



Woking Joint Committee

Together shaping our Borough

Opportunity to ask questions of your local
Councillors from 6.30pm for up to 30 minutes

6.30pm – 9.30pm
Wednesday, 7 March 2018

**Hoe Valley School, Egley Road, Woking,
GU22 0NH**

Surrey County Council Appointed Members

Liz Bowes, Woking South East (Vice-Chairman)
Ayesha Azad, Woking South-West
Ben Carasco, Woking North
Will Forster, Woking South
Saj Hussain, Knaphill and Goldsworth West
Colin Kemp, Goldsworth East and Horsell Village
Richard Wilson, The Byfleets

Woking Borough Council Appointed Members

Cllr David Bittleston, Mount Hermon (Chairman)
Cllr Ann-Marie Barker, Goldsworth Park
Cllr John Bond, Byfleet and West Byfleet
Cllr Graham Chrystie, Pyrford
Cllr Deborah Hughes, Hoe Valley
Cllr Beryl Hunwicks, Horsell
Cllr Melanie Whitehand, Knaphill

Chief Executive
Ray Morgan
Woking Borough Council

Acting Chief Executive
Julie Fisher
Surrey County Council

You can get involved in the following ways

Ask a question

If there is something you wish know about how your council works or what it is doing in Woking, you can ask the joint committee a question about it. Woking Joint committee provides an opportunity to raise questions, informally, up to 30 minutes before the official business of the meeting starts. If an answer cannot be given at the meeting, they will make arrangements for you to receive an answer either before or at the next formal meeting.

Write a question

You can also put your question to the joint committee in writing. The committee officer must receive it a minimum of 4 working days in advance of the meeting.

When you arrive at the meeting let the committee officer (detailed below) know that you are there for the answer to your question. The committee chairman will decide exactly when your answer will be given and may invite you to ask a further question, if needed, at an appropriate time in the meeting.

Get involved

Sign a petition

If you live, work or study in Woking and have a local issue of concern, you can petition the joint committee and ask it to consider taking action on your behalf. Petitions should have at least 30 signatures and should be submitted to the committee officer 2 weeks before the meeting. You will be asked if you wish to outline your key concerns to the committee and will be given 3 minutes to address the meeting. Your petition may either be discussed at the meeting or alternatively, at the following meeting.

Thank you for coming to the Woking Joint Committee meeting

Your Partnership Officer is here to help. If you would like to talk about something in today's meeting or have a local initiative or concern please contact them through the channels below.

Email: Jessica.edmundson@surreycc.gov.uk
Tel: 01932 794079

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.

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

Broadcasting on the Web

Please note the meeting will be filmed and will be broadcast live and subsequently as an archive on the Council's website (www.woking.gov.uk, www.surreycc.gov.uk/webcasts). The images and sound recording may be used for training purposes within the Council. The broadcast will be stopped if any confidential/Part II items on the agenda are reached. Generally the public seating areas are not filmed. However by entering the meeting room and using the public seating area, you are consenting to being filmed and to the possible use of those images and sound recordings for webcasting and/or training purposes.

The Chairman of the meeting has the discretion to terminate or suspend filming, if in his/her opinion continuing to do so would prejudice the proceedings of the meeting or, on advice, considers that continued filming might infringe the rights of any individual.

As cameras are linked to the microphones, could Members ensure they switch their microphones on before they start to speak and off when finished and do not remove the cards which are in the microphones.

The agenda for the meeting is set out below.

If you would like a copy of this agenda or the attached papers in another format, e.g. large print, Braille, or another language please call Jess Edmundson, Partnership Committee Officer on 01932 794079 or write to the Community Partnerships Team at or jessica.edmundson@surreycc.gov.uk

This is a meeting in public. If you would like to attend and you have any special requirements, please contact us using the above contact details.

OPEN PUBLIC QUESTIONS

Members of the public and local businesses are invited to ask questions of Councillors about council services in the community. No advance notice is needed. If answers cannot be provided on the evening, then a written reply will be provided after the meeting.

AGENDA

1 APOLOGIES FOR ABSENCE

To receive any apologies for absence.

2 MINUTES OF PREVIOUS MEETING

To approve the minutes of the previous meeting as a correct record and agree that the Chairman signs the minutes.

(Pages 1
- 8)

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 bound by the Code of Conduct of the authority which appointed them to the Woking Joint Committee.
- 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.
- SCC Members must notify SCC's Monitoring Officer of any interests disclosed at the meeting which are not already recorded in the Register of Members' Interests. WBC Members must notify WBC's Monitoring Officer of any interests disclosed at the meeting which are not already recorded in the Register of Members' Interests.

4 PETITIONS

To receive any petitions in accordance with Standing Order 14.1. Notice should be given in writing or by email to the Community Partnership and Committee Officer at least 14 days before the meeting. Alternatively, the petition can be submitted on-line through Surrey County Council or Woking Borough Council's e-petitions website as long as the minimum number of signatures (30) has been reached 14 days before the meeting.

Petitions received: None

5 WRITTEN PUBLIC QUESTIONS

To answer any questions from residents or businesses within the Woking Borough area in accordance with Standing Order 14.2. Notice should be given in writing or email to the Community Partnership and Committee Officer by 12 noon four working days before the meeting.

6 WRITTEN MEMBER QUESTIONS

To receive any written questions from members under Standing Order 13. The deadline for member questions is 12 noon four working days before the meeting.

7 CABINET MEMBER FOR HIGHWAYS - UPDATE

(Pages 9
- 48)

The Cabinet Member is attending the committee to improve communications and to provide information of works in the local area.

8 HIGHWAYS UPDATE REPORT

(Pages
49 - 64)

To report progress made with the delivery of proposed highways schemes, developer funded schemes, and revenue funded works for the 2017/18 financial year.

To provide an update on the latest budgetary position for highway schemes and revenue maintenance.

To report on relevant topical highways matters.

9 ARMED FORCES COVENANT ANNUAL REPORT

(Pages
65 - 84)

Surrey County Council signed the Armed Forces Community Covenant with the military on 13 March 2012, with Woking Borough Council signing on 1 November 2012. Following the signings, a countywide Surrey Civilian Military Partnership Board was established to implement actions under the Covenant across Surrey. At the same time Woking established a Military Covenant Advisory Panel to coordinate work across the Borough.

This report provides an update of activities undertaken since the last update was given to the committee in March 2017.

10 EARLY HELP PRIORITIES FOR WOKING

(Pages
85 - 108)

This report provides local Members with an update on the new model that SCC and partners have been developing for Early Help for the county overall and how this is progressing locally in Woking.

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|-----------|--|-------------------------|
| 11 | TRADING STANDARDS ANNUAL REPORT | (Pages
109 -
120) |
| | A report intended to provide an update on the work and activities of Buckinghamshire and Surrey Trading Standards, particularly in respect of the borough of Woking in 2017. | |
| 12 | DECISION TRACKER | (Pages
121 -
124) |
| | To review the decision tracker. | |
| 13 | FORWARD PLAN | (Pages
125 -
128) |
| | This report is produced for each meeting of the Joint Committee (Woking) so that members can review the forward plan and comment on the items that are currently anticipated will be received. | |

DRAFT

Minutes of the meeting of the
Woking JOINT COMMITTEE
 held at 6.00 pm on 6 December 2017
 at Woking Borough Council Civic Offices, Gloucester Square, Woking GU21
 6YL.

Surrey County Council Members:

- * Mrs Liz Bowes (Vice-Chairman)
- * Ms Ayesha Azad
- * Mr Ben Carasco
- * Mr Will Forster
- * Mr Saj Hussain
- * Mr Colin Kemp
- Mr Richard Wilson

Borough / District Members:

- * Cllr David Bittleston (Chairman)
- Cllr Ann-Marie Barker
- * Cllr John Bond
- * Cllr Graham Chrystie
- * Cllr Deborah Hughes
- * Cllr Beryl Hunwicks
- * Cllr Melanie Whitehand

* In attendance

OPEN FORUM

Question and responses from the informal open forum session are attached as annex A.

44/17 APOLOGIES FOR ABSENCE [Item 1]

Apologies were received from Mr Richard Wilson and Cllr Anne-Marie Barker, Cllr David Bittleston arrived at item 6 and Mr Ben Carasco arrived during item 7.

45/17 MINUTES OF PREVIOUS MEETING [Item 2]

The minutes from the previous meeting on 20 September 2017 were agreed as a true record and signed by the Chairman.

ITEM 2

46/17 DECLARATIONS OF INTEREST [Item 3]

Cllr Deborah Hughes declared an interest in (item 7) the Surrey Heartlands Sustainability and Transformation Partnership (STP) presentation as she is employed by the STP.

47/17 PETITIONS [Item 4]

One petition was received and officer response provided at the meeting.

48/17 PETITION: SAFER CYCLING ROUTE BETWEEN CHOBHAM AND WOKING [Item 4a]

Declarations of Interest: None

Officers attending: Andrew Milne, Area Highways Manager

Petitions, Public Questions, Statements: The lead petitioner, Mr Norman Johns addressed the committee detailing his concerns over the lack of a safe cycling and pedestrian route. He noted that there are pupils who attend Woking High School that travel from Chobham each day, and the lack of bus service makes it difficult for these pupils to do so safely. This cycle route is wanted and needed by the residents and it appears that the Borough Council could use funding from local sources if required as the County Council have no money to spare. Mr Johns noted this petition had also been received by the Surrey Heath Local Committee.

Member Discussions – Key Points

1. The part of the route that falls within Woking is on a list to be included in the Sustainable Transport Package, funded through the Local Enterprise Partnership (LEP); conversations are ongoing with the LEP regarding this. Surrey does have a cycling strategy in place already.
2. The committee recognised there was a need to improve aspects of the route and supported the principles of the petition.
3. Will Forster therefore proposed, and Liz Bowes seconded the following recommendations:
 - i) That a Woking, Horsell and Chobham cycle route be considered in the forthcoming cycle strategy for Woking.
 - ii) That a request be considered to include a Woking, Horsell and Chobham cycle route in the revised Section 123 List of future infrastructure needs.

Members considered the recommendations, noting that previous petition requests had been thrown out due to lack of funding, and a similar stance should be taken on this. It was noted that adding this to a list kept it as a consideration for the committee when funds were available and did not put a time scale on when this would be done.

The committee voted unanimously for the amended recommendations.

Resolution:

The Woking Joint Committee agreed the following:

- i) That a Woking, Horsell and Chobham cycle route be considered in the forthcoming cycle strategy for Woking.
- ii) That a request be considered to include a Woking, Horsell and Chobham cycle route in the revised Section 123 List of future infrastructure needs.
- iii) That part of the existing footway will have maintenance work carried out to restore the original width as funding allows.

The above decisions were made because although the provision of a continuous route for pedestrians and cyclists between Chobham and Woking would be ideal, the financial and physical constraints do not currently make this route possible at this time.

49/17 WRITTEN PUBLIC QUESTIONS [Item 5]

Declarations of Interest: None

Officers attending: Andrew Milne, Area Highways Manager

Petitions, Public Questions, Statements: Two written public questions were received, the responses are included within the supplementary agenda. Each questioner is invited to ask one supplementary question on the topic of their original question.

1. Supplementary from Godfrey Chapples:

£300,000 has been spent on maintaining empty or part-empty buildings across Surrey. There is such a need for these buildings to either be used or sold. When will these buildings be used?

