted it helps to know there is always someone near."

"Having access to alarm cards is reassuring as I tend to fall quite regularly. Living on my own it is comforting to know that I can pull the alarm and somebody answers."

"A personal budget cannot provide the support. Someone familiar available 24 hours a day who can call in, assess the situation and provide reassurance and assistance."

"I moved from a two bedroom council house where I lived alone to here because there was more support here. It's not the flat I agreed to live in if there is no support."

"This is why we moved to sheltered accommodation. Because of my dementia and Alzheimer's and for the support."

"Our housing block has a strong community feel and the wellbeing of all the residents is cared for by the warden. If this support was not available I would become isolated and at risk."

"I get a lot of help from my support workers with financial matters. If I need help with housing issues ie reporting and chasing up on repairs etc the home support will help."

"Without the help, I would be unable to live independently as I need help with managing my money and going shopping. I cannot access dental and other health services alone, be relied upon to cook or clean, or to sort out problems with my housemates and other people."

"Several of the residents in my complex would not be able to remain in their flats if the support was withdrawn, including myself. The alternative would be to

go into a Council run Care Home of which there are too few in the borough. I therefore suggest the Borough Council build more Care Homes as soon as possible."

"No peace of mind when I haven't got the ability to fall back on the Duty Manager for help to get things fixed in the flat and no one to go to for prompt advice with any problems I might have (there are always problems!)"

"We live in some fear of locals particularly youngsters. Intruders have got into the building in the past and terrorised residents."

"I do have housing support currently as I have a severe health problem and I'm also on disability living allowance. I need someone on site on a daily basis for emergencies and to help me deal with any problems that crop up. If I didn't receive help I would feel frightened and as a result my condition would deteriorate."

"My support worker has kept me from getting mental health issues. That is how much I need her. I think it would put more pressure on Adult Social Care and then as a result more pressure on the NHS."

"I have been in hospital and I have needed help with care 3 times a day and help from the warden to settle back into my routine and to check I am ok as I have not been very mobile and I can't see to make phone calls and check on letters from the hospital. Without the warden I would be lost, my family can't help all the time as they are not local."

"I have been discharged from hospital and am still a bit wobbly. Help has been invaluable."

"My emergency alarm is really important. I had a brain tumour, pulled the cord and was rushed to hospital. This saved my life."

"On site manager found me after I had stroke. Probably would not be here today if she had not got to me quickly! Thank you"

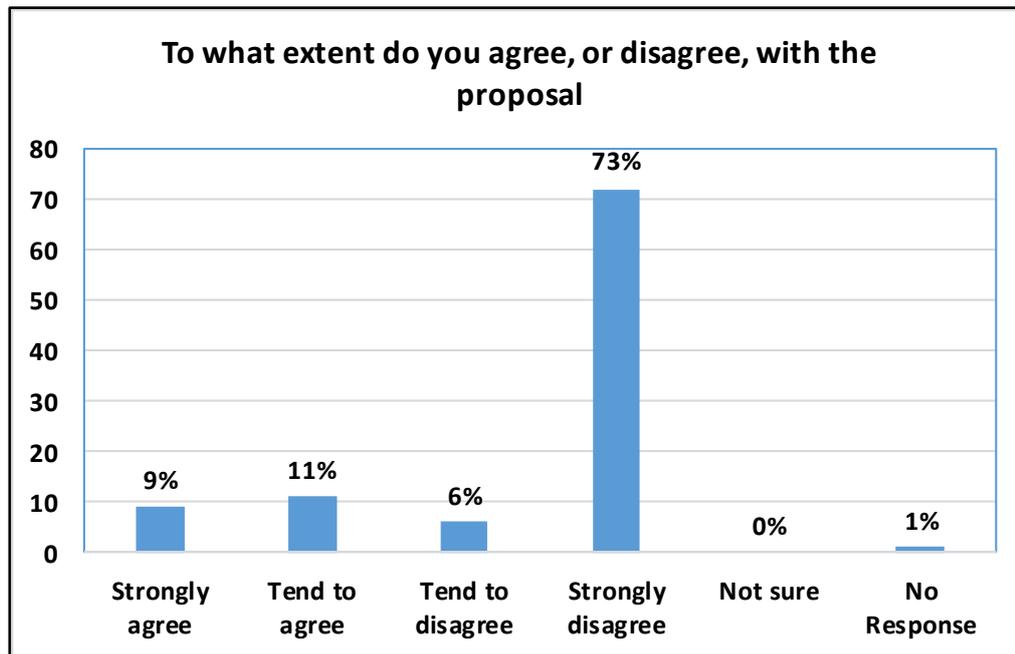
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Analysis of Feedback from ‘other interested parties’ to the Housing Related Support Consultation

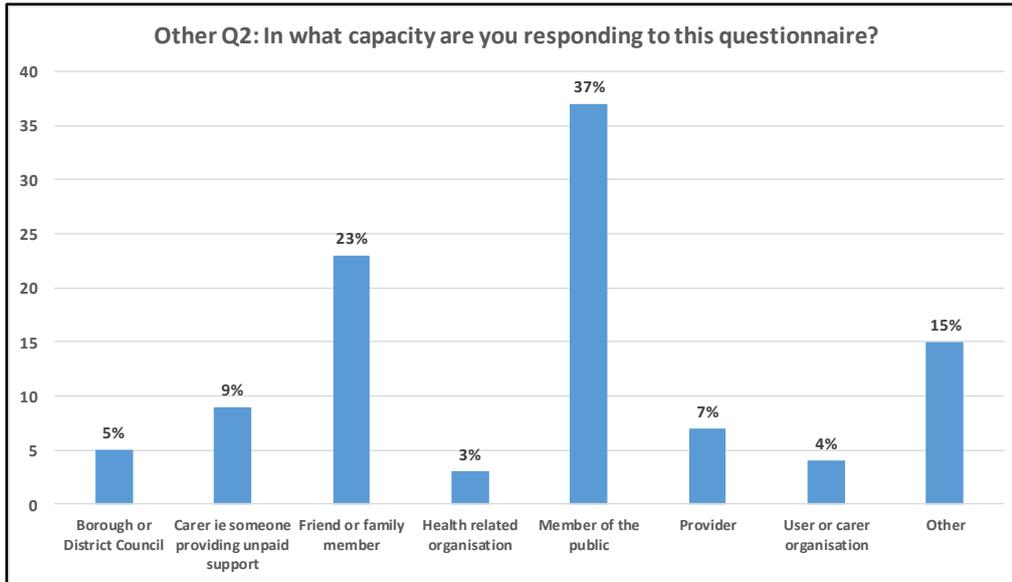
The Council invited feedback from other interested parties (family, friends, carers, providers, district and borough councils, CCGs, MPs, user led groups) through a number of channels:

- An online questionnaire on the SurreySays website - 99 responses were received.
- Correspondence to the housingrelatedsupport@surreycc.gov.uk mailbox – 27 responses were received.
- A consultation event for providers held on 10 August - 29 providers attended.

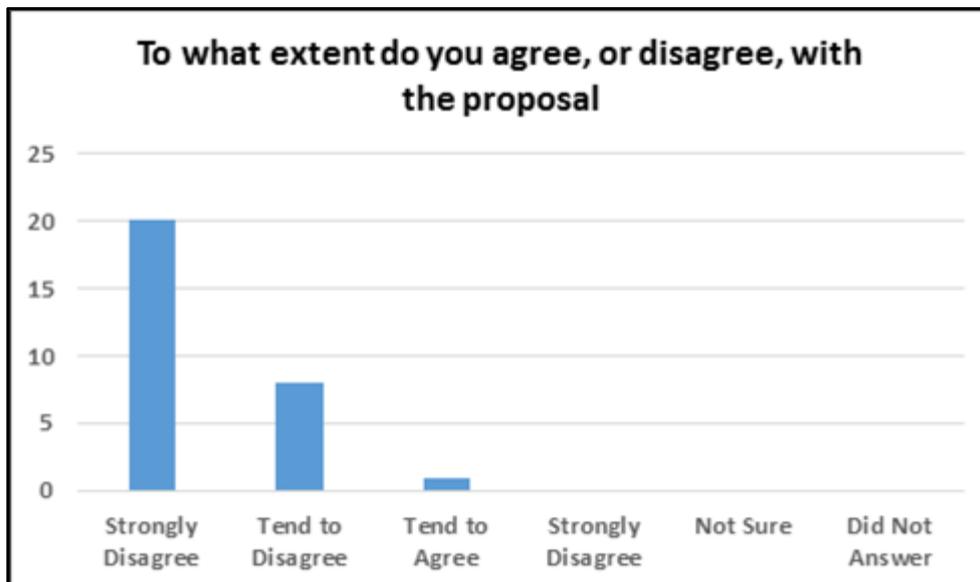
Data Analysis - feedback from ‘other interested parties’



Stakeholders were asked to what extent do you agree, or disagree, with the proposal that we will be consulting on with residents. 79% of responses disagreed to some extent with the proposal (73% “strongly disagree” and 6% “tend to disagree”). 20% of responses agreed with the proposal to some extent (11% “tend to agree” and while 9% “strongly agree”).



Respondents were asked in what capacity they were responding to questionnaire. The most responses received were from members of the public (37% of respondents), followed by friends or family members (23% of respondents).



A consultation event was held for providers on 10 August. Of the 29 providers attending, 28 disagreed with the proposal to some extent whilst 1 provider tended to agree.

Qualitative analysis - feedback from 'other interested parties'

The following summarises the key themes identified by 'other stakeholders' (family, friends, carers, providers, district and borough councils, CCGs, MPs, user led groups) in their feedback on the proposals. Some quotations from correspondence have also been included to provide a flavour of what resident's feedback. The numbers are for reference purposes only and do not imply any ranking.

1.	Potential loss of a preventative service which provides practical and emotional support to help people remain independent in their own homes
2.	Potential impact upon individual's wellbeing, with social isolation and loss of a sense of community
3.	Access to an emergency alarm service is important
4.	Loss of benefits of moving into sheltered accommodation
5.	Potential increase in demand on adult social care, health, other public services and the voluntary, community and faith sector
6.	Potential impact on hospital admission and discharge
7.	Reputational and relationship damage undermining the health and social care integration agenda
8.	Impact upon provider's business viability, particularly in context of other potential changes ie Government Supported Housing Welfare Benefits Reforms and Exempt Accommodation, which could mean loss of specialist supported housing as providers remodel into general housing stock
9.	Could influence who providers are willing to offer tenancies to and providers may experience more arrears, more anti-social behaviour, more tenancy failures etc
10.	Some sheltered housing schemes include significant numbers of the socially excluded, as local housing authorities have duty to house – these individuals can be difficult to engage and present mental health and substance misuse challenges
11.	It is unfair to make cuts impacting the elderly and most vulnerable in society
12.	Concern about Adult Social Care's capacity to undertake assessments before end March 2018 and to provide the support required
13.	Concern about on-going support for people who don't meet the eligibility criteria
14.	Don't believe the proposals will deliver a saving
15.	The implementation of any changes to future funding need to be robust and well managed

Figure 4: Themes emerging from comments from 'other interested parties'

"These vulnerable adults have the assurance of day-time support from staff who they have grown to trust and appreciate deeply. Residents feel safe in their homes because they know there is good support available to them accessible on site should they need to call for assistance" (Vicar and community leader)

"The co-ordination of care and support is becoming increasingly more complex but it is the regular contact by our staff that builds a relationship so that potential crises are tackled well before they can occur and tenants' anxieties minimised by the

reassurance that they can access support through the service at any time.” (District and Borough)

“The safety and security X provides is a major factor in the psychological wellbeing of its residents. It reduces anxiety and enables people to continue living independently thus reducing the need for residential care or hospitalisation” (Family)

“My 94 year old mother, had a fall in her kitchen and broken her hip. Without the services you provide she could have been lying on her kitchen floor for a significant amount of time before anyone found her. As it was she quickly pulled the chord in her kitchen and was seen and in hospital within 2 hours. I cannot stress how grateful I am to X and the rest of the team for making sure she was treated so quickly” (Family)

“In my view it is an excellent preventive service which, whilst difficult to quantify, actually plays a significant role in keeping individuals at home in a safe environment as long as possible – avoiding increased call on the health and social care network generally and indeed escalating further into A&E / residential home etc” (Borough and District)

“Preventative programmes and support services of the very kind that SCC are planning to cut are always more effective at managing the mental and physical health conditions of vulnerable patients and are more cost-effective than dealing with the consequences of the deterioration in their health and wellbeing” (CCG)

“People discharged home from hospital will not have ready support available nearby to assist them if required” (User Group)

“In my view the proposal fails to recognise the role our services play in supporting health and social services by delaying or preventing the need for hospital admissions and social care support. You should be aware that over 90 of our sheltered housing resident have had a fall in the last year and 134 had an unplanned hospital admission. In many cases the provision of housing support has enabled an early discharge without the need for on-going social support or a care package and may have helped in some circumstances prevent a failed discharge” (Borough and District)

“We are very concerned about the lack of an available assessment on residents who would be affected by these changes. In addition, it is unclear to us, from a healthcare perspective, what the likely repercussions may be on resident’s use of healthcare services. We would ask that the analysis considers the likely impact of the changes from a health perspective including the implications for health services (primary, secondary, community and mental health) as well as those of a social nature” (CCG)

“Sheltered and supported housing providers are in an extremely difficult position and without some certainty around future funding may well decide to close services if these are not financially viable. We will need to make similar hard decisions if these proposals are adopted” (Borough and District)

“Having just completed a profiling exercise, we have established that 28% of those currently living in our sheltered housing would meet the criteria for those being recognised as ‘socially excluded’ and requiring housing related support largely for this reason rather than being over 60 years of age. Such tenants include those who have a history of homelessness and rough sleeping, others with drug and alcohol misuse issues, and those with mental health issues (including hoarders)..... Whilst we appreciate those living within our accommodation are entitled to a needs

assessment under the Care Act, those mentioned above will not easily engage with the process and I am concerned their needs will not be met under the current proposal” (District and Borough Council)

“It seems to me an unrealistic expectation that the current locality social care team will have the capacity to carry out and introduce a care package for each individual that needs one prior to 31 March 2018” (Borough and District Council)

“Some of our tenants who have a learning disability or autism may not meet eligibility for support under The Care Act. This vulnerable group will probably be moved on to General Housing where they will struggle to maintain their tenancy as they haven’t learned all the independent living skills required to live alone” (Provider)

“We believe the forecasted saving are likely to represent a false economy. This is because we believe that the £2.8m forecasted savings per year could be more than offset by additional costs incurred to the public purse elsewhere – most likely in the social care and health sectors, but also in relation to housing and homelessness too” (Borough and District)

“It is extremely important for the Council to ensure that i) there is clear and timely communication with borough and district councils, housing support providers and affected tenants in order that they are all clear about the implications of cuts and signposted to sources of alternative support in time for transition arrangements to be made, and ii) that the transition processes are robust, well managed and executed. It is vital that affected residents are all needs and social care assessed and referred to alternative support, funding or services, as required” (MP)

“If the Cabinet decide to approve the proposal to cease funding Housing Related Support, then we would ask that support is put in place, including access to advocacy, to encourage and help people to apply for an Adult Social Care Assessment” (User Group)

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Housing Related Support for social excluded and disadvantaged people - analysis of needs and option evaluation

To inform our proposals and develop the options, we conducted a needs analysis including the following sources of evidence:

- National context has been reviewed
- Local context has been reviewed
- Local service use data has been analysed
- Analysis of provider survey data: locations, service use, outcomes
- Engagement: qualitative data from meetings and workshops to enrich quantitative data

The evidence base gathered from the needs analysis enabled different options to be developed to achieve the desired outcome (20% saving of total budget with least impact on service users). Six viable options emerged which were then put forward for full appraisal.

Option 1: Joint commissioning model: District and Borough councils take the lead on commissioning Housing Related Support services for socially excluded groups	
Details	Adult Social Care budget for Housing Related Support socially excluded groups will be devolved to districts and boroughs. The district or borough will control all funding streams related to homelessness and supported living for socially excluded groups. Surrey County Council commissioners will bring their skills and experience to work closely with districts and boroughs to commission the services required in their areas.
Pros	<ul style="list-style-type: none"> • Recognises and promotes local districts and boroughs knowledge and expertise around socially excluded groups • Brings together local funding streams to meet local needs and outcomes • Potential to improve outcomes at less cost • Better control of costs and performance management as budget is managed by Ds&Bs to meet local needs • Promotes local solutions and co-ordination as D&Bs will be able to decided locally what and where services are required • Will enable a focus on more strategic housing outcomes
Cons	<ul style="list-style-type: none"> • Might not have oversight of the 'wider picture' in Surrey as focus will be on local issues • Concern about sustainability of funding coming from Surrey County Council • Assumes willingness to pool budgets to meet outcomes
Risks	<ul style="list-style-type: none"> • Local buy in to this approach from all stakeholders • May need to decommission some services • Need local discussion with D&Bs and local joint decision making with commissioners – slight complexity where providers work across B&D boundaries
Savings delivered	£943,575

Option 2: Joint commissioning model: Adult Social Care continue take the lead on

commissioning services and work with District and Borough councils and Health to join up and maximise funding streams related to homelessness, health and supported living for socially excluded groups	
Details	Adult Social Care will take leadership to maximise income streams across all commissioning bodies (districts, boroughs and clinical commissioning groups (CCGs)) for all budgets related to Housing Related Support socially excluded, working closely with D&Bs and CCGs to commission the services required in their areas. Funding streams related to supported living and homelessness prevention will be pooled and led by Adult Social Care.
Pros	<ul style="list-style-type: none"> • Engaging health with the agenda • Brings together local funding streams to meet local needs and outcomes • Potential to improve outcomes at less cost • Better control of costs and performance management as budget is managed by D&Bs to meet local needs • Promotes local solutions and co-ordination as D&Bs will be able to decided locally what and where services are required • Will enable a focus on more strategic housing outcomes
Cons	<ul style="list-style-type: none"> • Assumes willingness to pool budgets to meet outcomes • Leadership by Adult Social Care does not recognise the local knowledge, expertise and statutory responsibilities held by districts and boroughs • Difficult to persuade CCGs to commit to funding for shared outcomes with other organisations/services • Concern about sustainability of funding coming from Surrey County Council
Risks	<ul style="list-style-type: none"> • Local buy in to this approach from all stakeholders • May need to decommission some services • Need local discussion with D&Bs and local joint decision making with commissioners – slight complexity where providers work across B&D boundaries
Savings delivered	£943,575

Option 3: Local lead provider model	
Details	<p>Each local area would have an identified budget and key outcomes to deliver, with one provider leading on behalf of the other providers.</p> <p>A procurement exercise will commence for new services for socially excluded client groups under revised principles, for services to be in place by April 2018.</p>
Pros	<ul style="list-style-type: none"> • Assumes willingness of providers to work locally and collaboratively • Recognises and promotes the knowledge and skills of providers • Provides a single point of contact for all clients • One contract will reduce back office charges and overheads • Encourages providers to innovate and find creative solutions to meet local needs and outcomes
Cons	<ul style="list-style-type: none"> • Decrease in the choice and volume of preventative services available to Surrey residents • Concerns about lead provider monitoring quality of services to very diverse client groups • If budgets are reduced services may become unsafe and unstable • If lose accommodation base then it will be difficult to get it back
Risks	<ul style="list-style-type: none"> • Pathways will need to be clearly defined for referrals to the services and alternative options available for people who still need support but who do meet the criteria • Local buy in to this approach from all stakeholders • May need to decommission some services • Need local discussion with D&Bs and local joint decision making with commissioners – slight complexity where providers work across B&D boundaries
Savings delivered	£943,575

Option 4: Decommission all floating support services	
Details	All floating support services would be decommissioned. This includes the generic floating support (Surrey capacity 340), learning disability floating support (Surrey capacity: numbers vary on occupancy, 36 service users as at March 2017) and gypsy and traveller floating support (Surrey capacity 15).
Pros	<ul style="list-style-type: none"> • Protection of accommodation based services • Opportunities for districts and boroughs to shape floating support offer to meet their local needs
Cons	<ul style="list-style-type: none"> • Impacts on groups with protected characteristics • Decrease in the choice and volume of preventative services available to Surrey residents • Impacts on current floating support providers • Impacts on districts and boroughs who manage the referrals to the generic services
Risks	<ul style="list-style-type: none"> • Potential negative impact on districts and boroughs and other services such as Police, social care, health if floating support decommissioned • May lead to increased homelessness
Savings delivered	£920,258

Option 5: 20% off all contracts across the board	
Details	Each contract within scope would be subject to a 20% reduction
Pros	<ul style="list-style-type: none"> • Perceived equity of saving • Simple to calculate the reduction required
Cons	<ul style="list-style-type: none"> • Some larger providers could bear 20% but might limit provision/change eligibility • Could adversely impact smaller providers • Long term risk to sustainability of services offered • Supported living could become more general needs housing and the higher levels of support for the most vulnerable would be lost • Services could become unsafe and unstable • Provision of support would be limited and eligibility changed which could lead to more pressure on carers and other services
Risks	<ul style="list-style-type: none"> • Long term risk to sustainability of services offered by providers • Loss of availability of supported living accommodation • Providers have indicated that a 20% cut across all services would be the least favourable option • May lead to a rise in A&E and residential care admissions and could lead to an increase in homelessness, rough sleeping and associated health problems such as substance misuse and mental health issues
Savings delivered	£943,575

Option 6: Service rationalisation	
Details	<ul style="list-style-type: none"> Surrey wide approach to reduce service officer to clients e.g. discontinuity of 24 hours support, reduce the length/duration of support, decommission services that do not meet strategic outcomes, focus on statutory requirements only to support people who meet eligibility criteria, recommission floating support with smaller value and lead provider model
Pros	<ul style="list-style-type: none"> Surrey approach to reaching strategic outcomes Opportunity to remove any duplication of service offer Reduce dependency on services by people if service offer is limited Reduces impact on whole system
Cons	<ul style="list-style-type: none"> Reduces choice and/or access to services for Surrey residents. Not necessarily locally focused Long term risk to sustainability of services offered by providers Reduction in numbers of people supported Some services would be decommissioned Services may become unsafe and unstable
Risks	<ul style="list-style-type: none"> Moving people 'off the books' prematurely to meet targets could lead to them requiring support again and returning in a short space of time Reduction of the type of services offered in the community for people who are vulnerable Long term risk to sustainability of services offered by providers
Savings delivered	Further work required to estimate this

Appraising the options

The proposed options were shared with the stakeholders and were asked for their feedback on which option they preferred and least preferred. The results are listed below.

	First preference	Second preference	Third preference	Fourth preference	Fifth preference	Least preferred
Option 1: Joint commissioning model: District and Borough councils take the lead on commissioning services	7	14	5	4	2	6
Option 2: Joint commissioning model: Adult Social Care continue to take the lead on commissioning services	19	6	6	5	2	1
Option 3: Local lead provider model	2	5	11	5	6	6
Option 4: Decommission all floating support services	2	6	5	10	2	11
Option 5: 20% off all contracts across the board	1	1	5	8	17	9
Option 6: Service rationalisation	10	6	3	4	7	5
Option 1 & 6	0	1	1	0	0	0
No responses	9	12	14	15	15	12
Totals	50	51	50	51	51	50

Option 1: Joint commissioning model: District and Borough councils take the lead on commissioning services

Consideration of this option has received the fourth highest votes. However, the three main concerns expressed were: the lack of capacity or skills to lead on commissioning within the B&Ds; the focus of services will be localised instead of countywide and that SCC would seek further savings in the future which would make providing these services much more difficult for the B&Ds.

Option 2: Joint commissioning model: Adult Social Care continue to take the lead on commissioning services

Consideration of this option has received the highest votes and was the most popular option. However, in order to meet the objective of achieving the 20% savings, maximising the funding streams from borough and districts is a must to deliver joint commissioning.

Option 3: Local lead provider model

Consideration of this option has received low votes. The main concerns were with identifying a provider with the capacity and expertise to manage such a contract.

Option 4: Decommission all floating support services

Consideration of this option has received low votes. The main concerns were that it is a prevention service and by decommissioning it could lead to increase in homelessness and a strain on other services such as Health and Police.

Option 5: 20% off all contracts across the board

Consideration of this option has received the lowest votes. The main concerns were around sustainability/safety of services provided and the risk that some smaller providers would not be able to continue to trade.

Option 6: Service rationalisation

Consideration of this option has shown it to be the second most popular option. Most agreed that this option combined with elements of other options would be the best way to achieve the 20% savings target.

The preferred option

Of the six options evaluated, most stakeholders preferred option 2: the option for adult social care to take the lead on a joint commissioning approach to Housing Related Support socially excluded groups. Given each district and borough is in a different position regarding joint commissioning of services, we have also looked at option 6: service rationalisation as a way to achieve our savings target.

In conclusion, a blended solution of **options 2 and 6** would be the preferred solution to achieve the 20% savings target. The following table illustrates our proposal for achieving this.

Category	% saving	17/18 Budget	Savings in 17/18	Savings in 18/19	Forecast savings
Savings already achieved		£128,800	£66,400 ⁻		-£66,400
Decommission services that are not strategically relevant		£122,262		-£89,311	-£89,311
Floating Support - Generic	50%	£828,817		£414,409 ⁻	£414,409 ⁻
Floating Support - Specialised	20%	£91,448		-£18,290	-£18,290
Accommodation Based Support and Supported Living	10%	£1,558,455		£155,846 ⁻	£155,846 ⁻
Accommodation Based Support Single Homeless	10%	£1,988,093		£198,809 ⁻	£198,809 ⁻
TOTAL		£4,717,875	£66,400⁻	£876,664⁻	£943,064⁻
Saving Target	£943,575 ⁻				
Forecast savings in model	£943,064 ⁻				
Variance to saving target	£511	Shortfall			

Planning assumption for 70% saving on Housing Related Support budget for older people and people with disabilities

Adult Social Care's planning assumption is that the proposed changes for older people and people with disabilities will save the County Council £2,793,802. This represents 70% of the Housing Related Support budget for older people and people with disabilities. This is based upon an assumption that services will be decommissioned and 30% of the current budget will still be required in the Adult Social Care locality teams to meet eligible needs. As we work through the individual assessments, it could transpire that more or less of the current budget is required to meet eligible needs.

The Adults and Health Select Committee requested further evidence be included in the Cabinet paper on the basis for the planning assumption of 70%.

Directorates were challenged by Cabinet in summer 2016 to find further savings. The planning work around the Housing Related Support proposals was undertaken in response in this.

- There was a general working assumption that in cost terms at least 50% of the current expenditure related to people who were not known to Adult Social Care. It was recognised that that the proportion would differ between the care groups, for instance with more people known for Learning Disability and less known for Older People, but the working assumption was that would that this would equate to at least 50% in cost terms. If Housing Related Support services were to be decommissioned then it was assumed that these individuals would not receive any ongoing support as their needs would not meet the eligibility criteria.
- Of the remaining 50% of expenditure for people who it was assumed are known to us, some people already in receipt of other funded care services whereas others would have come into contact with Adult Social Care but not be receiving any other funded care. There was some debate about whether people already in receipt of care would require additional support if their Housing Related Support service was decommissioned. It was also thought that a sizeable proportion of the people who are known to us but not in receipt of care services may not meet the eligibility criteria and so may not require other funded care services. Data wasn't available to clarify this split and so initially the view was that only a third of this 50% share of the current budget would be required on an ongoing basis. This was on the assumption that the majority of people already known to us but in receipt of other care services would not require ongoing support and a fair proportion of people already in receipt of care services would not require further support over and above their current care packages.
- The original savings were therefore based on a 80/20 saving assumption (ie 100% less 50% for people not known to us and only a third – rounded up to 20% - of the remaining 50% required going forwards). This was subsequently changed following further debate at ALT to 70/30 (ie 100% less 50% for people not known to us and two thirds – rounded down to 30% - of the remaining 50% required going forwards) on the basis that the level of ongoing support for people known to us could be higher.

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Equality Impact Assessment (EIA)

1. Topic of assessment

EIA title:	Housing Related Support (HRS) decommissioning and redesigning social exclusion services
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EIA author:	Sarah Thomas, Contract and Commissioning Manager, Adult Social Care, Commissioning Support Unit
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2. Approval

	Name	Date approved
Approved by	Mel Few, Cabinet Member for Adult Social Care, Wellbeing and Independence	31 March 2017
Approved by	Helen Atkinson, Strategic Director, Adult Social Care & Public Health	6 March 2017
Approved by	Will House, Finance Manager - Adult Social Care & Public Health	10 March 2017
Approved by	Deborah Chantler, Senior Principal Lawyer, Surrey County Council	3 March 2017

3. Quality control

Version number	1.0	EIA completed	31 March 2017
Date saved	31 March 2017	EIA published	31 March 2017
Post consultation version	1.0	Draft	24 August 2017

4. EIA team

Name	Job title (if applicable)	Organisation	Role
Sarah Thomas	Contract & Commissioning Manager	Surrey County Council	Housing Expert
Matthew Lamburn	Project Manager	Surrey County Council	Housing Expert
Kathryn Pyper	Senior Programme	Surrey County Council	Project Sponsor

	Manager		
Lorraine Branch Anna Maio-Price Carol Pinchard Andrew Price Nicola Sinnett Stephen Winfield John Woodroffe Jane Bremner	Senior Manager Senior Accountant Contract Officer Commissioning Manager Category Specialist Project Officer Commissioning Manager Senior commissioning manager	Surrey County Council	Project Board Members (Housing Related Support)

5. Explaining the matter being assessed

<p>What policy, function or service is being introduced or reviewed?</p>	<p>The Adult Social Care Directorate (ASC) commissions a range of Housing Related Support (HRS) preventative services through its grants and contracts. The schemes are intended to support adults to live independently in the community for longer by preventing, reducing or delaying their needs for care and support. In so doing they support adults who, in the main, do not meet ASC eligibility criteria but who may need more intensive and costly intervention if the services were not there. They also support the Directorate to comply with its preventative duties under the Care Act 2014.</p> <p>Housing Related Support services normally operate alongside accommodation and include supporting homeless individuals to transition to a settled home and access education and employment, helping older people to maintain their independence and providing specialist support to particularly vulnerable groups including victims of domestic abuse, people with mental health needs and people with learning/physical and sensory disabilities.</p> <p>Currently the programme is delivered through a range of contracts and grants via 45 organisations and 67 services supporting circa 6,000 vulnerable adults at any one time. The majority are voluntary and community organisations, ranging from small providers who deliver a single service to larger providers with several services. Other service providers include Housing Associations and Borough and District Councils.</p> <p>A Procurement Plan for Housing Related Support Services 2014-17 recommending that new contracts for these services be awarded to run on a continuous contract basis with on-going service review effective from 1 April 2014 was submitted to and endorsed by the Council's Cabinet on 4 February 2014. The decision was taken to meet the need for localised provision that enables individuals to stay in their communities and continue to be supported by friends, family and the community thus reducing costs to the wider health and social care system. The approach also recognised the on-going partnership arrangements with, and objectives of, the District and Borough Councils.</p> <p>In March 2016 a paper was presented to the Adults Leadership Team (ALT) outlining the options in response to the requirement to make efficiency savings on Housing Related Support funded services. It was agreed at this point to carry out across the board renegotiation of rates and/or ways in which service models are delivered, this being the most</p>
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	<p>positive approach allowing for evaluation of key cost, performance and outcomes data and discussions with providers and key stakeholders regarding strategic priorities. At the 24 May 2016 ALT meeting it was reported that, of all the Adult Social Care contracts and grants under review HRS was the area where there was the biggest discrepancy between target savings and projected savings to date. This is because significant savings (circa 45%) had already been achieved since April 2003, making it increasingly difficult for providers to achieve further savings without adversely affecting the quality or safety of their provision.</p> <p>One of the options outlined at the March 2016 ALT was to decommission HRS services by service type. This document assesses the potential impact of this proposed approach to the future commissioning of Housing Related Support funded preventative services on people with protected characteristics.</p>
<p>What proposals are you assessing?</p>	<p>The proposed approach agreed at the 19 July 2016 ALT and the November 2016 Cabinet meeting in taking this forward is as follows:</p> <ol style="list-style-type: none"> 1) Decommission all Housing Related Support funding for services for people with learning, physical and sensory disabilities and services for older people. Future funding will be provided via a 'personal budget' where an individual is assessed as having eligible needs qualifying for support under the Care Act eligibility criteria. <p>This is the proposal we consulted upon with residents and other stakeholders who have an interest in the future funding of Housing Related Support during the eight week period commencing 19 June 2017 and ending 13 August 2017.</p> <p>The anticipated savings through this approach are £2,858,000.</p> <p>In order to progress this we propose the following:</p> <p>Offer all recipients of Housing Related Support services funded by the Council an assessment of need to establish those with eligible needs qualifying for support under the Care Act eligibility criteria and who will instead receive funding through a personal budget from the Council to deliver agreed outcomes.</p> <p>Those individuals who do not have care and support needs which meet the eligibility criteria in the Care Act will cease to receive services funded by the Council, although there may be other options available in the local community and this will be identified as part of their assessment process.</p> <p>Examples of the support they could access include:</p> <ul style="list-style-type: none"> • Looking online at www.surreyinformationpoint.org.uk to find out about care, community and health information and support available in their area; • Joining in with community activities run by the local voluntary, community and faith groups, such as luncheon clubs, befriending groups, exercise and social activities and skills development; • Contacting local volunteer driving schemes for help to get to appointments; • Making use of district and borough council services such as

	<p>telecare, home adaptations and meals on wheels;</p> <ul style="list-style-type: none"> • Talking with their GP about a social prescription to help find community services to improve their health and wellbeing; • Accessing the broad range of health and wellbeing support available such as One You, smoking cessation and sugar swaps; • Asking family and friends for help. <p>This process will be managed in partnership with providers and in a way that ensures individuals are fully informed. It will be based upon our duty to meet eligible needs and aligned with the Council's Family, Friends and Communities.</p> <p>Should the proposal be agreed by the Surrey County Council Cabinet on 26 September, then existing Housing Related Support funding for the above services will cease from 1 April 2018 with replacement services commissioned by the Council for those individuals with eligible social care needs.</p> <p>2) For services for socially excluded client groups such as those with mental health issues, those who are homeless or who are at risk of homelessness and the gypsy and traveller community, the proposal is to achieve the savings target by taking a blended approach. This means decommissioning services that are not strategically relevant, protecting accommodation based services and working with districts and boroughs to have a joint approach to floating support. Adult Social Care will continue to lead this joint approach and work within the principle that districts and boroughs have different needs around socially excluded groups and local solutions can be developed to achieve equity of outcomes across Surrey.</p> <p>The anticipated savings through this re-design are £925,000.</p> <p>Should the proposal be agreed by the Surrey County Council Cabinet on 26 September, then Housing Related Support funding for the above services will change from 1 April 2018.</p>
<p>Who is affected by the proposals outlined above?</p>	<p>The proposals will affect:</p> <ul style="list-style-type: none"> • Vulnerable adults and their carers, particularly people with the “age” and “disability” protected characteristics • Surrey County Council staff who are carers of people in receipt of Housing Related Support • External organisations we commission to deliver Housing Related Support services on behalf of or in partnership

6. Sources of information

Engagement carried out
<p>Potential impacts on people with protected characteristics resulting from decommissioning Housing Related Support funding for specific services have been identified through the ASC contracts and review process and impact assessments completed by the appropriate commissioner for each Housing Related Support service in Spring 2016.</p> <p>ASC commissioners engaged with relevant stakeholders regarding each scheme affected. This included the provider organisation, the local district or borough authority, appropriate CCG commissioners, and appropriate service user and/or carer representatives. Service specific impact assessments have helped to inform this impact assessment, but are separate documents.</p> <p>Health CCGs have been engaged through the Better Care Board and appropriate local joint commissioning groups.</p> <p>The Council shared its proposals with providers at the Housing Related Support Provider Forum in November 2016.</p> <p>An eight week public consultation on the proposal to decommission all Housing Related Support funding for services for people with learning, physical and sensory disabilities and services for older people took place between 19 June and 13 August 2017. Before the consultation commenced, engagement events were arranged to co-design the consultation material, discuss the potential impact of the proposal and how we might improve it, the best way to maximise meaningful engagement in the consultation process and if there was a better way of achieving the savings.</p> <p>The consultation process included:</p> <ul style="list-style-type: none"> • A message to leaders across the health and social care system. • A letter, questionnaire and pre-paid envelope distributed by providers to residents. 1,896 responses were received (40% response rate). • 48 consultation events attended by 1,097 residents supported by their provider and Adult Social Care Commissioning Manager. • An online questionnaire for 'other interested parties' on the SurreySays website - 99 responses were received. • Correspondence to the housingrelatedsupport@surreycc.gov.uk mailbox – 27 responses were received. • A consultation event for providers held on 10 August - 29 providers attended. • Engagement with Clinical Commissioning Groups. <p>A detailed analysis of the feedback is available as annexes to the Council's September Cabinet paper.</p> <p>In summary, 62% of responses to the residents' questionnaire (1,179 people) disagreed to some extent with the proposal. The most important service for residents was "Access to an emergency alarm service to call for help if needed" with 82% of responses (1,554 people), followed by "Help to resolve any problems and to access information, advice and support" with 74% of responses (1,400 people).</p> <p>Of the 99 responses to the on-line questionnaire for 'other interested parties', 79% of people disagreed to some extent with the proposal. Most responses came from members of the public (37% of respondents) and family and friends (23% of respondents). Of the 29 providers attending the consultation event on 10 August, 28 disagreed with the proposal to some extent.</p> <p>'Other interested parties' told us they valued Housing Related Support as a preventative service</p>

providing practical and emotional support to help people remain independent in their own homes. There was concern that the proposals might increase demand on adult social care, health and other public services as well as effecting provider's business viability leading to a loss of specialist supported housing in Surrey. They highlighted the concern that some sheltered housing schemes include significant numbers of the socially excluded, a feeling on unfairness in making cuts to services for the elderly and vulnerable and a concern for those people who don't meet the eligibility criteria.