Response:

The Leader of Surrey County Council addressed this matter at full council earlier this week and it is something that is being looked in to particularly by the new Cabinet Member for Property and Business Services, Tim Oliver.

All the boroughs and districts are being urged to look at their priorities and usage requirements within their areas.

50/17 WRITTEN MEMBER QUESTIONS [Item 6]

[Cllr David Bittleston arrived at 6.40pm]

None were received.

51/17 UPDATE ON SURREY HEARTLANDS SUSTAINABILITY AND TRANSFORMATION PLAN [AGENDA ITEM] [Item 7]

Declarations of Interest: Cllr Deborah Hughes declared she was employed by the Surrey Heartlands Health and Care Partnership (STP).

Officers attending: Dr Claire Fuller, Senior Responsible Officer, Surrey Heartlands Health & Care Partnership (STP)

Petitions, Public Questions, Statements: None

[Ben Carasco arrived at 6.55pm]

The Woking Joint Committee received a presentation from the Senior Responsible Officer of the STP updating them on the STP's progress.

Member Discussion – Key Points

1. The Senior Responsible Officer asked for help from the members with the advertising of citizen-led engagement roles that the STP are currently recruiting for.
2. The partnership is currently working to keep the care and services local to people, although in some cases this is not always possible due to very specialist care required. In order to keep services local the STP are looking for three empty sites within Woking, Cobham and Haslemere to house 3 midwifery hubs. Members expressed interest in assisting with this and noted, as brought to the committee's attention in item 5, that there may be some suitable buildings in Woking.
3. Members were encouraged to sign up to the monthly newsletter if they hadn't already, noting that the STP were taking steps to move in to the digital world and now had their own social media accounts to allow people to follow any updates from the STP.
4. It was noted that the opening hours for health care services would be increasing from the standard 9am-5pm to 8am-8pm; 50% of the country should be operating under these new hours from April 2018 with the target of 100% of them operating under the new hours by the following year.
5. As the partnership continues to develop, one of their main focuses is to become more efficient to allow for targets to be met and to focus on training and development of existing staff in order to retain them and attract new employees.

Resolution

The Woking Joint Committee thanked the Senior Responsible Officer for her informative presentation and invited her to return in the near future to present further to the committee about how best they could assist in Woking.

52/17 PARKING ENFORCEMENT REPORT [Item 8]

Declarations of Interest: None

Officers attending: Ian Reynolds, Parking Services Manager, Woking Borough Council & Geoff McManus, Assistant Director, Woking Borough Council

Petitions, Public Questions, Statements: None

The Parking Services Manager introduced the report, noting that there was a parking surplus in Woking and the Joint Committee were being asked to agree the distribution of said surplus.

Member Discussion – Key Points

1. Members raised concerns that there were particular controlled parking zones (CPZ) that did not appear to be monitored for enforcement and therefore allowed drivers to park illegally without being prosecuted. The Parking Services Manager confirmed that all areas are monitored on a regular basis. However, as new restrictions have recently been implemented these are not fully enforceable until the correct signage has been installed.

Resolution

The Woking Joint Committee agreed that the parking surplus of £87,553 is distributed as follows:

- a) £20,000 to continue to fund an apprentice to assist with ongoing Parking Reviews across the Woking Borough;
- b) £67,553 to supplement the Highways budget for 2018 / 2019.

The above decisions were made in order to assist with enforcement of waiting and parking restrictions resulting in improved road safety, assisting in access of emergency services, improving traffic flow and maintaining access to shops.

53/17 HIGHWAYS UPDATE REPORT [Item 9]

Declarations of Interest: None

Officers attending: Andrew Milne, Area Highways Manager

Petitions, Public Questions, Statements: None

The Area Highways Manager introduced the report, noting there was an additional recommendation the Woking Joint committee would be asked to agree with regards to the 2018/19 capital programme and the expenditure of remaining funds.

He asked the committee to note the proposed schemes for 2018/19 were detailed in paragraph 2.3.2 and that the removal of the bus gate from The Wyne / Redding Way, Knaphill had been in collaboration with Woking Borough Council and their plans to make amendments to the adjacent car park.

Resolution

The Woking Joint Committee agreed:

- i) That any parking surplus funding is set aside to support the capital works programme in the 2018/19 financial year and all subsequent financial years until such time that the Woking Joint Committee wish to review this position.
- ii) That a further Highways Update will be brought to the next meeting of this committee.
- iii) That the 2018/19 capital programme as proposed in paragraph 2.3.2 of the report and that any remaining funding is put towards schemes from the agreed 2017/18 programme in priority order as described in paragraph 2.3.5.

The above decisions were made to enable progression of all highway related schemes and works.

54/17 MEMBERS ALLOCATION REPORT [Item 11]

Declarations of Interest: None

Officers attending: Jess Edmundson, Partnership Committee Officer

Petitions, Public Questions, Statements: None

Surrey County Council Councillors receive funding to spend on local projects that help to promote social, economic or environmental well-being in the neighbourhoods and communities of Surrey. This funding is known as Members' Allocation.

For the financial year 2017/18 the County Council has allocated £6,000 revenue funding to each County Councillor. This report provides an update on

the projects that have been funded since June 2017 to date.

Resolution

The Joint Committee (Woking) noted the amounts that have been spent from the Members' Allocation budget, as set out in Annex 1 of this report. The committee also noted the deadline for committed spend is 31 December 2017.

55/17 DECISION TRACKER [Item 12]

Declarations of Interest: None

Officers attending: Jess Edmundson, Partnership Committee Officer

Petitions, Public Questions, Statements: None

Resolution

The committee noted the decision tracker, requesting for the Warren Lane footpath to be picked up again as it is of real concern for the residents.

56/17 FORWARD PLAN [Item 13]

Declarations of Interest: None

Officers attending: Jess Edmundson, Partnership Committee Officer

Petitions, Public Questions, Statements: None

The Committee received a report on the forward plan and was asked to comment on the items that are currently anticipated would be received.

Member Discussion – Key Points

1. Members queried why, prior to determining the capital works programme for 2018/19, there hadn't been an informal meeting to look at the options and member priorities. It was confirmed that this was due to the reduced budget, giving limited options on what work could be undertaken.
2. The STP should be invited back to discuss the impacts in Woking and how the borough can be more involved; taking a proactive approach.
3. It was noted that the Community Safety Annual Report was missing from the forward plan.

Resolution

The Woking Joint Committee noted the forward plan and requested for the Community Safety Annual Report to be included for June 2018.

57/17 SURREY WASTE PARTNERSHIP UPDATE [AGENDA ITEM] [Item 10]

Declarations of Interest: None

Officers attending: Tom Beagan, Partnership Manager, Surrey Waste Partnership

Petitions, Public Questions, Statements: None

The Woking Joint Committee received a presentation from the Partnership Manager at Surrey Waste Partnership detailing how the waste collection and management works within Surrey and ways the various authorities can better work together to improve the service.

Member Discussion – Key Points

1. Members noted the partnership was making great savings across Surrey and queried why the remaining 5 districts and boroughs were not part of this yet. Cllr Hunwicks as the Chairman of the Surrey Waste Partnership urged the other members to speak to colleagues across Surrey to persuade them to join to make further savings.
2. Members had observed that there had been an apparent increase in fly-tipping since charges had been introduced at Community Recycling Centres (CRC). It was confirmed that the overall tonnage had decreased but there had been an increase in items, although the items being fly-tipped were not items that the CRC's were charging for.

Resolution

The Woking Joint Committee thanked The Partnership Manager for his presentation; noting that Woking were part of the partnership and praised the work that it was doing.

Meeting ended at: 8.25 pm

Chairman

Notes of Open Public Questions

Question 1: Ray Lynes

There are 2 things I would like to address. Firstly there are a large number of push bike users cycling along the pavement instead of the road and secondly cars are continuously parking on the pavement, causing obstructions and making it unsafe for pedestrians, who have to walk in to the road to get around the cars. Both of these are illegal. My questions is what is being done about it?

Response from Colin Kemp: Parking on the pavement is a constant issue that cannot be enforced unless there are restrictions on the road and then the parking team are able to enforce.

Response from Geoff McManus: The push bike users tend to be juveniles who are unable to be prosecuted. We have been looking in to areas within the town to create designated cycle routes to stop this happening but it is a difficult issue that is hard to enforce.

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SURREY COUNTY COUNCIL

JOINT COMMITTEE (WOKING)

DATE: 7 MARCH 2018

LEAD MEMBER: COLIN KEMP, CABINET MEMBER FOR HIGHWAYS

SUBJECT: CABINET MEMBER FOR HIGHWAYS - UPDATE

AREA(S) AFFECTED: ALL

SUMMARY OF ISSUE:

Cabinet Member is attending the committee to improve communications and to provide information of works in the local area.

RECOMMENDATIONS:

The Joint Committee (Woking) is asked to:

- i) Comment on the information.

REASONS FOR RECOMMENDATIONS:

To update the committee on the highways works in the local area.

1. INTRODUCTION AND BACKGROUND:

- 1.1 Cabinet Member Colin Kemp attended this meeting in the autumn to improve communication with the committee and also to talk through the work he is doing with highways teams.
- 1.2 At the meeting in the autumn, it was agreed that the Cabinet Member would return in the Spring to provide an update on this work.

2. ANALYSIS:

- 2.1 As Highway Authority and Lead Local Flood Authority what we do and the powers we have are largely governed by statute. We are responsible for assets which include over 3,000 miles of road network, 1,800 bridges and structures and 3,262 miles of footway.
- 2.2 The Cabinet Member recognises that it is important to keep the Local Committees and Joint Committees informed. The programme summary (Annex 2) outlines all the highway work that is planned to be undertaken in the 2018/19 financial year (called operation Horizon). It will be updated every three months and is available on the following webpage – www.surreycc.gov.uk/Horizon

ITEM 7

3. OPTIONS:

- 3.1 The committee can comment on and feedback views to the Cabinet Member for consideration.

4. CONSULTATIONS:

- 4.1 Officers from within the Environment and Infrastructure Directorate have inputted into this report, including Area Highways Managers.

5. FINANCIAL IMPLICATIONS:

- 5.1 All the works set out within the report are costed as part of the Council's budget for either 2017/18 or 2018/19 (as set out in the annex).

6. WIDER IMPLICATIONS:

Area assessed:	Direct Implications:
Crime and Disorder	No significant implications arising from this report.
Equality and Diversity	No significant implications arising from this report.
Localism (including community involvement and impact)	No significant implications arising from this report.
Sustainability (including Climate Change and Carbon Emissions)	No significant implications arising from this report.
Corporate Parenting/Looked After Children	No significant implications arising from this report.
Safeguarding responsibilities for vulnerable children and adults	No significant implications arising from this report.
Public Health	No significant implications arising from this report.

7. CONCLUSION AND RECOMMENDATIONS:

- 7.1 The committee is invited to comment and feedback to the Cabinet Member about the programme.

8. WHAT HAPPENS NEXT:

- 8.1 The Cabinet Member will consider the views of the committee.

Contact Officer: Cabinet Member for Highways Colin Kemp
colin.kemp@surreycc.gov.uk

Consulted: As detailed within the report.

Annexes: Highways Programme Annual Summary 2018/19
Horizon 2 – Woking 2017/18
Horizon 2 – Woking 2018/19
Horizon 2 – Schemes for Consideration for Future Years
Horizon 2 – Map of Woking Provisional Schemes 2018/19

Background papers: None

Introduction:

The Cabinet Member recognises that it is important to keep the Local Committees and Joint Committees informed. This programme summary outlines all the highway work that is planned to be undertaken in the 2018/19 financial year (called operation Horizon). It will be updated every three months and is available on the following webpage – www.surreycc.gov.uk/Horizon

Our purpose is to enable safe, reliable journeys and the growth of prosperous places, now and in the future. As Highway Authority and Lead Local Flood Authority what we do and the powers we have are largely governed by statute. We are responsible for assets which include over 3,000 miles of road network, 1,800 bridges and structures and 3,262 miles of footway.

Our budget



From the **2018/19 central budgets for Woking:**

£691k has been budgeted for **resurfacing of roads**, and £134k for **pavement works**

Since 2013/14 (the last 5 years) for Woking:

The following has been invested centrally on the highway network in Woking:

£7.948 million on resurfacing roads

£444k on Local Structural Repair (LSR)

£216k on pavements

and **£250k on Structures**

Annex 1 provides an update on schemes undertaken in the 2017/18 financial year.

Annex 2 provides details on planned works in the 2018/19 financial year.

Annex 3 outlines works and schemes that we would like to complete in future years.

ITEM 7

Grass cutting

This year we are funding grass cutting to cover the area of 26.5million square-metres (county-wide) – that's the area of 394 Wembley stadiums.

Woking Borough Council have agreed to manage grass cutting in your Borough. The borough council's contactor Serco will carry out environmental works throughout Woking. This will include highway verge cutting, weed control and tree maintenance.

It will be for the Borough Council to determine service levels but at a minimum they will be cutting the urban grass four times and the rural grass twice. Within Woking there is about 487,000 square metres of urban highway grass and 132,000 square metres of rural highway grass. Areas classified as "urban" are normally verges in residential areas. Woking Borough Council have also agreed to continue managing highway trees on behalf of the County Council.

Defects

In 2017 we repaired 37,702 dangerous defects, 1,513 of which were in Woking.

There were 206 accident and emergency call outs in Woking last year.

What happens to potholes?

We regularly inspect the roads and pavements for potholes and other problems however we rely on the public to report problems to us in between these inspections.

Ways for the public to report

🖥 Online at www.surreycc.gov.uk (24 hours a day)

☎ 0300 200 1003 (local rate) 9am to 5pm, Monday to Friday

We prefer that reports are made online because this means we collect all the information we need including an accurate location of the problem. Residents can also track problems and see what has already been reported on the online map.

What happens after the report is made?

One of our inspectors will visit the location within one week, look at the problem and decide what to do next:

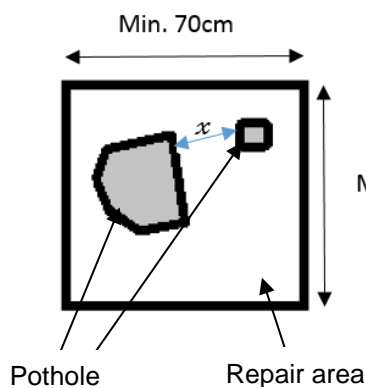
- what type of repair needs to be made;
- when it needs to be made (we repair more risky defects in a shorter timescale);
or
- determine if no repair is necessary (we will monitor instead)

Our inspector follows the highway safety manual. The manual takes into consideration lots of factors including where in the road the problem is. For example if the problem is on the pavement or in a cycle lane this is treated more seriously than if the problem was in the middle of the road.

More information about the highway safety manual is available at www.surreycc.gov.uk/roadsafetystandards

What repair do we make?

We provide a list to our work team of all the defects that need repairing each day. Our work team must repair all of these risky defects by the end of the day in order to keep the network safe. This means the repair team may sometimes leave other non-urgent potholes nearby.



The work team may find other potholes nearby. These additional potholes may be repaired along with the pothole listed for repair, providing the patch size is not too big.

The distance " x " is determined by the work team on site. They will consider:-

- the strength of the road to hold the repair,
- the amount of tarmac they have on them, and
- other engineering factors.



Before - three defects treated as one single defect



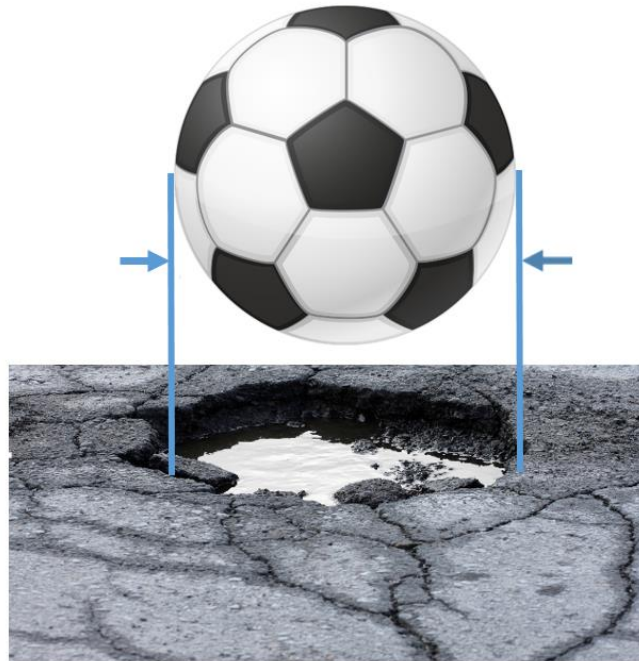
After

Not all potholes affect safety, and they will not normally be repaired, unless they are likely to become safety problem in the near future.





ITEM 7

What size is my pothole?

The descriptions used on the website refer to the width of the pothole (not depth).



Classification of potholes

Highest risk Priority 1	Medium risk Priority 2	Low risk Priority 3	Priority 4 (May be unpleasant to the eye but not considered a safety issue)
What happens to this pothole?			
Make safe within 2 hours	Make safe or repair within 5 working days	Repair within 20 working days	We do not usually repair these potholes
Individual or multiple potholes with very high risk of interaction with vehicles or pedestrians and likely to result in serious or fatal consequence	Individual defect greater than 40mm in depth and 150mm in diameter (Cycle lanes 25mm depth and 75mm diameter)	Individual defect greater than 30mm in depth and 150mm in diameter (Cycle lanes 20mm depth and 75mm diameter).	Individual or multiple defects less than 30mm in depth or less than 40mm but unlikely to worsen (20mm in cycle lanes).
			

Surrey Highways

Horizon 2 2017-2018

Woking – version 3.2, 15 February 2018



Horizon 2 is the name we are giving the Council's Asset Management Programme for the period 2017 to 2021.

Horizon 2 – 2017/18 programme, Woking								
Horizon 2 programme								
Road No.	Road name	Location	Limits	Length (metres)	Type of Work	Year	Surrey Highways ID	Scheme update
A320	Chertsey Road	East Horsell	McLaren roundabout (Inclusive) to Dunford Bridge	500	Road Major Maintenance	2017/18	215	Completed
C11	Chobham Road	Knaphill	Barrs Lane to Limecroft Road	1100	Road Major Maintenance	2017/18	2442	Completed
A324	Harelands Roundabout	Woking	Lockfield Drive junction with Marston Road	250	Road Major Maintenance	2017/18	3347	Completed

Horizon 2 PAVEMENT programme

Road No.	Road name	Location	Limits	Length (metres)	Type of Work	Year	Surrey Highways ID	Scheme update
D3775	Black Prince Close	West Byfleet	Godley Road To end - both sides	110	Pavement Slurry Seal	2017/18	310	Completed
D3698	Bonsey Lane	Westfield	Westfield Avenue to end - both sides	752	Pavement Slurry Seal	2017/18	78	Deferred There is currently an embargo on all street works in Woking due to Surrey CC's and Woking Borough Council's joint transport scheme. This scheme will start between April 2018 and March 2019.
B367	Coldharbour Road	Woking	D3743 Coldharbour Road to Engliff Lane – both sides	1452	Pavement Slurry Seal	2017/18	80	Deferred There is currently an embargo on all street works in Woking due to Surrey CC's and Woking Borough Council's joint transport scheme. This scheme will start between April 2018 and March 2019.

D3715	Constitution Hill	Woking	Guildford Road to Guildford Road	262	Pavement Slurry Seal	2017/18	189	Deferred There is currently an embargo on all street works in Woking due to Surrey CC's and Woking Borough Council's joint transport scheme. This scheme will start between April 2018 and March 2019.
Horizon 2 PAVEMENT programme								
Road No.	Road name	Location	Limits	Length (metres)	Type of Work	Year	Surrey Highways ID	Scheme update
D7237	Drakes Way	Mayford	Full length - both sides	588	Pavement Slurry Seal	2017/18	53	Completed
D7212	Eastmead	Woking	Full length - both sides	370	Pavement Slurry Seal	2017/18	177	Completed
D3602	Grindstone Crescent	Knaphill	Oak Tree Road to Oak Tree Road - both sides	646	Pavement Slurry Seal	2017/18	60	Completed
D3682	Holly Bank Road	West Byfleet	Hook Heath Road to Hook Heath Avenue- both sides	1498	Pavement Slurry Seal	2017/18	185	Completed

D3640	Kingsway	Woking	Triggs Lane to Goldsworth Road	1240	Pavement Slurry Seal	2017/18	55	Deferred There is currently an embargo on all street works in Woking due to Surrey CC's and Woking Borough Council's joint transport scheme. This scheme will start between April 2018 and March 2019.
D3614	Lansdown Close	Knaphill	Full length	420	Pavement Slurry Seal	2017/18	181	Completed

Horizon 2 PAVEMENT programme continued								
Road No.	Road name	Location	Limits	Length (metres)	Type of Work	Year	Surrey Highways ID	Scheme update
D3699	Maple Grove	Westfield	Full length	348	Pavement Slurry Seal	2017/18	79	Deferred There is currently an embargo on all street works in Woking due to Surrey CC's and Woking Borough Council's joint transport scheme.

								This scheme will start between April 2018 and March 2019.
D3647	Meadway Drive	Woking, Horsell	High Street to Ridgeway	880	Pavement Slurry Seal	2017/18	904	<p>Deferred</p> <p>There is currently an embargo on all street works in Woking due to Surrey CC's and Woking Borough Council's joint transport scheme.</p> <p>This scheme will start between April 2018 and March 2019.</p>

Horizon 2 STRUCTURES programme

Road No.	Road name	Location	Limits	Length (metres)	Type of Work	Year	Surrey Highways ID	Scheme update
D52	Burdenshott Road	Worplesdon	Burdenshott Road Bridge-Option Report	NA	Structures	2017/18	D52/2241	Scheduled to take place between April 2017 and March 2018 An option report will be a more cost effective use of funding. This is a report which will be used to identify solutions for repairs or strengthening. The preferred solution will be costed and prioritised for work in future programmes.
A320	Chertsey Road	Woking	Chertsey Road Bridge-Option report	NA	Structures	2017/18	A320/7	Scheduled to take place between April 2017 and March 2018 An option report will be a more cost effective use of funding. This is a report which will be used to identify solutions for repairs or strengthening. The preferred solution will be costed and prioritised for work in future programmes.
A324	Lockfield Drive	Woking	Lockfield Drive-Assessment	NA	Structures	2017/18	A324/15	Completed Assessment results have not identified any need for repairs or strengthening.