Other Local Authorities across the country were contacted to understand what provision they currently have for Housing Related Support and the potential impacts of any changes they had made. Most had already ceased their Housing Related Support provision for disabled and older people but retained some floating support and provision for the socially excluded groups.

For socially excluded groups, the proposal has been developed by assessing the evidence sources and engaging with key stakeholders to develop the most appropriate option to deliver the required savings.

Data used

In completing the individual service impact assessments ASC commissioners have drawn on relevant data and information regarding each Housing Related Support service, including grant and contract documentation, service provider, user and other stakeholder feedback, commissioning strategies and market position statements, contract monitoring reports and national research.

In assessing the potential impact of the proposed approach to the future commissioning of Housing Related Support funded preventative services on people with protected characteristics the responses to the public consultation have also been considered.

- Data from Surrey (www.surreyi.gov.uk), including the Surrey Joint Strategic Needs Assessment
- Surrey County Council Adult Social Care Directorate HR Data Pack - December 2015
- Research by CIRCLE, University of Leeds 2013 to evaluate Carer Demonstration Projects funded through the National Carers Strategy
- Gender Variance In the UK: Prevalence, Incidence, Growth and Geographic Distribution - June 2009
- As We Grow Older – A Study of the Housing and Support Needs of Older Lesbians and Gay Men - Polari – 2005
- Gender Identity Research and Education Society (GIREs) literature
- Carers UK's analysis of the 2001 Census findings, 'In Poor Health'
- Healthy Lives Healthy People 2010 report
- Surrey Carers' Health Survey, 2011
- Surrey County Council Adults Information System (AIS) data as at January 2016
- Projecting Older People Population Information (POPPI) as at Jan 2016
- Projecting Adult Needs and Service Information (PANSI) as at Jan 2016
- Surrey County Council Joint Strategic Needs Assessment (JSNA) (various chapters)
- Housing Related Support consultation feedback

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

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence
Age	<ol style="list-style-type: none"> 1. Available funding will be focussed upon the most vulnerable residents with eligible needs under the Care Act eligibility criteria 2. The process may encourage providers to look for new and creative responses to meet local needs, and through co-design with local residents to focus services on meeting local priorities and outcomes 3. Enhanced contract management processes will be put in place for socially excluded client groups to ensure the best possible outcomes for Surrey residents 4. The process of reassessment will present an opportunity to ensure adults with protected characteristics are receiving a sufficient and appropriate choice in services 	<ol style="list-style-type: none"> 1. Decrease in the choice and volume of preventative services and specialist supported housing available to Surrey residents 2. Put pressure on the future viability of voluntary, community and faith sector providers, particularly smaller providers. There is a risk some providers may be forced to close, particularly in the context of other potential changes ie Government's Supported Housing Welfare Benefit Reforms 3. Reduce the ability of the provider market to respond to and support new commissioning proposals 4. Reduce choice and/or access to services for Surrey residents. For some people, this may mean they find it more challenging to remain independent in their community. It may lead to a rise in A&E and residential care 	<p>Housing Related Support summary data for 2014/15 indicates that 96% of people accessing short term Housing Related Support services such as homeless hostels and other services for the socially excluded were aged between 18-59 years.</p> <p>For those people accessing long term services such as sheltered housing 79% were aged 60 years plus of which 46% were aged 60-79 years and 33% were aged over 80 years.</p> <p>Of those people in receipt of Housing Related Support responding to the resident consultation questionnaire, 80% were aged 65 years plus of which 38% were aged 65-79 years, 21% were aged 80-89 years and 21% were aged 90 years plus.</p>

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence
		<p>admissions and could lead to an increase in feelings of loneliness and isolation, homelessness, rough sleeping and associated health problems such as substance misuse and mental health issues</p> <p>5. Risk that individuals could experience the multiple impacts of changes in Housing Related Support funding, welfare reform, the potential loss of 'Exempt Accommodation' status for Housing Benefit purposes and other grants and contracts funding</p> <p>6. Potential increase in demand on Adult Social Care, Health, the Police and other public services</p> <p>7. Risk that Adult Social Care may not have the capacity to undertake a potentially large number of care and support assessments by April 2018</p> <p>8. Risk that the decision to cease Housing Related Support funding may impact resident's community alarm</p>	

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence																																				
		provision																																					
Disability	As above	As above	<p>The table below shows the breakdown of primary client group for all new client entering a non-sheltered Housing Related Support service in 2014-15.</p> <table border="1" data-bbox="1211 376 2072 951"> <thead> <tr> <th data-bbox="1211 376 1675 440">Primary Client Group</th> <th data-bbox="1675 376 1854 440">Frequency No:</th> <th data-bbox="1854 376 2072 440">Frequency %</th> </tr> </thead> <tbody> <tr> <td data-bbox="1211 491 1675 523">Other</td> <td data-bbox="1675 491 1854 523">3</td> <td data-bbox="1854 491 2072 523">0%</td> </tr> <tr> <td data-bbox="1211 531 1675 563">Mental health problems</td> <td data-bbox="1675 531 1854 563">128</td> <td data-bbox="1854 531 2072 563">10%</td> </tr> <tr> <td data-bbox="1211 571 1675 603">Learning disabilities</td> <td data-bbox="1675 571 1854 603">32</td> <td data-bbox="1854 571 2072 603">2%</td> </tr> <tr> <td data-bbox="1211 611 1675 643">Physical or sensory disability</td> <td data-bbox="1675 611 1854 643">11</td> <td data-bbox="1854 611 2072 643">1%</td> </tr> <tr> <td data-bbox="1211 651 1675 715">Single homeless with support needs/rough sleepers</td> <td data-bbox="1675 683 1854 715">374</td> <td data-bbox="1854 683 2072 715">29%</td> </tr> <tr> <td data-bbox="1211 722 1675 754">Substance misuse problems</td> <td data-bbox="1675 722 1854 754">202</td> <td data-bbox="1854 722 2072 754">16%</td> </tr> <tr> <td data-bbox="1211 762 1675 794">Offenders/at risk of offending</td> <td data-bbox="1675 762 1854 794">42</td> <td data-bbox="1854 762 2072 794">3%</td> </tr> <tr> <td data-bbox="1211 802 1675 834">Young people at risk/leaving care</td> <td data-bbox="1675 802 1854 834">11</td> <td data-bbox="1854 802 2072 834">1%</td> </tr> <tr> <td data-bbox="1211 842 1675 874">People at risk of domestic abuse</td> <td data-bbox="1675 842 1854 874">73</td> <td data-bbox="1854 842 2072 874">6%</td> </tr> <tr> <td data-bbox="1211 882 1675 914">Generic/Complex needs</td> <td data-bbox="1675 882 1854 914">408</td> <td data-bbox="1854 882 2072 914">32%</td> </tr> <tr> <td data-bbox="1211 922 1675 954">Total:</td> <td data-bbox="1675 922 1854 954">1284</td> <td data-bbox="1854 922 2072 954"></td> </tr> </tbody> </table> <p data-bbox="1211 991 2096 1190">The highest proportion, generic/complex needs at 32% reflects reports from providers that they are receiving referrals of more challenging clients, those with high support needs. Of the remainder of those that are not designated with a mental health or complex need problems as a primary issue, a further 15% have mental health and 18% substance misuse listed as a secondary issue.</p> <p data-bbox="1211 1198 2096 1286">People with complex needs will have a combination of mental health and drug or alcohol problems and possibly other additional issues such as a learning or physical disability and offending behaviour.</p> <p data-bbox="1211 1326 2096 1490">Of those people in receipt of Housing Related Support responding to the resident consultation questionnaire, 68% considered themselves to have a disability or a longstanding condition that affects how they live their life, 21% did not, 5% did not answer and 6% preferred not to say.</p>	Primary Client Group	Frequency No:	Frequency %	Other	3	0%	Mental health problems	128	10%	Learning disabilities	32	2%	Physical or sensory disability	11	1%	Single homeless with support needs/rough sleepers	374	29%	Substance misuse problems	202	16%	Offenders/at risk of offending	42	3%	Young people at risk/leaving care	11	1%	People at risk of domestic abuse	73	6%	Generic/Complex needs	408	32%	Total:	1284	
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Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence
Gender reassignment	See above	See above	<p>There is limited data available regarding the number of people with this protected characteristic who are supported through Housing Related Support funded grants and contracts.</p> <p>The report “Gender Variance in the UK: Prevalence, Incidence, Growth and Geographic Distribution (June 2009)” includes information on the geographical distribution of the transsexual community. This distribution is based on an estimation of the implied prevalence of people who have presented with gender dysphoria (a condition where a person feels that they are trapped within a body of the wrong sex) in individual police authorities. For Surrey, the estimation is 37 per 100,000 persons 16 and over. If this figure is applied to the 2014 estimate of Surrey’s 16+ population then the estimated number is 346.</p>
Pregnancy and maternity	See above	See above	<p>There is limited data available regarding the number of people with this protected characteristic who are supported through Housing Related Support funded grants and contracts.</p> <p>The general fertility rate in Surrey (births per 1,000 females aged 15-44 years) is 62.7 which is very similar to the national figure (63.8).</p>

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence
Race	See above	See above	<p>There is limited data available regarding the number of people with this protected characteristic who are supported through Housing Related Support funded grants and contracts.</p> <p>Other information would indicate that 'White British' people form the majority of those people accessing both short term and long term Housing Related Support services.</p> <p>'White British' people formed the majority of those people in receipt of Housing Related Support responding to the resident consultation questionnaire.</p> <p>There are significant pockets of black and minority ethnic groups, for example in Elmbridge and Woking. Access to services for black and minority ethnic older people and their carers may be challenging. Barriers might include language, knowledge of what services are available, attitudes and practices of service providers and cultural factors in perceiving and understanding mental illness.</p> <p>Gypsies Roma and Travellers (GRT) are some of the most disadvantaged and excluded communities in our society. Historically, GRT needs have often not been fully considered when developing the services intended to support them. This has the effect of making universal services 'hard to reach' for the GRT community, compounding poor outcomes and perpetuating intergenerational patterns of exclusion and deprivation.</p> <p>A number of barriers exist for the GRT community in accessing universal health provision. These include a lack of cultural sensitivity by service providers, for example use of inappropriate written communication. For some sectors of the GRT population difficulties in maintaining contact with health services are compounded due to their transient lifestyles. If someone is labelled as No Fixed Abode, they are often denied services.</p>

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence
Religion and belief	See above	See above	<p>There is limited data available regarding the number of people with this protected characteristic who are supported through Housing Related Support funded grants and contracts.</p> <p>Of those people accessing short term Housing Related Support services the majority (39%) classed themselves as having no religion followed by Christian (all types) (25%) and 'not known' (25%). For those accessing long term services the majority (73%) classed themselves a Christian (all types).</p> <p>Of those people in receipt of Housing Related Support responding to the resident consultation questionnaire, the majority considered themselves to be Christian.</p>
Sex	See above	See above	<p>Housing Related Support summary data for 2014/15 indicates that the majority of people accessing short term Housing Related Support services are men (56%) whilst women make up the majority of people accessing long term Housing Related Support services (53%).</p> <p>Of those people in receipt of Housing Related Support responding to the resident consultation questionnaire, 55% were female, 38% male, 5% did not answer and 2% preferred not to say.</p>
Sexual orientation	See above	See above	<p>There is limited data available regarding the number of people with this protected characteristic who are supported through Housing Related Support funded grants and contracts.</p> <p>Housing Related Support summary data for 2014/15 indicates that the majority of people accessing both short term and long term Housing Related Support services classed themselves as heterosexual (85% and 86% respectively).</p> <p>Of those people in receipt of Housing Related Support responding to the resident consultation questionnaire, the majority considered themselves to be heterosexual.</p> <p>The UK Government estimates that 7% of the population are lesbian, gay, bisexual, transgender or questioning (LGBTQ). Applying this to current population estimates for Surrey, there may be around 81,300</p>

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence
			<p>people who identify as LGBTQ. It is likely this is a conservative estimate as the true number of people identifying themselves as lesbian, gay or bisexual, is more realistically estimated as being 9-10% of the population.</p> <p>0.7% of Surrey residents identified themselves as same sex couples.</p> <p>LGBTQ face barriers to accessing health care – many young people feel that health care professionals treated LGBTQ people differently which has prevented them from visiting regularly. Specific services for transgender young people are particularly oversubscribed.</p> <p>LGBTQ experience poorer health outcomes than their peers – through the effects of bullying and social stigma associated with their sexuality, and through adoption of risky behaviours that are often used as a coping strategy.</p> <p>The lesbian, gay and bisexual organisation Polari, published a report¹ showing that many of the issues and concerns of older lesbian, gay and bisexual people are broadly similar to older heterosexual people:</p> <ul style="list-style-type: none"> • There is a desire to stay in one’s own home as long as possible, with support provided in a ‘home help’ format. • There is a recognition that help and support will be needed and should be available, as an individual ages. • There is recognition that suitable accommodation and support is important to an individual’s health and well-being. <p>However, more lesbian, gay and bisexual-specific concerns were identified:</p> <ul style="list-style-type: none"> • Concerns about having to ‘come out’ again or ‘returning to the closet’ in a care/ residential setting. • Concerns about accessing the lesbian, gay and bisexual community and maintaining lifestyles and friendships. • Fears about being isolated in a ‘heterosexual environment’

¹ ‘As We Grow Older’ – A Study of the Housing and Support Needs of Older Lesbians and Gay Men (source Polari – 2009)

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence		
Marriage and civil partnerships	N/A	N/A	N/A		
Carers	See above	<p>9. If Housing Related Support services are reduced, and adults are unable to access support elsewhere, it may place more pressure on carers to provide this support instead.</p>	<p>In Surrey, 10% of Surrey residents were providing unpaid care. Of these, 2% provided more than 50 hours unpaid care per week</p> <p>There are 188,433 carers in Surrey who look after family, partners or friends in need of help because they are ill, frail or disabled - the care they provide is unpaid.</p> <p>There are believed to be about 14,000 young carers living in Surrey.</p> <p>In Surrey, in the first two quarters of 2015/16, there were 23,496 carers getting some form of information advice or support from social care through services commissioned from the voluntary sector.</p> <p>There were over 29,000 people caring for more than 20 hours a week of whom over 18,000 are caring for more than 50 hours a week. Those caring for 50 hours a week or more are twice as likely to be in poor health as those not caring (21% against 11%). This can be due to a range of factors including stress related illness and physical injury.</p> <p>A total of 1 in 10 people are carers, and analysis of census data shows that 1 in 5 carers providing over 50 hours of care a week say they are in poor health, compared with 1 in 9 non-carers</p> <table border="1" data-bbox="1189 1002 1980 1053"> <tr> <td data-bbox="1189 1002 1771 1053">Open ASC carers as at Jan 2016</td> <td data-bbox="1771 1002 1980 1053">8,200</td> </tr> </table> <p>The Department of Health commissioned research by CIRCLE, University of Leeds 2013 to evaluate Carer Demonstration Projects funded through the National Carers Strategy. This found that each £1 invested in carers support/breaks saved £2.23 care costs and benefitted the wider community by £7.66.</p>	Open ASC carers as at Jan 2016	8,200
Open ASC carers as at Jan 2016	8,200				

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

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence
Age	None	Some staff with protected characteristics in provider organisations may experience anxiety, changes in or a loss of their job as a result of the proposed changes	11.3% of the Surrey County Council workforce is 60 years and older. It is unknown how many of these staff receive support through ASC's Housing Related Support grants and contracts.
Disability	None	As above	The declared disability workforce profile in Surrey County Council is 2.7%. It is unknown how many of these staff receive support through ASC's Housing Related Support grants and contracts.
Gender reassignment	None	As above	
Pregnancy and maternity	None	As above	
Race	None	As above	
Religion and belief	None	As above	
Sex	None	As above	
Sexual orientation	None	As above	
Marriage and civil partnerships	None	As above	
Carers	Staff with caring responsibilities may benefit by growing their awareness of changes to Housing Related Support	As above	The number of Surrey County Council staff who are carers is unknown. However, a high proportion of Adult Social Care staff are female (84.1%) and part-time staff (43.6%), which has been an indicator of out-of-work caring

Annex 7

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence
	funding and services		responsibilities.

8. Amendments to the proposals

Change	Reason for change
No change to the Housing Related Support proposals is planned as a response to this EIA	

9. Action plan

Potential impact (positive or negative)	Action needed to maximise positive impact or mitigate negative impact	By when	Owner
Potential positive impacts on residents, service users and carers			
1. Available funding will be focussed upon the most vulnerable residents with eligible needs under the Care Act eligibility criteria	Offer all Housing Related Support recipients an assessment for any eligible needs	2017/2018	Area Directors
2. The process may encourage providers to look for new and creative responses to meet local needs, and through co-design with local residents to focus services on meeting local priorities and outcomes	Support providers to explore creative alternatives to service provision, including links to the family, friends and communities. Engage with residents and carers and their representatives when reviewing the impact of changing or removing funding for a scheme	2017/2018	Area Directors & Commissioning Managers
3. Enhanced contract management processes will be put in place for socially excluded client groups to ensure the best possible outcomes for Surrey residents	Ensure future grants and contracts agreements include robust outcomes and performance measures, and that these are monitored on an ongoing basis	2017/18 - 2018/19	Area Directors, Commissioning Managers & Commissioning Support Unit
4. The process of reassessment will present an opportunity to ensure adults with protected characteristics are receiving a sufficient and appropriate choice in services	Offer all Housing Related Support recipients an assessment for any eligible needs	2017/2018	Area Directors

Potential negative impacts on residents, service users and carers			
<p>1. Decrease in the choice and volume of preventative services and specialist supported housing available to Surrey residents</p>	<ul style="list-style-type: none"> • Secure additional resources from the business sector and the Council's providers through Social Corporate Responsibility • Support commissioners to understand existing local assets and community markets so they can make effective use of them through local asset profiles • Mobilise communities to address local challenges within existing resources available using asset-based approaches • Support the voluntary, community and faith sector to co-produce local changes in funding and achieve collaborative savings and economies of scale through Local Partnership Forums • Supporting the Council's volunteering strategy 	<p>2017/18 - 2018/19</p>	<p>Area Directors Commissioning Managers Prevention & Communities Lead</p>
<p>2. Put pressure on the future viability of voluntary, community and faith sector providers, particularly smaller providers. There is a risk some providers may be forced to close, particularly in the context of other potential changes ie the Government's Supported Housing Welfare Benefits Reforms</p>	<p>Identify where a particular provider is at risk of closure due to changes to grant or contract funding. Use this information to support the provider and/or residents if they could be affected</p>	<p>2017/18</p>	<p>Area Directors Commissioning Managers Commissioning Support Unit Procurement</p>

3. Reduce the ability of the provider market to respond to and support new commissioning proposals	As 1. above	2017/18 – 2018/19	Area Directors Commissioning Managers Prevention & Communities Lead
4. Reduce choice and/or access to services for Surrey residents. For some people, this may mean they find it more challenging to remain independent in their community. It may lead to a rise in A&E and residential care admissions and could lead to an increase in feelings of loneliness and social isolation, homelessness, rough sleeping and associated health problems such as substance misuse and mental health issues.	As 1. above Ensure a robust needs and financial assessment process is offered to everyone currently receiving Housing Related Support to identify and respond to eligible needs Consult with all stakeholders including partners who may be impacted by the proposals	2017/18	Commissioning Managers
5. Risk that individuals could experience the multiple impacts of changes in Housing Related Support funding, the potential loss of 'Exempt Accommodation' status for Housing Benefit purposes, welfare reform and other grants and contracts funding.	As 1. above Ensure a robust needs and financial assessment process is offered to everyone currently receiving Housing Related Support to identify and respond to eligible needs	2017/18	Area Directors
6. Potential increase in demand on Adult Social Care, Health, the Police and other public services	Consult with all stakeholders including partners who may be impacted by the proposals and devise a prevention plan to address increased demand on staff/services	2017/18	Commissioning Managers
7. Risk that Adult Social Care may not have the capacity to undertake a potentially large number of care and support	Ensure adequate resources are in place to carry out the needs and financial assessment process and are directed to those individuals directly	2017/18	Area Directors

assessments by April 2018	impacted		
8. Risk that the decision to cease Housing Related Support funding may impact resident's community alarm provision	If an individual has an eligible need provision of their community alarm will be considered as part of their package of care	2017/18 - 2018/19	Area Directors, Commissioning Managers & Commissioning Support Unit
9. If Housing Related Support services are reduced, and adults are unable to access support elsewhere, it may place more pressure on carers	Continue promoting carers assessments to ensure they have adequate support There will also be circumstances where smaller scale support for carers can provide more cost effective solutions than more intrusive care packages for the individuals	2017/18	Area Directors
Potential positive impacts on staff			
Staff with caring responsibilities may benefit by growing their awareness of changes to Housing Related Support funding and services	Ensure staff are aware of the proposed changes and what they will mean for individuals	2017/18	Area Directors
Potential negative impacts on staff			
Some staff with protected characteristics in provider organisations may experience anxiety, changes in or a loss of their job as a result of the proposed changes	Understand the impact of the proposed changes upon providers as part of the consultation process Provide appropriate written notice to providers of any changes	2017/18	Commissioning Managers & Consultation Project Team

10. Potential negative impacts that cannot be mitigated

Potential negative impact	Protected characteristic(s) that could be affected
<p>The proposed level of savings required across Housing Related Support services, coming on top of the £246m savings already achieved by the Directorate over the last seven years, means it will be challenging to mitigate potential negative impacts for people who use services. There are risks that:</p> <ul style="list-style-type: none"> This reduced investment in preventive services may mean some people find it more challenging to remain independent in their community; it may lead to a rise in hospital and residential care admissions; and an increase in loneliness and social isolation, homelessness, rough sleeping and associated health problems. 	Age and disability

11. Summary of key impacts and actions

<p>Information and engagement underpinning equalities analysis</p>	<p>Impacts on people with protected characteristics resulting from decommissioning specific services have been identified through the ASC contracts and review process and impact assessments completed by the appropriate commissioner for each Housing Related Support service in Spring 2016.</p> <p>ASC commissioners are engaging with relevant stakeholders regarding each scheme affected. This included the provider organisation, the local district or borough authority, appropriate CCG commissioners, and appropriate service user and/or carer representatives. Service specific impact assessments have helped to inform this impact assessment, but are separate documents.</p> <p>Health CCGs have been engaged through the Better Care Board and appropriate local joint commissioning groups. The Council shared its intent at the Housing Related Support Provider Forum in November 2016.</p> <p>An eight week public consultation process on the proposal to decommission all Housing Related Support funding for services for people with learning, physical and sensory disabilities and services for older people took place between 19 June and 13 August 2017.</p> <p>A co-designed approach to develop options for making the required savings in the socially excluded groups' budget was conducted.</p>
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<p>Key impacts (positive and/or negative) on people with protected characteristics</p>	<ul style="list-style-type: none"> • Available funding will be focussed upon the most vulnerable residents with eligible needs under the Care Act eligibility criteria • The process may encourage providers to look for new and creative responses to meet local needs, and through co-design with local residents to focus services on meeting local priorities and outcomes • Enhanced contract management processes will be put in place for socially excluded client groups to ensure the best possible outcomes for Surrey residents • The process of reassessment will present an opportunity to ensure adults with protected characteristics are receiving a sufficient and appropriate choice in services • Decrease in the choice and volume of preventative services and specialist supported housing available to Surrey residents • Put pressure on the future viability of voluntary, community and faith sector providers, particularly smaller providers. There is a risk some providers may be forced to close, particularly in the context of other potential changes ie the Government's Supported Housing Welfare Benefits Reforms • Reduce the ability of the provider market to respond to and support new commissioning proposals • Reduce choice and/or access to services for Surrey residents. For some people, this may mean they find it more challenging to remain independent in their community. It may lead to a rise in A&E and residential care admissions and could lead to an increase in feelings of loneliness and social isolation, homelessness, rough sleeping and associated health problems such as substance misuse and mental health issues. • Risk that individuals could experience the multiple impacts of changes in Housing Related Support funding, potential loss of 'Exempt Accommodation' status for Housing Benefit purposes, welfare reform and other grants and contracts funding • Potential increase in demand on Adult Social Care, Health, the Police and other public services • Risk that Adult Social Care may not have the capacity to undertake a potentially large number of care and support assessments by April 2018 • Risk that the decision to cease Housing Related Support funding may impact resident's community alarm provision • If Housing Related Support services are reduced, and adults are unable to access support elsewhere, it may place more pressure on carers
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	<ul style="list-style-type: none"> • Staff with caring responsibilities may benefit by growing their awareness of changes to Housing Related Support funding and services • Some staff in provider organisations may experience anxiety, changes in or a loss of their job as a result of the proposed changes
<p>Changes you have made to the proposal as a result of the EIA</p>	<p>No change to the Housing Related Support proposals are planned in response to this EIA</p>
<p>Key mitigating actions planned to address any outstanding negative impacts</p>	<ul style="list-style-type: none"> • Offer all Housing Related Support recipients an assessment for any eligible needs • Support providers to explore creative alternatives to service provision, including links to the family, friends and communities strategy • Engage with residents and carers and their representatives when reviewing the impact of changing or removing funding for a scheme • Ensure future grants and contracts agreements include robust outcomes and performance measures, and that these are monitored on an ongoing basis • Secure additional resources from the business sector and the Council's providers through Social Corporate Responsibility • Support commissioners to understand existing local assets and community markets so they can make effective use of them through local asset profiles • Mobilise communities to address local challenges within existing resources available using asset-based approaches • Support the voluntary, community and faith sector to co-produce local changes in funding and achieve collaborative savings and economies of scale through Local Partnership Forums • Supporting the Council's volunteering strategy • Identify where a particular provider is at risk of closure due to changes to grant or contract funding. Use this information to support the provider and/or residents if they could be affected • Consult with all stakeholders including partners who may be impacted by the proposals • Ensure a robust needs and financial assessment process is offered to everyone currently receiving Housing Related Support to identify and respond to eligible needs • Ensure adequate resources are in place to carry out the needs and financial assessment process and are directed to those individuals directly impacted • If an individual has an eligible need provision of their community alarm will be considered as part of their package of care • Continue promoting carers assessments to ensure they have adequate support

	<ul style="list-style-type: none"> • Ensure staff are aware of the proposed changes and what they will mean for individuals • Provide appropriate written notice to providers of any changes
<p>Potential negative impacts that cannot be mitigated</p>	<p>The proposed level of savings required across Housing Related Support services means it will be challenging to mitigate potential negative impacts for people who use services. There are risks that:</p> <ul style="list-style-type: none"> • This reduced investment in preventive services may mean some people find it more challenging to remain independent in their community; it may lead to a rise in hospital and residential care admissions; an increase in loneliness and social isolation, homelessness, rough sleeping and associated health problems.

SURREY COUNTY COUNCIL

CABINET

DATE: 26 SEPTEMBER 2017



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

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

SUBJECT: CONSULTATION ON PROPOSED CHANGES TO SURREY'S COMMUNITY RECYCLING CENTRES (COST REDUCTIONS)

SUMMARY OF ISSUE:

Surrey County Council (SCC) needs to make cost reductions of £104 million in 2017/18 and further cost reductions of £137 million in 2018/19 and 2019/20. The Council's Medium Term Financial Plan (MTFP) identifies that the waste service has the potential to save £12.4 million including £3.3 million from the operation of the Community Recycling Centre (CRC) service in the period 2016/17 to 2018/19.

Changes to the CRC service that were implemented during 2016/17 will achieve an estimated £1.4million of cost reductions in a full year. This means further cost reductions need to be found to meet the MTFP target. The waste service has identified a plan where further efficiency could be achieved at CRCs. A public consultation was carried out between 23 June 2017 and 7 August 2017 seeking the views of residents and stakeholders on a set of potential options, as set out in paragraphs 12 to 16. A number of key stakeholders have been consulted including, Surrey MP's, County Councillors, district & borough councils and parish & town councils.

CRCs are one of the most highly rated services provided by SCC with 77 % of users stating that they are satisfied or very satisfied with the service. The proposals are the latest in a series of measures designed to make CRCs more efficient and better value for money by focussing on their key purpose: to handle household waste that the Council has to take free of charge and that cannot be collected from the kerbside. If implemented the proposals would still maintain a comprehensive service that is highly valued by residents, which supports the strategic aims of increasing recycling and reducing landfill and meets legal requirements as a Waste Disposal Authority.

The Council would like to thank over 13,500 residents, who gave their opinion on the proposals in the consultation including their concerns with permanent CRC closures. Having listened to these views and taken into consideration the factors above, this report recommends implementing changes that will:

- Avoid the need to permanently close any of Surrey's CRC's.
- Reduce costs and improve efficiencies.
- Retain a comprehensive service focussing on the key purpose of the facilities, but with a reduction in weekday opening at a number of CRC sites when those sites are less well used.

In a full year these efficiency measures could deliver estimated savings of £1.08 - £1.56 million. The earliest any measures could be implemented is from December 2017, apart from weekday closures which would be implemented from January 2018 due to operational reasons. This would mean an expected shortfall against the MTFP of £0.92m to £1.06m (part year impact) in 2017/18 and £0.34m to £0.82m in 2018/19 (full year impact). The service will need to continue to find further efficiencies to meet this shortfall.

RECOMMENDATIONS:

It is recommended that Cabinet agree:

- i. the four CRCs at Bagshot, Cranleigh, Dorking and Warlingham remain open in light of the views submitted in the public consultation, but are closed for part of the week from January 2018. Details of the proposed times of operation will be tabled at the Cabinet meeting;
- ii. a strategic network of CRCs will remain open for seven days a week, other sites will be closed for up to two weekdays from January 2018. Details of the proposed times of operation will be tabled at the Cabinet meeting;
- iii. the free daily allowance of chargeable waste from the construction, alteration or repair of homes and gardens such as rubble, plasterboard and soil is ceased from December 2017, as set out in paragraphs 27 to 28;
- iv. vans and trailers are excluded from CRCs at Bagshot, Caterham, Cranleigh, Dorking, Farnham and Warlingham from December 2017 as set out in paragraphs 29 to 31;
- v. non-Surrey residents are excluded from Camberley, and that the Strategic Director, Environment & Infrastructure in consultation with the Cabinet Member for Environment and Planning agrees any further restrictions on non-Surrey residents using the Farnham site following further discussions with Hampshire County Council, as set out in paragraphs 32 to 35;
- vi. work continues to progress further efficiency measures at CRCs for example as stated in paragraphs 36 to 37 to achieve the best public value from the network; and
- vii. the Surrey Waste Partnership is supported to promote the better use of kerbside services and other waste disposal services.

REASON FOR RECOMMENDATIONS:

At present there is spare capacity at the CRC network because of a reduction in throughput due to the previous changes. An adequate service can be retained if the above additional efficiency measures are implemented that will achieve an estimated cost reduction in a full year of £1.08 - £1.56 million. **Table 3** in paragraph 43 gives a breakdown by efficiency measure. These recommendations take note of the views expressed in the public consultation and, the impact to the public (including those with protected characteristics) and the environment. If these recommendations are introduced it will reduce costs and provide better value for money for the Surrey taxpayer, whilst still maintaining a comprehensive service that supports the strategic

aims of increasing recycling and reducing landfill, and meets its legal requirements as a Waste Disposal Authority.

DETAILS:

Background

1. SCC has a duty under the Environmental Protection Act 1990 to arrange for places to be provided at which person's resident in its area may deposit their household waste and for the disposal of waste so deposited. The duty states that each waste disposal site should be:
 - within the area of the Authority and reasonably accessible to residents in its area;
 - open and available to residents to bring waste for disposal at reasonable times, including at least a period of time on a Saturday; and
 - available free of charge to persons resident in the area to bring household waste for disposal.
2. Within this legal duty there is no set requirement for the number of CRCs that local authorities should provide; a local authority may even decide that provision of just one site is sufficient. There is also no guidance for how much of the week sites should remain open, except for a period of time on a Saturday.
3. In Surrey there are 15 CRCs which play an important and public facing part of its high performing household waste management system. In 2016/17 they handled 113, 285 tonnes of municipal waste and attracted an estimated 2.8 million visits. Of the waste collected in 2016/17, 62% of waste was recycled or reused and 30% was used as a fuel to generate energy. Only 8 % of waste was sent to landfill.
4. In 2016/17, 548,313 tonnes of municipal waste was generated with Surrey including the 113,285 tonnes (21%) disposed of at CRCs. The remaining 435,028 tonnes (79%) was collected by district and borough councils including kerbside collections. The household waste recycling rate for Surrey as a whole is 57.7% with 35% of material sent for energy recovery and 7.3% of waste landfilled. This recycling rate is one of the best in the country and is both good for the environment and reduces costs. SCC together with the district and borough councils in Surrey are working jointly to increase the overall recycling rate in Surrey to 70% and landfill to 0%.
5. Around 80% of household waste in Surrey is collected at the kerbside, and there is scope to collect much more recycling this way. A significant amount of the waste that residents currently bring to CRCs, including residual waste and recyclable material such as cardboard could be collected at the kerbside.
6. In the face of significant funding pressures the waste service has identified the potential for the following cost reductions in the MTFP against the operation of CRCs for the period 2016/17 to 2018/19:
 - £1.5m in 2016/17 (£1.4m achieved so far leaving a shortfall of £0.1m)
 - £1.3m in 2017/18 (An additional £0.1m is required due to the shortfall the year before)

- £0.5m in 2018/19

Total £3.3m

Changes introduced in 2016/17

7. SCC has previously identified a number of efficiency measures in the operation of CRCs in Surrey. These measures were finalised following a public consultation that was conducted from 15 July to 30 September 2015 in which 4,581 people responded to give their views. At its meeting on 24 November 2015, the Cabinet agreed the following changes to the operation of the CRCs:
 - A revised van permit scheme to deter unauthorised use of the CRCs by traders.
 - Slightly shorter opening hours at all sites.
 - Five CRCs closed one additional day during the week.
 - Introduction of charges for non-household waste, but allow residents to deposit small amounts of inert building material and plasterboard free of charge.
 - The introduction of three more reuse shops at CRCs making a total of four across the network.
 - Retain all 15 CRCs in Surrey.
8. The changes described above were introduced during 2016/17, and in a full year will achieve a significant cost reduction estimated to be £1.4 million. In 2016/17 they also led to an estimated 200,000 (7%) fewer visits and a 27,000 (19%) decrease in tonnages of waste dealt with compared to the previous year. The Council's projection for 2017/18 is that visitor numbers will drop further to an estimated 2.7 million and tonnages of waste dealt with will be less than 100,000 tonnes. The significant drop in waste tonnages handled at CRCs has been a major contributor to the saving described above. **Annex 1** gives a more detailed breakdown of visitor number and waste tonnages at CRCs.
9. There are a range of likely reasons for this reduction in weight of waste throughput, the most significant being the transfer of DIY building materials to more legitimate routes e.g. reused on site and commercial waste disposal such as skips. This means that waste disposal costs from CRCs have reduced and sites have become less busy over the past two years. The lower use of existing sites allows the capacity for some reduction in site provision.

Rationale for further changes

10. Continued cuts to funding, rising costs and increasing demand for key services means the need for SCC to find cost reductions has reached unprecedented levels. Despite SCC having achieved £450m worth of cost reductions since 2010 further changes to services are required including the operation of CRCs.
11. The waste service have consulted with SCC's contractor, Suez Surrey, who manage the CRCs to develop proposals to deliver further cost reductions. The proposals have been designed to make them more efficient and better value for money by focussing on their key purpose: to handle household

waste that the Council has to take free of charge and that cannot be collected from the kerbside.

Public consultation overview (23 June to 7 August 2017)

12. Noting the public consultation that had already taken place on the proposed changes to the CRC service in the summer of 2015, and the decisions of Cabinet on 24 November 2015, legal advice recommended that a consultation of six weeks could be held.
13. With this in mind, SCC sought the views of residents and stakeholders via a public consultation that ran from Friday 23 June to Monday 7 August 2017. Consultation respondents were asked for their views on the following five proposals:
 - Ending the free daily allowance of non-household waste.
 - Closing CRCs on two weekdays.
 - Ensuring CRCs are only used by Surrey residents.
 - Permanent closure of four smaller CRCs.
 - Restricting users of vans, trailers and pick-ups to larger sites only.
14. Advance warning of the consultation was given to Suez staff and key stakeholders (organisations/groups/individuals who represent the interests of Surrey residents) such as Surrey members of parliament, county councillors, Surrey Waste Partnership (SWP), Joint Waste Solutions, district and borough councils, parish and town councils, residents' associations, central government departments such as DEFRA, neighbouring local authorities and the local press in Surrey via a press release from SCC.
15. The main product of the consultation was a questionnaire which contained an overview of the process and asked respondents to give their view on the proposed changes as referred to in paragraph 12. A dedicated webpage was setup for the review (surreycc.gov.uk/recyclingcentres) where consultation participants could find out more information and complete the online questionnaire. Paper copies of the questionnaire were also made available at CRCs, libraries, council offices and by calling the contact centre for one to be sent out direct to a resident's address.
16. The consultation was also promoted with banners or posters and leaflets at CRC sites, libraries and local council offices, on the SCC website, via social media posts from SCC accounts, other digital advertising, e-newsletters (Communicate, Issues Monitor and Surrey Matters) and via editorial copy which could be used in district and borough/parish newsletters. Local media such as Get Surrey, Surrey Mirror and Eagle Radio ran stories on the consultation following the press release. More information on the consultation process can be found in **Annex 2**.

Public consultation results

17. The consultation received a total of 13,637 responses including 13,573 from residents and 64 responses from organisations/groups such as district & borough and parish & town councils. This is considered to be one of the largest ever responses SCC has received to any consultation.

18. The results of the consultation can be found in **Annex 2**. The headline results are summarised in **Table 1** below:

Table 1 Headline results to the consultation

Consultation subject	Result
CRC visits in the last 12 months	<ul style="list-style-type: none"> Nearly seven-tenths of respondents (69%) said they had used a CRC monthly or more in the last 12 months.
CRC sites used in the last 12 months	<ul style="list-style-type: none"> Nearly half of respondents (49%) said they used one of the CRCs that is proposed for closure in the last 12 months.
Ending the free daily allowance of non-household waste (proposal one)	<ul style="list-style-type: none"> Almost two-fifths of respondents (38%) told us they have used free allowance in charging scheme since it was introduced in September 2016. Over three-quarters of all respondents (76%) disagreed or strongly disagreed with the proposal to stop the free daily allowance in the charging waste scheme. When looking at just the respondents who told us they have used the free allowance, the percentage that disagreed or strongly disagreed with this proposal increased to 89%.
Closing CRCs on two weekdays (proposal two)	<ul style="list-style-type: none"> Respondents told us that they have visited CRCs most on Saturday and Sunday, and least on a Wednesday and Friday in the last 12 months. Half of respondents (50%) told us they disagreed or strongly disagreed with the proposal to close all CRCs on two weekdays. More than a quarter of respondents (28%) told us they agreed or strongly agreed with the proposal to close all CRCs on two weekdays.
Ensuring CRCs are only used by Surrey residents (proposal three)	<ul style="list-style-type: none"> Over two-thirds of respondents (67%) told us that they agreed or strongly agreed with the proposal to stop non-Surrey residents from using Camberley CRC. Almost two-thirds of respondents (66%) told us that they agreed or strongly agreed with the proposal to stop non-Surrey residents from using Farnham CRC.
Permanent closure of four smaller CRCs (proposal four)	<ul style="list-style-type: none"> More than half of all respondents to the consultation (52%) told us that they disagreed or strongly disagreed with the proposal to permanently close Bagshot CRC. When looking at just the respondents who told us they use Bagshot CRC the percentage that disagreed or strongly disagreed with this proposal increased to 96%. More than half of all respondents to the consultation (53%) told us that they disagreed or strongly disagreed with the proposal to permanently close Cranleigh CRC. When looking at just the respondents who told us they use Cranleigh CRC the percentage that disagreed or strongly disagreed with this proposal increased to 97%. More than half of all respondents to the consultation (56%) told us that they disagreed or strongly disagreed with the proposal to permanently close Dorking CRC. When looking at just the respondents who told us they

	<p>use Dorking CRC the percentage that disagreed or strongly disagreed with this proposal increased to 96%.</p> <ul style="list-style-type: none"> • More than half of all respondents to the consultation (52%) told us that they disagreed or strongly disagreed with the proposal to permanently close Warlingham CRC. When looking at just the respondents who told us they use Warlingham CRC the percentage that disagreed or strongly disagreed with this proposal increased to 95%.
Restricting users of vans, trailers and pick-ups to larger sites only (proposal five).	<ul style="list-style-type: none"> • Nearly half of all respondents (45%) told us that they agreed or strongly agreed with the proposal to restrict users of vans, trailers and pick-ups to larger sites only. Precisely three-tenths of respondents (30%) told us that they disagreed or strongly disagreed with this proposal. When looking at just the respondents who told us they use van permit scheme the percentage that disagreed or strongly disagreed with this proposal increased to 65%.
Ranking of the proposals	<ul style="list-style-type: none"> • The permanent closure of CRCs was ranked by respondents as the least preferred change. Ensuring CRCs are only used by Surrey residents was ranked as the most preferred change.
Other comments about the proposals.	<ul style="list-style-type: none"> • Respondents in particular highlighted that any reduction to a CRC service especially permanently closing CRCs could have a negative impact on recycling, increase journey times to the nearest alternative CRCs, increase traffic/congestion and have a negative impact on the environment including an increase in fly-tipping.

Cost Reduction recommendations

Reduction in opening days at four smaller CRCs that were previously proposed for closure

19. The Council's network of CRCs exhibit a wide variation in both visitor numbers and tonnages collected at each site. Waste tonnages handled at the CRC sites in 2016/17 range from just over 1,500 tonnes at the smallest site in Warlingham to over 15,000 tonnes at the largest CRC site in Shepperton. Data on waste tonnages handled at CRC sites are shown in **Annex 1**.
20. Over the past few years SCC's contractor, Suez Surrey, has undertaken a programme of redevelopment at a number of our community recycling centres. Nine of the sites in the network are now modern split-level sites, where heavy goods vehicles and the public are separated, and stepped access to containers has been replaced by a vehicle ramp. This has greatly improved access to and the capacity of the sites concerned. Unfortunately, because of space constraints, it has not been possible to improve all of the sites, and six of the CRCs remain as single level sites where containers are accessed via steps and the sites have to be temporarily closed to the public whilst containers are exchanged or compacted.

21. The four CRC sites at Bagshot, Cranleigh Dorking and Warlingham that were proposed for potential closure in consultation between them, handle only about 10% of the total amount of waste collected at all of Surrey's CRCs. They were put forward on the basis of their relatively low tonnage, car visitor numbers, the suitability of the sites for customers and the proximity of alternative CRC sites.
22. However, it's clear from the results of the public consultation set out in **Table 1** in paragraph 18 above that the four CRCs proposed for closure are highly valued by local residents and therefore we do not recommend that these sites are closed. Instead it is recommended that the operating days of the sites are reduced.
23. It is also recognised that the introduction of changes to the service in 2016 has meant that all sites are now significantly less busy than they were two years ago, and therefore there is more capacity within the network to absorb waste from increased day closures of sites.

CRC strategic network and further weekday closures

24. It is also recommended that a strategic network of CRCs will remain open seven days a week at some of the busiest CRCs in terms of waste tonnages disposed of and number visits to the sites, and that weekday closures are implemented at other sites.
25. The further opening day closures will be based on the principles of customer access, operational efficiency and best value for money. The scheduling of these day closures will take into account site usage and the avoidance where possible of closing nearby sites on the same day to ensure an alternative site remains open.
26. The annual cost reductions from day closures at Bagshot, Cranleigh, Dorking, Warlingham, maintaining a strategic network and weekday closures of other CRC sites is estimated to be £0.32 - £0.5 million per annum, as most of the operational costs at the sites will remain and the council believe that most of the waste that is brought to them on the days proposed for closure will continue to be brought on other days of the week. It is estimated that permanently closing four sites would have achieved a saving of £1million, and therefore by implementing these day closures alone, the potential savings will be reduced by an estimated £0.6 million.

Removal of the free daily allowance for construction waste

27. Waste that arises from construction and demolition activities within the home, including preparatory works, is classed as industrial waste. Therefore SCC does not have to accept this type of waste free of charge at the CRCs. In September 2016, SCC introduced charges for construction waste comprising rubble, soil and plasterboard, but allowed residents to bring one bag of these types of waste to the CRC's free of charge. Following the introduction of charges, the amount of rubble, soil, plasterboard and tyres delivered to the sites reduced to 12,843 tonnes (50%). Three quarters of this tonnage was delivered by residents using their free daily allowance. For more information, please see **Annex 1**.

28. Removing the free daily allowance and recovering disposal and treatment costs for all soil, rubble and plasterboard will help keep CRC more sites open for longer by saving an estimated £0.14 - £0.38 million per annum, as this is dependent on how much charging scheme waste turns up at CRCs and is paid for.

Restrict vans and trailer use to larger split-level sites

29. In September 2016, we introduced charges for tyres and for certain types of construction waste at our CRCs. These changes were accompanied by a number of other measures to improve security at the sites such as a dedicated person to meet and greet the public and lift arm barriers to allow greater control on the flow of vehicles into the site. The introduction of these measures has led to a significant reduction in the tonnages of waste being brought to the sites. Those reductions are not only in respect of the waste that we are charging for but other types of waste as well, which can be deposited free of charge by the public. Whilst it would have been desirable to introduce these security measures on our smaller sites, the tonnage throughputs and frequency of use do not make it cost effective to employ a dedicated member of staff for the hours that the site is open.
30. The rationale for excluding vans and trailers from our smaller sites is that these types of transport are more likely to be used by traders bringing unauthorised waste to the site, and they cannot be policed cost effectively at our smallest sites. In addition, because our smaller sites have less parking space and unloading is slower because of the need to climb steps, the use of vans and trailers can cause congestion.
31. On review of traffic count data, it's estimated that an annual cost reduction of around £0.6 - £0.12 million could be made if excluding vans and trailers resulted in a 5-10% reduction in the waste brought to these sites and this waste did not appear at one of our other CRCs.

Extend Surrey Resident Scheme to Camberley CRC

32. At present, use of our CRCs at Caterham, Epsom, Shepperton and Warlingham is restricted to Surrey residents only. It is proposed to extend the Surrey resident scheme to Camberley CRC, where a recent survey indicated that 10% of users come from outside Surrey. In the main these residents come from Bracknell Forest and Wokingham. The only site for use by Bracknell Forest residents is within Bracknell itself and Surrey residents are not permitted to use this site. It is therefore considered reasonable to exclude non-Surrey residents from using the Camberley CRC. The cost reduction from this proposal is estimated to be £0.06 million.
33. Whilst a recent survey showed that 15% of users of the Farnham site originate from outside Surrey, the majority of these users will be from Hampshire. Hampshire County Council (HCC) do not yet impose any restrictions on non-Hampshire residents using their sites and we are aware from discussions with their officers that Surrey residents currently use their sites which are located close to the Surrey border in Aldershot and Farnborough.
34. HCC are considering introducing charges for non-Hampshire residents at some point in the future, and therefore it makes sense to work with HCC to

understand the effect of any cross border restrictions on both authorities' residents. It is therefore proposed that no restrictions on out of county use are introduced at the Farnham site but that Cabinet delegates authority for the Strategic Director for Environment and Infrastructure in consultation with the Cabinet Member for Environment and Planning to work with Hampshire County Council to agree whether any restrictions on out of county use should be introduced at the Farnham CRC.

35. The Royal Borough of Windsor and Maidenhead make a financial contribution of £0.020m each year towards the costs of operating the Bagshot CRC site noting use by their residents. Despite the recommendation to close Bagshot CRC for part of the week, it's recommended that the Royal Borough of Windsor and Maidenhead continue to make this financial contribution which will better reflect the current usage by their residents.

Further operational efficiencies

36. As described in paragraph 7 above, the Council has four reuse shops in the CRC network. These are located at Earlswood, Leatherhead, Witley and Woking CRCs, and generate further income from sale of reusable items brought to the sites, and generate cost reductions from the diversion of these materials from landfill. This new business initiative is projected to give the council about £0.1million in landfill cost diversion reductions and income per year. The waste service are working with Suez Surrey to develop the business model to grow income further, which will include the sale of electrical items, online trading, refurbishment of old bicycles, research on niche markets such as resale of books and potential sale of waste items. These additional services will start to come in from the autumn/winter of 2017/18. The council will also look to introduce where possible further reuse shops at other suitable split level CRC sites. The council along with Suez Surrey are also looking at how the reuse scheme can develop links with local charities, particularly where we can develop complementary approaches that will benefit all parties.
37. Existing site staff where possible manually sort through black bags that come into the CRC sites to extract recyclables, which either have a lower disposal cost or a value attached to them. This manual approach has led to £0.5m in cost reductions during 2016/17 against the wider targets in waste. The waste service are currently working with Suez Surrey to decide the best way forward to generate further cost reductions with this. The options currently being explored include more dedicated staff, a mechanical sorting operation or an improved communication about black bag sorting, which will involve pre-sorting by residents. The option that is most financially viable will be developed and introduced later in 2017/18.

Cost reduction options that are not viable

38. In the consultation a number of respondents told us that they would be willing to pay a nominal charge to use a CRC. However, on 23 April 2015 government introduced 'The Local Authorities (Prohibition of Charging Residents to Deposit Household Waste) Order 2015'. This law prohibits councils from charging residents for the use of CRCs and therefore SCC is unable to explore this at this time.

- 39. The waste service have looked into whether a trade waste service for small businesses can be introduced at the CRCs. A trade waste service would require initial investment and would increase the operational costs of running the site as further infrastructure and resources would be required in the operation of the scheme. Also, from the experience of other local authorities that operate this type of scheme have so far generated very minimal income which suggests that there isn't a demand for this and it's not a profitable service. The research that has been conducted on this hasn't returned any examples of where this is proving to be a success anywhere else in the UK.

CONSULTATION:

- 40. As stated above in paragraph 14, advance warning of the public consultation was given to key stakeholders, and a number of meetings have been held as referred to in **Annex 2**. As part of these meetings officers have reviewed closure plans with potentially effected district and borough council's. These meetings concluded that there is no viable alternative to site closures in the pursuit of significant operational cost reductions.
- 41. The Environment and Infrastructure Select Committee considered the savings proposals following the public consultation at their public meeting on 7 September 2017.

RISK MANAGEMENT AND IMPLICATIONS:

- 42. Officers have considered the risks associated with the proposed changes. **Table 2** below illustrates the risks that have been identified and mitigating actions. The risk management plan will continue to be refined and updated throughout the delivery stage

Table 2: Project Risk Register

Risk description	Mitigating actions
The waste service is unable to achieve its cost reduction potential in the MTFP, as the recommendations to Cabinet don't achieve what is required because CRC sites proposed for closure have been retained and the tonnages of waste don't disappear from the network from the other changes as predicted.	The waste service will carefully monitor this position moving forward and will regularly report on progress. Compensatory alternative cost reductions will be required to meet any shortfall against the MTFP saving target.
Reducing opening days and stopping the free daily allowance of charging scheme waste could result in an increase in fly-tipping, which would have a greater impact on the environment and increased costs to the council to dispose of fly-tipping that is	In the past year since changes have been made at the CRCs including the introduction of the charging waste scheme for some types of non-household waste, the amount of fly-tipped waste taken to Surrey's waste transfer stations by district & borough councils has gone down by more than 1,000 tonnes. Whilst this is positive news, the council

collected by District and Borough Councils	<p>recognise there is more to do. Separately, SCC, has been working with the local authorities within the Surrey Waste Partnership, together with other agencies such as Surrey Police, and have developed a strategy to address the issue of fly-tipping across the county. The strategy focuses on coordinating and enhancing the prevention, investigation and enforcement activities of these partner organisations, and making use of recently strengthened powers available to local authorities in an effort to reduce fly-tipping in Surrey, and increase the chances of bringing those responsible to justice.</p> <p>More information on fly-tipping can be found in Annex 1.</p>
Fewer staff may be required at the CRC sites as a result of reduced opening days at certain sites, which could lead to potential staff redundancies, which will lead to loss of experienced staff members and reduction in savings as a redundancy payment is made.	The waste service are working with Suez Surrey to limit the need for any staff redundancies by holding recruitment against vacant posts and seeing if staff can be redeployed around the CRC network on a reduced shift pattern. This position cannot be confirmed until the Cabinet recommendations are agreed, and the waste service will do this in consultation with the Cabinet Member for Environment and Planning, and the Strategic Director for Environment and Infrastructure.
Government release statutory guidance on DIY waste or attempt to change the law, which supersedes the relevant legislation for charging for construction and demolition waste meaning SCC have to reverse the charging scheme, which has a significant impact on costs.	The litter strategy that launched in April 2017 suggested the government will review DIY waste definition. The last NAWDO meeting stated that the government will do this in coordination with local authorities and that it would be non-statutory guidance. The council are clear that the government would have to change the law for the charging waste scheme to be reversed. If government do change law, and the charging scheme is reversed, SCC would possibly have to look at further changes to the CRC network
A reduction opening days could result in residents driving longer distances to reach an alternative site, which would have an impact in CO2 emissions.	As described in paragraph 8 the number of car visits to our CRCs has reduced in the last year following changes at the CRCs, and we expect this will continue to fall as a result of the proposed changes. Changes to opening days have been planned, so when a site is closed for a day there is a nearby alternative, although we would encourage residents to make their journey when a their preferred CRC site is open, and will mention this in the communications programme that will follow.
Changes to CRC's lead to a decrease in recycling rates, leading to higher disposal	In the last year since changes have been made at CRCs the total amount of household waste sent for reuse, recycling or composting has

costs for the council and making it more difficult to achieve its target recycling rate of 70%.	actually increased by 2.7% compared to the previous year. The council will continue to monitor this moving forward, but is not expecting any significant impact to recycling rates given what has happened already.
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Financial and Value for Money Implications

43. The summary in **Table 3** below shows that in a full year these efficiency measures could deliver estimated savings of £1.08 - £1.56 million. This would mean an estimated full year shortfall of £0.34 - £0.82million against the agreed MTFP savings target of £3.3million. The earliest these measures could be implemented from is December 2017 apart from weekday closures which would be implemented from January 2018 due to operational reasons. Therefore there will only be a partial year effect of any savings in 2017/18. These part year savings are estimated at £0.34 – £0.48 million, which would mean a shortfall of £0.92m to £1.06m against the 2017/18 target of £1.4million. It is estimated that permanently closing four sites would have achieved a saving of £1million and therefore by implementing day closures alone savings will be reduced by an estimated £0.6 million.

Table 3: Estimated cost reductions if recommendations are implemented

Efficiency measure	Estimated part- year cost reduction in 17/18 (£m)	Estimated full-year cost reduction in 18/19 (£m)	Saving commentary
Further weekday closures	£0.08m-£0.13m	£0.32m - £0.5m	<p>The saving from further weekday closures is estimated to be £0.5m. This is made of up two components:</p> <ul style="list-style-type: none"> • An estimated £0.32m operational cost reduction from running the sites following initial discussions with Suez. • The council believes that most of the waste that turned up on the days proposed for closure will continue to turn up on other days of the week. However the council have also made a conservative estimate that up to 3,000 tonnes of waste could be lost from the system at average disposal cost of £60 per tonne, which could lead to £0.18m

			disposal saving.
Removal of the free daily allowance	£0.05m - £0.127m	£0.14m – £0.38m	The cost reduction from the removal of the free daily allowance is dependent on how much charging scheme waste turns up at the sites and is paid for. The range provided assumes two scenarios; no conversion or full conversion from the free allowance to paid for.
Restrict vans and trailer use to larger split-level sites	£0.02m – £0.04m	£0.06m – £0.12m	The cost reduction for this initiative assumes between a 5-10% reduction in tonnages disposed of at the smaller sites at an average of £60 per tonne.
Extend Surrey Resident Scheme to Camberley CRC	£0.02m	£0.06m	The cost reduction for this initiative assumes a 10% reduction in tonnages at the Camberley CRC, based on the postcodes survey of the site.
Reuse shop: Electrical selling, online trading, bike refurbishment etc	£0.066m	£0.2m	The reuse shop initiative is set to achieve £0.1m saving in 17/18. The council are aiming to double this through electrical selling, online trading, bike refurbishment and the sale of other items,
Enhanced black-bag sorting initiative	£0.1m	£0.3m	The council are currently achieving an 18% recovery rate from black bag sorting initiative as set out in paragraph 37. The council are targeting a 30% recovery rate from the enhanced black bag sorting initiative, which will generate further savings.
Total cost reduction	£0.34m - £0.48m	£1.08m- £1.56m	
MTPF Requirement	£1.4m	£1.9m	(Cumulative)
Shortfall	£0.92m - £1.06m	£0.34m - £0.82	(Cumulative)

44. The council can only provide estimates on the above measures, as they are all dependent on the waste that continues to turn up at CRCs for disposal. Estimates have been made by the council in terms of what will happen to the

waste, and where possible a range has been provided between the worst and best case. The council will continue to review this position, and may need to look at further changes to CRCs based on the financial position.

Section 151 Officer Commentary

45. The County Council is facing a very serious financial situation, whereby there are still substantial actions required to achieve a balanced budget in the current year and a sustainable budget plan for future years. The Council's MTFP assumes that the cost of CRCs can be reduced by £1.90m across 2017-19. The proposals recommended in this report are expected to result in a shortfall against that saving of £0.92m to £1.06m (part year impact) in 2017/18 and £0.34m to £0.82m in 2018/19, worsening the Council's financial position and requiring additional funding, compensating savings or other cost reductions to be identified.
46. The financial savings shown in **Table 3** have been estimated by officers in conjunction with Suez, SCC's waste contractor. Estimates include assumptions about potential changes to waste volumes and composition, and as a result the actual level of saving could change.
47. The Council has discussed these proposals with DEFRA, who sponsor the council's Private Finance Initiative contract and provide financial support through the Waste Infrastructure Grant (formerly PFI credit). DEFRA have not confirmed whether the proposed changes to the CRC service will impact on the level of financial support that the Council currently receives. However similar changes introduced in previous years have not affected the council's level of grant.

Legal Implications – Monitoring Officer

48. The Council has a legal duty under the Environmental Protection Act to ensure residents in its area have a place to dispose of their waste. However, there is no minimum requirement in relation to the number of CRCs, other than that the place is reasonably accessible to residents (See paragraphs 1 and 2 above). Members will need to be satisfied that the proposals allow the council to meet those duties.
49. In considering this Report, Cabinet must give due regard to the results of the consultation at **Annex 2** of this report and the response of the Service to the consultation comments and conscientiously take these matters into account when making its final decision.
50. The public sector equality duty (Section 149 of the Equality Act 2010) applies to the decision to be made by Cabinet in this report. There is a requirement when deciding upon the recommendations to have due regard to the need to advance equality of opportunity for people with protected characteristics, foster good relations between such groups, and eliminate any unlawful discrimination. These matters are dealt with in the equalities paragraphs of the report and in the attached equalities impact assessment.

Equalities and Diversity

51. The waste service has sought to understand the impact on residents and staff especially those with protected characteristics in the development of the final

recommendations for change at CRCs. An Equality impact Assessment (EIA) has been completed and is included as **Annex 3**.

52. The EIA has used a variety of data and feedback sources including:
- Surrey-i, our local data and information portal, which can be searched by protected characteristics.
 - Feedback to the postcode surveys, consultation questionnaires and customer satisfaction surveys.
 - Feedback from the contractor and complaints submitted to the SCC contact centre.
 - Benchmark of other local authorities that have made changes to their Household Waste Recycling Centre (HWRC) services.
 - Traffic count data, driving time catchments and waste tonnage information.
53. One potential low impact has been identified in assessment against the protected characteristics of Age, Disability and Pregnancy/Maternity. This is concerning the use of the single level sites where residents need to climb steps to access waste containers which could impact those with limited physical ability as they might find it more difficult to dispose of their waste at these sites. Despite this being mitigated by the assistance provided by onsite staff, these sites may become busier as a result of reducing the days of operations which could have an impact on the assistance that staff are able to provide those with limited mobility.
54. Whilst officers think this is an unlikely scenario they will ensure site staff are given guidance to prioritise users with limited mobility if a site becomes busy.

Environmental sustainability implications

55. As set out in paragraph **Table 2** in paragraph 42, in the last year since changes have been made at CRCs there has been a decrease in fly-tipping tonnages disposed of by the Council, fewer journey's made by cars to CRCs and the household waste recycling rate continues to increase. The Council are not expecting any significant impact on this as a result of the recommendations listed above, but will continue to monitor this closely over the coming months and years.

WHAT HAPPENS NEXT:

56. The proposals will be implemented from December 2017 and January 2018, as stated in paragraph 43.
57. A communications programme will be devised to ensure that the changes are effectively publicised in advance to site users and other stakeholders.

Contact Officer:

Richard Parkinson, Waste Operations Group Manager. Tel 020 8541 9391

Consulted:

- Residents and stakeholders as set out in **Annex 2**
- Environment and Infrastructure Select Committee

Annexes:

Annex 1 - General waste information including CRCs

Annex 2 - Consultation report

Annex 3 - Equality Impact Assessment

Sources/background papers:

- Shaping Surrey's Community Recycling Centres, Cabinet paper, 24 November 2015
 - Proposed Changes to the Community Recycling Centres, Environment & Infrastructure Select Committee, 7 September 2017
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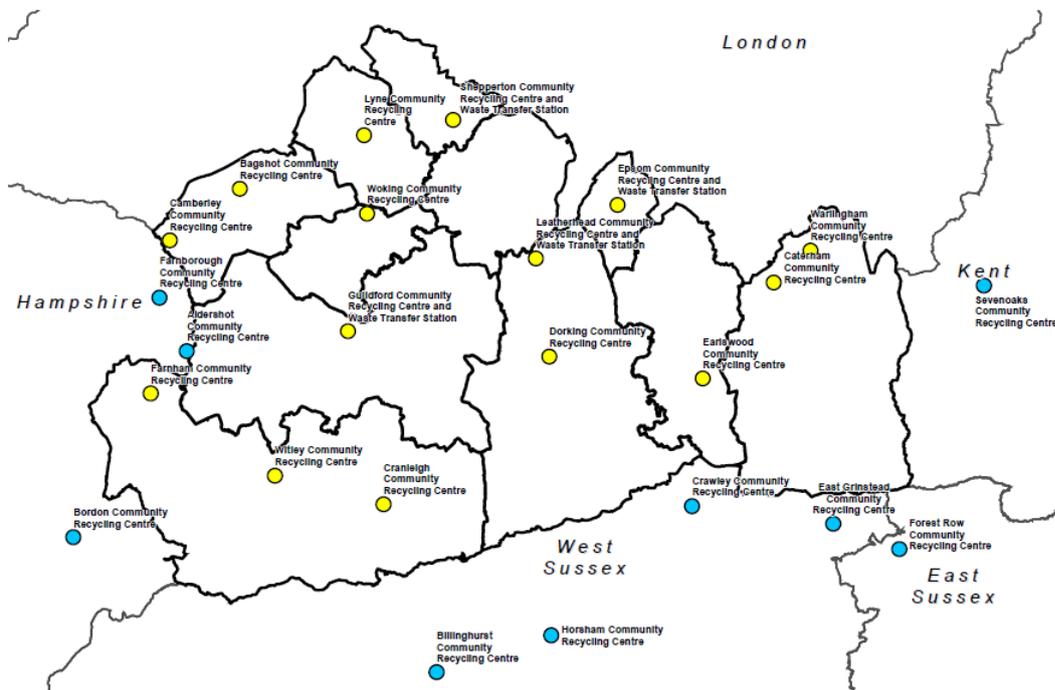
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General waste information including Community Recycling Centre (CRCs)

CRC provision

Surrey has 15 CRC's located across the county that are used by residents of Surrey, and where restrictions don't apply by other residents from neighbouring local authorities. There are also CRC's located in Hampshire, West Sussex, East Sussex and Kent that are used by Surrey residents given their proximity to the Surrey county border as shown in **Map 1** below. There also CRC sites in the boroughs of London, Slough, Reading, Bracknell Forest and Windsor & Maidenhead. However they have restrictions in place that either prohibit entry by residents from another area or apply a charge for use by non-residents.

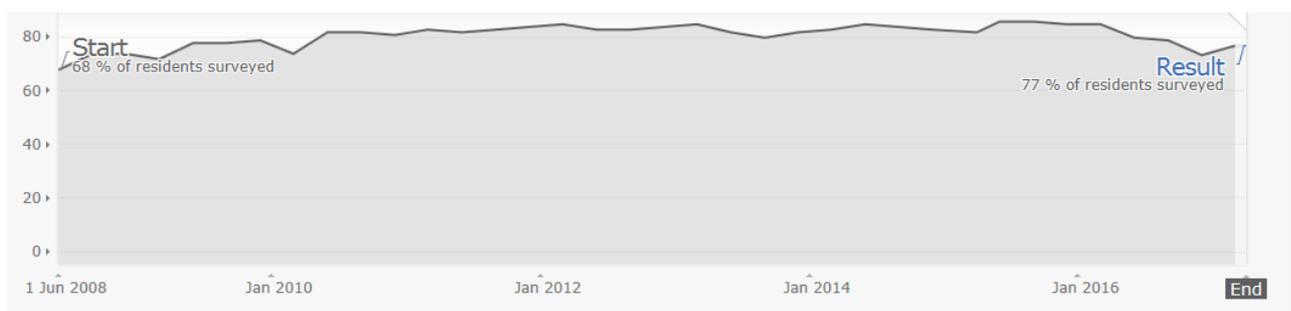
Map 1 – CRCs in Surrey and within close proximity of the Surrey border



CRC Resident satisfaction

Surrey's CRCs are one of the most highly rated services provided by SCC with 77 % of users stating that they are satisfied or very satisfied with the service. **Graph 1** below shows the steady improvement of resident satisfaction of the CRCs in the last 9 years.

Graph 1 The Surrey Residents' Survey – % of residents satisfied or very satisfied with the quality of CRCs

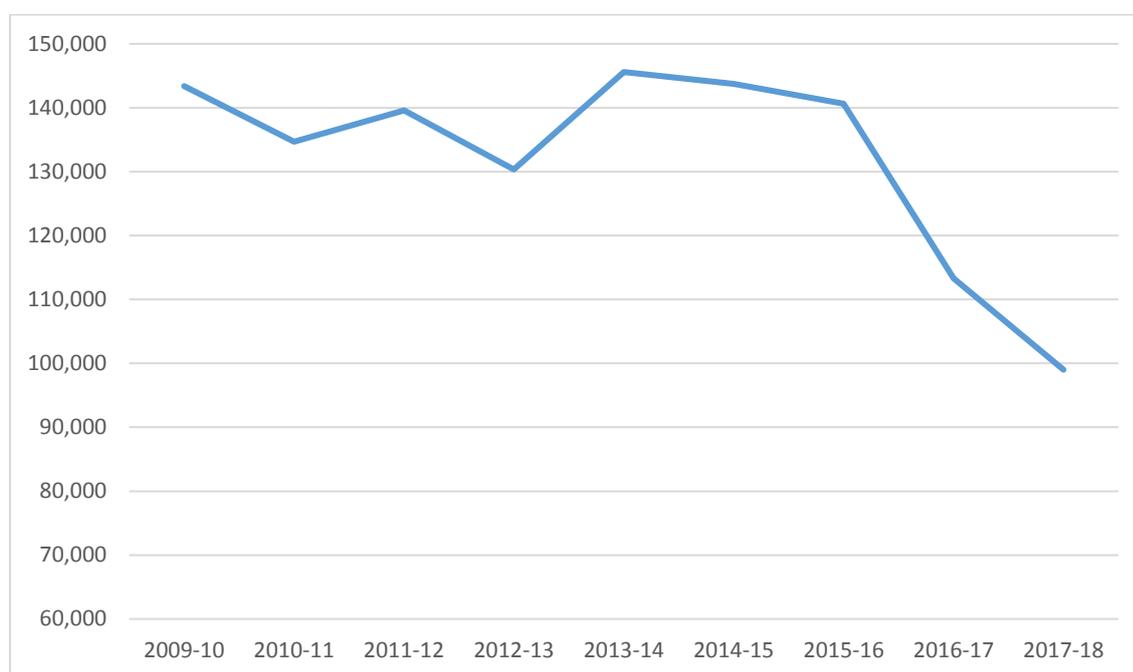


This information comes from The Surrey Resident's Survey, which is the council's quarterly resident opinion survey to check public satisfaction with public services. 1,650 residents across Surrey are interviewed each quarter, and this sample ensures that the survey results are broadly representative of the views of all Surrey residents in terms of age, gender and ethnicity.

CRC waste volumes

The amount waste disposed of at Surrey's CRCs has dropped significantly following the changes to the service that were introduced during 2016/17 including revised opening days and hours, opening reuse shops at larger sites and introducing charges for larger amounts of non-household waste. The council projects that the full year effect of these changes will see waste disposed of at CRCs drop below 100,000 tonnes as shown in **Graph 2** below.