Horizon 2 STRUCTURES programme continued

Road No.	Road name	Location	Limits	Length (metres)	Type of Work	Year	Surrey Highways ID	Scheme update
D7218	Old Parvis Road	Byfleet	Old Parvis Bridge-Assessment	NA	Structures	2017/18	D7218/2379	Scheduled to take place between April 2017 and March 2018 Results will identify any necessary repairs or strengthening. If any works are identified they will be prioritised for work in future works lists.

Horizon 2 TRAFFIC SIGNALS programme

Road No.	Road name	Location	Limits	Length (metres)	Type of Work	Year	Surrey Highways ID	Scheme update
C130 / D3679	Camphill Road / Claremont Road	West Byfleet		NA	Traffic Signals	2017/18	J414	Works taking place during February 2018
C144	Maybury Hill	Woking	Near Princess Road	NA	Traffic Signals	2017/18	P418	Deferred – awaiting new date

									Scheme prioritised from consideration list as it has become urgent under the Wider Network Benefit programme. This is a programme to help us manage our road network and respond to challenges caused by traffic congestion.
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Horizon 2 TRAFFIC SIGNALS programme continued								
Road No.	Road name	Location	Limits	Length (metres)	Type of Work	Year	Surrey Highways ID	Scheme update
A245	Old Woking Road /Parvis Road	West Byfleet	Junction with Camphill Road / Station Approach / Pyrford Road	NA	Traffic Signals	2017/18	J401	Deferred – to avoid additional congestion and conflict with Camphill Road works Scheme will take place between April 2018 and March 2019.
D3710	Oriental Road / Heathside	Woking	Near Station Approach	NA	Traffic Signals	2017/18	P419	Completed

	Crescent							
A322	Guildford Road	Bisley	Near School Close	NA	Traffic Signals	2017/18	P307	Completed

Horizon 2 EMBANKMENTS programme
No schemes currently prioritised

Horizon 2 DRAINAGE programme
No schemes currently prioritised

Horizon 2 SAFETY BARRIERS programme
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No schemes currently prioritised

Safety Defect Resurfacing & Patching (Funded by Department for Transport grant) January – March 2018

Road No.	Road name	Location	Limits	Type of Work	Year	Scheme status
D36 79	Station Road	West Byfleet	From Birchwood Road/Woodlands Avenue junction to either side of junction with Station road/Claremont Road, from no 5 Station road to no 2 Claremont Road.	Carriageway surfacing works	2018	Scheduled Works expected to take place week ending 23 February

Surrey Highways

Horizon 2 2018-19

Woking – version 1.0, 17 January 2018



SURREY

Horizon 2 is the name we are giving the Council's Asset Management Programme for the period 2017 to 2021.

Horizon 2 – 2018/19 programme, Woking

Horizon 2 ROADS programme

Road No.	Road name	Location	Limits	Length (metres)	Type of Work	Year	Surrey Highways ID	Other information
A320	Egley Road	Woking	Mayford Green Roundabout	300	A320	2018/19	CW3346	
A247	High Street / Broadmead Road	Old Woking	High Street to Broadmead Bridge (district boundary)	110	A247	2018/19	CW 72	
B382	Old Woking Road	Woking	Sheerwater Road to Lincoln Drive	1000	B382	2018/19	CW 3452	
D3725	Princess Road	Maybury	Maybury Hill to Windsor Way	670	D3725	2018/19	CW 3131	
D3740	Weston Way	Woking	Lincoln Drive to Lovelace Drive	253	D3740	2018/19	CW 3335	

Horizon 2 PAVEMENT programme								
Road No.	Road name	Location	Limits	Length (metres)	Type of Work	Year	Surrey Highways ID	Other information
D3612	Birdswood Drive	St Johns	Gorsewood Road to Hermitage Woods Crescent (both sides)	200	Footway Slurry	2018/19	FW719	
D3698	Bonsey Lane	Westfield	Westfield Avenue to end (both sides)	752	Footway Slurry	2018/19	FW78	Carried over from 2017/18 works list.
B367	Coldharbour Road	Woking	D3743 Coldharbour Road to Engliff Lane (both sides)	1452	Footway Slurry	2018/19	FW80	Carried over from 2017/18 works list.
D3715	Constitution Hill	Woking	Guildford Road to Guildford Road (eastern side)	262	Footway Slurry	2018/19	FW189	Carried over from 2017/18 works list.
D3640	Kingsway	Woking	Triggs Lane to Goldsworth Road (both sides)	1240	Footway Slurry	2018/19	FW55	Carried over from 2017/18 works list.
D3699	Maple Grove	Westfield	Full length (both sides)	348	Footway Slurry	2018/19	FW79	Carried over from 2017/18 works list.

Horizon 2 PAVEMENT programme continued

Road No.	Road name	Location	Limits	Length (metres)	Type of Work	Year	Surrey Highways ID	Other information
D3783	Maybourne Rise	Mayford	From outside no. 5, westbound to Follyfield (both sides)	880	Footway Slurry	2018/19	FW720	
D3647	Meadway Drive	Horsell	High Street to Ridgeway (both sides)	880	Footway Slurry	2018/19	FW904	Carried over from 2017/18 works list.
D3705	The Moorlands	Kingfield	Full length (both sides)	160	Footway Slurry	2018/19	FW905	
D3693	Wych Hill Lane	Woking	York Road to Mount Herman Road (both sides)	210	Footway Slurry	2018/19	FW186	

Horizon 2 STRUCTURES programme

No schemes currently prioritised

Horizon 2 TRAFFIC SIGNALS programme								
Road No.	Road name	Location	Limits	Length (metres)	Type of Work	Year	Surrey Highways ID	Other information
C140	High Street	Horsell	Near Meadway Drive	N/A	Traffic signal refurbishment	2018/19	P422	
D3681	Hook Hill Lane	Mayford	Near Chiltern Close (railway bridge)	N/A	Traffic signal refurbishment	2018/19	J406	
C144	Maybury Hill	Woking	Near Princess Road	N/A	Traffic signal refurbishment	2018/19	P418	
A245 / C130 / D3759 / D3744	Old Woking Road / Parvis Road	Woking	Junction with Camphill Road / Station Approach / Pyrford Road	N/A	Traffic signal refurbishment	2018/19	J401	Carried over from 2017/18 works list
P419	Orietnal Road / Heathside Crescent	Woking	Near Station Approach	N/A	Traffic signal refurbishment	2018/19	P419	
B380	Westfield Road	Woking	Near Old School Place	N/A	Traffic signal refurbishment	2018/19	P433	

Horizon 2 EMBANKMENTS programme

No schemes currently prioritised

Horizon 2 DRAINAGE programme

Road No.	Road name	Location	Limits	Length (metres)	Type of Work	Year	Surrey Highways ID	Other information
A322	Cowshot stream/A322 Bagshot Road	Brook wood		N/A	Drainage	2018/19	WOK110	Work to alleviate flooding

Horizon 2 SAFETY BARRIERS programme

No schemes currently prioritised

Horizon 2 MAJOR TRANSPORT SCHEMES programme		
Scheme name	Location	Other information
Woking town centre improvements (Woking Borough Council)	Woking town centre	Currently taking place. Expected to continue beyond March 2019. Works are being delivered by Woking Borough Council in partnership with Surrey County Council.

Surrey Highways

Horizon 2 Schemes for consideration for future years

Woking

Please note this is a provisional list. We cannot guarantee that any scheme on this list will be carried out.



1. This is a list of works being considered for future years
2. This list will change as condition survey information is received

Horizon 2 Schemes for consideration for future years

Horizon 2 ROADS Schemes for consideration for future years - continued

Road No.	Road / scheme name	Location	Limits	Length (metres)	Type of Work	Surrey Highway s ID	Other information
A322	Bagshot Road	Woking	Heathhouse Road To The Fairway	800	Road Major Maintenance	2437	
A3046	Chobham Road	Woking	Roundabout To Surrey Heath Boundary	680	Road Major Maintenance	68	
C11	Chobham Road	Knaphill	Bagshot Road To High Street	400	Road Major Maintenance	2441	
D3731	East Hill	Woking	East Hill Link	364	Road Major Maintenance	3265	
D3700	Granville Road	Westfield	Westfield Road to end	230	Road Major Maintenance	1381	
D3682	Holly Bank Road	Hook Heath	Hook Heath Road to The Drive	800	Road Major Maintenance	838	

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5. This list is not in priority order

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Horizon 2 ROADS Schemes for consideration for future years - continued

Road No.	Road / scheme name	Location	Limits	Length (metres)	Type of Work	Surrey Highways ID	Other information
D3639	Horsell Moor	Woking	Arthur's Bridge Road To Horsell Moor Crossroads	193	Road Major Maintenance	823	
D3606	Inkerman Road	Knaphill	Hermitage Road to Victoria Road	480	Road Major Maintenance	679	
D3732	Sandy Lane	Woking	East Hill To Maybury Hill	650	Road Major Maintenance	856	
A320	Victoria Road	Woking	Rail Bridge To Station Approach	90	Road Major Maintenance	276	
D3707	Whitmoor Lane	Sutton Green	Sutton Green Road To Guildford Road	750	Road Major Maintenance	3261	
A320	Egley Road	Woking	Mayford Green Roundabout	300	Road Major Maintenance	3346	
D3667	Boundary Road	Maybury	Walton Road to Omega Road	308	Road Major Maintenance	831	

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Horizon 2 ROADS Schemes for consideration for future years - continued

Road No.	Road / scheme name	Location	Limits	Length (metres)	Type of Work	Surrey Highways ID	Other information
D3637	Arthurs Bridge Road	Woking	Abbey Road to Well Lane	247	Road Major Maintenance	3276	
D3766	Hart Road	Byfleet	Rectory Lane to Church Road	360	Road Major Maintenance	859	
D3717	Howards Road	Woking South	Elmbridge Lane To Sundridge Road	260	Road Surface Treatment	852	
D3726	Kent Road	Woking	Princess Road To Beaufort Road	190	Road Surface Treatment	1398	
D3778	Magdalen Crescent	West Byfleet	Sanway Road To End	200	Road Surface Treatment	861	
D3630	Rosehill Avenue	Horsell	Bullbeggars Lane To Ormonde Road	280	Road Surface Treatment	437	
D3614	Sutton / Batten Avenue (Inc. Oakway)	Woking	Copsley Close To End	500	Road Surface Treatment	3329	

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Horizon 2 ROADS Schemes for consideration for future years - continued							
Road No.	Road / scheme name	Location	Limits	Length (metres)	Type of Work	Surrey Highways ID	Other information
D3699	Westfield Avenue	Woking	Westfield Road To 150meters south Kingfield Road	650	Road Surface Treatment		

Horizon 2 PAVEMENTS Schemes for consideration for future years							
Road No.	Road / scheme name	Location	Limits	Length (metres)	Type of Work	Surrey Highways ID	Other information
D3611	Gorsewood Road	St Johns	Gorsewood Road To Larchwood Road And Full Length Of Larchwood Road- Both Sides	1000	Pavement Reconstruction	112	

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D3656	Grange Road	Horsell	Shore's Road To Grange Park- Both Sides	540	Pavement Reconstruction	1021	
D7201	Shilburn Way	Woking	Full Length	200	Pavement Slurry Seal	59	