Graph 2: Waste tonnages disposed of at CRCs since 2009/10 to the projected disposal in 2017/18



The significant drop in tonnages experienced from 2015/16 to 2016/17 related to materials such as hard-core construction, black bag and green waste as shown in **Table 1** below.

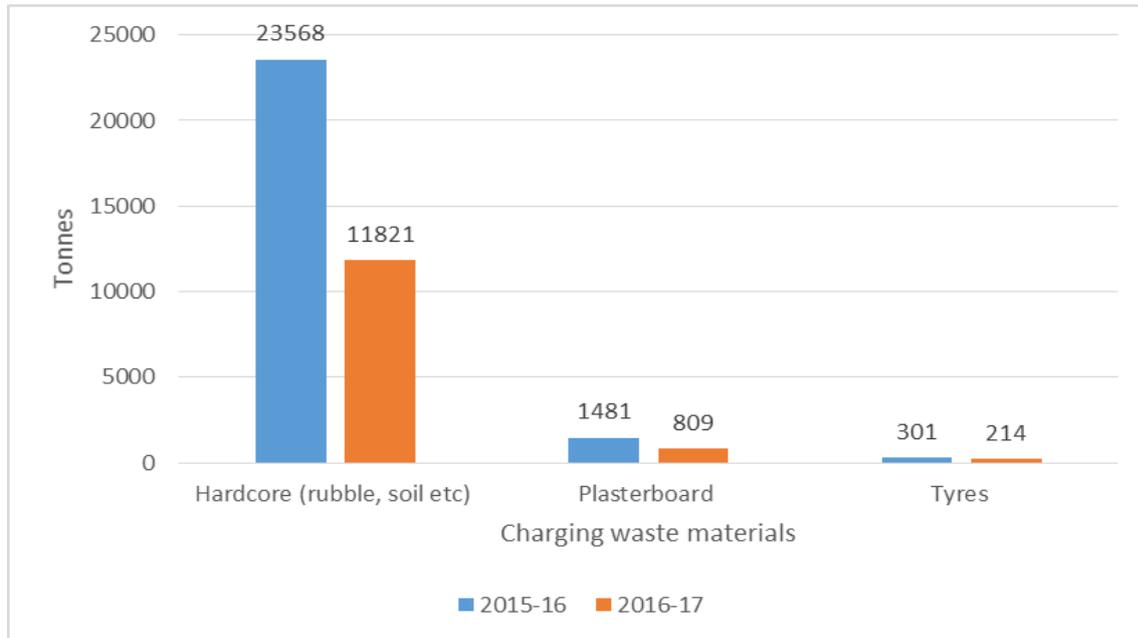
Table 1 – CRC material disposal comparison 2015/16 to 2016/17

CRC Materials	2015-16 t	2016-17 t	difference t
HARDCORE (RUBBLE, SOIL ETC)	23,568.19	11,820.55	-11,748
BLACK BAG WASTE	19,771.02	15,202.50	-4,569
GREENWASTE	35,817.26	32,294.78	-3,522
DIRTY WOOD (RECOVERED)	21,584.54	18,742.19	-2,842
AMENITYWASTE	9,236.96	8,083.97	-1,153
CARDBOARD	7,323.58	6,364.09	-959
GYPSUM (PLASTERBOARD)	1,481.18	808.70	-672
METAL MIXED	8,106.15	7,522.24	-584
MATTRESSES (RESIDUAL)	953.30	587.04	-366

WEEE - SMALL MIXED	3,980.11	3,615.09	-365
WEEE - VDUs	909.06	733.20	-176
MATTRESSES (RECYCLED)	170.50	0.00	-171
BRICABRAC	429.65	269.55	-160
WEEE - DOMESTIC APPLIANCES	1,681.24	1,522.40	-159
TEXTILES	2,020.28	1,899.32	-121
WEEE - FRIDGES & FREEZERS	792.63	686.50	-106
CLEAN WOOD (RECYCLED)	498.24	410.70	-88
TYRES	300.80	214.14	-87
TOYS	67.94	0.00	-68
ASBESTOS	237.12	174.18	-63
HAZARDOUS WASTE	102.75	60.63	-42
CAR BATTERIES	250.89	209.45	-41
GAS BOTTLES	94.53	62.42	-32
PLASTICS MIXED	12.24	0.00	-12
MATTRESSES (RECOVERED)	8.84	0.00	-9
WEEE - FLOURESCENT TUBES	20.28	12.27	-8
METAL ALLOY	6.88	4.40	-2
BATTERIES PORTABLE	39.32	38.27	-1
TETRA PAKS	2.48	1.50	-1
MOBILE PHONES/SPECTACLES/PRINT CARTRIDGES	4.00	3.42	-1
NEWSPAPERS	0.12	0.00	0
STAMPS/BOTTLE TOPS	0.12	0.00	0
FOIL	0.04	0.00	0
CANS & PLASTICS MIXED	51.20	63.46	12
BOOKS/CDS	202.29	217.70	15
RIGID PLASTICS (RESIDUAL)	2.69	25.32	23
CANS MIXED	0.00	51.22	51
REUSE	17.83	85.21	67
OIL	155.16	241.66	87
WIRE	120.76	209.76	89
GLASS MIXED	515.56	643.55	128
RIGID PLASTICS (RECYCLED)	42.11	403.80	362
Total	140,579.85	113,285.17	-27,294.68

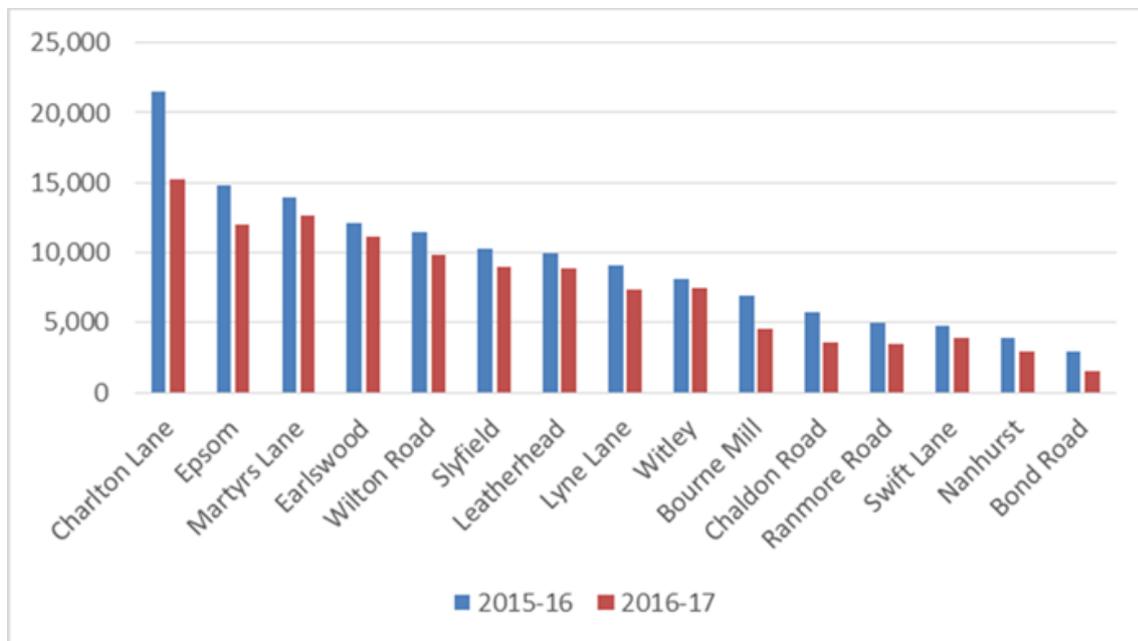
Graph 3 below shows the effect on the materials in the charging waste scheme from the table above. Following the introduction of charges, the amount of rubble, soil, plasterboard and tyres delivered to the sites reduced to 12,843 tonnes (50%). Three quarters of this tonnage was delivered by residents using their free daily allowance.

Graph 3 – Comparison of charging waste scheme materials in 2015/16 to 2016/17



Graph 4 below also shows how the overall tonnages described above have dropped at every CRC site in 2016/17 compared to the previous year. Given the drop in tonnages this means there is more capacity within the network to absorb waste from increased day closures of sites.

Graph 4 – Waste tonnages by CRC site in 2015/16 compared to 2016/17

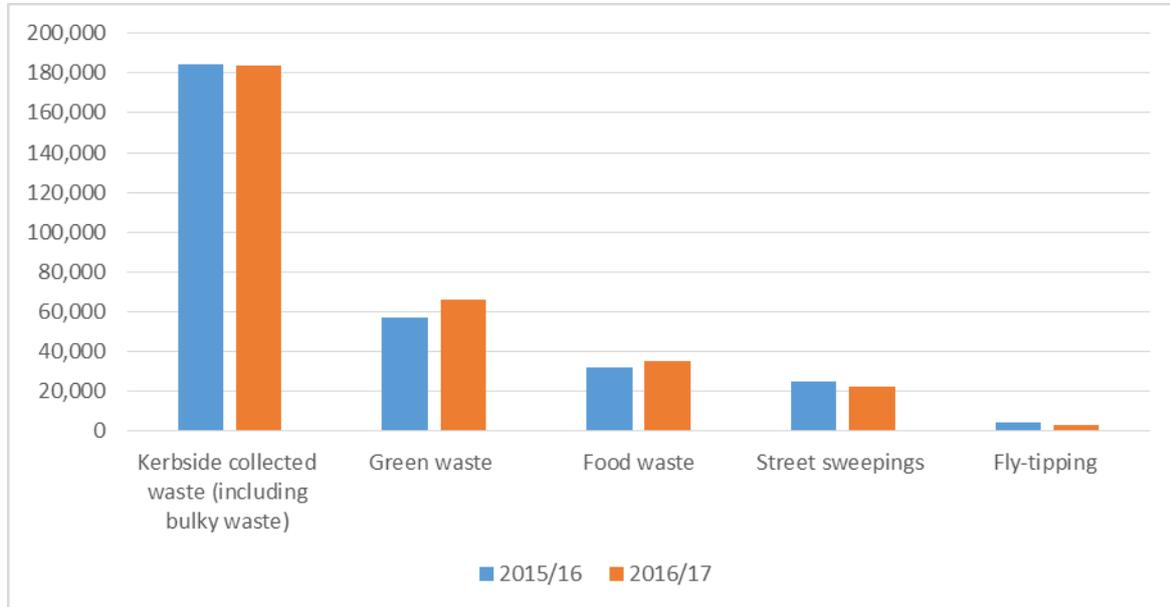


Waste collection and recycling

Given the significant drop in tonnages the council have looked at the district and borough waste collection streams to see if materials such as construction waste have reappeared there. **Graph 5** below actually shows a drop in kerbside collected waste, street sweepings and fly-tipping, which demonstrates that the introduction in the charging waste scheme at CRCs hasn't resulted in construction waste reappearing in any of the district and borough

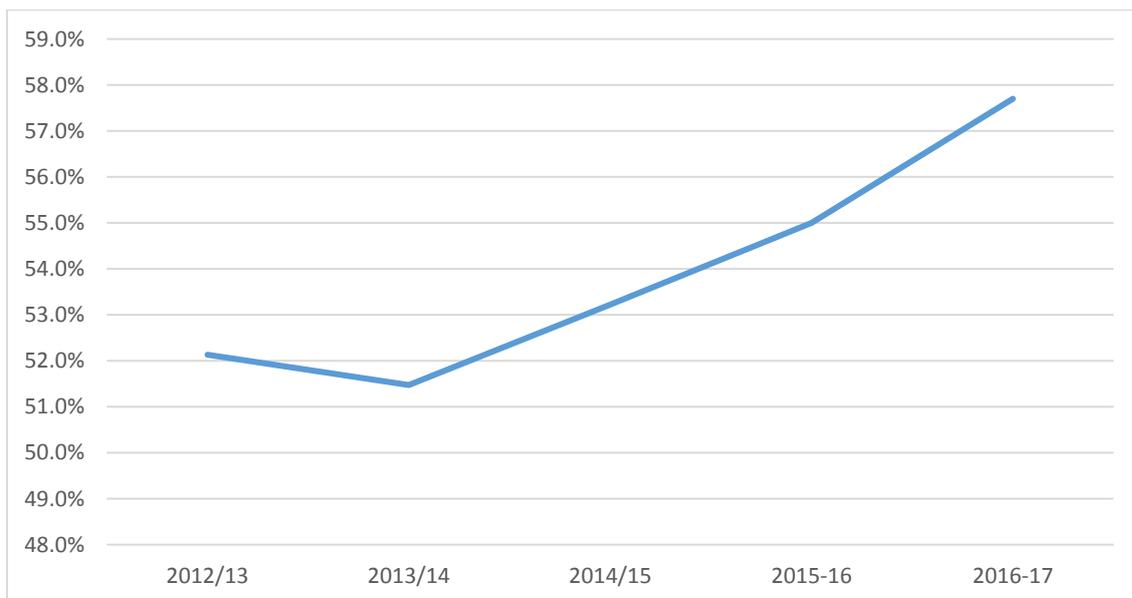
waste collection streams. There are a range of likely reasons for this reduction in weight of waste throughput, the most significant being the transfer of DIY building materials to more legitimate routes e.g. reused on site and commercial waste disposal such as skips.

Graph 5 – Comparison of district and borough collected waste in 2015/16 to 2016/17



The council have also reviewed household recycling rates to see if there has been any impact on these following the changes at CRCs. **Graph 6** actually shows that the total amount of household waste sent for reuse, recycling or composting has actually improved by 2.7% compared to the previous year.

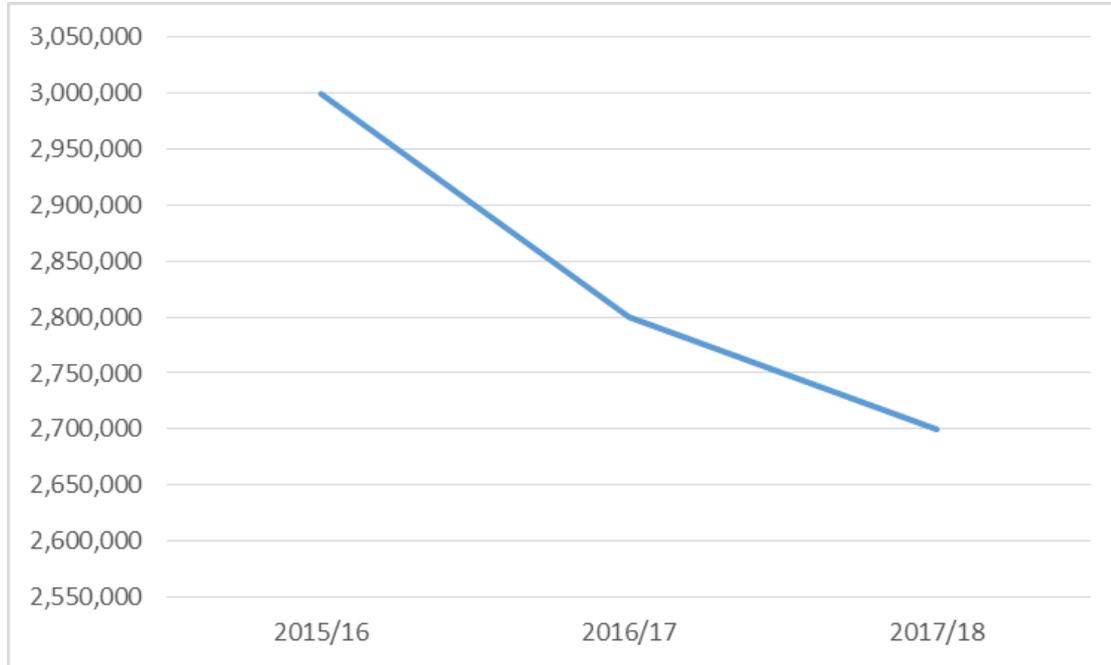
Graph 6: Percentage of household waste in Surrey sent for reuse, recycling or composting



CRC visitor numbers

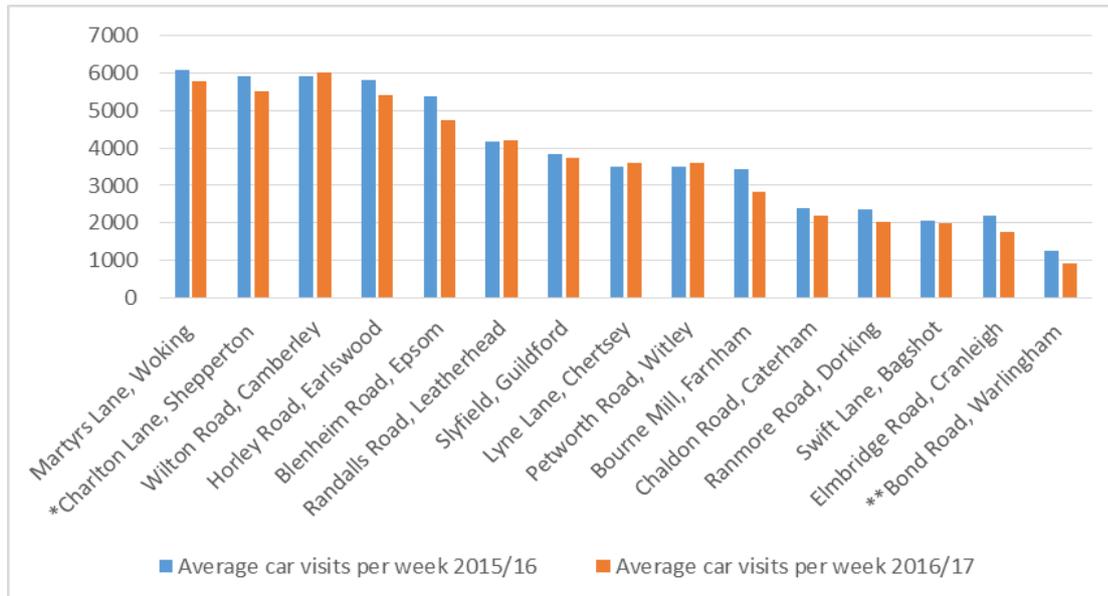
Since the changes have been introduced at CRCs, annual visitor numbers have fallen significantly, and are estimated to fall further as shown in **Graph 7** below.

Graph 7 – Estimated annual CRC car visit numbers in 2015/16, 2016/17 and projection for 2017/18



Graph 8 below also shows how average visit numbers have changed per week in the last two years, which shows that Surrey's CRC sites are now less busy than what they were.

Graph 8 Average CRC car visits per week in 2015/16 compared to 2016/17



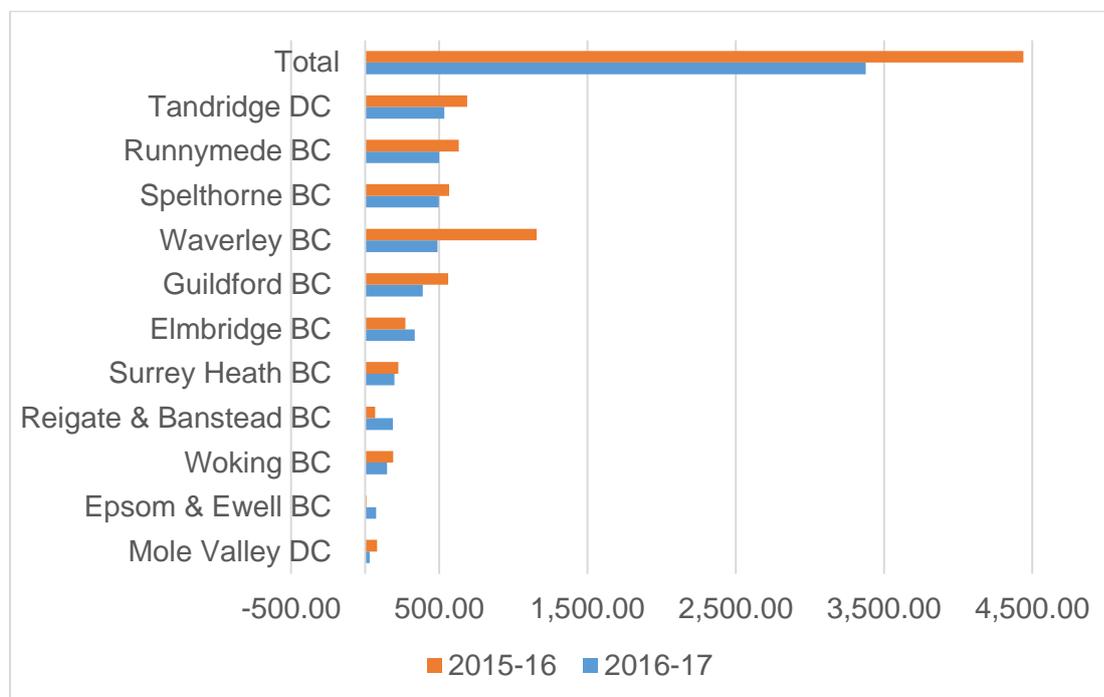
* Charlton Lane CRC had the automatic traffic counter removed during the construction of the Eco Park, so estimates have been provided on this site based on comparable tonnages of other sites.

**The figures for Warlingham CRC do not include any residents that walk into the site.

Fly-tipping

As shown in **Graph 5** above, fly-tipping tonnages collected by district and borough councils have dropped. **Graph 9** below gives a more in depth look at this by district and borough council.

Graph 9 – Amount of fly-tipping collected by district and borough councils and disposed of at Surrey’s Waste Transfer Stations in 2015/16 and 2016/17



The total amount of fly-tipping tonnages dealt with in 2016/17 dropped by over a 1,000 tonnes compared to the previous year. As described in the main Cabinet report a joint strategy was launched last year with local authorities within the Surrey Waste Partnership together with other agencies launched a joint strategy to tackle the issue of fly-tipping in the county. The main highlights of this work so far include:

- Educating residents and businesses in two countywide campaigns in the summer of 2016 and 2017. More information can be found on www.recycleforsurrey.org.uk/fly-tipping
- Stronger working relationships developed with a variety of key stakeholders.
- Better intelligence gathering and sharing amongst partners in the strategy.
- Use of recently enhanced enforcement powers such as Fixed Penalty Notices for low level fly-tipping with the one of the highest issue rates in country.
- A number of successful prosecutions against fly-tippers including fines, community service orders, vehicle seizures and custodial sentences.
- Trialling of new technology including forensic coding solutions and high definition CCTV.

For more information on this strategy please email m.nash@surreycc.gov.uk

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Shaping Surrey's Community Recycling Centres

Consultation results -
Summary report
August 2017



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1. Purpose of the report

- 1.1. The purpose of this report is to provide a summary of the feedback submitted to the consultation, but not to make any recommendations as to how the council should make use of the reported results. Whilst this report brings together a wide range of information for the Council to consider, the report does not provide a single, public point of view on the proposed changes.
- 1.2. It is important to note that the responses to this consultation do not represent a statistically representative sample of the population of Surrey and consequently, findings should not be extrapolated and used to represent the wider population. Typically, consultations are not intended to be statistically representative of a population. Instead, they are a vehicle for those with a desire to contribute and voice their opinion to influence findings and contribute to the future direction of policy.
- 1.3. A consultation should be used to assist decision making so that the council can be informed of any issues, viewpoints, implications or options that might have been overlooked; re-evaluate matters already known; and review priorities. Nevertheless, a consultation is not a vote.

2. Executive summary

- 2.1. Surrey County Council (SCC) needs to make cost reductions of £104 million in 2017/18, and further cost reductions of £137 million in 2018/19 and 2019/20. The council's Medium Term Financial Plan (MTFP) identifies that the waste service will need to save £12.4 million including £3.3 million from the operation of the Community Recycling Centre (CRC) service in the period 2016/17 to 2018/19.
- 2.2. Changes to the CRC service that were implemented during 2016/17 including changing opening days and hours, opening reuse shops at larger sites and introducing charges for larger amounts of non-household waste will achieve an estimated £1.4million of cost reductions in a full year. This means further cost reductions need to be found to meet the MTFP target.
- 2.3. With this in mind, SCC sought the views of residents and stakeholders via a consultation that ran from Friday 23 June to Monday 7 August 2017. Consultation respondents were asked for their views on the following five proposals:
 - Proposal one: Ending the free daily allowance of non-household waste.
 - Proposal two: Closing CRCs on two weekdays.
 - Proposal three: Ensuring CRCs are only used by Surrey residents.
 - Proposal four: Permanent closure of four smaller CRCs.
 - Proposal five: Restricting users of vans, trailers and pick-ups to larger sites only.
- 2.4. The consultation received a total of 13,637 responses including 13,573 from residents, and 64 responses from organisations/groups such as district/borough and parish/town councils. This is considered to be one of the largest ever responses SCC has received to any consultation.
- 2.5. One petition of 525 signatures was received concerning the proposed closure of Warlingham CRC.
- 2.6. The results of the consultation can be found in sections 4, Appendix A and B of this report. The headline results can be found in **Table 1** below:

Table 1 Headline results to the consultation

Consultation subject	Result
CRC visits in the last 12 months	<ul style="list-style-type: none"> Nearly seven-tenths of respondents (69%) said they had used a CRC monthly or more in the last 12 months.
CRC sites used in the last 12 months	<ul style="list-style-type: none"> Nearly half of respondents (49%) said they used one of the CRCs that is proposed for closure in the last 12 months.
Ending the free daily allowance of non-household waste (proposal one)	<ul style="list-style-type: none"> Almost two-fifths of respondents (38%) told us they have used free allowance in charging scheme since it was introduced in September 2016. Over three-quarters of all respondents (76%) disagreed or strongly disagreed with the proposal to stop the free daily allowance in the charging waste scheme. When looking at just the respondents who told us they have used the free allowance, the percentage that disagreed or strongly disagreed with this proposal increased to 89%.
Closing CRCs on two weekdays (proposal two)	<ul style="list-style-type: none"> Respondents told us that they have visited CRCs most on Saturday and Sunday, and least on a Wednesday and Friday in the last 12 months. Half of respondents (50%) told us they disagreed or strongly disagreed with the proposal to close all CRCs on two weekdays. More than a quarter of respondents (28%) told us they agreed or strongly agreed with the proposal to close all CRCs on two weekdays.
Ensuring CRCs are only used by Surrey residents (proposal three)	<ul style="list-style-type: none"> Over two-thirds of respondents (67%) told us that they agreed or strongly agreed with the proposal to stop non-Surrey residents from using Camberley CRC. Almost two-thirds of respondents (66%) told us that they agreed or strongly agreed with the proposal to stop non-Surrey residents from using Farnham CRC.
Permanent closure of four smaller CRCs (proposal four)	<ul style="list-style-type: none"> More than half of all respondents to the consultation (52%) told us that they disagreed or strongly disagreed with the proposal to permanently close Bagshot CRC. When looking at just the respondents who told us they use Bagshot CRC the percentage that disagreed or strongly disagreed with this proposal increased to 96%. More than half of all respondents to the consultation (53%) told us that they disagreed or strongly disagreed with the proposal to permanently close Cranleigh CRC. When looking at just the respondents who told us they use Cranleigh CRC the percentage that disagreed or strongly disagreed with this proposal increased to 97%. More than half of all respondents to the consultation (56%) told us that they disagreed or strongly disagreed with the proposal to permanently close Dorking CRC. When looking at just the respondents who told us they use Dorking CRC the percentage that disagreed or strongly disagreed with this proposal increased to 96%. More than half of all respondents to the consultation (52%) told us that they disagreed or strongly disagreed with the proposal to permanently close Warlingham CRC. When looking at just the respondents who told us they use Warlingham CRC the percentage that disagreed or strongly

	disagreed with this proposal increased to 95%.
Restricting users of vans, trailers and pick-ups to larger sites only (proposal five).	<ul style="list-style-type: none"> Nearly half of all respondents (45%) told us that they agreed or strongly agreed with the proposal to restrict users of vans, trailers and pick-ups to larger sites only. Precisely three-tenths of respondents (30%) told us that they disagreed or strongly disagreed with this proposal. When looking at just the respondents who told us they use van permit scheme the percentage that disagreed or strongly disagreed with this proposal increased to 65%.
Ranking of the proposals	<ul style="list-style-type: none"> The permanent closure of CRCs was ranked by respondents as the least preferred change. Ensuring CRCs are only used by Surrey residents was ranked as the most preferred change.
Other comments about the proposals.	<ul style="list-style-type: none"> Respondents in particular highlighted that any reduction to a CRC service especially permanently closing CRCs could have a negative impact on recycling, increase journey times to the nearest alternative CRCs, increase traffic/congestion and have a negative impact on the environment including an increase in fly-tipping.

3. Introduction

- 3.1. In 2014/15, SCC identified a number of efficiency measures in the operation of CRCs in Surrey. These measures were finalised following a public consultation that was conducted from 15 July to 30 September 2015 in which 4,581 people responded to give their views. The council's Cabinet on 24 November 2015 agreed to a number of efficiency measures at CRCs, but decided to retain all 15 CRCs in Surrey and allow residents to deposit small amounts of inert building material and plasterboard free of charge.
- 3.2. Following the Cabinet decision, the waste service during 2016/17 introduced changes to opening days and hours CRCs, opened reuse shops at larger CRC sites, introduced charges for larger amounts of non-household waste and launched a revised van permit scheme. These changes in a full year are expected to generate £1.4m in cost reductions to SCC.
- 3.3. However, continued cuts to funding, rising costs and increasing demand for key services means the need for SCC to reduce its costs has reached unprecedented levels. Noting the cost reductions that have been achieved/due to be realised, a target of a further £1.9m in cost reductions from CRCs is required to meet the Councils MTFP target.
- 3.4. The waste service has consulted with Suez Surrey, the contractor which manages the CRCs to develop proposals to reduce costs further. Given the efficiency measures that have already been introduced, the service has had to regrettably put forward further proposals to reduce the CRC service due to the financial challenges being faced.
- 3.5. Noting the consultation that has already taken place on proposed changes to the CRC service and the decisions of Cabinet on 24 November 2015, legal advice recommended that a much shorter consultation of six weeks could be held. With this in mind, SCC sought the views of residents and stakeholders via a consultation that ran from **Friday 23 June to Monday 7 August 2017**. Consultation respondents were asked for their views on the following five proposals:
- Ending the free daily allowance of non-household waste.
 - Closing CRCs on two weekdays.
 - Ensuring CRCs are only used by Surrey residents.
 - Permanent closure of four smaller CRCs.

- Restricting users of vans, trailers and pick-ups to larger sites only.

3.6. The views submitted in the consultation will help inform the final recommendations that are put forward to the County Council's Cabinet for agreement in the autumn of 2017. Advance notice will be given to residents and stakeholders if there are any changes as a result of decisions made by the Council.

4. Consultation approach and overview

- 4.1. A project team consisting of officers in the waste service, corporate communications and the intelligence and research team helped design and manage the consultation process. The main output of this process was the design of a consultation questionnaire. The questionnaire contained an overview of the process, and asked respondents to give their view on the proposed changes as referred to in paragraph 2.3. The questionnaire also contained additional sections including free box section where respondents could give further comments, and monitoring data on respondents' demographic information.
- 4.2. A dedicated webpage was setup for the review (surreycc.gov.uk/recyclingcentres) where consultation participants could find out more information and complete the online questionnaire. Paper copies of the questionnaire were also made available at CRCs, libraries, council offices and by calling SCC's contact centre for one to be sent out direct to a resident's address. The questionnaire was also made available in large and giant print. The contact centre also offered mediated access to complete the questionnaire on someone's behalf for those respondents that might require it, and if the questionnaire was required in any other format such as braille, a request could be put into the contact centre for consideration.
- 4.3. Residents and stakeholders could also respond to the consultation by emailing wasteconsultation@surreycc.gov.uk or writing to the County Council.
- 4.4. Advance warning of the consultation was given to Suez staff and key stakeholders (organisations/groups/individuals who represent the interests of Surrey residents) such as Surrey members of parliament, county councillors, Surrey Waste Partnership (SWP), Joint Waste Solutions, district and borough councils, parish and town Councils, residents' associations, central government departments such as DEFRA, neighbouring local authorities and the local press in Surrey via a press release from SCC.
- 4.5. The consultation was also promoted with banners or posters and leaflets at CRC sites, libraries and local council offices, on the SCC website, via social media posts from SCC accounts, other digital advertising, e-newsletters (Communicate, Issues Monitor and Surrey Matters) and via editorial copy which could be used in district and borough/parish newsletters. Local media such as Get Surrey, Surrey Mirror and Eagle Radio ran stories on the consultation following the press release.
- 4.6. Before, during and after the consultation a series of stakeholders meetings were held with including:
- SCC Environment and Infrastructure Select Committee - 1 June and 25 July
 - Surrey Waste Partnership Officers Group - 19 June
 - Surrey Waste Partnership Members Group - 12 July
 - Mole Valley District Council - 24 July
 - Tandridge District Council - 28 July
 - Spelthorne Overview and Scrutiny Committee – 31 July
 - Waverley Borough Council - 2 August
 - Joint Parish Council group meeting with Bramley, Busbridge, Cranleigh, Dunsfold, Ewhurst and Witley – 10 August
 - Surrey Heath Borough Council – 11 August

- 4.7. The consultation launched on Friday 23 June, and closed at 11:59pm on Monday 7 August. The consultation project team allowed late responses up to the close of business on Wednesday 9 August to those who had contacted the team direct, and to take account of those that had posted letters/paper questionnaires shortly before the deadline.
- 4.8. The consultation received a total of 13,637 responses, which is considered to be one of the largest ever responses SCC has received to any consultation. **Table 3** below shows a breakdown of how responses were received.

Table 3: Responses to the consultation by format

Format	Number received	Percentage of response
Online questionnaire responses	13,068	95.83%
Paper questionnaire responses (all types)	278	2.04%
Emails/letters from residents	227	1.66%
Emails/letters from stakeholders (organisations/groups)	64	0.47%
Total	13,637	100.00%

- 4.9. The responses to consultation questionnaire can be found in **Appendix A**. The emails/letters from residents and stakeholders have been analysed together can be found in **Appendix B** including the type of organisations/groups that have responded.
- 4.10. One petition of 525 signatures was received. The petition states “We the undersigned residents of Surrey, call on Surrey County Council not to close the Community Recycling Centre in Bond Road, Warlingham, which is a vital local amenity. We believe its closure would be a major withdrawal of services and lead to increased fly tipping and congestion at the Caterham Hill recycling centre”. This petition will be considered alongside the final plan at Cabinet in the autumn of 2017.
- 4.11. During the consultation the contact centre fielded 274 telephone calls from residents. **Table 4** below shows how those calls were handled.

Table 4: Calls to contact centre and how they were resolved

Resolution	Number
Send literature	144
Refer to web	61
Information provided	54
Refer to service	10
Mediated	3
No further action required	2
Total	274

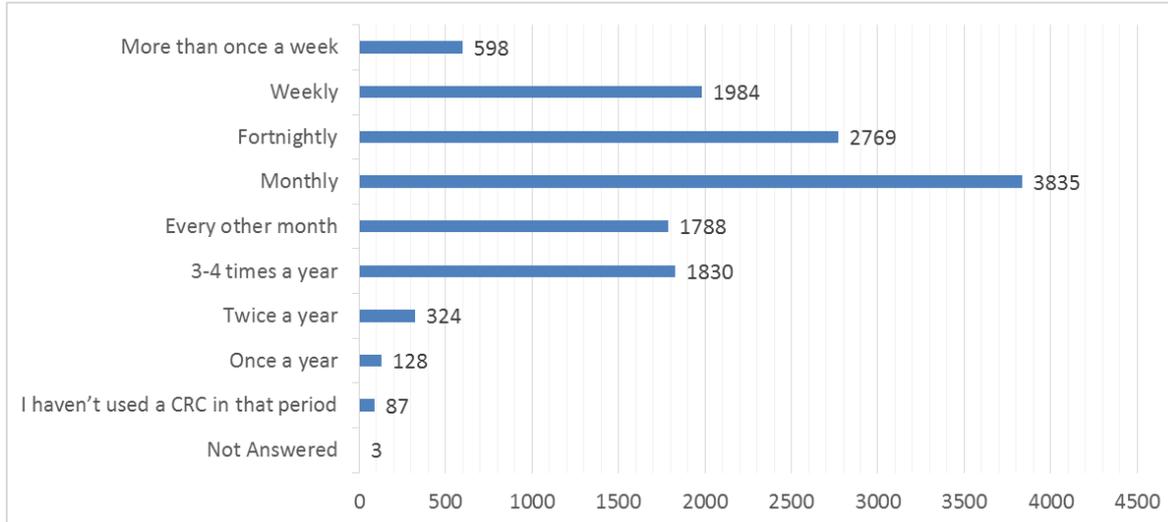
- 4.12. As explained in paragraph 4.5, the consultation was promoted through social media. This included the Surrey Matters and Recycle for Surrey accounts, and they were shared by many district/borough councils. The outputs of this activity is summarised below:
- Facebook: Surrey Matters - 14 posts, 116,020 reach, 162 likes, 62 comments, 141 shares, 1,385 link clicks.
 - Twitter: Recycle for Surrey and Surrey Matters - 25 posts, 35,910 reach, 69 retweets, 2 replies, 20 likes, 130 link clicks.
 - From tweet reach (all contributors) - 261 tweets, 549,345 reach, 1,628,841 exposure, 163 contributors.

Appendix A: Responses to the consultation questionnaire

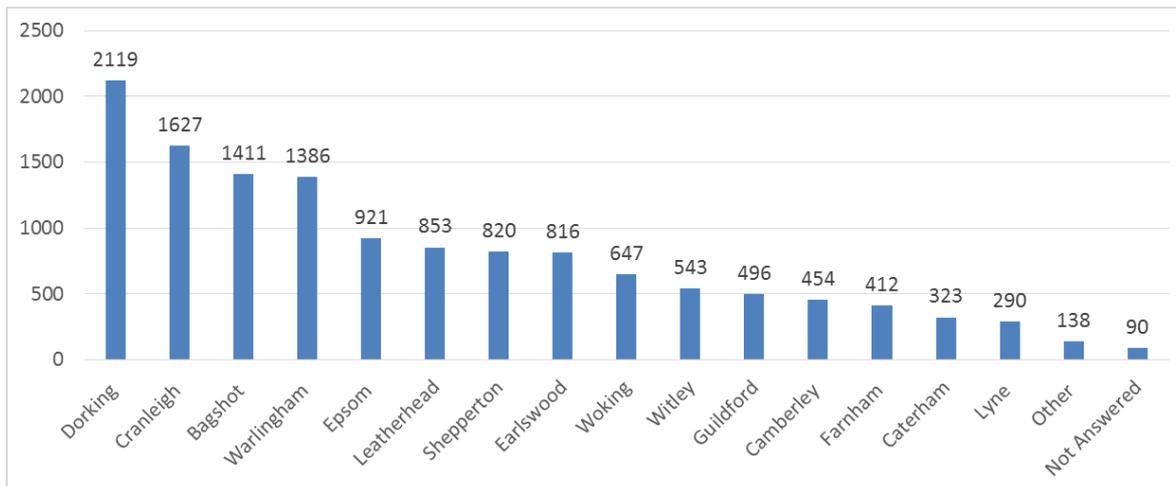
This section of the report gives a graphical analysis of the responses submitted to questions 1 – 9 of the questionnaire.

The number of responses recorded for each question is reported throughout. As not all respondents answered every question, and some of the questions allow more than one answer, the numbers of responses to each question varies.

Question 1a: How often have you visited a CRC in the last 12 months?

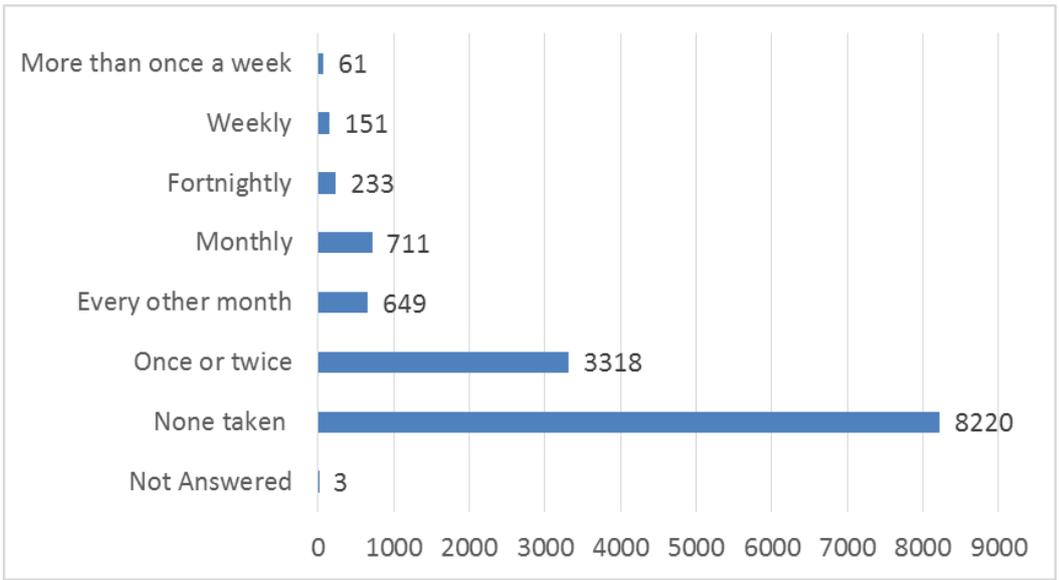


Question 1b: Which CRC have you used the most in the last 12 months?

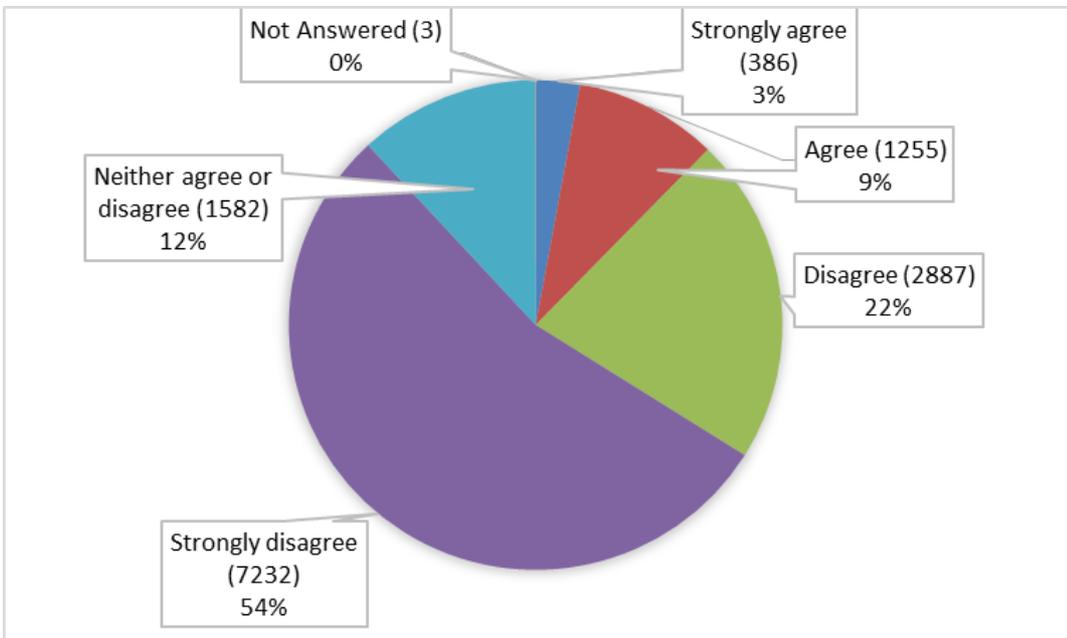


Respondents said they use other CRCs outside of Surrey including Aldershot, Billingshurst, Bordon, Brentford, Crawley, East Grinstead, Farnborough, Horsham, Kingston-upon-Thames, Richmond-upon-Thames, Sevenoaks and Sutton.

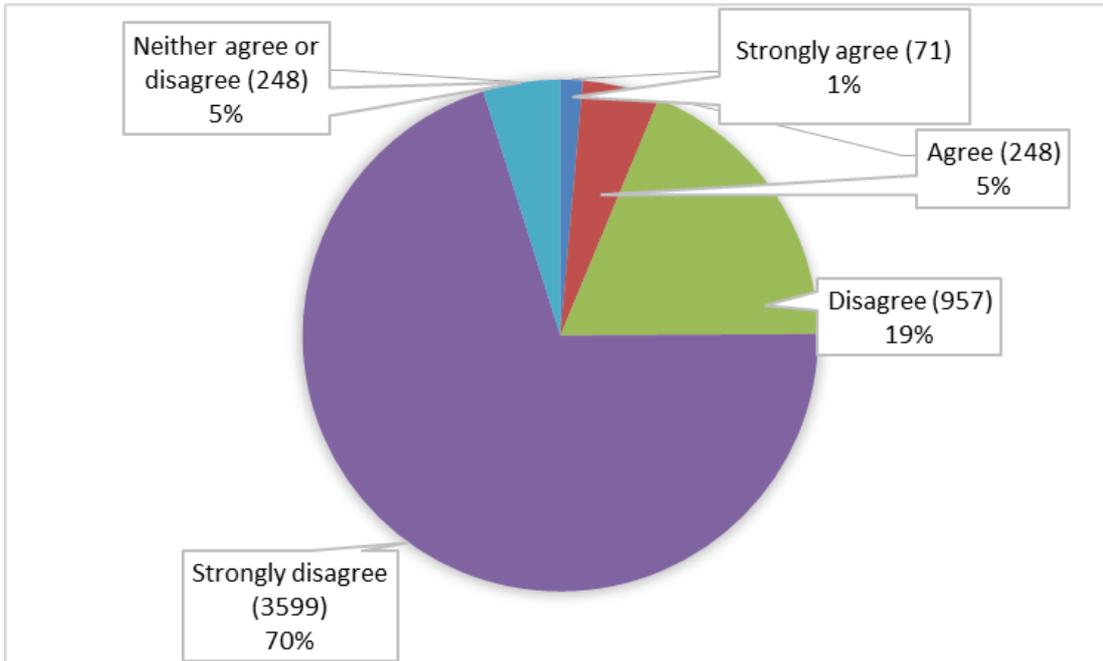
Question 2a: How often have you taken chargeable waste to a CRC for free since September 2016?



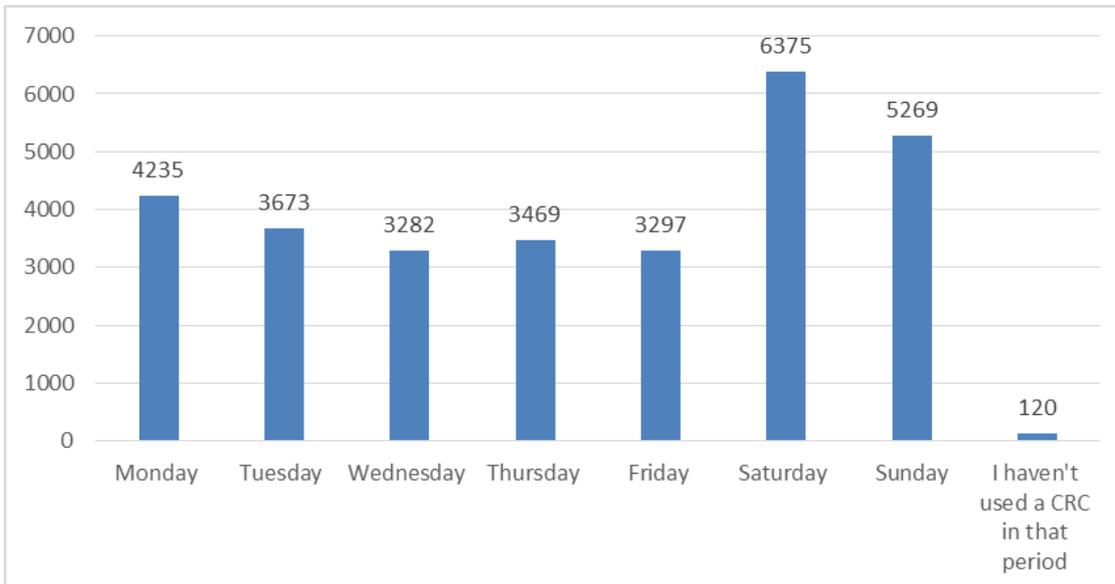
Question 2b: What do you think of the proposal to stop the free daily allowance? (All respondents)



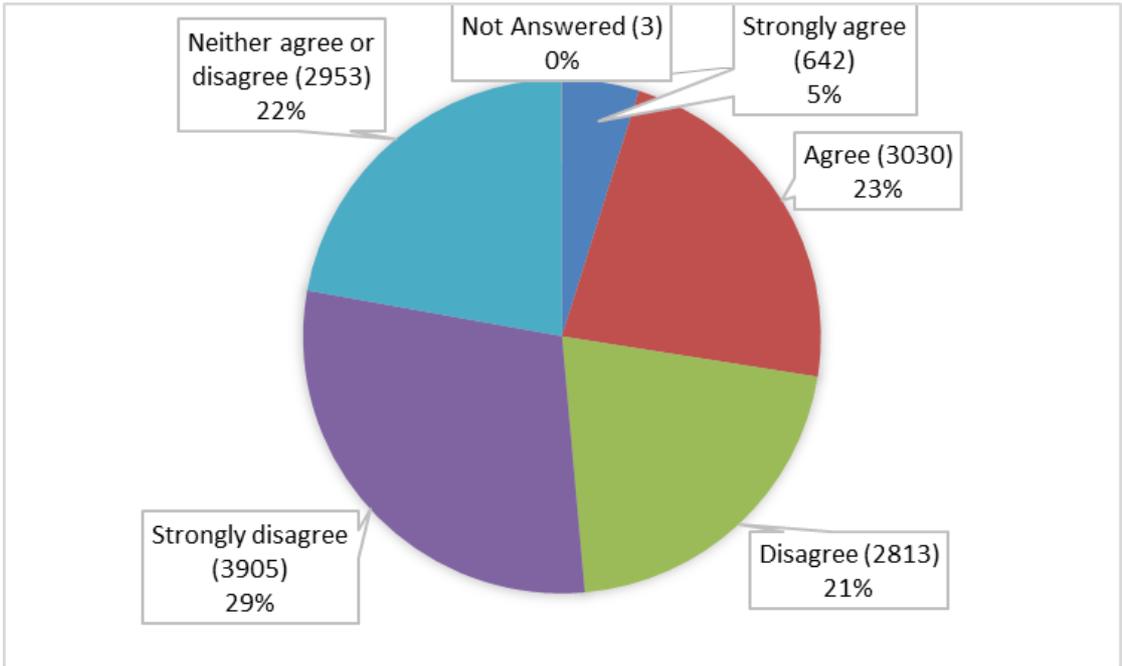
Question 2b: What do you think of the proposal to stop the free daily allowance? (Only respondents that have told us that they used the charging waste scheme since it was introduced in September 2016)



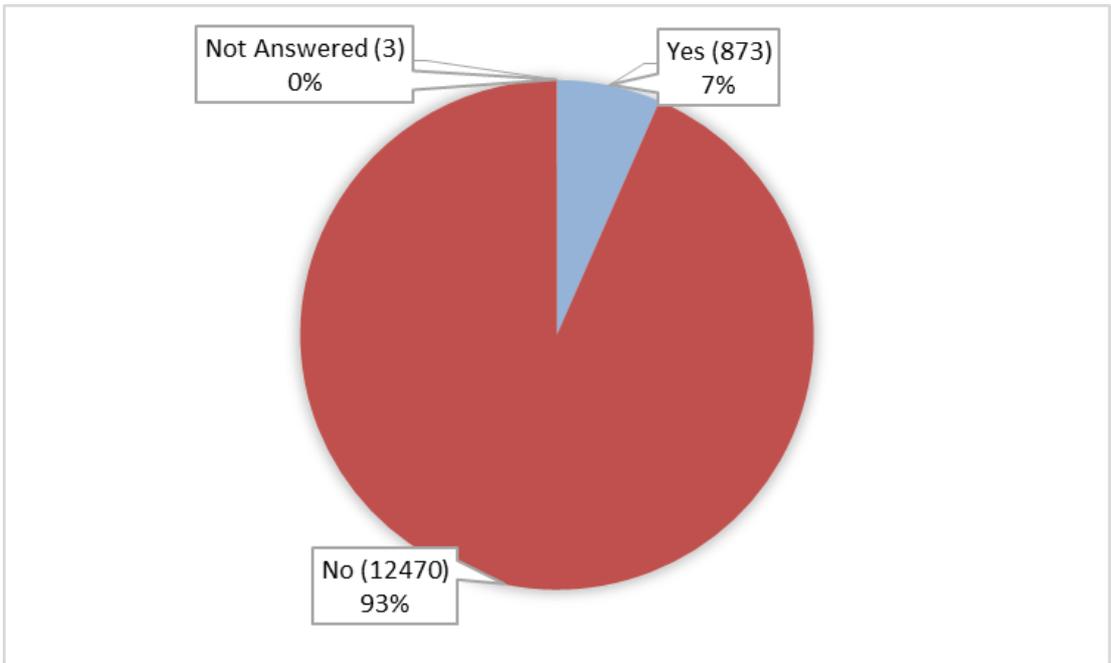
Question 3a: On which days have you tended to visit CRCs in the last 12 months? (Respondents could select up to two responses)



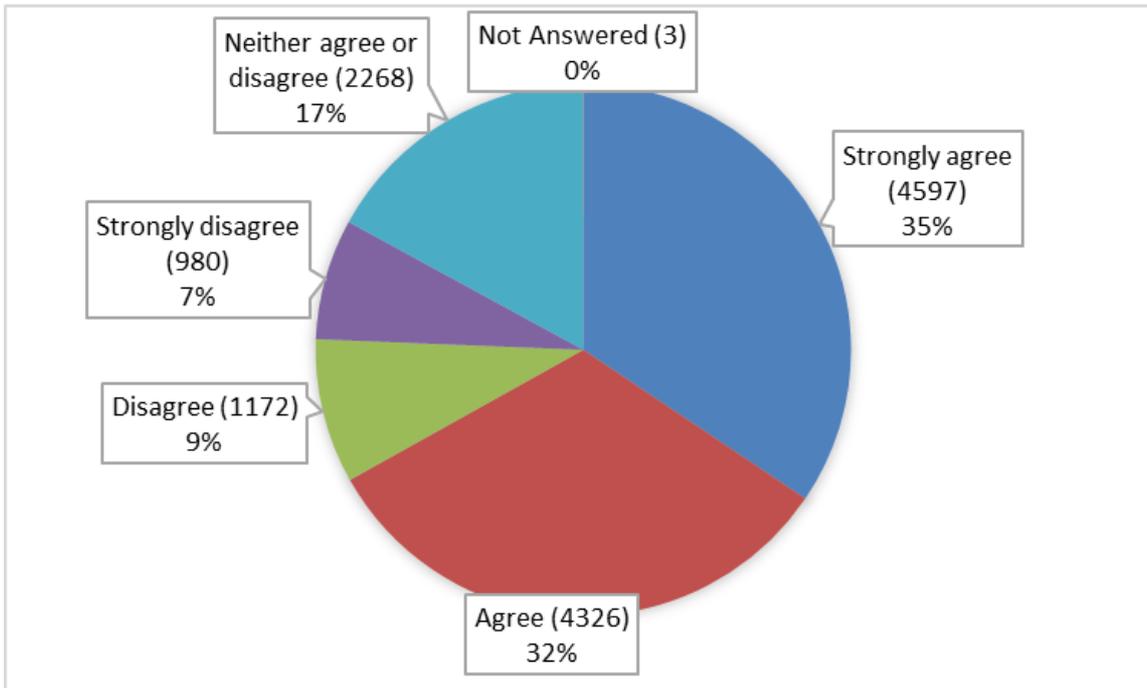
Question 3b: What do you think of the idea of closing CRCs on two weekdays?



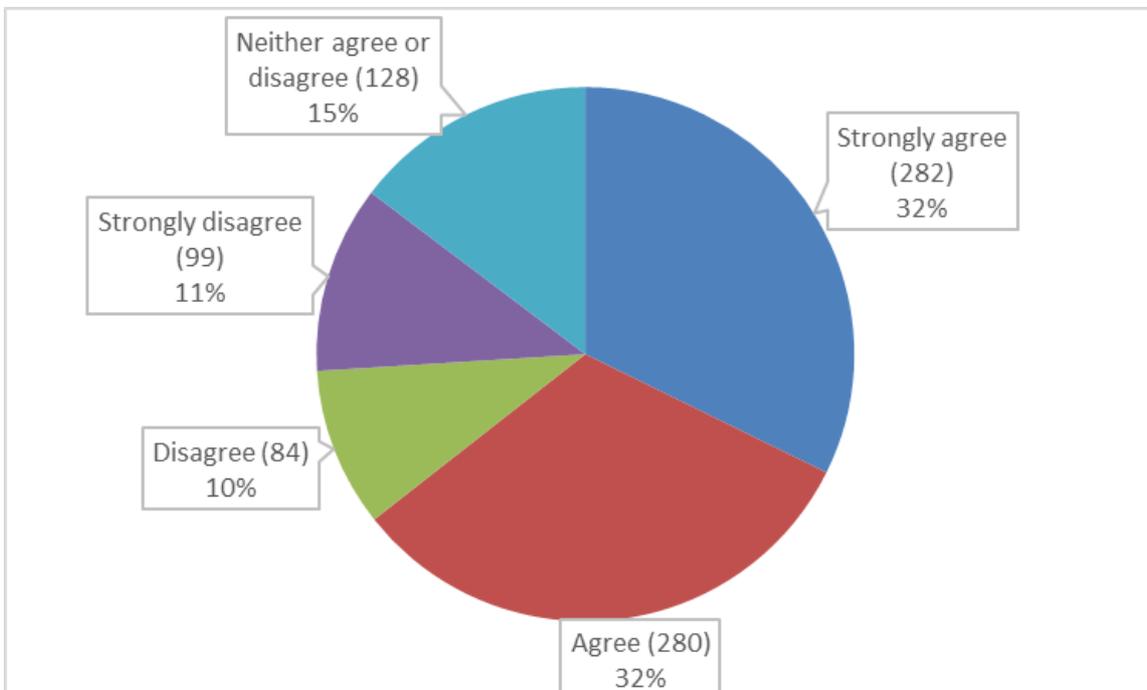
Question 4a: Have you used Camberley CRC in the past 12 months?



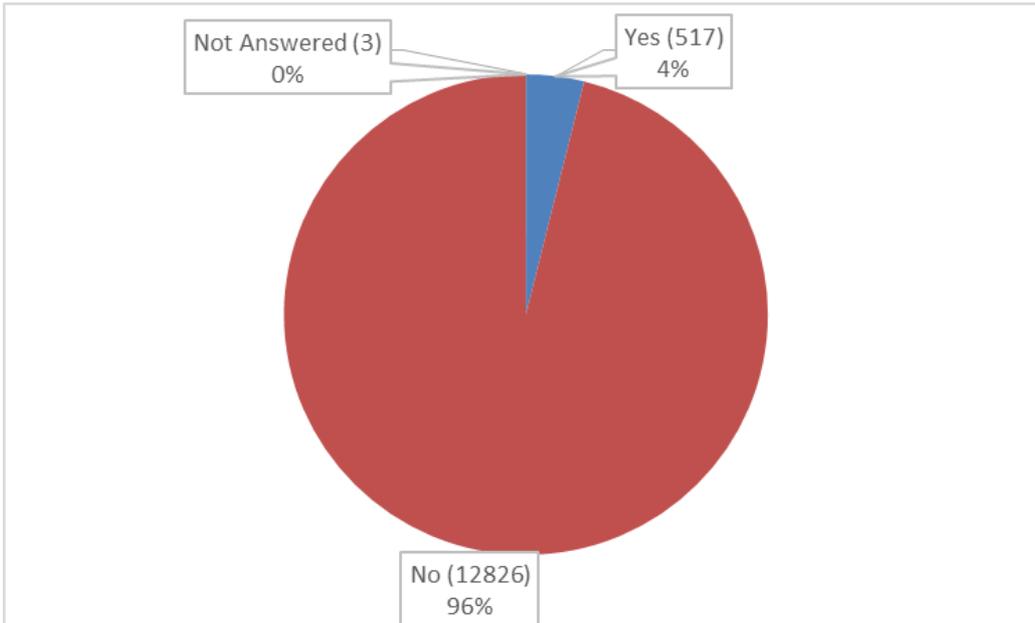
Question 4b: Do you think residents should be asked to prove they are Surrey residents before they can use Camberley CRC? (all respondents)



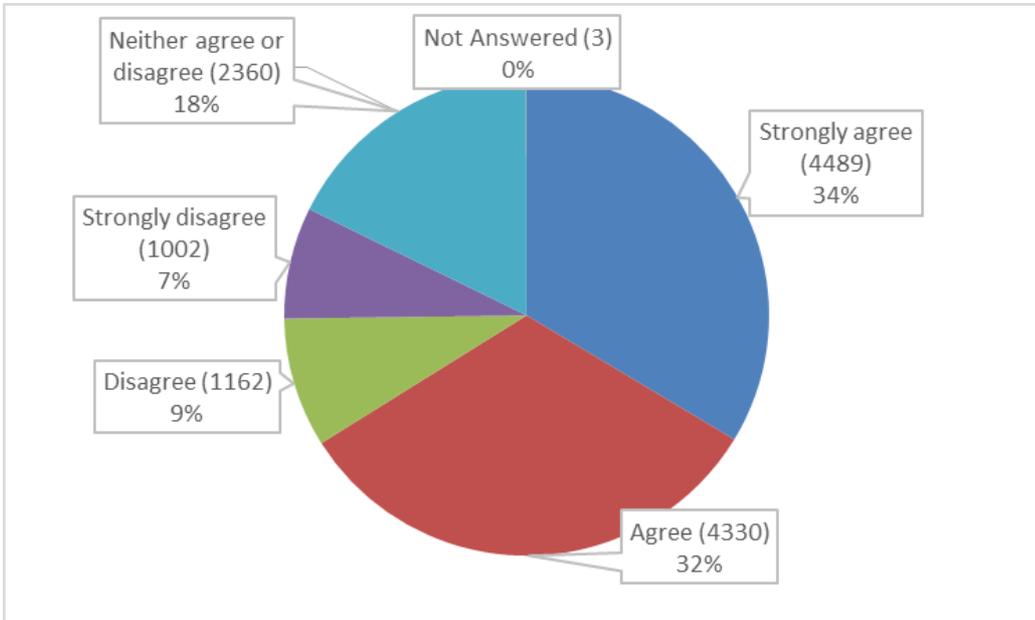
Question 4b: Do you think residents should be asked to prove they are Surrey residents before they can use Camberley CRC? (Only respondents that told us they have used Camberley CRC in the past 12 months)



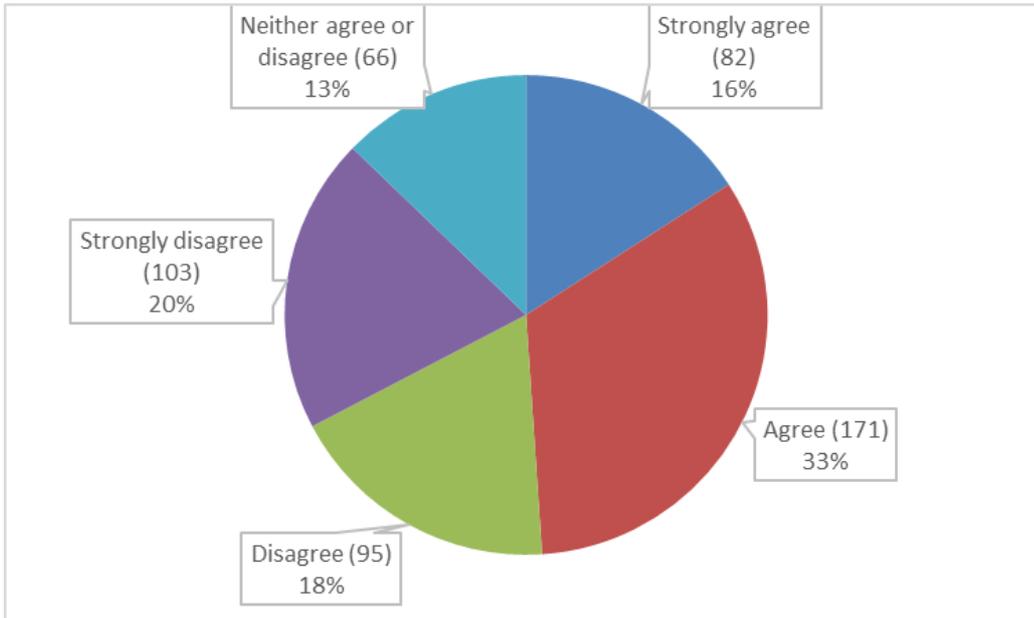
Question 4c: Have you used Farnham CRC in the past 12 months?



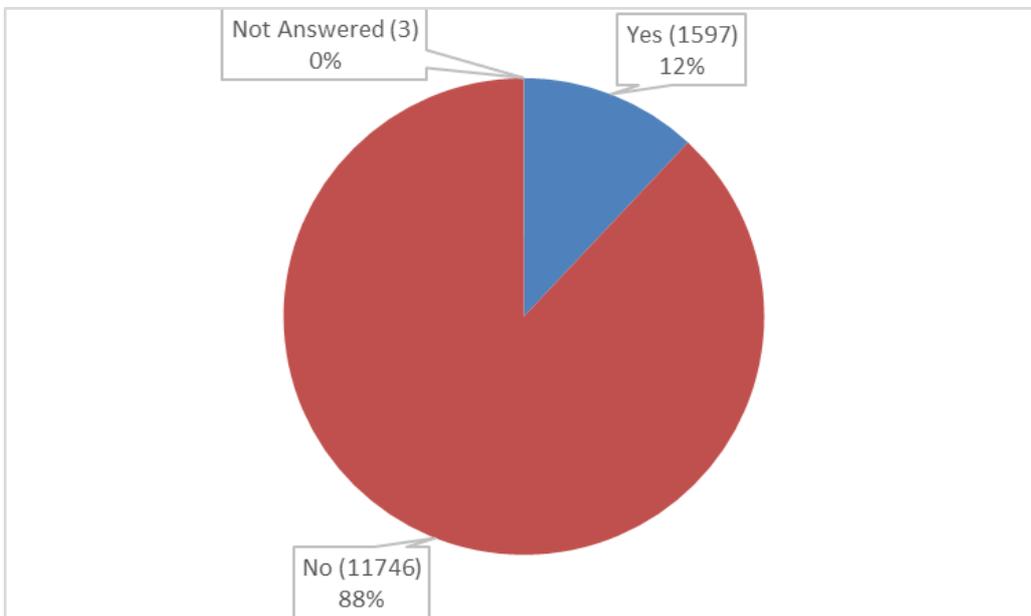
Question 4d: Do you think residents should be asked to prove they are Surrey residents before they can use Farnham CRC? (all respondents)



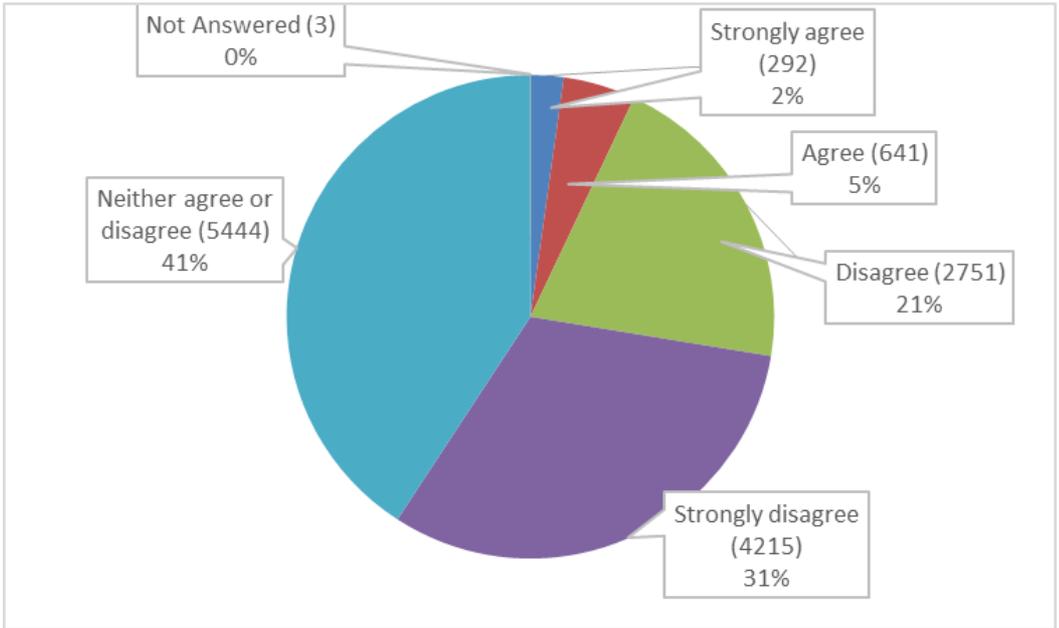
Question 4d: Do you think residents should be asked to prove they are Surrey residents before they can use Farnham CRC? (Only respondents that told us they have used Camberley CRC in the past 12 months)



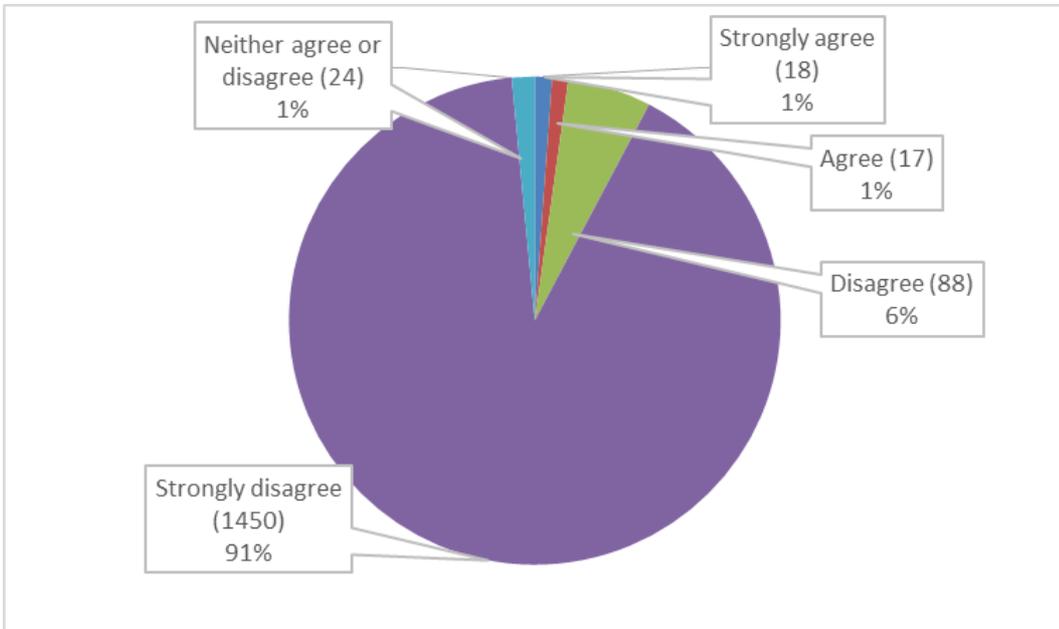
Question 5a: Have you used Bagshot CRC in the last 12 months?