Horizon 2 PAVEMENTS Schemes for consideration for future years - continued

Road No.	Road / scheme name	Location	Limits	Length (metres)	Type of Work	Surrey Highway s ID	Other information
C143	Walton Road	Woking	Stanely Road To Monument Road	1840	Pavement Slurry Seal	58	

Horizon 2 DRAINAGE Schemes for consideration for future years

Road No.	Road / scheme name	Location	Limits	Length (metres)	Type of Work	Surrey Highway s ID	Other information
D3680	Blackhorse Road	Woking	Junction with Brookwood Lye Road - Investigation	N/A	Drainage	Wok138	

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D3706	New Lane	Sutton Green	Outside No. 2-8- Investigation	N/A	Drainage	Wok121	
D3680	Saunders Lane	Mayford	Junction with Blackhorse Road to Smarts Heath Road - Investigation	N/A	Drainage	Wok045	

Horizon 2 STRUCTURES Schemes for consideration for future years							
Road No.	Road / scheme name	Location	Limits	Length (metres)	Type of Work	Surrey Highway s ID	Other information
D52	Burdenshott Road	Worplesdon	Burdenshott Road Bridge- Design	NA	Structures	D52/2241	
D52	Burdenshott Road	Worplesdon	Burdenshott Road Bridge- Construction	NA	Structures	D52/2241	
A320	Chertsey Road	Woking	Chertsey Road Bridge- Design	NA	Structures	A320/7	
A320	Chertsey Road	Woking	Chertsey Road Bridge- Construction	NA	Structures	A320/7	

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5. This list is not in priority order

Horizon 2 – Schemes for consideration for future years - Version: WOKING 1.1, 15.02.18

1. This is a list of works being considered for future years
2. This list will change as condition survey information is received

A324/15	Lockfield Drive	Woking	Lockfield Drive-Feasibility	NA	Structures	A324/15	
D7218	Old Parvis Road	Byfleet	Old Parvis Bridge-Feasibility / Design	NA	Structures	D7218/2379	
A245	Sheerwater Road	Sheerwater	Sheerwater Bridge-Assessment	NA	Structures	A245/8	

Horizon 2 STRUCTURES Schemes for consideration for future years - continued							
Road No.	Road / scheme name	Location	Limits	Length (metres)	Type of Work	Surrey Highways ID	Other information
C141	St. Johns Hill Road	St Johns	Kiln Bridge-Assessment	NA	Structures	C141/2401	

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Horizon 2 TRAFFIC SIGNALS Schemes for consideration for future years

Road No.	Road / scheme name	Location	Limits	Length (metres)	Type of Work	Surrey Highways ID	Other information
A322	Bagshot Road	Brookwood	Junction with Cemetery Pales	NA	Traffic signal refurbishment	J410	
A322	Bagshot Road	Knaphill	Junction with Redding Way	NA	Traffic signal refurbishment	J402	
C140	Brewery Road	Woking	Near Kinswood Court	NA	Traffic signal refurbishment	P420	
A318	Byfleet Road/ Oyster Lane	Byfleet	(Railway Arch)	NA	Traffic signal refurbishment	J404	

Horizon 2 TRAFFIC SIGNALS Schemes for consideration for future years - continued

Road No.	Road / scheme name	Location	Limits	Length (metres)	Type of Work	Surrey Highways ID	Other information
C143	Cawsey	Woking	Near Commercial Way	NA	Traffic signal refurbishment	P416	
C12	High Street	Knaphill	Near Englefield Road	NA	Traffic signal refurbishment	P413	

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D3681	Hook Hill	Mayford	Near Chiltern Close (Railway Bridge)	NA	Traffic signal refurbishment	J406	
A247	Kingfield Road	Old Woking	Near Westfield Avenue	NA	Traffic signal refurbishment	P434	
D7206	Kirkland Avenue	Woking	Near Wishbone Way	NA	Traffic signal refurbishment	P414	
A324	Lockfield Drive	Horsell	Junction with Well Lane	NA	Traffic signal refurbishment	J421	
C143	Maybury Hill	Woking	Near Maybury Road (Railway Bridge)	NA	Traffic signal refurbishment	P437	
A245	Parvis Road	Byfleet	Near Green Lane	NA	Traffic signal refurbishment	P402	

Horizon 2 TRAFFIC SIGNALS Schemes for consideration for future years - continued

Road No.	Road / scheme name	Location	Limits	Length (metres)	Type of Work	Surrey Highways ID	Other information
D7321	Redding Way	Knaphill	Near Tudor Way	NA	Traffic signal refurbishment	P430	
A245	Sheerwater Road	West Byfleet	Junction with Albert Drive	NA	Traffic signal refurbishment	J420	

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B380	Smarts Heath Road	Woking	Near Saunders Lane (Railway Bridge)	NA	Traffic signal refurbishment	J407	
A320 / A3046	Victoria Way	Woking	Junction with Chobham Road	NA	Traffic signal refurbishment	J424	
A320	Victoria Way	Woking	Junction with Peakcocks Centre Car Park Access	NA	Traffic signal refurbishment	J428	
A320	Victoria Way	Woking	Junction with Lockfield Drive	NA	Traffic signal refurbishment	J412	

Horizon 2 MAJOR SCHEMES / SUSTAINABLE TRANSPORT PACKAGE / RESILIENCE Schemes for consideration for future years							
Road No.	Road / scheme name	Location	Limits	Length (metres)	Type of Work	Surrey Highways ID	Other information
A320	HIF A320 / Woking Town Centre	Woking	N/A	N/A	Housing Infrastructure Fund (HIF)	N/A	Scheme currently in very early stages of planning. Awaiting further information and funding.

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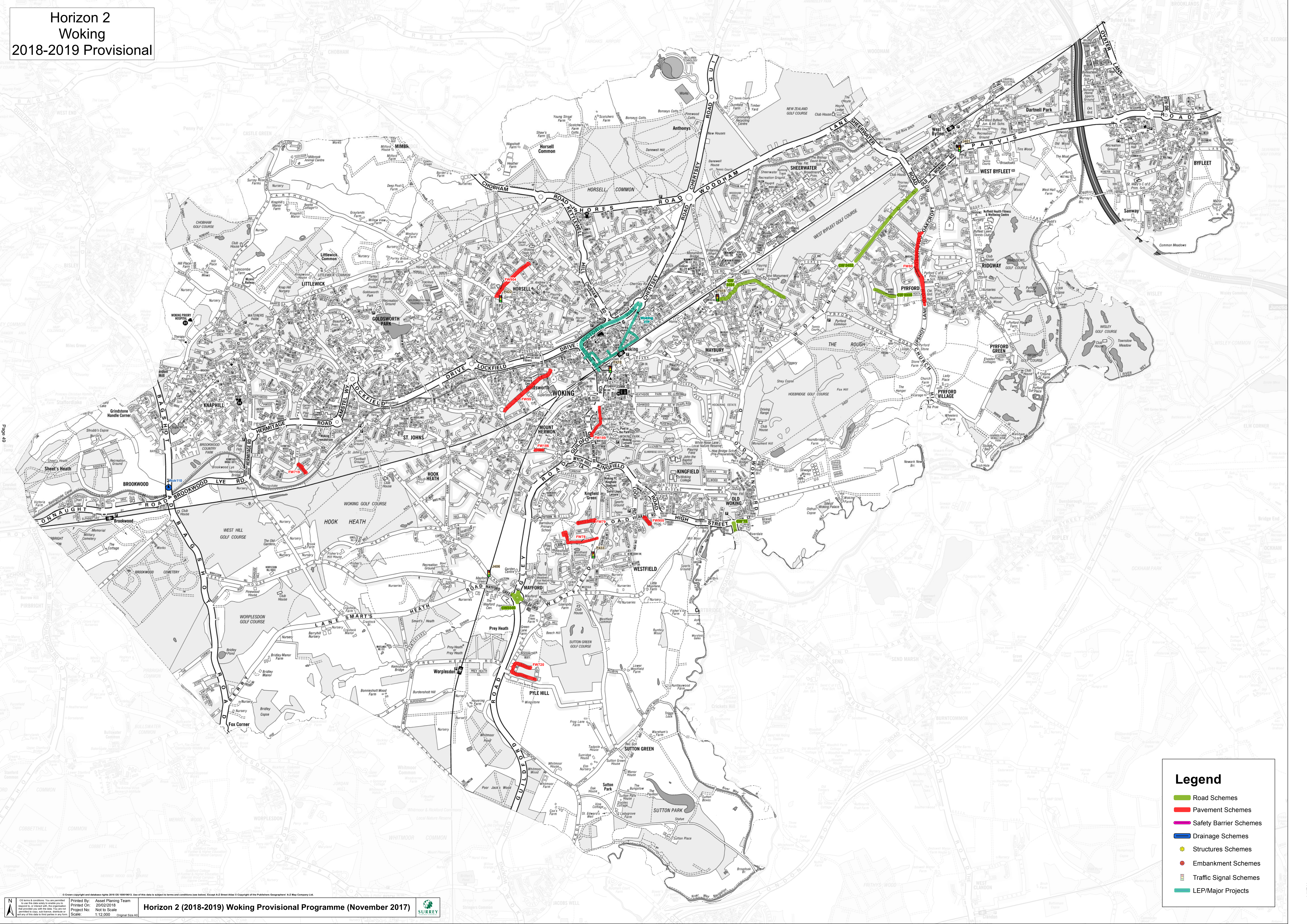
1. This is a list of works being considered for future years
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							The aim of this scheme is to making land usable for development and to alleviate congestion in the area.
N/A	Victoria Arch Scheme	Woking	N/A	N/A	Major Schemes	N/A	Scheme currently in very early stages of planning. Expected to start works between April and June 2019.
N/A	Woking Sustainable Transport Package – Phase 1	Woking	N/A	N/A	Sustainable Transport Package	EM12	Scheme currently in very early stages of planning.

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Horizon 2
Woking
2018-2019 Provisional

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Legend

- Road Schemes
- Pavement Schemes
- Safety Barrier Schemes
- Drainage Schemes
- ★ Structures Schemes
- Embankment Schemes
- Traffic Signal Schemes
- LEP/Major Projects

ITEM 7

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WOKING JOINT COMMITTEE

DATE: 7 MARCH 2018
LEAD OFFICER: ANDREW MILNE, AREA HIGHWAY MANAGER

SUBJECT: HIGHWAYS UPDATE

AREA: WOKING (ALL DIVISIONS)

SUMMARY OF ISSUE:

To report progress made with the delivery of proposed highways schemes, developer funded schemes, and revenue funded works for the 2017/18 financial year.

To provide an update on the latest budgetary position for highway schemes and revenue maintenance.

To report on relevant topical highways matters.

RECOMMENDATIONS:

Woking Joint Committee is asked to note:

- i) The progress with the ITS (Integrated Transport Scheme) highways and developer funded schemes, and revenue funded works for the 2017/18 financial year.
- ii) The budgetary position.
- iii) A further Highways Update will be brought to the next meeting of this Committee.

REASONS FOR RECOMMENDATIONS:

The above recommendations are made to enable progression of all highway related schemes and works.

1. INTRODUCTION AND BACKGROUND:

- 1.1 Surrey County Council's Local Transport Plan (LTP) states the aim of improving the highway network for all users, through measures such as reducing congestion, improving accessibility, reducing personal injury accidents, improving the environment and maintaining the highway network so that it is safe for all users.