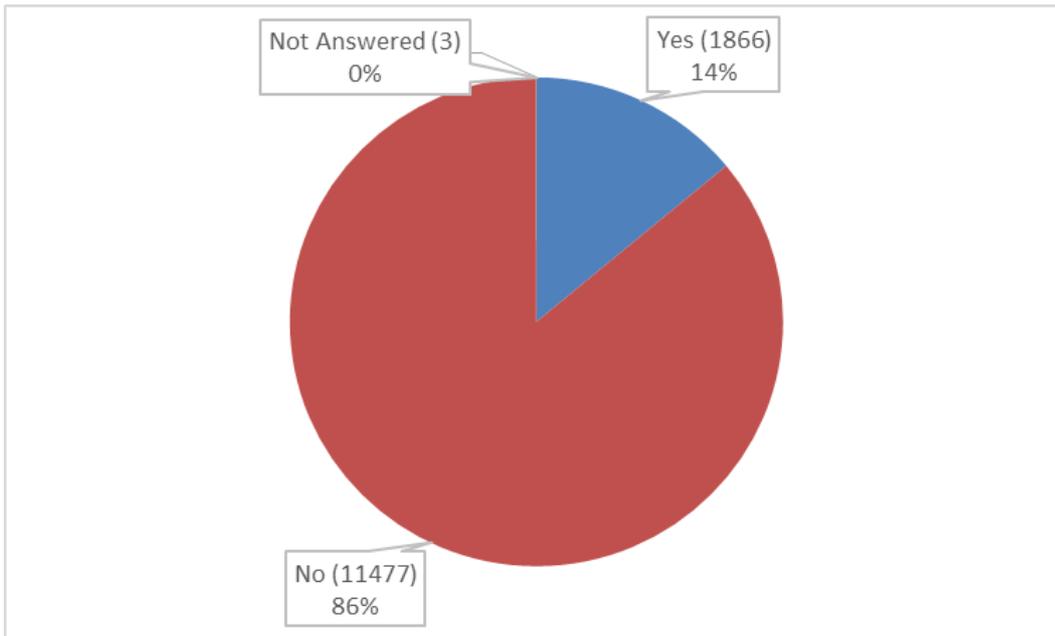
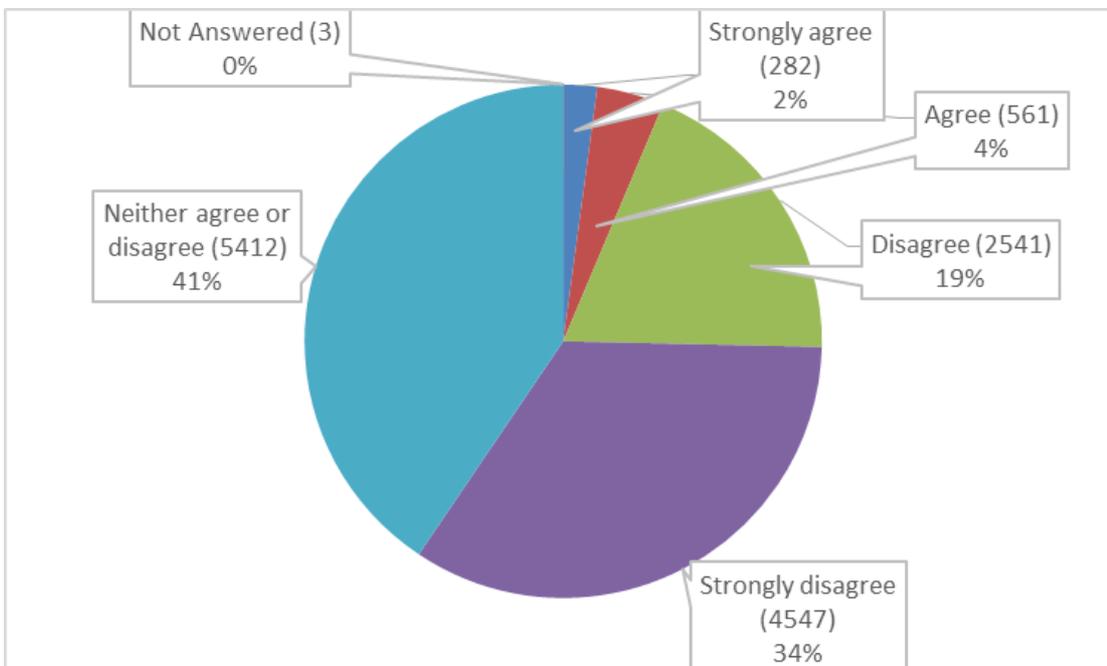


Question 5b: What do you think of the proposal to close Bagshot CRC? (all respondents)

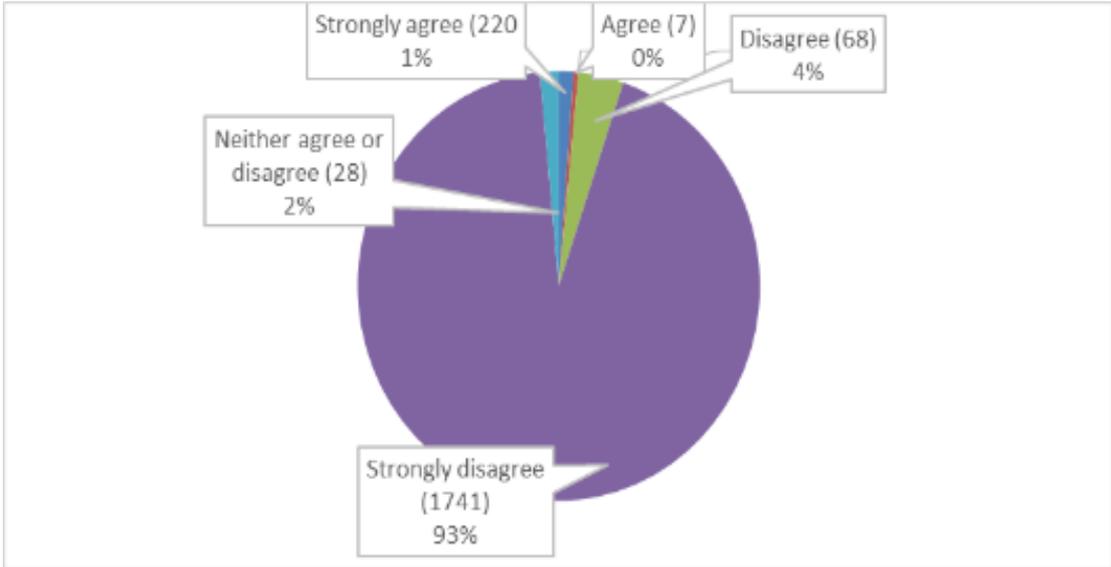


Question 5b: What do you think of the proposal to close Bagshot CRC? (Only respondents that told us they have used Bagshot CRC in the past 12 months)

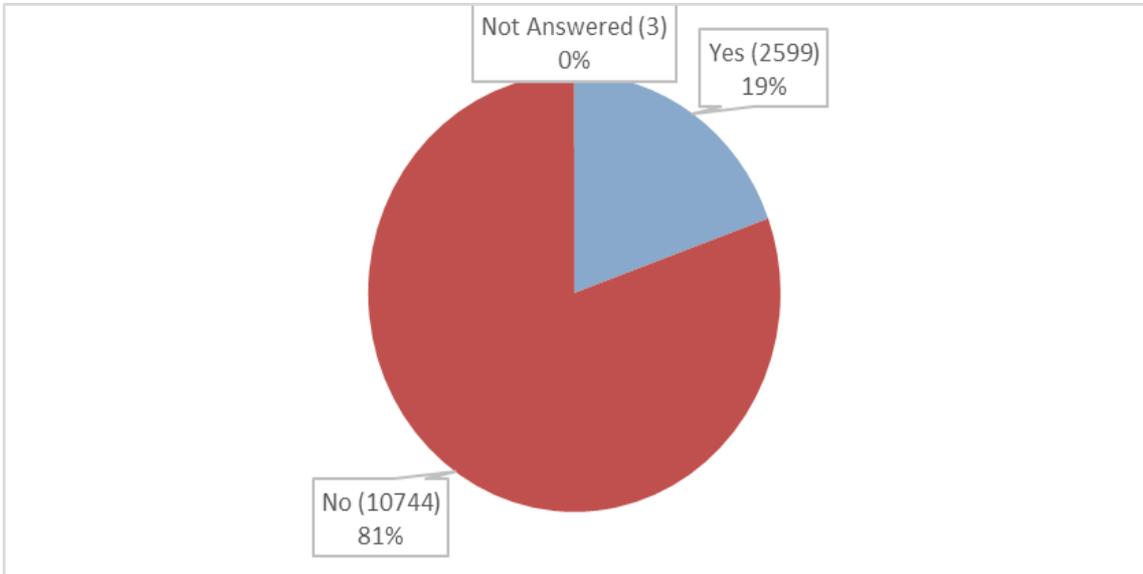


Question 5c: Have you used Cranleigh CRC in the last 12 months?**Question 5d: What do you think of the proposal to close Cranleigh CRC? (all respondents)**

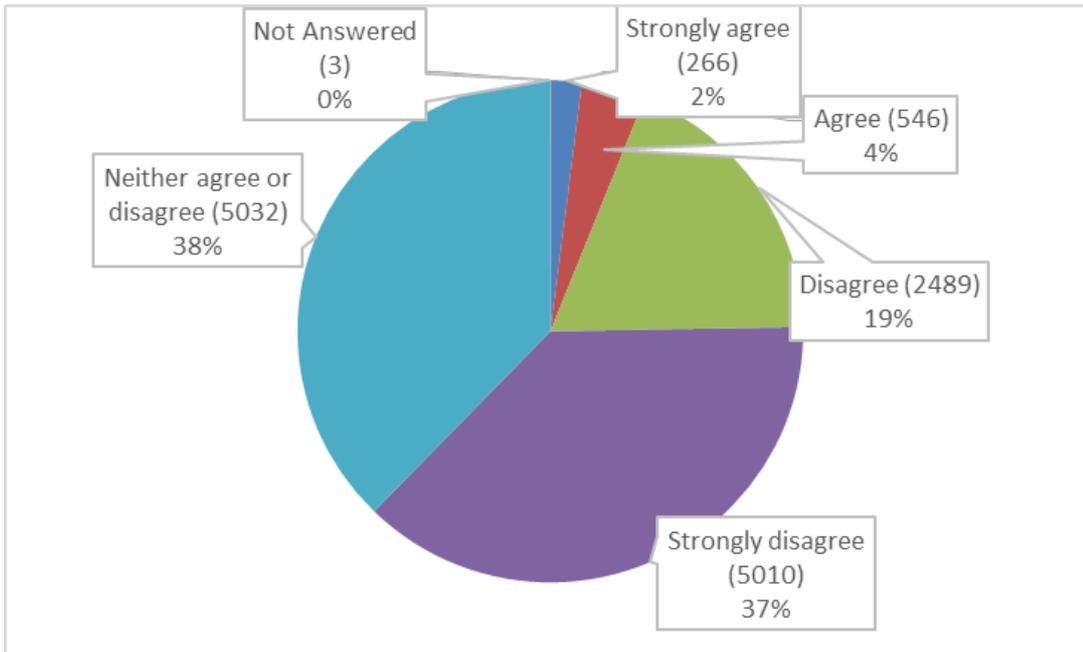
Question 5d: What do you think of the proposal to close Cranleigh CRC? (Only respondents that told us they have used Cranleigh CRC in the past 12 months)



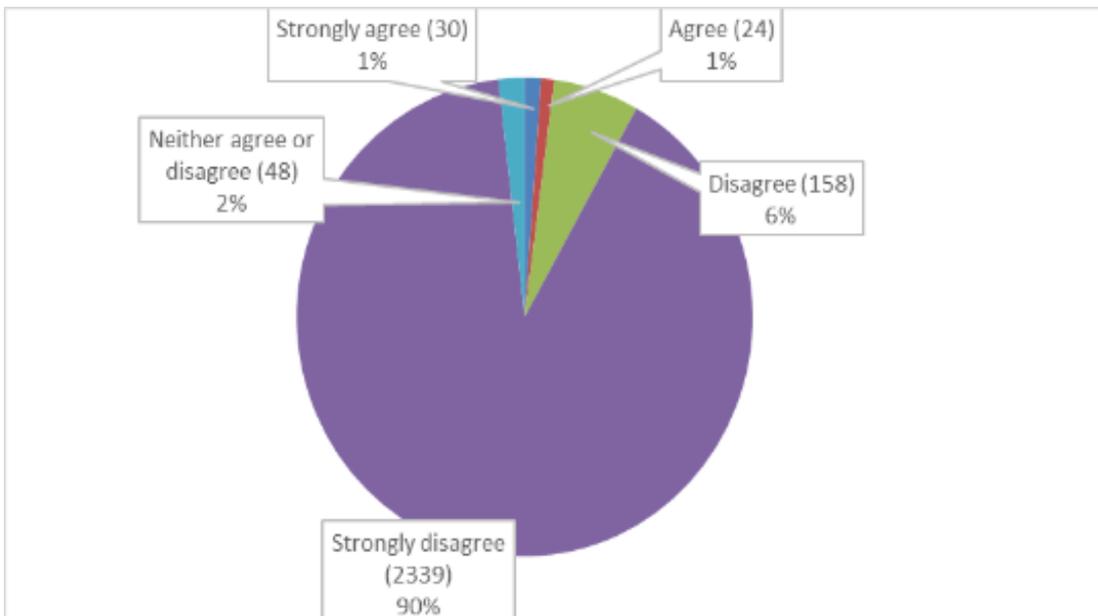
Question 5e: Have you used Dorking CRC in the last 12 months?



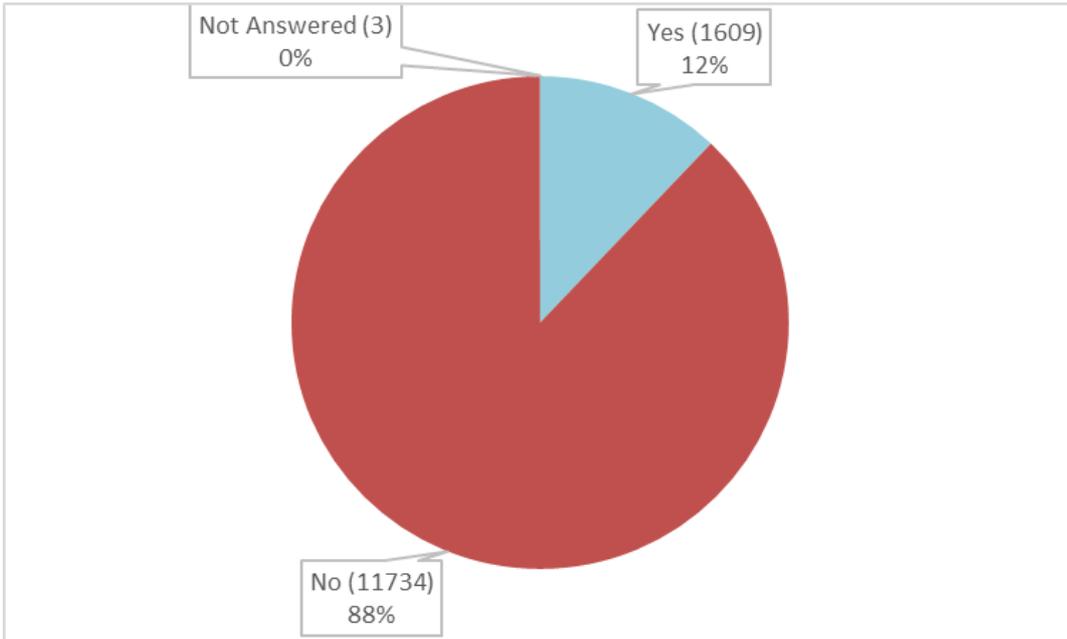
Question 5f: What do you think of the proposal to close Dorking CRC? (all respondents)



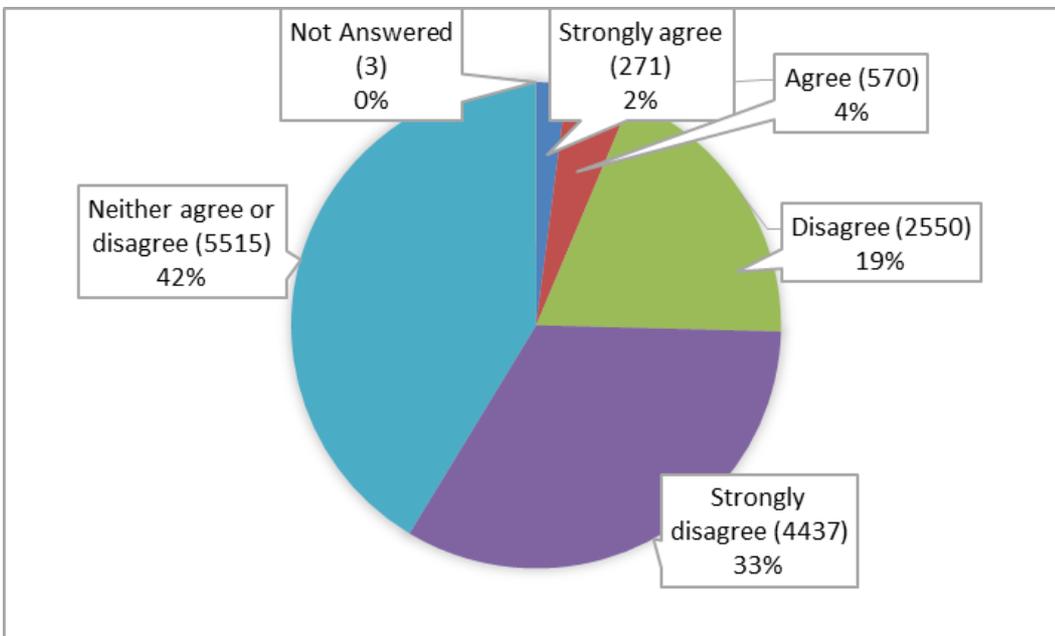
Question 5f: What do you think of the proposal to close Dorking CRC? (Only respondents that told us they have used Dorking CRC in the past 12 months)



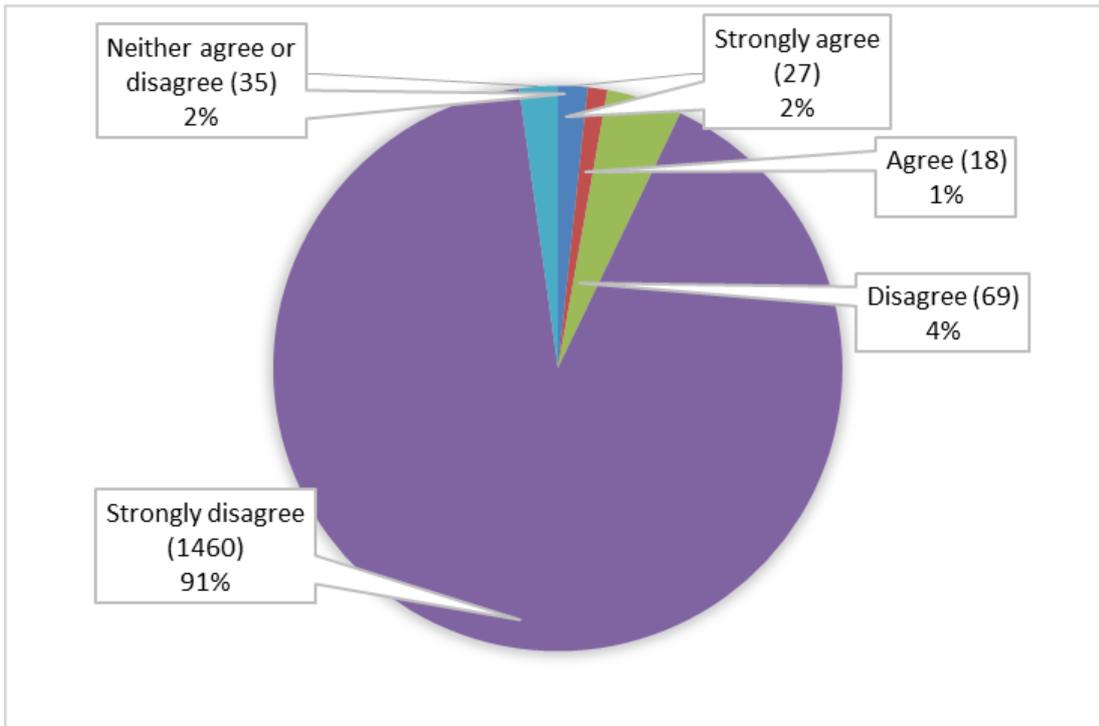
Question 5g: Have you used Warlingham CRC in the last 12 months



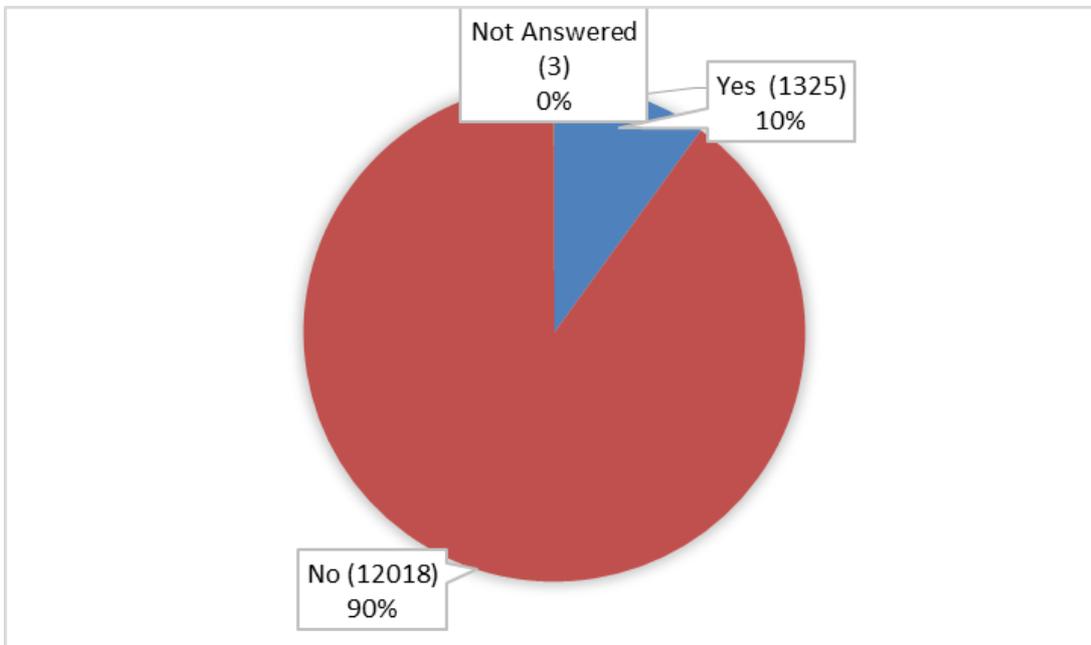
Question 5h: What do you think of the proposal to close Warlingham CRC? (all respondents)



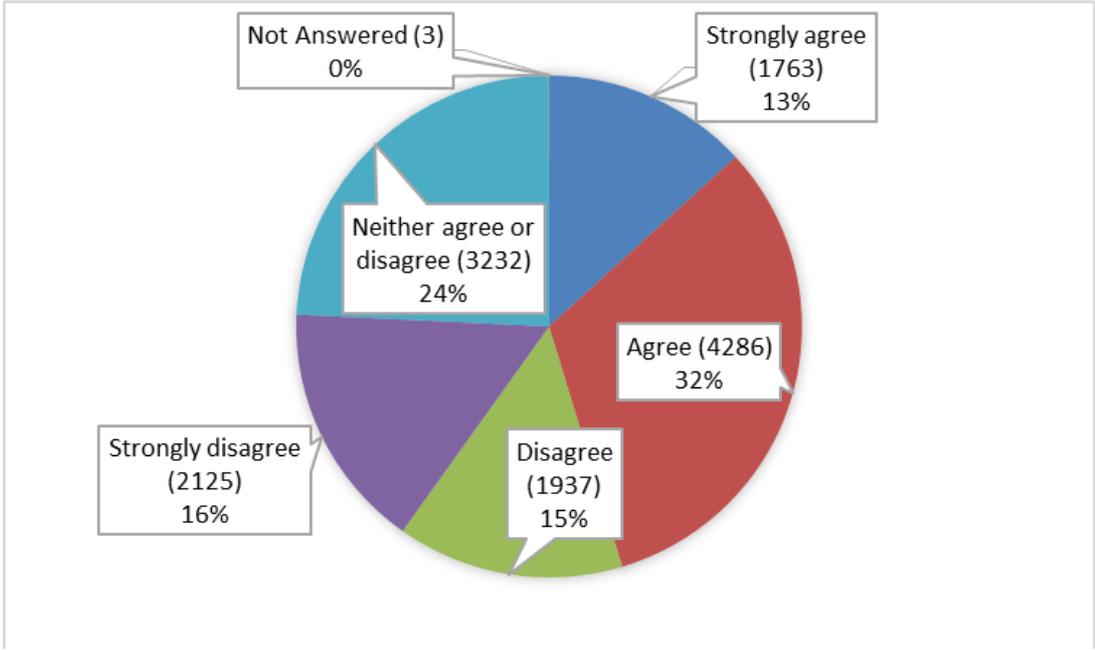
Question 5h: What do you think of the proposal to close this CRC? (Only respondents that told us they have used Warlingham CRC in the past 12 months)



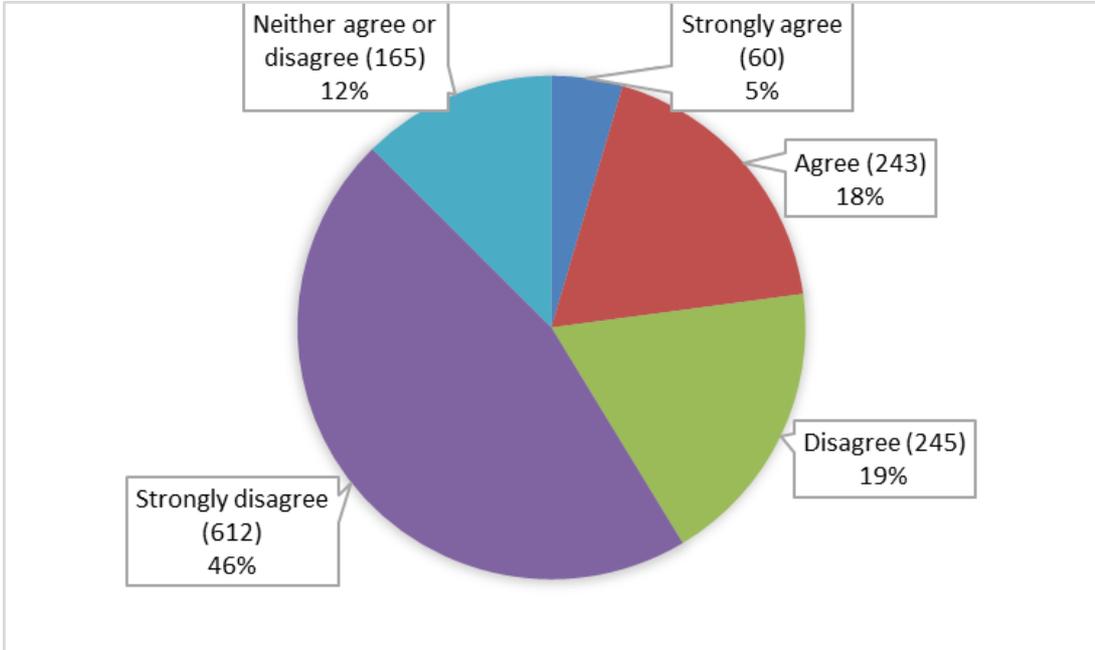
Question 6a: Have you used a van, trailer or pick-up to take materials to the CRC in the last 12 months?



Question 6b: What do you think of the proposal that you could only take a van, trailer or pick-up to the larger CRCs? (all respondents)



Question 6b: What do you think of the proposal that you could only take a van, trailer or pick-up to the larger CRCs? (only respondents who said they used a van, trailer or pick-up to take materials to CRCs)



Question 7: Proposals ranked in order of preference. (1 being the lowest preference and 6 the highest).

In the consultation period the project team received roughly a dozen objections to this question, as respondents believed the question could be misinterpreted. A few days into the process the project team strengthened the wording associated with the question on the online question to help understanding. The project team has looked into the answers given to this question, and can state that overall it reflects the answers given to the other questions, as shown in the table below.

Rank	Proposal
1	Closure of some CRCs
2	Stopping the free daily allowance of non-household waste
3	Closing for two weekdays
4	Stopping vans, trailers or pick-ups from using smaller sites
5	No change to services
6	Ensuring CRCs are only used by Surrey residents

Question 8: Please give any comments about possible changes to CRCs.

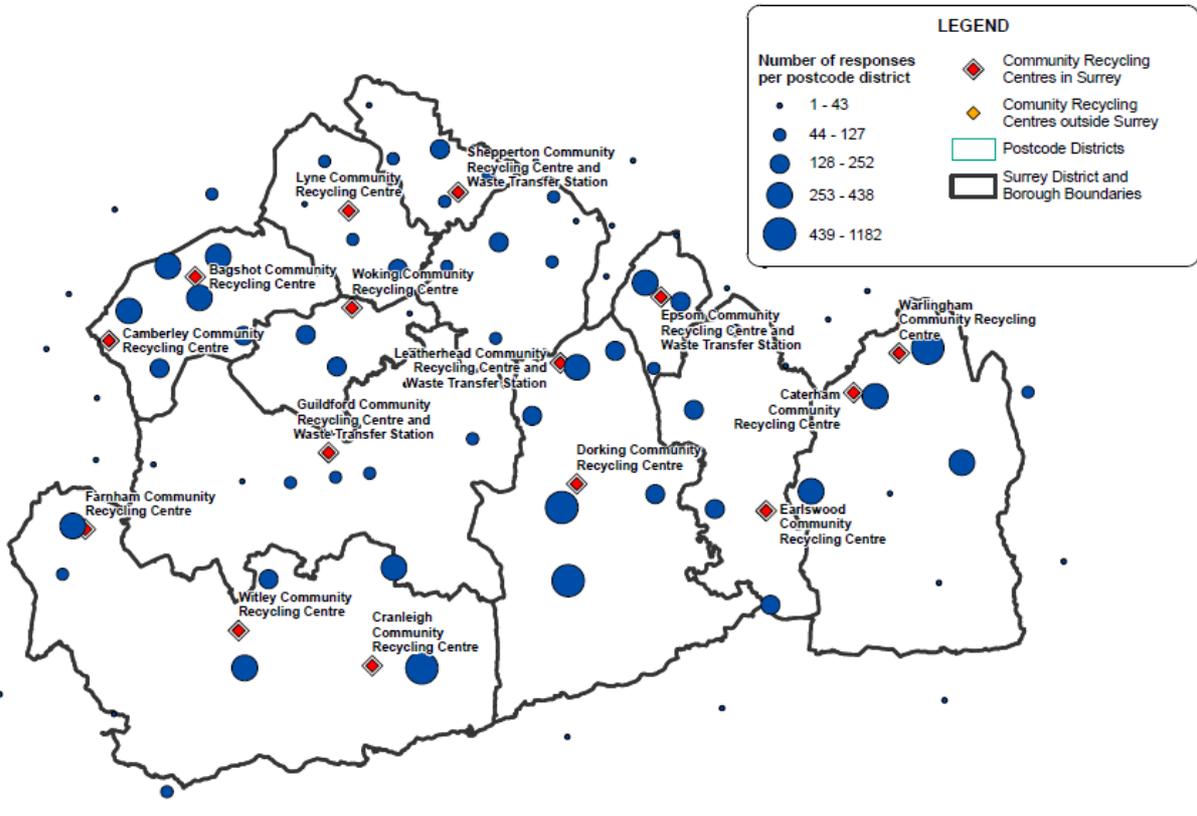
The comments submitted to this question have been coded, categorised into themes and tallied. Please see below:

Coded comment	Total
Any reduction of service especially closure of a CRC will increase fly-tipping	7159
Reiterated disagreement with proposal to close CRCs	2866
Any reduction of service especially closure of a CRC will have a negative impact on recycling	2289
Proposal to close a CRC will increase the journey time and distance to alternative CRC	1586
Any reduction of service especially closure of a CRC will have a negative impact on the environment (increase in pollution, more bonfires etc)	1448
Any reduction of service especially closure of a CRC will increase traffic/congestion	1163
Proposals will cost the service more money in clearing up fly-tipping	843
Reiterated disagreement with proposal to stop the free daily allowance in the charging waste scheme	816
Proposal to close a CRC will have a knock on effect on the nearest alternative CRC (congestion/capacity etc)	644
Reiterated disagreement with proposal to close a CRC on two weekdays	514
Proposal to close CRC doesn't consider new/proposed dwellings in the county	438
Reiterated agreement with proposal to close a CRC on two weekdays	410
Consider changing another council run service	404
Roads to alternative CRC are unsuitable	368
Current CRC service is good	334
Any reduction of service especially closure of a CRC will make it difficult to get rid of waste	326
Any reduction of service especially closure of a CRC will have a greater impact on older or disabled persons	266
Proposal to close a CRC or stopping the free daily allowance of charging scheme waste will have a financial impact on CRC users	258
Consider changing the opening hours of CRCs	256

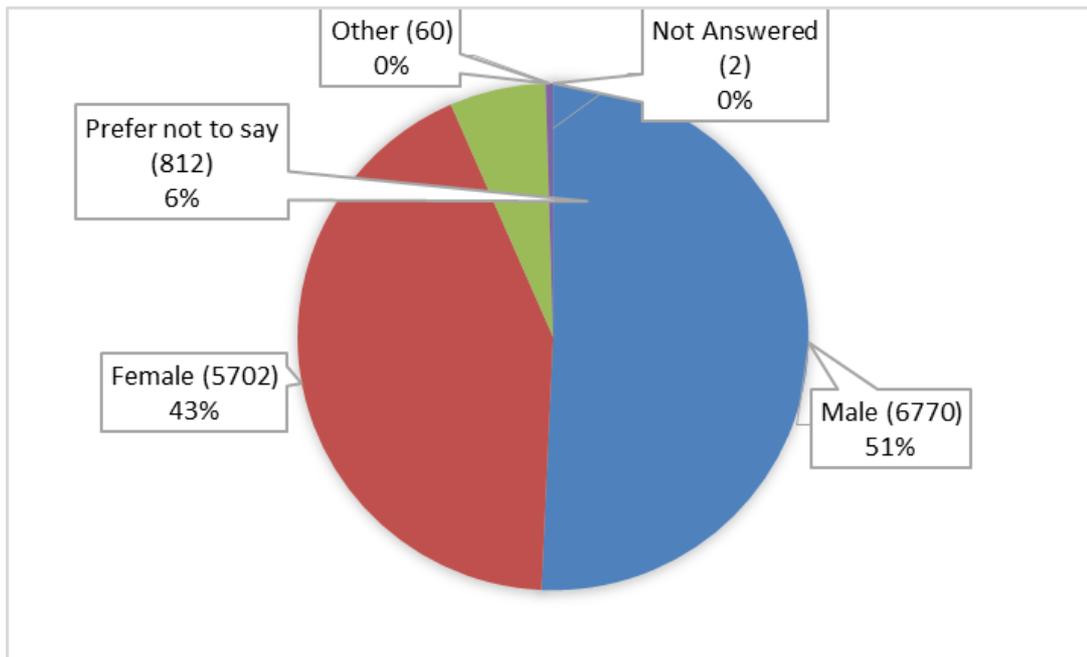
Consider different proposal for changing the CRC service	255
Reiterated disagreement with proposal to stop vans, trailer and pick-ups from using smaller CRCs	233
Reiterated agreement with proposal to ensure CRCs are used by Surrey residents only	227
Complaint about the consultation questionnaire	202
Money has already been spent on upgrading/maintaining a CRC	196
Consider what days a CRC should be closed	193
Any reduction of service especially closure of a CRC and stopping the free daily allowance of charging scheme waste will lead to more waste being placed in kerbside black bin	182
Reiterated disagreement with proposal to ensure CRCs are used by Surrey residents only	164
Proposal to close a CRC will have a negative impact on those without transport	149
Consider improving the CRC service	100
Introduce a charge for using a CRC	98
Consider improving staff customer service at the CRCs	89
Reiterated agreement with proposal to stop vans, trailer and pick-ups from using smaller CRCs	76
Consider increasing council tax to keep CRC operations at current level	58
Reiterated agreement with proposal to stop the free daily allowance in the charging waste scheme	53
Consider closing a different CRC	39
Current CRC service is inadequate	39
Introduce a trade waste service	36
Question how CRC staff will be used in the future if a CRC closes	33
Consider changing the reuse shop service	27
Reiterated agreement with proposal to close CRCs	23
Respondent doesn't understand the proposals	19
Consider a different free allowance of charging scheme waste rather than stopping the allowance	14
Expand non-Surrey resident enforcement to other CRCs	14
What can or cannot be recycled is unclear	9
Kerbside collection service is unacceptable	8
Consider alternative sites for Van Permit use	2
Comments not directly related to the consultation proposals	727

Question 9a: Responses by area

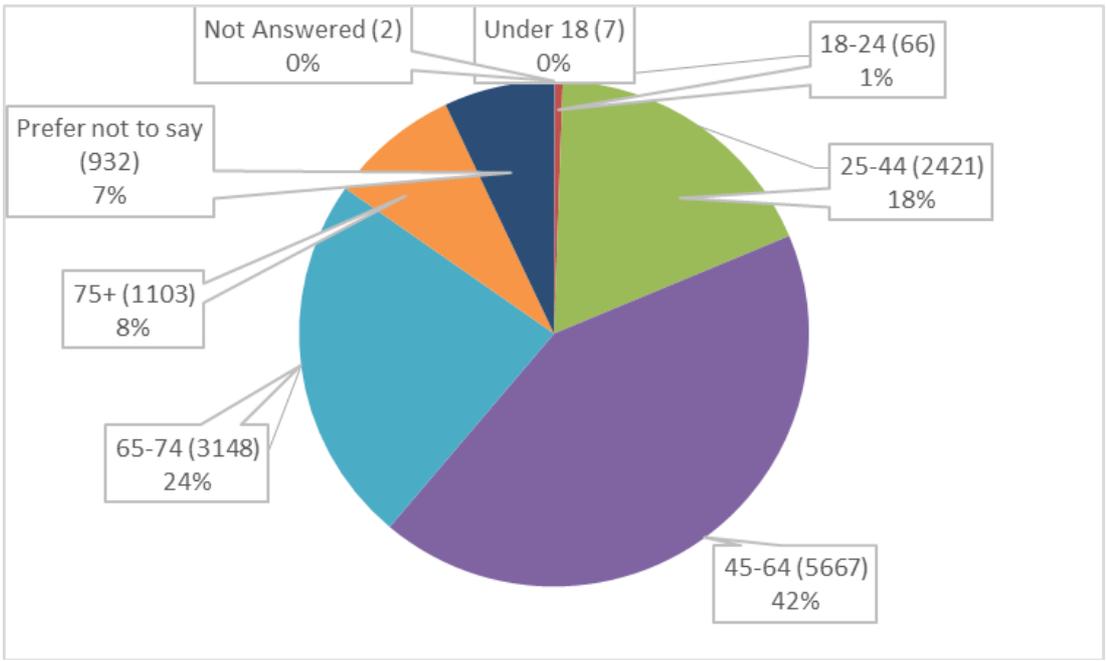
Respondents to the consultation questionnaire could provide their postcode with their response. The postcodes provided have been grouped to postcode district level and are displayed in the centre of each postcode district level as shown on the map below.



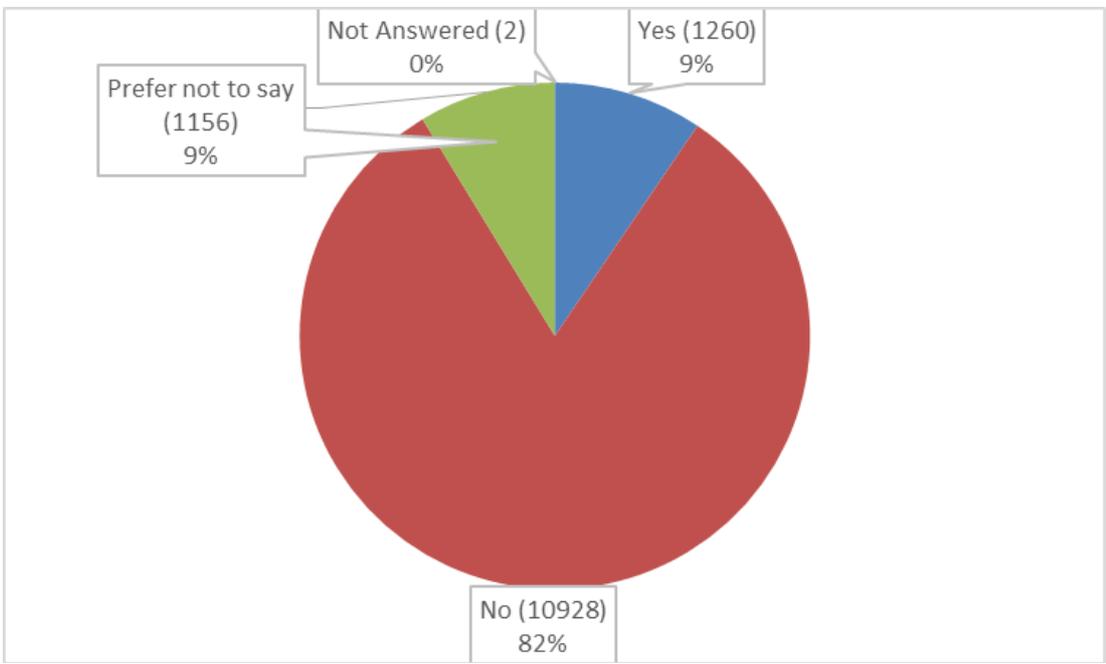
Question 9b: What is your gender?



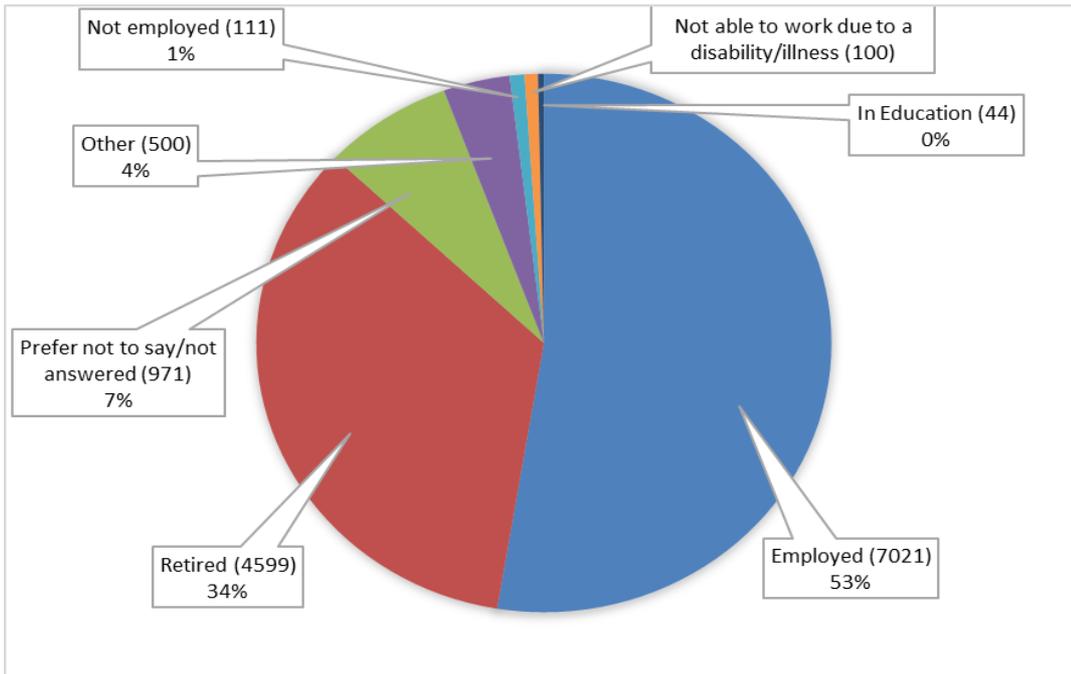
Question 9c: What is your age?



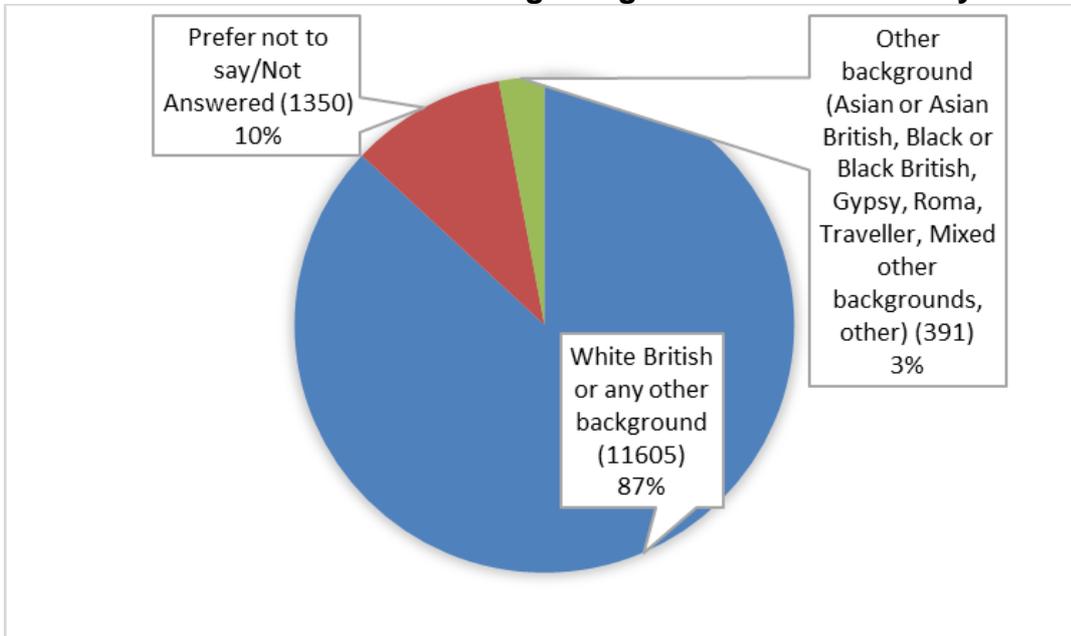
Question 9d: Do you consider yourself to have a disability or longstanding condition which affects how you live your life?



Question 9e: Which of the following categories do you feel best describes your employment status?



Question 9f: Which of the following categories best describes your ethnicity?



Appendix B: Responses received by organisations/groups/ residents outside of the consultation questionnaire

Two hundred and ninety one responses were received outside of the consultation questionnaire in the form of an email or letter from organisations/groups/individuals. The type of organisations/groups who responded are summarised below.

Type of organisation	Total
Village, Parish or Town Council	52
District or Borough Council	5
Resident group or association	3
Community group	1
Charitable organisation	1
Neighbourhood plan	1
Political campaign group	1
Total	64

The 64 responses received above have been analysed alongside the 227 emails/letters received from residents. Similar to question 8 of the consultation questionnaire they have been coded, categorised and tallied. Please see below.

Coded comment	Total
Any reduction of service especially closure of a CRC will increase fly-tipping	240
Any reduction of service especially closure of a CRC will increase traffic/congestion in nearby areas/alternative CRCs	122
Any reduction of service especially closure of a CRC will have a negative impact on the environment (increase in pollution, more bonfires etc)	97
Disagreement with proposal to close CRCs	61
Proposal to close a CRC will increase the journey time and distance to alternative CRC	52
Proposal to close CRC doesn't consider new/proposed dwellings in the county	45
Agreement with proposal to close a CRC on two weekdays	29
Disagreement with proposal to close a CRC on two weekdays	28
Proposals will cost the service more money in clearing up fly-tipping	25
Money has already been spent on upgrading/maintaining a CRC	22
Disagreement with proposal to stop the free daily allowance in the charging waste scheme	22
Any reduction of service especially closure of a CRC and stopping the free daily allowance of charging scheme waste will lead to more waste being placed in kerbside black bin	17
Any reduction of service especially closure of a CRC will have a greater impact on older or disabled persons	14
Any reduction of service especially closure of a CRC will have a negative impact on recycling	11
Agreement with proposal to ensure CRCs are used by Surrey residents only	10
Disagreement with proposal to ensure CRCs are used by Surrey residents only	9
Proposal to close a CRC will have a knock on effect on the nearest alternative CRC (congestion/capacity etc)	9
Proposal to close a CRC will have a negative impact on those without transport	8
Consider improving staff customer service at the CRCs	8

Disagreement with proposal to stop vans, trailer and pick-ups from using smaller CRCs	8
Current CRC service/site is inadequate	7
Roads to alternative CRC are unsuitable	7
Agreement with proposal to stop vans, trailer and pick-ups from using smaller CRCs	6
Complaint about the consultation questionnaire	5
Any reduction of service especially closure of a CRC will make it difficult to get rid of waste	4
Introduce a charge for using a CRC	4
Consider improving the CRC service/site	4
Introduce a trade waste service	3
Consider changing another council run service	2
Consider what days a CRC should be closed	2
Agreement with proposal to stop the free daily allowance in the charging waste scheme	2
Comments not directly related to the consultation proposals	26

1. Topic of assessment

EIA title:	Proposed changes to Surrey's Community Recycling Centres (CRCs)
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EIA author:	Nicholas Meadows – Change Consultant
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2. Approval

	Name	Date approved
Approved by¹	Richard Parkinson	23/08/17

3. Quality control

Version number	V1	EIA completed	23/08/17
Date Last saved	13/09/17	EIA published	15/09/17

4. EIA team

Name	Job title (if applicable)	Organisation	Role
Nicholas Meadows	Change Consultant	Surrey County Council	Author
Steve Strickland	Waste Contract Manager	Surrey County Council	Reviewer
Richard Parkinson	Waste Operations Group Manager	Surrey County Council	Approver
Jay Ganesh	Senior Programme Officer	Surrey County Council	Directorate Equality Group Representative

¹ Refer to earlier guidance for details on getting approval for your EIA.

5. Explaining the matter being assessed

<p>What policy, function or service is being introduced or reviewed?</p>	<p>The council provides 15 community recycling centres (CRCs) where 113,285 tonnes of waste and recycling were taken by Surrey residents in 2016/17. Over the past few years our contractor, Suez Surrey, who manage the sites have undertaken a programme of redevelopment at a number of our community recycling centres. Nine of the sites in the network are now modern split-level sites, where heavy goods vehicles and the public are separated, and stepped access to containers has been replaced by a vehicle ramp. This has greatly improved the access to and the capacity of the sites concerned. Unfortunately because of space constraints, it has not been possible to improve all of the sites, and six of the CRCs remain as single level sites where containers are accessed via steps and the sites have to be temporarily closed to the public whilst containers are exchanged or compacted.</p> <p>In 2014/15, SCC identified a number of efficiency measures in the operation of CRCs in Surrey. These measures were finalised following a public consultation that was conducted from 15 July to 30 September 2015 in which 4,581 people responded to give their views. The council's Cabinet on 24 November 2015 agreed to a number of efficiency measures at CRCs, but decided to retain all 15 CRCs in Surrey and allow residents to deposit small amounts of inert building material and plasterboard free of charge.</p> <p>Following the Cabinet decision, the waste service during 2016/17 introduced changes to opening days and hours CRCs, opened reuse shops at larger CRC sites, introduced charges for larger amounts of non-household waste and launched a revised van permit scheme. These changes in a full year are expected to generate £1.4m in cost reductions to SCC.</p> <p>However in light of the councils financial situation, further changes to the CRC service are required to deliver further cost reductions.</p>
<p>What proposals are you assessing?</p>	<p>Noting the consultation that has already taken place on proposed changes to the CRC service and the decisions of Cabinet on 24 November 2015, legal advice recommended that a much shorter consultation of six weeks could be held. With this in mind, SCC sought the views of residents and stakeholders via a consultation that ran from Friday 23 June to Monday 7 August 2017. Consultation respondents were asked for their views on the following five proposals:</p> <ul style="list-style-type: none"> • Proposal one: Ending the free daily allowance of non-household waste. • Proposal two: Closing CRCs on two weekdays. • Proposal three: Ensuring CRCs are only used by Surrey residents. • Proposal four: Permanent closure of four smaller CRCs (Bagshot, Cranleigh, Dorking and Warlingham) • Proposal five: Restricting users of vans, trailers and pick-ups to larger sites only. <p>In light of the response to the public consultation the Cabinet Member for Environment and Planning is recommending to Cabinet that the following changes at CRCs are implemented:</p> <ol style="list-style-type: none"> 1. The CRCs at Bagshot, Cranleigh, Dorking and Warlingham remain open, but are closed for part of the week.

	<ol style="list-style-type: none"> 2. A strategic network of CRCs will remain open for seven days a week, other sites will be closed for up to two weekdays. 3. The free daily allowance of chargeable waste from the construction, alteration or repair of homes and gardens such as rubble, plasterboard and soil is ceased. 4. Vans and trailers are excluded from CRCs at Bagshot, Caterham, Cranleigh, Dorking, Farnham and Warlingham. 5. Non-Surrey residents are excluded from Camberley, and that the Strategic Director, Environment & Infrastructure in consultation with the Cabinet Member for Environment and Planning agrees any further restrictions on non-Surrey residents using the Farnham site following further discussions with Hampshire County Council
Who is affected by the proposals outlined above?	<p>The above recommendation will affect –</p> <ul style="list-style-type: none"> • All service users • All service staff

6. Sources of information

Engagement carried out
<p>2014 A CRC site user survey of behaviours and attitudes was completed during 2014. Residents were asked about gender, work status and house type but the survey did not seek to identify whether any residents had protected characteristics. A total of 3440 online interviews were achieved using a combination of recruitment techniques (cold mailing to 30k Surrey residents, cards handed out to users at all 15 sites, plus an e-mail invitation to the Surrey Matters database).</p> <p>2015 A public consultation ran from 17th July until 30th September regarding potential changes to the CRC service. One of the proposals was to charge for non-household waste. 4581 responses were received. The results of the consultation indicated that of all the service reduction options, reducing opening hours was the most palatable and generally acceptable to residents.</p> <p>2017 A public and staff consultation on the proposed changes listed in section 5 above was held from 23 June to 7 August 2017.</p> <p>The consultation received a total of 13,637 responses including 13,573 from residents and 64 responses from organisations/groups such as district/borough and parish/town Councils. This is considered to be one of the largest ever responses SCC has received to any consultation.</p> <p>The results of this consultation have informed the final recommendations for change, as set out in section 5 above, and the completion of this EIA.</p>
Data used
<ul style="list-style-type: none"> • Surrey-i, our local data and information portal, which can be searched by protected characteristics. • Feedback to the postcode surveys, consultation questionnaires and customer satisfaction surveys. • Feedback from the contractor and complaints submitted to the SCC contact centre. • Benchmark of other local authorities that have made changes to their Household Waste Recycling Centre (HWRC) services. • Traffic count data, driving time catchments and waste tonnage information.

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

Council officers have developed the recommendations for change alongside this assessment to understand the impact on service users (residents) and staff. In some cases service users or staff may have to drive further to an alternative site as a result of a reduction in operating days. The council will try to limit this by where possible ensuring a nearby alternative site is opened when a site is closed, and it will encourage residents to make their journey when a their preferred CRC site is open, and will mention this in the communications programme that will follow. However this has no differential impact on those service users or staff with protected characteristics, as to be able to drive you need to demonstrate that you're are in good health and that any condition doesn't affect your ability to drive irrespective of the distance driven.

The recommendation to have no free allowance of charging scheme waste may disadvantage residents on a low income, but this is not directly related to those with protected characteristics. It could be considered that those with the protected characteristics of age, disability, pregnancy/maternity and carers might be more likely to have a lower income. However the charging scheme only relates to certain non-household waste materials, which are linked to the alteration, renovation or repair of a home or garden. This means a resident would need the required funds in the first place to carry out the works.

The recommendation to reduce opening days at CRC sites could possibly result in a few staff redundancies. However this will be subject to competitive process, and therefore there will be no differential impact on staff with protected characteristics.

Any potential impacts on the recommended changes have been listed below in sections 7a and 7b.

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

Protected characteristic ²	Potential positive impacts	Potential negative impacts	Evidence
Age	None	Low – use of the single level sites, where residents need to climb steps to access waste containers could impact those with limited physical ability as they might find it more difficult to dispose of their waste at these sites. Despite this being mitigated by the assistance provided by onsite staff, these sites may become busier as a result of reducing the days of operations, which could have an impact on the assistance that staff are able to provide those with limited mobility.	Anecdotal evidence – project team/contractor
Disability	None	Low – use of the single level sites, where residents need to climb steps to access waste containers could impact those with limited physical ability as they might find it more difficult to dispose of their waste at these sites. Despite this being mitigated by the assistance provided by onsite staff, these sites may become busier as a result of reducing the days of operations, which could have an impact on the assistance that staff are able to provide those with limited mobility.	Anecdotal evidence – project team/contractor
Gender reassignment	None	None	Screening- There is no differential impact on this protected characteristic.
Pregnancy and maternity	None	Low – use of the single level sites, where residents need to climb steps to access waste containers could impact those with limited physical ability as they might find it more difficult to dispose of their waste at these sites. Despite this being mitigated by the assistance provided by onsite staff,	Anecdotal evidence – project team/contractor

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

		these sites may become busier as a result of reducing the days of operations, which could have an impact on the assistance that staff are able to provide those with limited mobility.	
Race	None	None	Screening- There is no differential impact on this protected characteristic.
Religion and belief	None	None	Screening- There is no differential impact on this protected characteristic.
Sex	None	None	Screening- There is no differential impact on this protected characteristic.
Sexual orientation	None	None	Screening- There is no differential impact on this protected characteristic.
Marriage and civil partnerships	None	None	Screening- There is no differential impact on this protected characteristic.
Carers³	None	None	Screening- There is no differential impact on this protected characteristic.

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

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

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence
Age	None	None	Screening- There is no differential impact on this protected characteristic.
Disability	None	None	Screening- There is no differential impact on this protected characteristic.
Gender reassignment	None	None	Screening- There is no differential impact on this protected characteristic.
Pregnancy and maternity	None	None	Screening- There is no differential impact on this protected characteristic.
Race	None	None	Screening- There is no differential impact on this protected characteristic.
Religion and belief	None	None	Screening- There is no differential impact on this protected characteristic.
Sex	None	None	Screening- There is no differential impact on this protected characteristic.
Sexual orientation	None	None	Screening- There is no differential impact on this protected characteristic.
Marriage and civil partnerships	None	None	Screening- There is no differential impact on this protected characteristic.
Carers	None	None	Screening- There is no differential impact on this protected characteristic.

8. Amendments to the proposals

Change	Reason for change
None	N/a

9. Action plan

Potential impact (positive or negative)	Action needed to maximise positive impact or mitigate negative impact	By when	Owner
Negative - Some of the smaller CRCs which are single level sites may become busier as a result of reducing the days of operations, which could have an impact on the assistance that staff are able to provide those with limited mobility.	Ensure site staff are given guidance to prioritise users with limited mobility if a site becomes busy.	December 2017	Richard Parkinson

10. Potential negative impacts that cannot be mitigated

Potential negative impact	Protected characteristic(s) that could be affected
None	n/a

11. Summary of key impacts and actions

Information and engagement underpinning equalities analysis	<ul style="list-style-type: none"> Surrey-i, our local data and information portal, which can be searched by protected characteristics. Feedback to the postcode surveys, consultation questionnaires and customer satisfaction surveys. Feedback from the contractor and complaints submitted to the SCC contact centre. Benchmark of other local authorities that have made changes to their Household Waste Recycling Centre (HWRC) services. Traffic count data, driving time catchments and waste tonnage information.
Key impacts (positive and/or negative) on people with protected characteristics	Low impact on Age, Disability and Pregnancy/Maternity - use of the single level sites, where residents need to climb steps to access waste containers could impact those with limited physical ability as they might find it more difficult to dispose of their waste at these sites. Despite this being mitigated by the assistance provided by onsite staff, these sites may become busier as a result of reducing the days of operations, which could have an impact on the assistance that staff are able to

	provide those with limited mobility.
Changes you have made to the proposal as a result of the EIA	None
Key mitigating actions planned to address any outstanding negative impacts	Ensure site staff are given guidance to prioritise users with limited mobility if a site becomes busy.
Potential negative impacts that cannot be mitigated	None

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SURREY COUNTY COUNCIL**CABINET****DATE: 26 SEPTEMBER 2017**

**REPORT OF: MRS MARY LEWIS, CABINET MEMBER FOR EDUCATION
MR TIM OLIVER, CABINET MEMBER FOR PROPERTY AND
BUSINESS SERVICES**

**LEAD OFFICERS: JOHN STEBBINGS, CHIEF PROPERTY OFFICER
LIZ MILLS, ASSISTANT DIRECTOR FOR SCHOOLS AND
LEARNING**

SUBJECT: THOMAS KNYVETT COLLEGE, ASHFORD**SUMMARY OF ISSUE:**

To approve the Business Case for the expansion of Thomas Knyvett College, an academy in The Howard Learning Partnership Multi-Academy Trust. The school currently operates as a five form entry (5 FE) co-educational 11-16 school. Its Published Admission Number (PAN) is 150 although its current Number on Roll (NOR) is only 635. It was rated as 'Good' by OFSTED at its last inspection (December 2013).

The proposal is to expand the school by 2 FE to 7 FE per year. (A form of entry is normally 30 students). The school was previously larger but reduced its PAN some years ago when fewer places in Spelthorne Borough were required; however it has some latent capacity which we intend to recommission as part of the expansion project.

The school would admit an additional form of entry in 2018 as a 'bulge' class (offering up to 180 places in Year 7) within existing accommodation. It would then formally increase its PAN to 210 at the earliest opportunity, which would be September 2019. Thomas Knyvett College would then expand incrementally over a five year period to a maximum Number on Roll of 1050. These additional classes would add another 300 places (across all year groups 7-11) into the area.

The expansion will contribute to Surrey County Council's (SCC) place planning strategy to enable the Local Authority to meet the forecast demand for secondary school places in Spelthorne borough.

RECOMMENDATIONS:

It is recommended that, subject to the agreement of the detailed financial information for the expansion, as set out in Part 2 of this agenda, the Cabinet approves the business case for the provision of accommodation sufficient to enable two additional forms of entry (300 places) at Thomas Knyvett College.

REASON FOR RECOMMENDATIONS:

The proposal supports the Authority's statutory obligation to provide necessary school places to meet the needs of the population in Spelthorne Borough by providing Year 7 places when and where they are needed.

DETAILS:

The County Council has a statutory responsibility to provide a sufficient number of school places to meet the needs of its residents. The Council monitors future demand and decides on appropriate changes to school organisation, where necessary, in order to meet this statutory responsibility. Although SCC plans secondary places on a borough wide basis the Council tries to ensure that additional capacity is spread across the borough's schools to facilitate local availability.

The current position in Spelthorne Borough and in the Ashford area

1. Births in Spelthorne peaked in 2012/13, but marginally fell back in 2014. This pattern of fluctuation within a rising trend has been evident since the early 2000s and is reflected in the demand for primary school places in the borough. There have been a number of temporary primary 'bulge' classes provided since 2013 to meet demand. One of these was the expansion of Ashford Park Primary School, another was at Spelthorne Primary and there is a planned future expansion of Town Farm Primary; all of these schools are feeders of Thomas Knyvett.
2. These larger primary cohorts are now entering the secondary sector and, although there has formerly been surplus capacity in the six secondary Spelthorne academies that is gradually being utilised year on year. By 2018 the forecast numbers for Year 7 admissions are expected to exceed the current combined area Planned Admission Number (1156) and we have therefore made plans accordingly to meet the forecast deficit.
3. This demand continues to rise in 2019 and beyond and one other school in the borough intends to expand by 1 FE. SCC are therefore looking to provide an initial 3 FE in the most cost effective way (2 FE at Thomas Knyvett and 1 FE at Sunbury Manor) without creating too many surplus places. The fluctuating pattern of demand continues between 2020 and 2026 and the Council therefore needs to respond to this strategically nearer the time.
4. Projections of future demand for school places are presented in the below table:

Year	Y7 PAN	Y7 Projection	Surplus/Deficit places
2017/18	1156	1123	+33
2018/19	1216	1221	-5
2019/20	1216	1178	+38
2020/21	1246	1290	-44 (2FE)
2021/22	1246	1273	-27 (1FE)
2022/23	1246	1338	-92 (3FE)
2023/24	1246	1337	-91 (3FE)
2024/25	1246	1413	-167 (5.5FE)
2025/26	1246	1359	-113 (4FE)

5. From these projections it is evident that SCC will need to make even more provision across Spelthorne by 2022. Some of this could be in temporary expansions (e.g. a bulge class in 2020 and 2021 if the numbers warrant it) but it may also be prudent to plan for more permanent places. This future strategy has yet to be agreed with all the Spelthorne academies which are their own admissions authorities.
6. Thomas Knyvett College is an increasingly popular school which delivers high quality education. This can be evidenced from the increasing numbers of first preferences in the past three years. It was rated as 'Good' by OFSTED at its last inspection (December 2013) and admitted 144 pupils against its PAN of 150 in September 2016. It has been under-subscribed in the past, along with most other secondary schools in the borough, hence its spare capacity in the higher year groups; but it is now a school of first choice with many parents.

CONSULTATION:

7. As an academy Thomas Knyvett College is not required to consult on expansion as long as it has the existing capacity to supply the additional places. However, the local governing body will write to parents announcing the intention to expand and seeking their views in relation to increased admissions in 2018 and 2019. The governing body has already given its permission for Thomas Knyvett to expand subject to SCC funding a scheme that is agreed by both parties.
8. The proposed construction programme will be managed by SCC Property Team operating under a Development Agreement on the academy's site. There is no requirement for a statutory planning consultation as the scope of works is limited to internal modifications.

RISK MANAGEMENT AND IMPLICATIONS:

9. There are construction risks associated with the project and a project risk register has been compiled and is regularly updated. A contingency allowance appropriate to the scheme has been included within the project budget to mitigate for potential risks.

Financial and Value for Money Implications

10. The project will be subject to robust cost challenge and scrutiny to drive optimum value as it progresses. Further financial details are set out in the report circulated in Part 2 of the agenda. These details have been circulated separately to ensure commercial sensitivity in the interests of securing best value.

Section 151 Officer Commentary

11. The funding for this scheme is included in the 2017-20 Medium Term Financial Plan.

Legal Implications – Monitoring Officer

12. Section 13 of the Education Act 1996 places a duty on a Local Authority (with responsibility for education) to ensure sufficient primary and secondary education provision is available to meet the needs of the population in its area.

Equalities and Diversity

13. The expansion of the school will not create any issues which would require the production of an Equality Impact Assessment.
14. The new classrooms will comply with Disabilities Discrimination Act (DDA) regulations. The expanded school will provide employment opportunities in the area.
15. The school will be for children in the community served by the school. The admissions arrangements will give the highest priority to Looked After Children and pupils on the Special Educational Needs (SEN) register and/or those who would benefit from a statement of educational need thus supporting provision for the County's most vulnerable children. Children with siblings will receive the next priority followed by those children living closest to the school. There is no proposal to amend the admissions criteria which is fully compliant with the Schools Admissions Code.

Corporate Parenting/Looked After Children implications

16. This proposal would provide increased provision for secondary places in the area which would be of benefit to the community served by the school. This means it would therefore also be of benefit to any looked after children who may attend the school.

Safeguarding responsibilities for vulnerable children and adults implications

17. The Council has a duty to promote and improve educational outcomes for all children, particularly those who are vulnerable or disadvantaged. Thomas Knyvett College is an inclusive school and has robust safeguarding policies and procedures in place.

Climate change/carbon emissions implications

18. The design philosophy is to create classrooms that will support low energy consumption, reduce solar gain and promote natural ventilation. The school will be refurbished in line with this policy and any new building will be to the standards in the local planning authority's adopted core planning strategy.

WHAT HAPPENS NEXT:

If approved, to proceed to detailed design to allow procurement of tenders and subsequent contract award through delegated decision.

Contact Officer:

Keith Brown, Schools and Programme Manager – tel: 020 8541 8651
Melanie Harris, School Commissioning Officer – tel: 020 8541 9556

Consulted:

Mr Robert Evans, Local Member: Stanwell and Stanwell Moor - Spelthorne
Julie Fisher, Deputy Chief Executive and Strategic Director for Children, Schools and Families
Paula Chowdhury, Strategic Finance Manager – Business Services

Annexes:

None - Part 2 report with financial details attached to this agenda as item 16.

Sources/background papers:

- The Education Act 1996
 - The School Standards Framework Act 1998
 - The Education Act 2002
 - The Education and Inspections Act 2006
 - Report to Cabinet: Schools Capital Budget Allocations Service update based on latest or most appropriate report year and version
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SURREY COUNTY COUNCIL**CABINET****DATE: 26 SEPTEMBER 2017**

**REPORT OF: MARY LEWIS, CABINET MEMBER FOR EDUCATION
TIM OLIVER, CABINET MEMBER FOR PROPERTY AND
BUSINESS SERVICES**

**LEAD OFFICERS: JOHN STEBBINGS, CHIEF PROPERTY OFFICER
LIZ MILLS, ASSISTANT DIRECTOR FOR SCHOOLS AND
LEARNING**

SUBJECT: DE STAFFORD SCHOOL, CATERHAM**SUMMARY OF ISSUE:**

To approve the Business Case for the expansion of de Stafford School, an academy in The Glyn Learning Foundation Multi-Academy Trust. The school currently operates as a five Form of Entry (5FE) secondary (750 places) co-educational 11 – 16 school with a published admission number (PAN) of 150.

The proposal is to expand the school by one Form of Entry to a six Form of Entry (6FE) secondary (900 places), thereby creating 150 additional places, to support delivery against the basic need requirements in the Tandridge area from September 2018. (A form of entry is normally 30 students). The school was previously larger but reduced its PAN some years ago when fewer places in Tandridge Borough were required; however it has some latent capacity which we intend to recommission as part of the expansion project.

The most recent Ofsted report on the school, from November 2015, rates the school as 'Good'.

RECOMMENDATIONS:

It is recommended that, subject to the agreement of the detailed financial information for the expansion set out in Part 2 of this report, that Cabinet approves the business case for the provision of an additional 1 Form of Entry (30 places per year) providing, in total, 150 secondary places at De Stafford School from September 2018.

REASON FOR RECOMMENDATIONS:

The proposal supports the Authority's statutory obligation to provide necessary school places, relative to demand.