2. ANALYSIS:

2.1 Local Committee finance

Revenue budget 2017/18

- 2.1.1 The revenue budget for 2017/18 was reduced from £178,416 (including Community Enhancement) to £40,909. The reduction in budget has had a significant impact on the amount of revenue maintenance works that can be carried out.

Capital budget 2017/18

- 2.1.2 The capital budget for 2017/18 was set at £36,363, which was a reduction of £225,024 on the 2016/17 figure of £261,387.

Other funding sources

- 2.1.3 In addition, £121,125 of parking surplus was set aside to support highways works, giving a total of £157,488.

2.2 Local Committee capital works programme

Capital works program 2017/18

- 2.2.1 The capital works programme is presented as a combined programme of ITS and capital maintenance works to provide a clearer picture of works and budgets. The programme shown in Table 1 below was formally approved by the Woking Joint Committee at its public meeting held on 7 December 2016.

- 2.2.2 As previously reported, several of the proposed micro-asphalt schemes could not be progressed due to a lack of capacity in the micro-asphalt programme. Three other schemes have been costed and a new scheme, Connaught Road, has been added and costed. The raised zebra crossing outside the school is particularly bad and it is recommended that this scheme is progressed ahead of any of the others.

Table 1 - Capital works programme 2017/18

Scheme Name	Detail/Limits	Progress	Estimated cost (£)
ITS High Street, Old Woking – pedestrian crossing facilities.	Feasibility and design of pedestrian crossing facilities. Presently 4 th highest priority on the Woking schemes list.	Design brief issued. Initial feasibility carried out but scheme put on hold.	5,000
ITS A320 junction with Claremont Avenue – footway widening and pedestrian crossing facility.	Construction of footway widening during 2017/18. Consultation only for crossing. Currently 9 th highest priority on the Woking schemes list.	Construction complete. Safety Audit carried out with resulting work yet to be done.	25,000
ITS A320 Guildford Road junct with Mount Hermon Road and Hill View Road - safety improvements.	Scheme deferred due to budget reduction.	-	-
ITS Various locations – provision of dropped kerbs across junctions etc for easier pedestrian access.	Design and construction during 2017/18. Currently ranked 13 th (Gorsewood Estate) and 14 th (High Road, Byfleet) highest on the Woking schemes list.	Works issued for initial few dropped kerbs. No further work proposed to help balance budget.	2,071
ITS Redding Way, Knaphill – removal of bus gate (rising bollards and prohibition) and possible new safety features.	Feasibility, design and construction during 2017/18. Currently only ranked 43 rd on the Woking schemes list but a high profile issue that links in with the A322 review.	Design advanced sufficient to liaise with WBC and get quotes from statutory undertakers and cost estimate.	35,000
Vicarage Road (S106 funded)	This scheme is presently in 19 th place on our prioritised ITS list. There is no pedestrian crossing in this vicinity, and this improvement would link two bus stops, is close to a footpath running into the Balfour Avenue Estate and the new Moor Lane development.	Design complete – bus stop location determined but additional works mean that cost now exceeds budget. Some enabling work to proceed but actual construction of crossing on hold.	110,000

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Southwood Avenue LSR	Whole Road (Micro Asphalt). Estimated price shown.	No capacity in Micro-asphalt programme to complete.	-
Greenvale Road LSR	Whole Road (Micro Asphalt). Estimated price shown.	No capacity in Micro-asphalt programme to complete.	-
Birdswood Drive LSR	Whole Road (Micro Asphalt). Estimated price shown.	No capacity in Micro-asphalt programme to complete.	-
Bateson Way LSR	Scheme deferred (retained as contingency scheme).	On hold	-
Burnham Road LSR	Scheme deferred (retained as contingency scheme).	On hold	-
Burnham Close LSR	Scheme deferred (retained as contingency scheme).	On hold	-
Clinton Close LSR	Scheme deferred (retained as contingency scheme).	On hold	-
White Rose Lane LSR	Scheme deferred (retained as contingency scheme).	On hold	-
Guildford Road LSR	Scheme deferred (retained as contingency scheme).	On hold	-
Connaught Road LSR	Scheme added – surface bad outside school.	Preferred scheme. Programmed for February half term holiday.	28,850
TOTAL			205,921

2.3 Local Committee capital works programme 2018/19

2.3.1 At the time of writing this report, it is assumed that the capital budget for 2018/19 will be the same as in the 2017/18 financial year, ie £36,363.

2.3.2 It is proposed that the ITS programme for 2018/19 should consist primarily of;

- the removal of the bus gate from The Vyne / Redding Way, Knaphill
- the construction of the pedestrian crossing on Vicarage Road, Kingfield.

2.3.3 The design for the removal of the buses only prohibition and bollards from The Vyne has indicated that more work will be required to safely open the road up to all traffic than was initially envisaged. Consequently, the cost of the work will have increased, although at the time of writing, an actual cost

estimate is still being compiled. This work is to be undertaken in partnership with Woking Borough Council.

2.3.4 It had been intended to introduce the pedestrian crossing on Vicarage Road using only S106 funding. However, the need to relocate a bus stop to the opposite side of the Rosebery Crescent junction has increased the scheme cost, which now exceeds the budget available from S106 by approximately £40,000. It is proposed that some capital budget / parking surplus is used to implement this crossing.

2.3.5 It is proposed that the LSR programme will consist of those schemes carried over from the 2017/18 programme plus any others identified by the Maintenance Engineer. This will make allowance for contingency schemes and it is proposed that the Committee adopt a flexible approach so that as schemes develop, the programme can be adapted to the available budget.

2.4 **Local Committee revenue works programme**

2.4.1 Table 2 below shows the 2017/18 spend progress to date.

Table 2 - 2017/18 Revenue Maintenance Expenditure

Item	Allocation (£)	Committed Spend to date (£)
Revenue maintenance allocation	£40,909	42,941
Contractor OHP	Included in allocation figures	3,757
Total	£40,909	46,698

2.5 **Parking**

The 2017 review lining work has started and should be completed by the time of the Committee meeting.

Other highway related matters

2.6 **Customer services**

2.7 The total number of enquiries received in the calendar year 2017 is 112,538, which is an average of 9,363 per month and a decrease of approximately 18% on 2016. The improvements to the website reporting, proactive messaging and provision of information to customers have contributed to this.

2.8 All reports are categorised at the point of logging, either automatically through the website or by officers. Safety defects are directed to Kier with the remainder passed to the SCC local office for further investigation. Although enquiries have decreased overall there has been a change in the balance of reports. During 2016 the average split was 45% SCC and 55% Kier, whereas for 2017 this was

ITEM 8

53% and 47% respectively. This can be attributed to changes in the way enquiries are recorded and also the reduction in resource to carry out condition (non-safety) works. The volume of reports has increased demand on the area teams.

- 2.9 For Woking specifically, 5,892 enquiries were received between January and December of which 3,475 were directed to the local area office for action. Of these, 96% have been resolved, which is in line with the Highways countywide average of 96%.
- 2.10 Recent surveys conducted with our Highways Customer Panel showed that 75% of those surveyed were either satisfied or very satisfied with the customer service they received.

2.11 **Major schemes**

Woking Integrated Transport Project

Last year saw the majority of Woking Integrated Transport Project successfully delivered. The first half of this year will see the implementation of the new plaza on the north-side of the station and on Victoria Way, a new, much needed, bus stop and shelter next to Bedser Bridge by the WWF building, to provide easy access to Woking Town Centre.

Every effort will be made by the construction team to stay on schedule; however works that go beneath ground level can be complex and reveal unforeseen issues that may require additional work.

As you may have seen, the High Street's new paving and resurfacing is now complete and the enforcement camera to restrict vehicle access to High Street, replacing the on-street marshal, has gone live. The ANPR camera will operate daily between 7am and 9pm. Only authorised vehicles and buses can access High Street and Chapel Street.

Works to adapt the Victoria Way north-bound carriageway, adjacent to the Basingstoke Canal have begun, which incorporate a dedicated bus lane on Victoria Way between Lockfield Drive and the pedestrian crossing by the Bedser Bridge.

A new bus stop and shelter will be installed by the WWF headquarters building and a new alternative ramp for pedestrians from the footbridge to the new bus stop will be constructed. It is anticipated that works to create the new bus stop and shelter will be completed by May 2018.

Work to lay new paving along Church Path will start towards the end of February, and work to lay new paving on Chapel Street will follow soon after. Farrans will work closely with the businesses in both areas to keep disruption to a minimum.

Amendments to Traffic Regulation Orders (TRO's) associated with the Woking Integrated Transport Project have been extensive, and there are some further additional amendments which are needed to improve the operation of the town centre.

Woking Borough Council (WBC) has delegated authority for TRO's within Woking town centre. Deputy Chief Executive, Douglas Spinks, in consultation with the Portfolio Holder, has delegated authority for any TRO's for Broadway, Albion Square, High Street and Victoria Square through the WBC Executive. The Assistant Director (Place), Geoff McManus, has delegated authority as set out in the Council's Constitution, May 2016. The Joint Committee is therefore asked to note these TRO's for information;

1. Provide an additional disabled parking bay outside 5a Broadway to offer further blue badge parking for the town centre.
2. Provide No Waiting At Any Time parking restrictions on the north side of Maybury Road between its junction with Duke Street and Stanley Road. Currently there are Waiting Restrictions between 0830 and 1800 Monday to Sunday, and No Loading 08.30 – 09.30 and 16.30 – 18.00 Monday to Friday. Parking in this location during the permitted times causes obstruction to vehicles turning left out of Duke Street into Maybury Road into the path of oncoming vehicles, including buses, leading to highway safety concerns. By changing the parking restrictions to double yellow lines to prevent parking in this location, this safety issue will be resolved. (Annex 1)
3. Change of taxi rank bays on the north side of Broadway between Locke Way and Duke Street to pay and display parking. Evidence shows that the taxi rank bays are not being utilised, and with the loss of town centre pay and display on street parking, this would be a better use.

The taxi rank, which was moved from its previous location on High Street to Broadway as part of Woking Integrated Transport Project, has been monitored. Surveys have been undertaken of its usage and it is hoped that the results can be circulated at the Joint Committee Meeting.

A new additional phase of the Woking Integrated Transport Project is being proposed in the Duke Street, Maybury Road and Stanley Road area of the town centre. The aim of this phase is to improve pedestrian and cycle links and public realm in this area of the town around Dukes Court. The proposal will provide a continuation of the cycle lane already installed along the north side of Broadway, improve pedestrian linkages on the south side of Maybury Road to link to the bus stops and rail station, and close off Duke Street to traffic between Locke Way and Broadway to offer a new public realm square. The plan is currently in draft form and is attached (Annex 2).

Woking Sustainable Transport Package (STP)

Surrey County Council and Woking Borough Council are working in partnership to develop a £4m package of sustainable transport improvements for Woking to put forward as a bid for funding to the Enterprise M3 Local Enterprise Partnership (EM3 LEP). The Woking STP will improve connectivity between Woking town centre / rail station and existing routes that orbit the town, providing vital 'spokes' to fill in missing gaps in the network. It will serve key areas of residence and employment which are currently inadequately provided for by sustainable modes to support the anticipated increase in journeys to and from the area related to significant redevelopment of the town centre and rail station.