DETAILS:

Background

1. Tandridge is experiencing a steady increase in demand for school places, reflecting both a rise in birth rate and increased house building and migration within the area. Births in the Borough in 2015 were 11.8% higher than births in 2005. The increased pupil cohort is now starting to make the transition into the secondary sector. As such, there is now the need to accommodate increased demand via the expansion of local secondary provision.
2. Within Tandridge, there is presently provision for 725 places per year in Year 7, composed of the following:
 - De Stafford School (offering 150 Year 7 places per annum);
 - Oxted School (offering 335 Year 7 places per annum); and
 - Waringham School (offering 240 Year 7 places per annum).
3. Demand for secondary school places in Tandridge is projected to rise over the coming years. Projections of future demand for school places are presented in the below table:

Year	Y7 PAN	Y7 Projection	Deficit
2017/18	725	732	7
2018/19	725	780	55
2019/20	725	767	42
2020/21	725	779	54
2021/22	725	786	61
2022/23	725	809	84
2023/24	725	820	95
2024/25	725	831	106
2025/26	725	809	84
2026/27	725	809	84

4. As can be seen from the above, there is a sustained need for additional secondary places in the area. Whilst SCC is managing the immediate pressure for September 2017, the need for permanent expansions will remain. A core component of the strategy devised to meet this need is the proposed expansion of de Stafford by one Form of Entry, which (if approved) would reduce all of the above projected deficits by 30 places.
5. Where possible, SCC's strategy is to expand high quality provision that meets parental demand whilst also ensuring that there is a diverse pattern of provision so as to provide families with some element of choice. The most recent Ofsted report on the school, from November 2015, rates the school as 'Good'. In particular, this report noted that "The headteacher has shown strong and determined leadership and has achieved substantial improvements in the quality of teaching and students' outcomes since the last inspection". The evident quality of education provision at de Stafford was a key reason underpinning the move to expand this school and thereby increase the provision of high-quality school places to the local community.

6. Refurbishment and remodeling works will be undertaken within the existing buildings, enabling the optimization of internal areas and formation of new teaching spaces to meet the expansion needs.

CONSULTATION:

7. The Headteacher and school governors have been fully consulted on the expansion proposals.
8. As an Academy, the increase in admission number was the subject of a school-led consultation process which was held for a four-week period, between 7 November and 5 December 2016. This process engaged a range of interested stakeholders, including the school community, local residents, local admissions authorities and the Surrey School Admissions Forum. On 21 November 2016, the Governing Body held a consultation evening at the school, to which all interested parties were invited. No responses were received to the consultation, reflecting the fact that the expansion proposal is accepted by the school and wider community. The Governing Body of the school voted to proceed with the expansion project and this decision was published on the school's website on 20 January 2017. This decision was subsequently ratified by the Cabinet Member for Schools, Skills and Educational Achievement on 14 February 2017.

RISK MANAGEMENT AND IMPLICATIONS:

9. There are construction risks associated with the project and a project risk register has been compiled, which is regularly updated. A contingency allowance appropriate to the scheme has been included within the project budget to mitigate for potential identified risks.

Financial and Value for Money Implications

10. The project will be subject to robust cost challenge and scrutiny to drive optimum value as it progresses. Further financial details are set out in the report circulated in Part 2 of the report. These details have been circulated separately to ensure commercial sensitivity, in the interest of securing best value.

Section 151 Officer Commentary

11. The funding for this scheme is included in the 2017-20 Medium Term Financial Plan (MTFP).

Legal Implications – Monitoring Officer

12. Section 13 of the Education Act 1996 places a duty on a Local Authority (with responsibility for education) to ensure requisite primary and secondary education provision is available to meet the needs of the population in its area.

Equalities and Diversity

13. The expansion of the school will not create any issues that would require the production of an Equality Impact Assessment.
14. The new school building will comply with Disability Discrimination Act (DDA) regulations.

15. The Admissions arrangements give the highest priority to Looked After Children (LAC) and children with exceptional medical or social needs thus supporting provision for the county's most vulnerable children. Priority is then given to siblings of pupils already attending the school and remaining applicants are then sorted on the basis of distance from home to school. There is no proposal to amend the admissions criteria, which are fully compliant with the School Admissions Code.
16. The school will be expected to contribute towards community cohesion and to provide the normal range of before- and after-schools clubs provided in a typical SCC school.

Corporate Parenting/Looked After Children implications

17. This proposal would provide increased provision for primary places in the area, which would be of benefit to the community served by the school. This means it would therefore also be of benefit to any Looked After Children who have the opportunity of attending the school.

Climate change/carbon emissions implications

18. The design philosophy is to create buildings that will support low energy consumption, reduce solar gain and promote natural ventilation. Any adjustments to the built form of the school will be undertaken in line with the local planning authority's adopted core planning strategy.

WHAT HAPPENS NEXT:

If approved, to proceed to commence the tender process for the project, through to contract award, via delegated decision.

Contact Officer:

Keith Brown, Schools and Programme Manager – tel: 020 8541 8651
Oliver Gill, School Commissioning Officer – tel: 020 8541 7383

Consulted:

De Stafford School Governing Body
Parents of pupils attending the school
Local residents
Local Headteachers
Julie Fisher, Deputy Chief Executive and Strategic Director for Children, Schools and Families
Paula Chowdhury, Strategic Finance Manager – Business Services
Chris Botten, Local County Council Member for Caterham Hill
Tandridge District Council
Unions (GMB, Unison, ASCL, NUT, ATL, NAHT, Unite, NASUWT)
School Admissions Forum

Annexes:

None but Part 2 report with financial details attached to agenda as item 17.

Sources/background papers:

- N/A

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SURREY COUNTY COUNCIL

CABINET

DATE: 26 SEPTEMBER 2017



**REPORT OF: MRS MARY LEWIS, CABINET MEMBER FOR EDUCATION
MR TIM OLIVER, CABINET MEMBER FOR PROPERTY AND
BUSINESS SERVICES**

**LEAD OFFICER: JOHN STEBBINGS, CHIEF PROPERTY OFFICER
LIZ MILLS, ASSISTANT DIRECTOR FOR SCHOOLS AND
LEARNING**

SUBJECT: ST. MARY'S C OF E JUNIOR SCHOOL, OXTED

SUMMARY OF ISSUE:

To approve the Business Case for the expansion of St, Mary's Junior School from three Forms of Entry (360 places) to four Forms of Entry (480 places), thereby creating 120 additional places, to support delivery against the basic need requirements in the Oxted & Limpsfield area from September 2018.

The school's most recent Ofsted (January 2016) rated the school as 'Outstanding'.

RECOMMENDATIONS:

It is recommended that, subject to the agreement of the detailed financial information for the expansion set out in Part 2 of this report, the business case for the provision of an additional one Form of Entry worth of junior places in Oxted & Limpsfield be approved.

REASON FOR RECOMMENDATIONS:

The proposal supports the Authority's statutory obligation to provide necessary school places, relative to demand.

DETAILS:

Background

1. Tandridge is experiencing a steady increase in the demand for school places, reflecting both a rise in birth rate and increased house building and migration within the area. Births in the Borough in 2016 were 10.9% higher than births in 2005. Additional primary school places have been provided reflecting this demand and further growth is anticipated in the short- to medium-term which needs to be accommodated via further expansions of school provision.
2. Within Oxted & Limpsfield, there is presently provision for 150 places per year in Year 3, composed of the following:

- Holland Junior School (offering 60 Year 3 places per annum); and
 - St. Mary's C of E Junior School (offering 90 Year 3 places per annum).
3. Projections of future demand for school places are presented in the below table:

Year	Jun. PAN	Jun. Projection	Surplus
2017/18	150	141	9
2018/19	150	161	- 11
2019/20	150	171	- 21
2020/21	150	163	- 13
2021/22	150	170	- 20
2022/23	150	159	- 9
2023/24	150	157	- 7
2024/25	150	160	- 10
2025/26	150	162	- 12

4. As can be seen from the above there is a sustained need for additional junior places in the area. This is also a relatively popular area for admissions applications and, even in years where a projected surplus has existed, placing all children with a preference in the area has proved difficult. The proposed expansion of the new school by a Form of Entry at Year 3 would reduce all of the above projected deficits by 30 places and add surplus in other years, thereby augmenting the scope for parental preference.
5. Where possible, SCC's strategy is to expand high quality provision that meets parental demand whilst also ensuring that there is a diverse pattern of provision, so as to provide families with some element of choice. The most recent Ofsted report on the school, from January 2016, rates the school as 'Outstanding'. In particular, this report noted that "Teachers throughout the school are highly skilled at motivating pupils to learn exceptionally well. Their excellent subject knowledge and the school's rich curriculum enable pupils to make very good progress". The evident quality of education provision at St. Mary's was a key reason underpinning the move to expand this school and thereby increase the provision of high-quality school places to the local community.
6. In addition, it is worth noting that it is proposed that St. Mary's C of E Junior be amalgamated with Downs Way School from September 2018. The intention is to create an all through primary school, with an intake of 60 in Year R and (with this expansion of provision) a further intake of 60 in Year 3. The fact that the expansion of Infant provision in the area was undertaken at Downs Way (from September 2015) makes St. Mary's the natural choice for achieving the corresponding expansion of junior provision.
7. In order to provide the requisite facilities for this expansion, a new block will be provided onsite, consisting of four classrooms, two group rooms and a small hall or studio.

8. A planning application will be submitted in Autumn 2017 and a decision is expected in late 2017.

CONSULTATION:

9. The Headteacher, school governors and Southwark Diocese Board of Education have been fully consulted on the expansion proposals.
10. The increase in admission number will be the subject of an extensive public consultation process, allied with the aforementioned amalgamation proposal. This will comprise a six-week informal consultation stage, followed by a four-week representation period. The informal consultation stage commenced on 24 July 2017. This process will engage a range of interested stakeholders, including the school community, local residents, local admissions authorities and the Surrey School Admissions Forum. The outcome of this consultation will be the subject of a statutory consultation process that will be determined by the Leader of the Council.
11. Additionally, an open public consultation event will be held at the school as part of the pre-planning application process, to which all interested stakeholders will be invited.

RISK MANAGEMENT AND IMPLICATIONS:

12. There are construction risks associated with the project and a project risk register has been compiled, which is regularly updated. A contingency allowance appropriate to the scheme has been included within the project budget to mitigate for potential identified risks.

Financial and Value for Money Implications

13. The project will be subject to robust cost challenge and scrutiny to drive optimum value as it progresses. Further financial details are set out in the report circulated in Part 2 of the report. These details have been circulated separately to ensure commercial sensitivity, in the interest of securing best value.

Section 151 Officer Commentary

14. The funding for this scheme is included within the 2017-20 Medium Term Financial Plan (MTFP).

Legal Implications – Monitoring Officer

15. Section 13 of the Education Act 1996 places a duty on a Local Authority (with responsibility for education) to ensure sufficient primary and secondary education provision is available to meet the needs of the population in its area.

Equalities and Diversity

16. The expansion of the school will not create any issues that would require the production of an Equality Impact Assessment.

17. The new school building will comply with Disability Discrimination Act (DDA) regulations.
18. Under the proposed amalgamation admission to Year 3 would continue to be based on the current admission arrangements for St. Mary's C of E Junior School. Admission to Year R would be amended to reflect the St. Mary's Admissions Policy with the additional stipulation that faith-based admission criteria will only apply to those pupils *for whom the new school is the nearest Church of England school*, as measured from their place of residence. This will ensure that local pupils from non-church-going families will not be excluded from obtaining a place at the school. The admissions arrangements give the highest priority to Looked After Children thus supporting provision for the county's most vulnerable children. Priority is then given (in order) to those who regularly attend an Anglican church and live within a specified parish; those who regularly attend another Christian church and live within a specified parish; those who live within a specified parish and are siblings of current pupils; those who live within a specified parish; those who are siblings of current pupils and children of members of teaching staff. Remaining applicants are then sorted on the basis of distance from home to school. These admissions criteria are fully compliant with the Schools Admissions Code.
19. The school will be expected to contribute towards community cohesion and to provide the normal range of before- and after-schools clubs provided in a typical SCC school.

Corporate Parenting/Looked After Children implications

20. This proposal would provide increased provision for primary places in the area, which would be of benefit to the community served by the school. This means it would therefore also be of benefit to any Looked After Children who have the opportunity of attending the school.

Climate change/carbon emissions implications

21. The design philosophy is to create buildings that will support low energy consumption, reduce solar gain and promote natural ventilation. Any adjustments to the built form of the school will be undertaken in line with the local planning authority's adopted core planning strategy.

WHAT HAPPENS NEXT:

If approved, to proceed to commence the tender process for the project, through to contract award, via delegated decision.

Contact Officer:

Keith Brown, Schools and Programme Manager – tel: 020 8541 8651
Oliver Gill, School Commissioning Officer – tel: 020 8541 7383

Consulted:

St. Mary's C of E Junior School Governing Body
Downs Way School Governing Body
Diocese of Southwark
Parents of pupils attending the school

Local residents
Local Headteachers
Liz Mills, Assistant Director for Schools and Learning
Cameron McIntosh, Local County Council Member for Oxted
Tandridge District Council
Unions (GMB, NUT, ATL, NASUWT)
School Admissions Forum

Annexes:

None but Part 2 report with financial details attached to agenda as item 18.

Sources/background papers:

- N/A
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SURREY COUNTY COUNCIL**CABINET****DATE: 26 SEPTEMBER 2017****REPORT OF: MRS DENISE TURNER-STEWART, CABINET MEMBER FOR COMMUNITIES****LEAD OFFICER: ANN CHARLTON, DIRECTOR OF LEGAL DEMOCRATIC AND CULTURAL SERVICES****SUBJECT: TRANSFER OF EMPLOYMENT OF CORONERS OFFICERS AND SUPPORT STAFF FROM SURREY POLICE TO SURREY COUNTY COUNCIL****SUMMARY OF ISSUE:**

Surrey County Council (SCC) is responsible for appointing coroners and for meeting all the costs of the Surrey Coroner Service. Coroner's Officers are in many respects, the mainstay of the administration of the coronial system and a primary link between the 'system' and the bereaved. These roles have historically been provided and funded by Surrey Police (SyPol), but are not core policing roles and the current division of accountability does not sit well with a modern Coroner's Service.

Since September 2016 discussions have been ongoing with SyPol with a view to creating a single unified support service to the Surrey Coroner Service. This includes investment in a new case management system and transferring the employment of 15 Full Time Equivalent (FTE) coroner's office staff to SCC with a target date for implementation of the 1 April 2018. The arrangements will be underpinned by formally setting out each party's expectations of, and obligation to the others in a mutual Service Level Agreement (SLA) or SLAs.

As part of these discussions a five year phased withdrawal of funding has been proposed whereby SyPol continues to meet the full costs of the staff transferring in Year 1 (2018-19) then reducing by 20% a year to the point where SCC meets the full cost in Year 6 (2023-24). The cumulative MTFP pressure over the five years is £1.26m.

RECOMMENDATIONS:

It is recommended that Cabinet agrees:

1. to the proposed transfer of staff and notes the associated MTFP pressures that will commence in 2019-20; and
2. that Surrey County Council should agree and document future service levels and mutual obligations in a Service Level Agreement or mutual Agreements with Surrey Police and the Senior Coroner

REASONS FOR RECOMMENDATIONS:

This transfer will provide a single source of support to the Surrey Coroner recognising SCC's role in supporting the Coroner Service and the nature of the role of Coroner's Officer.

Defining the services that each of the three parties can expect of each other will provide the Coroner with clarity about future support arrangements and ensures transparency of the use of public funds

There is clear evidence from those areas where a transfer has been undertaken that the service runs more efficiently where just one agency has overall responsibility for providing the Coroner with a comprehensive support package and ultimately can lead to improvements to the experience of bereaved residents in line with SCC's corporate Resident Experience priority.

DETAILS:

Background

1. Coroners are independent judicial officers who are appointed and funded by local authorities. They inquire into deaths reported to them which appear to be violent, unnatural or of sudden and unknown causes. Coroners are judicially independent of local authorities and enjoy considerable autonomy as to how they discharge their functions within the statutory framework. Over the years there have been calls for a national Coroners' Service of England and Wales but this has not emerged and it remains a local service. The Coroners and Justice Act 2009 ("the 2009 Act") has led to some significant and ongoing reforms which are focused on providing consistent good practice, openness and fairness.
2. The county of Surrey is a Coroner's Area and is required to have a Senior Coroner and at least one Assistant Coroner. SCC has significant statutory responsibilities for the coronial service in its county. These include:
 - appointing and remunerating the Surrey Coroners;
 - meeting all the costs of the Surrey Coroner service, including body removal, post mortems and toxicology reports;
 - indemnifying Surrey Coroners against legal challenge;
 - providing the Senior Coroner with suitable premises and office accommodation; and
 - providing the Senior Coroner with sufficient Coroner's Officers and staff to enable him to fulfil their statutory duties.
3. A significant number of deaths impacting on Surrey residents are referred to the Coroner each year. The table below provides more detail about death and inquest rates:

Year	2014	2015	2016
Deaths registered	9762	10417	10234
Deaths referred to coroner	4021	4605	4444
% of deaths registered referred to coroner	41%	44%	43%
Post mortems	2091	2114	1982
Inquests	442	508	504
Inquest rate (% of deaths referred)	11%	11%	11%
Average time to process and inquest	35 weeks	34 weeks	36 weeks

4. Coroners are supported by Coroner's Officers, who are in many respects the mainstay of the administration of the coronial system. They are the officers most likely to have direct contact with bereaved Surrey residents. As part of their role they perform a range of tasks such as conducting enquiries on behalf of the coroner, liaising with families, preparing statements of evidence and organising post mortems and inquests. The duties and tasks they perform are largely dictated by the Senior Coroner's working practices.
5. The employment and resourcing of Coroner's Officers and other coronial support staff in Surrey has built up in a piecemeal way over many years and historically has been provided by SyPol although there has been no statutory requirement for them to do so. These roles do not require the exercise of any police powers and are not considered to be a core policing function. Across the country, arrangements for the provision of Coroner's Officers are not consistent with an approximate police/local authority 60/40 split. A number of transfers to local authority management have taken place in recent years and in the majority of those cases similar transition funding to that proposed in this report has been agreed.
6. The current tripartite arrangement for the provision of staff within the Coroner's Office predominantly works on the basis of goodwill and collaboration. Whilst working relationships between the Senior Coroner, SyPol and SCC are good, there is no formal SLA between SyPol and the Senior Coroner which sets out for example the role of the police in Coroner investigations or any rationale for the level of staffing to be provided. Similarly there is no MOU between SCC and the Senior Coroner that sets out, for example, how SCC's obligations to ensure value for money in terms of expenditure from the public purse can be achieved without compromising the Coroner's judicial independence, and how the service can be more effectively monitored.
7. Since September 2016 discussions have been ongoing with SyPol with a view to creating a single unified support service to the Surrey Coroner Service. This includes investment in a new case management system and

transferring the employment of 15 FTE Coroner's Office staff to SCC. These will remain fully funded by SyPol in 2018/19 but a withdrawal of funding has been proposed whereby that funding is reduced by 20% a year to the point where SCC meets the full cost in Year 6 (2023-24).

8. A joint SyPol/SCC Governance Board, which includes, Assistant Chief Constable Jeremy Burton and the Surrey Senior Coroner, Richard Travers has been established to oversee the progression of the business case and the financial implications. Surrey has been represented by Yvonne Rees, and more recently by Ann Charlton. The Chief Constable and SCC's Chief Executive have been fully appraised of progress.
9. There is evidence from those areas where a transfer has been undertaken that the service runs more efficiently where just one agency has overall responsibility for meeting all the costs of the service and for providing all the staffing within the coroner's office. Some of the benefits that could be achieved in Surrey are set out below:
 - Opportunity to review current processes and optimise resources, ensuring the needs of bereaved people are at the centre of decision making.
 - Greater openness and transparency in terms of the total cost of providing the service.
 - Single employer of all Coroner's Officers and support staff and clearer line management and lead professional arrangements.
 - Greater Coroner control over casework direction of Coroner's Officers and back office processes.
 - Clearer lines of accountability within the tripartite (Coroner, Police, SCC) arrangement.
 - A single IT and communications platform and opportunity to implement a fully automated case management system to drive out efficiencies in back office processes.
 - Better able to dovetail the Medical Examiner service to create a holistic service for death investigation and certification.
 - Opportunity to provide a clearer definition of the role SyPol plays in Coroner investigations and the associated information exchange processes.
10. There are therefore a number of strands to the proposal which Cabinet is asked to endorse. Updated IT infrastructure would be funded by a one off capital contribution by SyPol of £50,000. This will meet the costs of replacing IT and telecommunications hardware in the Coroner's Office and in the future will be provided and maintained by SCC. It is proposed that an intelligent Case Management System will be procured by SCC and that this will help drive through efficiencies in back office processes. Bringing Coroner support staff together under a single manager in a single location will better serve the Coroner and enable SCC to foster a management culture consistent with Surrey values and behaviours. The parties will also

put in place appropriate SLAs to give transparency to each parties expectations and obligations within the relationship.

CONSULTATION:

11. Consultation has taken place with the Chief Constable and the Senior Coroner who is involved in the co-design of this proposal.
12. This proposal was also considered by the Communities Select Committee on 7 September 2017.

RISK MANAGEMENT AND IMPLICATIONS:

13. SyPol has no clear statutory or contractual obligation to continue to provide Coroner's Officers and support staff, at their current level, or possibly at all. Demand pressures on SyPol to fund core policing activity could result in a reduction in or loss of Coroner support leading to delays in the progression of cases, unnecessary distress to bereaved families and ultimately the Surrey Coroner becoming unable to fulfil his statutory obligations
14. An uncoordinated reduction in funding by SyPol could damage the relationship between SCC, SyPol and HM Coroner and lead to an uncontrolled funding pressure for SCC and an unmanaged transition which would damage support to bereaved people.

Financial and Value for Money Implications

15. The Governance Board has proposed that 15 FTE staff will transfer to SCC on the 1 April 2018 and that SyPol will contribute to the staffing costs over a five year period on a phased withdrawal basis i.e. it will meet 100% of the staffing costs in Year 1 (2018-19) reducing to 0% in year 6 at which point SCC will meet the full cost on a permanent basis, and which will create MTFP pressures for SCC as follows:

	Year 1 2018-19	Year 2 2019-20	Year 3 2020-21	Year 4 2021-22	Year 5 2012-23	Year 6 and on-going
SCC	£0	£126,000	£252,000	£379,000	£505,000	£631,000
Sypol	£631,000	£505,000	£379,000	£252,000	£126,000	£0

16. Over the five years the total pressure to SCC will be £1.26m and then £631,000/annum on an ongoing basis.
17. There is also a revenue cost to SCC of £50,000 to procure a new case management system to replace the current outdated access database.

Section 151 Officer Commentary

18. The County Council is facing a very serious financial situation whereby there are still substantial actions required to achieve a balanced budget in the current year and a sustainable budget plan for future years.
19. The proposed transfer of Coroner's officers and support staff from Surrey Police and phased withdrawal of police funding is not included in the Council's current financial plan. Agreeing the recommendation will therefore

worsen the Council's financial position, requiring additional funding or compensating savings to be identified.

Legal Implications – Monitoring Officer

20. Part 1 of the 2009 Act (which came into force in July 2013) recognised for the first time in law the role of Coroner's Officers and support staff. Section 24 (1) (a) states that "the relevant authority for a coroner area must secure the provision of whatever officers and other staff are needed by the coroners for that area to carry out their functions; Section 24 (2) goes on to state that "subsection (1) (a) applies to a particular coroner area only if, or to the extent that, the necessary officers and other staff for that area are not provided by a police authority. However Section 24 does not place a clear statutory obligation on police authorities to provide or fund support to the Coroner.

Equalities and Diversity

21. The proposal has not been subject to an Equality Impact Assessment (EIA). However, should Cabinet endorse this proposal then a full EIA will be carried out as part of the formal consultation process with the staff who will be impacted by the transfer.

What happens next?

22. Formal consultation will begin with the SyPol staff affected by the transfer of employment with a view to the transfer taking place on the 1 April 2018.
23. Arrangements will also be finalised for the replacement of the IT and telecommunications hardware by SCC and the completion of the necessary SLAs and MOUs which will set out very clearly the tripartite staffing and operational arrangements post transfer.

Contact Officer:

Giles Adey
Interim Service Head Coroners
07967 584876

Consulted:

Communities Select Committee
Surrey Police
HM Senior Coroner, Surrey

Annexes:

None.

SURREY COUNTY COUNCIL**CABINET****DATE: 26 SEPTEMBER 2017****REPORT OF: N/A****LEAD OFFICER: ANN CHARLTON, DIRECTOR OF LEGAL, DEMOCRATIC AND CULTURAL SERVICES****SUBJECT: LEADER/DEPUTY LEADER/CABINET MEMBER DECISIONS/
INVESTMENT BOARD DECISIONS TAKEN SINCE THE LAST
CABINET MEETING****SUMMARY OF ISSUE:**

To note the delegated decisions taken since the last meeting of the Cabinet.

RECOMMENDATIONS:

It is recommended that the Cabinet note the decisions taken by Cabinet Members / Investment Board since the last meeting as set out in Annex 1.

REASON FOR RECOMMENDATIONS:

To inform the Cabinet of decisions taken by Cabinet Members / Investment Board under delegated authority.

DETAILS:

1. The Leader has delegated responsibility for certain executive functions to the Deputy Leader and individual Cabinet Members, and reserved some functions to himself. These are set out in Table 2 in the Council's Scheme of Delegation.
2. The Leader has also delegated authority to the Investment Board to approve property investment acquisitions, property investment management expenditure, property investment disposals and the provision of finance to its wholly owned property company, Halsey Garton Property Ltd.
3. Delegated decisions are scheduled to be taken on a monthly basis and will be reported to the next available Cabinet meeting for information.
4. **Annex 1** lists the details of decisions taken by Cabinet Members / Investment Board since the last Cabinet meeting.

Contact Officer:

Andrew Baird, Regulatory Committee Manager, Tel: 020 8541 7609

Annexes:

Annex 1 – List of Cabinet Member Decisions

Sources/background papers: Agenda and decision sheets from the Cabinet Member meetings (available on the Council's website)

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CABINET MEMBER DECISIONS**September 2017****(I) INVESTMENT BOARD****Details of Decision:**

The Board approved the proposed acquisition, and specifically-

1. Approved the provision of equity investment of a set amount as set out in the submitted report by Surrey County Council to its wholly owned property company, Halsey Garton Property Ltd (HGP).
2. Approved that Legal Services agree the contractual arrangements for the provision of financing on behalf of the council with funds to be released upon the completion of appropriate due-diligence in relation to the property acquisition.
3. Authorise HGP to acquire the freehold interest in the acquisition as set out in the submitted report.

Reasons for Decisions:

The provision of financing to the Council's property company to facilitate the proposed investment acquisition is in accordance with the Council's Investment Strategy and provides an asset that will contribute to the creation of a diversified portfolio over time to spread risk.

The investment will deliver an ongoing income to the Council, enhancing financial resilience in the longer term.

(Decision taken by the Investment Board – 11 September 2017)

DEPUTY LEADER AND CABINET LEAD FOR ECONOMIC PROSPERITY**(II) VICTORIA WAY, WOKING, SPEED LIMIT DECISION REVIEW****Details of decision:**

The Deputy Leader and Cabinet Member for Economic Prosperity did not agree the recommendations included within the report and agreed to implement the Woking Joint Committee's decision that the speed limit on Victoria Way be reduced from 40mph to 30mph.

Reasons for decision:

This matter has been referred from the Joint Committee of Woking and Surrey County Council Members following a decision to refuse a reduction in speed on Victoria Way due to the Area Highways Manager opposing the recommendation. It therefore requires a Cabinet Member decision.

It directly relates to the Surrey 'Setting Local Speed Limits' – a County policy. As part of the policy under step 6 – if the Area Manager or the Police Safety Officer do not support the request it requires a decision by a Cabinet Member.

The Deputy Leader noted the report to the Joint Committee on 28 June by Louisa Calam, on attachment from Surrey to Woking.

The issue is to improve transport facilities and access to the town centre within a high quality, urban environment as part of the major public realm improvements to Guildford Town Centre.

Previously, lists of TROs in Woking Town Centre were brought to the March Woking Joint Committee. Following a number of planning applications, as a Joint Committee it has delegated authority to issue the TROs through Members and officers of the Committee, however, this proposed speed reduction did not form part of the original planning application regarding these improvements which then negates the delegated authority to the Joint Committee. Comments by the Area Manager indicate strong disagreement to this proposal.

Speed data was examined from 2012 covering the whole of Victoria Way and there is further data available only from ToysRus towards the railway bridge from 2016. The 85th percentile speeds range from 25.3 to 33.3mph. The threshold indicated in the policy means that if the existing mean speeds are below the threshold then the Council will allow a changed only lower speed limits without supporting measures. The police were consulted on this matter and agree that mean speeds are within the parameters allowed in the policy for this change to a 30mph limit.

The Deputy Leader has noted that the proposed reduction is supported by the Surrey Road Safety Team.

The Deputy Leader further noted that should the speed limit be reduced to 30mph all existing repeater signs would have to be removed which could influence people to increase their speed on this dual carriageway. However, the new bus lane being introduced shortly will also lead to a lower speed of transit along the A320.

All costs are to be met by Woking Borough Council and whilst a consultation hasn't taken place specifically on this item the Deputy Leader believes that all requisite considerations have been made. Following the implementation there will be a requirement to review the speeds of the vehicles on the A320 along Victoria Way and that information will be brought back to the Joint Committee.

It will also reduce the number of speed restrictions from the Six Crossroads roundabout to the 'Brook House' roundabout from a conglomeration of speed instructions which go from 50 to 40mph and then on to 30mph.

In light of these considerations, the Deputy Leader's felt it was appropriate to agree the request that the speed on Victoria Way be reduced from 40 to 30mph.

(Decision taken by the Deputy Leader – 12 September 2017)

LEADER OF THE COUNCIL

(III) MEMBERS' QUESTION

Details of decision:

A question was submitted by Mr Eber Kington, County Councillor for Ewell Court, Auriol & Cuddington. The question and response are attached as Appendix 1.

Reasons for decision:

To respond to the question

(Decision taken by the Leader of the Council – 12 September 2017)

(IV) WATTS GALLERY TRUST AND 4 YEAR REVENUE FUNDING AGREEMENT 2018/19 TO 2021/22**Details of decision:**

The Leader of the Council agreed that:

- I. Surrey County Council will provide support of up to £400,000 – paid at a max of up to £100,000 per annum (pa) for each of four years - commencing April 2018, to the Watts Gallery Trust to enable the Trust to continue and further develop its work with schools and community, its learning programmes, and its programmes of work targeted to health and wellbeing outcomes where these are to the benefit of Surrey residents; and
- II. the Director of Legal, Democratic and Cultural Services will finalise the terms of an agreement with the Watts Gallery Trust to enable the provision of the funding.

Reasons for decision:

The Leader and Chief Executive have previously discussed with Watts Gallery Trust various strands of support to assist the development of the gallery as an increasingly high profile and nationally important gallery and heritage attraction within the county. This request is for time-limited revenue funding.

The contribution of the Artists' Village to artistic excellence, lifelong learning and public health and well-being, has led to its national recognition by the Arts Council as a National Portfolio Organisation (NPO) (£100,000 per annum, from April 2018-2022). NPO funding will provide opportunities for the Artists' Village to develop predominantly new activities. However, at the same time, the Artists Village's funding from the Heritage Lottery Fund (HLF) ends in March 2018. The HLF funding helped grow the Art for All learning programme from 2,000 to a predicted 20,000 learners in 2017/8. Without additional investment into its infrastructure the Trust will not be able to sustain its core activities and their benefit to local residents.

At this critical moment, there is an opportunity for further investment from the County Council through match funding of the NPO grant. This four year investment would enable Watts Gallery Trust to champion its Art for All programme; to grow the annual numbers of residents benefiting from learning, days out, open days, community events and job opportunities; and to further deliver the County Council's strategic goals.

Surrey County Council's investment in the Watts Gallery – Artists' Village has helped deliver considerable social and economic benefits for Surrey and Surrey residents, with a predicted 20,000 local learners in 2017/18 including in-depth learning programme with marginalised people such as NEETS, offenders and those with poor mental health.

Investment would also enable the Artists' Village to support place-making via its 65,000 annual visitors and to strengthen its leadership of the Arts and Crafts Consortium and its contribution to Surrey's cultural strategy to boost economic prosperity.

The benefits for Surrey residents will include increased learning opportunities and enhanced wellbeing including for vulnerable young people and other marginalised groups, increased employment and business opportunities, strengthened cultural experience for the public, including local people who might never have visited museums, and a boost to place-making and local tourism.

The Watts Gallery - Artists' Village will be Surrey's fourth NPO.

(Decision taken by the Leader of the Council – 12 September 2017)

CABINET MEMBER FOR EDUCATION

(V) PROPOSED AMALGAMATION OF DOWNS WAY SCHOOL AND ST. MARY'S C OF E JUNIOR SCHOOL

Details of decision:

The Cabinet Member for Education approved the publication of a statutory notice to:

1. close Downs Way School, effective from 31 August 2018;
2. alter the lower age limit of St. Mary's C of E Junior School, in order that the age range broadens from 7-11 to 4-11, effective from 1 September 2018; and
3. enlarge the formal capacity of this Primary School. From 360 places (i.e. the current capacity of St. Mary's C of E Junior School) to 660 places, effective from 1 September 2018.

Reasons for decision:

The schools serve the same geographic area and are on adjacent sites. The proposal will formalise existing partnership working; augment the cohesiveness of the school community; provide for more streamlined transitions between key stages; and allow for the most efficient allocation of resources. The proposal to expand the school is in response to the local demand for junior school places at this school and a basic need for more school places in the Oxted & Limpsfield area. In particular, as infant provision in the area has recently been expanded, through the enlargement of Downs Way, this amalgamation provides an appropriate opportunity to expand what would become corresponding junior provision in an amalgamated all-through primary school.

In line with this, Surrey County Council has undertaken the requisite first stage of informal consultation to inform the decision making process and a significant majority of respondents confirmed their agreement with the proposed alterations. For these reasons, it is recommended that the Cabinet Member for Education approves the publication of a Statutory Notice (appended to this report as Annex 1), formally proposing the necessary prescribed alterations.

(Decision taken by the Cabinet Member for Education – 12 September 2017)

LEADER DECISIONS – 12 SEPTEMBER 2017**PROCEDURAL MATTERS****Members Questions****Question (1) Eber Kington (Ewell Court, Auriol & Cuddington):**

Whilst supporting the arts may well be a worthy project, SCC is currently facing severe funding pressures which are resulting in cuts to services across the council. For example streetlights have been switched off from midnight, local highway budgets have been severely cut, there are proposals for the withdrawal of Housing Support and potential cuts to services dealing with sexual health and HIV.

Given that the Watts Gallery Trust has total funds of £38.3m, receives support from a number of patrons and benefactors, generated income of £3.4m in the year ending 31st March 2016, and it has already received a £1million grant from SCC, does David Hodge agree with me that now is not the time to provide £400k of council taxpayers money to that organisation.

In the light of SCC's continuing budget deficit in this current financial year will David Hodge reject the Recommendation that Surrey County Council provides support of up to £400,000 to the Watts Gallery Trust, as both financially unaffordable and morally unacceptable at this time.

Reply:

Surrey County Council's investment in the Watts Gallery – Artists' Village has already helped deliver considerable social and economic benefits for Surrey and Surrey residents. The proposed funding for its learning and public programme will enable Watts to sustain and continue to develop Art for All. This outreach work with schools and in the community has a programmes of work targeted to health and wellbeing outcomes, including mental health. I suggest Mr Kington looks at the list of activities this funding will support – helpfully set out in paragraph 18 of the report. I certainly don't accept supporting programmes for disadvantaged and socially excluded members of our society is morally unacceptable and I am surprised and disappointed that he does.

Mr David Hodge CBE
Leader of the Council
12 September 2017

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