ITEM 8

The Woking STP will complement the Woking Integrated Transport Project (ITP) currently underway for the town centre. The project, planned for delivery between the end of 2018 and 2021, aims to encourage more people to walk, cycle, travel by bus and use the train. By encouraging more people to travel sustainably, we will reduce congestion, pollution, and encourage more people to live healthier lives. In turn this meets the primary EM3 LEP project objectives to unlock economic growth in the area by providing transport infrastructure and improvements to support growth in jobs, homes and employment space. Measures to improve connectivity will include installing new pedestrian and cycle facilities, upgrading existing and providing new crossing points and enhancing public transport to create Quality Bus Corridors.

A Project Board consisting of Officers from Surrey CC and Woking BC has commenced work to develop the scheme business case, due to be submitted to the EM3 LEP at the end of June 2018 . Feasibility work is underway to inform the priority schemes that best meet the project objectives and are within scope for delivery during the project timeframe and available budget.

This update note is provided to inform the Joint Committee of the work currently being undertaken by Officers to develop the project and business case. A report with full details of the proposed Woking STP scheme is expected to be brought to the Joint Committee in June, for review by Members prior to the bid submission to the EM3 LEP.

2.12 Centrally funded maintenance

Horizon 2 – 2017/18 Carriageway programme, Woking				
Road name	Location	Limits	Type of work	Status
A320 Chertsey Road	East Horsell	McLaren RAB to Dunford Bridge	Road Major Maintenance	Completed.
C11 Chobham Road	Knaphill	Barr's Lane to Limecroft Road	Road Major Maintenance	Completed.
A324 Harelands R/bout	Woking	Lockfield Drive with Marston Rd	Road Major Maintenance	Completed.

Horizon 2 – 2017/18 Pavement (footway) programme, Woking				
Road name	Location	Limits	Type of work	Status
Black Prince Close	West Byfleet	Godley Rd to end (both sides)	Pavement Slurry Seal	Completed.

Bonsey Lane	Westfield	Westfield Avenue to end (both sides)	Pavement Slurry Seal	Deferred to 2018/19.
Coldharbour Road	Woking	Coldharbour Rd to Engliff Ln (both sides)	Pavement Slurry Seal	Deferred to 2018/19.
Constitution Hill	Woking	Guildford Rd to Guildford Rd	Pavement Slurry Seal	Deferred to 2018/19.
Drakes Way	Mayford	Full length (both sides)	Pavement Slurry Seal	Completed.
Eastmead	Woking	Full length (both sides)	Pavement Slurry Seal	Completed.
Grindstone Crescent	Knaphill	Oak Tree Rd to Oak Tree Rd (both sides)	Pavement Slurry Seal	Completed.
Holly Bank Road	Hook Heath	Hook Heath Rd to Hook Heath Ave (both sides)	Pavement Slurry Seal	Completed.
Kingsway	Woking	Triggs Lane to Goldsworth Rd	Pavement Slurry Seal	Deferred to 2018/19.
Lansdown Close	St Johns	Full length	Pavement Slurry Seal	Completed.
Maple Grove	Westfield	Full length	Pavement Slurry Seal	Deferred to 2018/19.

2.13 Road safety

Nothing to report.

2.14 Passenger Transport

Nothing to report.

2.15 Other key information, strategy and policy development

Nothing to report.

3. OPTIONS:

3.1 Options, where appropriate, have been presented in this report.

4. CONSULTATIONS:

- 4.1 Consultation is routinely carried out for highway-related schemes with relevant key parties, including residents, Local Members, Surrey Police and Safety Engineering. Specific details regarding consultation and any arising legal issues are included in individual scheme reports as appropriate

5. FINANCIAL AND VALUE FOR MONEY IMPLICATIONS:

- 5.1 Proposed ITS schemes are prioritised to ensure that the maximum public benefit is gained from any funding made available. As far as is practicable, Officer proposals follow the Countywide scheme assessment process (CASEE) and the prioritisation order determined by this.
- 5.2 The Committee Capital and Revenue Maintenance budgets are used to target the most urgent sites where a specific need arises, to keep up with general maintenance activities that reduce the need for expensive repairs in the future, and to support local priorities. The nature of these works is such that spend may vary slightly from that indicated.

6. WIDER IMPLICATIONS

Area assessed:	Direct Implications:
Crime and Disorder	No significant implications
Equality and Diversity	No significant implications
Localism (including community involvement and impact)	No significant implications
Sustainability (including Climate Change and Carbon Emissions)	No significant implications
Corporate Parenting/Looked After Children	No significant implications
Safeguarding responsibilities for vulnerable children and adults	No significant implications
Public Health	No significant implications

7. CONCLUSION AND RECOMMENDATIONS:

- 7.1 The Committee is asked to note the progress with all schemes and budgets.
- 7.2 It is recommended that a further Highways Update is presented at the next meeting of this Committee.

8. WHAT HAPPENS NEXT:

8.1 Officers will continue to progress delivery of all schemes and ensure effective use of all budgets.

Contact Officer:

Andrew Milne, Area Highways Manager (NW) – 0300 200 1003

Consulted:

-

Annexes:

Annex 1 – Woking Town Centre TRO Map

Annex 2 - Woking Integrated Transport Project – Duke Street

Background papers:

-

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Change of TRO from current Waiting Restrictions of 0830 and 1800 Monday to Sunday, and No Loading 08.30 – 09.30 and 16.30 – 18.00 Monday to Friday to Double Yellow Lines

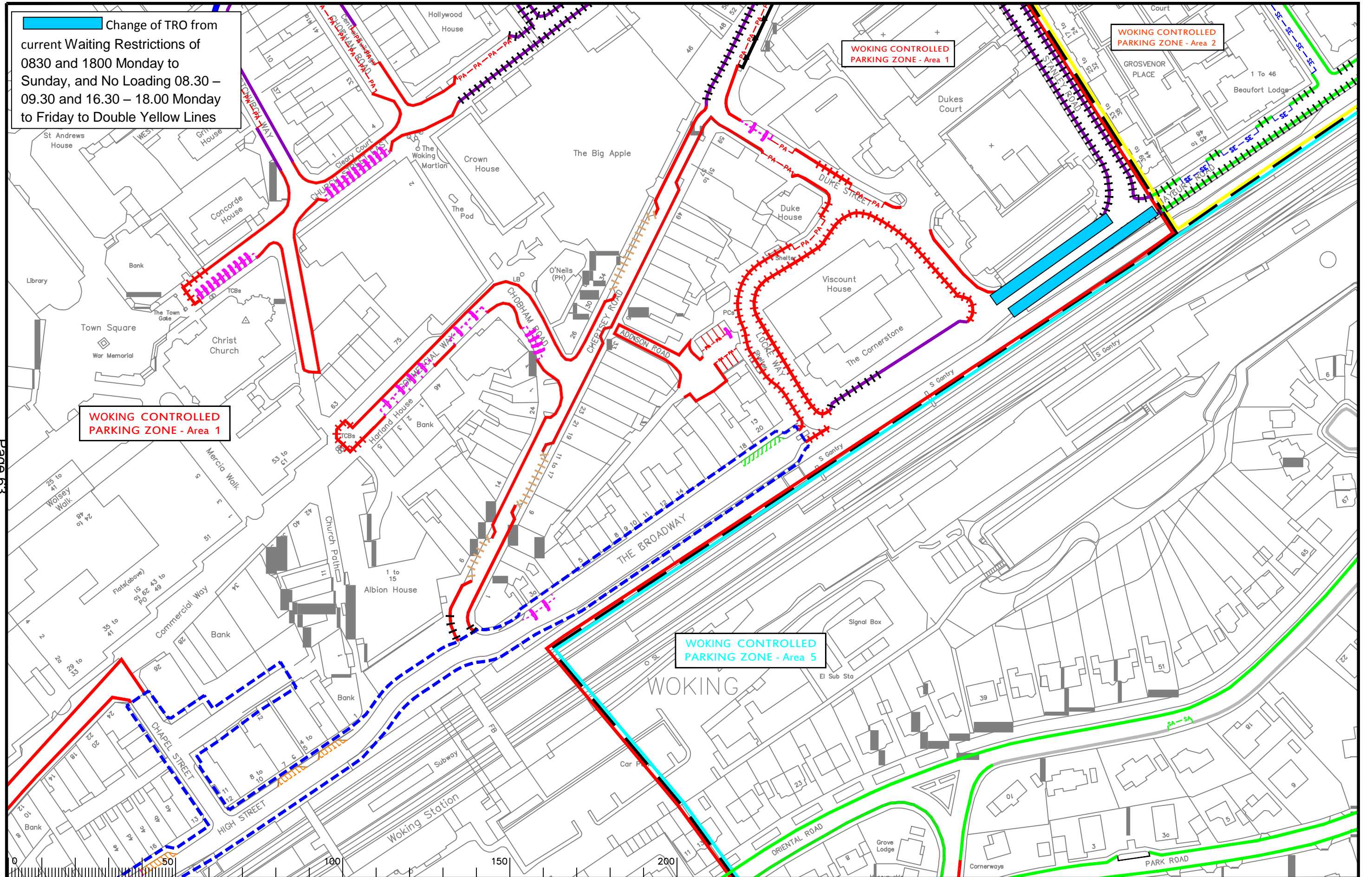
WORKING CONTROLLED PARKING ZONE - Area 1

WORKING CONTROLLED PARKING ZONE - Area 2

WORKING CONTROLLED PARKING ZONE - Area 1

WORKING CONTROLLED PARKING ZONE - Area 5

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Rev.	Description	Drwn	Sig.	Date	Chkd	Sig.	Date	Appr	Sig.	Date	Rev.	Description	Drwn	Sig.	Date	Chkd	Sig.	Date	Appr	Sig.	Date
A	Amendment to Chertsey Road restrictions	SDC	SDC	08.02.08	AM	AM	08.02.08	TPC	TPC	08.02.08	J	RESTRICTIONS AMENDED	CAH	CAH	11.15	PW	PW	11.15	RH	RH	11.15
B	Changes to Chertsey Rd, Chapel St, Commercial Way & West St	SDC	SDC	12.12.09	GT	GT	12.12.09	TPC	TPC	12.12.09	K	RESTRICTIONS AMENDED	CAH	CAH	01.17	PW	PW	01.17	RH	RH	01.17
C	Amendment DPE + Changes to Restrictions and Limitations	AM	AM	18.12.07	KP	KP	18.12.07	TPC	TPC	18.12.07											
D	WAITING RESTRICTIONS AMENDED	SDC	SDC	29.07.08	SDC	SDC	29.07.08	TPC	TPC	29.07.08											
E	RESTRICTIONS TIMES AMENDED	CAH	CAH	11.10	JK	JK	11.10	TPC	TPC	11.10											
F	RESTRICTIONS AMENDED	CAH	CAH	01.11	JAR	JAR	01.11	TPC	TPC	01.11											
G	RESTRICTIONS AMENDED	CAH	CAH	11.11	PW	PW	11.11	TPC	TPC	11.11											
H	RESTRICTIONS AMENDED	CAH	CAH	05.13	JAR	JAR	05.13	RH	RH	05.13											
I	RESTRICTIONS AMENDED	CAH	CAH	08.14	PW	PW	08.14	RH	RH	08.14											

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Drawn by: SDC, Sig. SDC, Date 05/05

Checked by originator: AM, Sig. AM, Date 05/05

Approved by: TPC, Sig. TPC, Date 05/05

Project: WOKING DPE WOKING

Implemented Traffic Orders

Scale: 1:1250

SURREY COUNTY COUNCIL
Sustainable Development

Project No. 3282 WOK

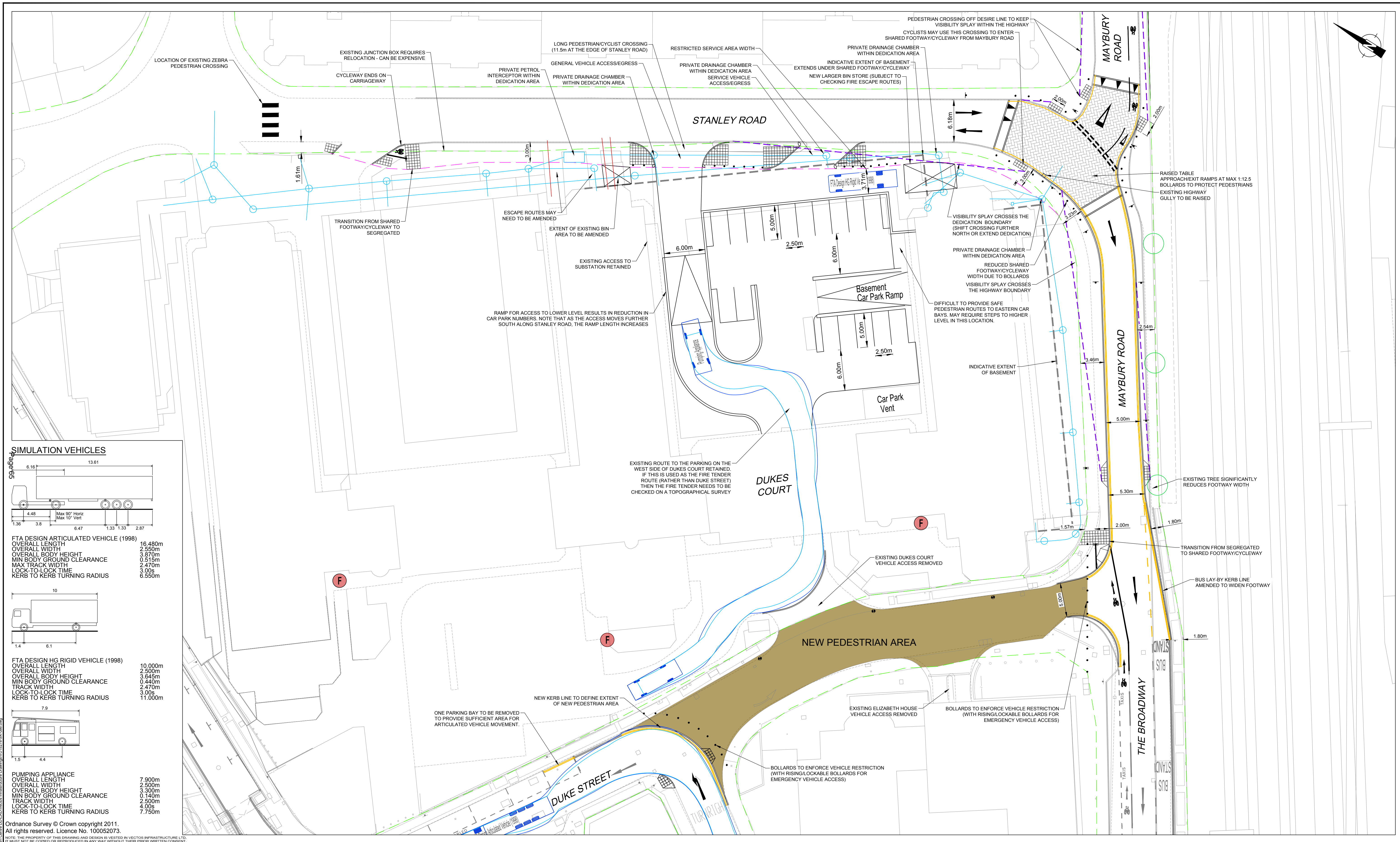
Contract Sheet No. 20080

Rev. K

Classification AS MADE

ITEM 8

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SIMULATION VEHICLES

59.60t

6.16	13.61
4.48	3.8
1.36	6.47
1.33	1.33
2.87	

FTA DESIGN ARTICULATED VEHICLE (1998)

- OVERALL LENGTH: 16.480m
- OVERALL WIDTH: 2.550m
- OVERALL BODY HEIGHT: 3.870m
- MIN BODY GROUND CLEARANCE: 0.515m
- MAX TRACK WIDTH: 2.470m
- LOCK-TO-LOCK TIME: 3.00s
- KERB TO KERB TURNING RADIUS: 6.550m

10

1.4	6.1
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FTA DESIGN HG RIGID VEHICLE (1998)

- OVERALL LENGTH: 10.000m
- OVERALL WIDTH: 2.500m
- OVERALL BODY HEIGHT: 3.645m
- MIN BODY GROUND CLEARANCE: 0.440m
- TRACK WIDTH: 2.470m
- LOCK-TO-LOCK TIME: 3.00s
- KERB TO KERB TURNING RADIUS: 11.000m

7.9

1.5	4.4
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PUMPING APPLIANCE

- OVERALL LENGTH: 7.900m
- OVERALL WIDTH: 2.500m
- OVERALL BODY HEIGHT: 3.300m
- MIN BODY GROUND CLEARANCE: 0.140m
- TRACK WIDTH: 2.500m
- LOCK-TO-LOCK TIME: 4.00s
- KERB TO KERB TURNING RADIUS: 7.750m

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REV	DETAILS	DRAWN	CHECKED	DATE
1				

NOTES

- DO NOT SCALE FROM SKETCH.
- PRINT THIS SKETCH IN COLOUR.
- THIS SKETCH IS NOT A CONSTRUCTION DRAWING AND INTENDED FOR ILLUSTRATIVE PURPOSES ONLY.
- SUBJECT TO TOPOGRAPHICAL SURVEY, INVESTIGATION OF IN-GROUND UTILITIES AND ROAD SAFETY AUDIT.

KEY

- HIGHWAY BOUNDARY
- DEDICATION BOUNDARY
- NOTE: PLANNING BOUNDARIES ARE INDICATIVE ONLY
- VISIBILITY SPLAY
- BASEMENT EXTENT (INDICATIVE, ONLY FOR SOUTHERN BLOCKS)
- LINE MARKING (INDICATIVE ONLY)
- EXISTING PRIVATE SURFACE/FOUL DRAINAGE (INDICATIVE ONLY)
- EXISTING PRIVATE ELECTRICAL/GAS CONNECTIONS (INDICATIVE ONLY)

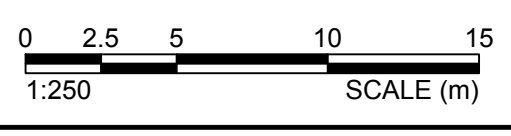
● STREET LIGHT COLUMN (INDICATIVE, ONLY IN PEDESTRIAN AREA)

● ROAD SIGN (INDICATIVE ONLY)

● FIRE HYDRANT LOCATION

NOT FOR CONSTRUCTION

PRELIMINARY ONLY



PROJECT WOKING TOWN CENTRE	
DRAWING TITLE DUKES COURT LAYOUT - OPTION 5	
DRAWN TL	CHECKED PW
DATE 14.02.18	SCALE AT A1 1:250 @ A1

CLIENT
WOKING BOROUGH COUNCIL

Network Building, 97 Tottenham Court Road, London W1T 4TP
 t: 020 7580 7373 e: enquiries@vectos.co.uk

DRAWING NUMBER
VD15278-SK-086

REVISION
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WOKING JOINT COMMITTEE

DATE: 7 MARCH 2018
LEAD OFFICER: CLLR JOHN KINGSBURY, ARMED FORCES CHAMPION (WBC), ZAFAR IQBAL, SENIOR POLICY OFFICER (WBC), PETER BRUINVELS, CIVILIAN MILITARY LIAISON ADVISOR (SCC)
SUBJECT: ARMED FORCES COVENANT UPDATE
AREA: WOKING

SUMMARY OF ISSUE:

Surrey County Council signed the Armed Forces Community Covenant with the military on 13 March 2012, with Woking Borough Council signing on 1 November 2012. Following the signings, a countywide Surrey Civilian Military Partnership Board was established to implement actions under the Covenant across Surrey. At the same time Woking established a Military Covenant Advisory Panel to coordinate work across the Borough.

This report provides an update of activities undertaken since the last update was given to the committee in March 2017.

RECOMMENDATIONS:

Woking Joint Committee is asked to:

- i) note the contents of this report

REASONS FOR RECOMMENDATIONS:

This report is for information only.

1. INTRODUCTION AND BACKGROUND:

- 1.1 Surrey County Council signed a Community Covenant with the military on 13 March 2012, and following this set up the Surrey Civilian Military Partnership Board (SCMPB). Woking Borough Council signed the Covenant on 1 November 2012 and established the Military Covenant Advisory Panel at the same time. Cllr Kingsbury continues to be Woking Borough Council's Armed Forces Champion and the Surrey Leaders representative on the countywide Surrey Civilian Military

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Partnership Board. Mr Peter Martin, Chairman of Surrey County Council took over chairmanship of the Surrey Civilian Military Partnership Board in May 2017.

- 1.2 Annex 1 sets out the key successes that have been achieved in Surrey under the Armed Forces Covenant over the last year. Set out below is an update on Woking as well as further information on countywide achievements which may be of particular interest to the Committee.

2. ANALYSIS:

- a) The Military in Surrey is fully engaged with the work of both the Countywide Board and Woking Panel. At a Countywide level this support is provided by 11 Infantry Brigade, and at a Woking level it is provided through close working relationships with officers at ATC (Pirbright) and 27 Regiment RLC based in Aldershot, both of which are represented on the Panel.

Key Woking Achievements:

- b) Shared Outcomes - Woking Borough Council worked with 11 Infantry Brigade and Institute of Statecraft and via a Shared Outcomes programme helped to engage with three local schools, Winston Churchill, Woking High and Bishop David Brown School to run a Challenge Week. This was held at Longmoor Training Camp and twelve 14-16 year olds took part during autumn half term 2017. The pilot programme is likely to be rolled out to schools Surrey wide and if possible to the Muslim community. It is also envisioned to shorten the programme to weekend for further effective engagement.
- c) Armed Forces Muslim Association (AFMA) – Woking Borough Council has been a key member of AFMA which has been leading on Armed Forces engagement with BAME (Black Asian and Minority Ethnic) communities – especially the Muslim communities. Engagement with BAME communities is one of the key priorities of the Forces strategy.
- d) Sandhurst Leadership Challenge - Three staff from Woking attended the Sandhurst Leadership Challenge held in September. The staff were from the Independent Living Services, Green Infrastructure and work experience Graduate trainee and undertook to support Covenant work. One of the participants also showed interest to possibly joining the Reserves in the future.
- e) Freedom March – Following the granting of the Freedom of the Borough to ATC (Pirbright) in February 2017, they exercised their right to March in Woking Town Centre on 23 April 2017 (St. Georges Day) which was a spectacular event and was very well supported by members of the public.
- f) Peace Garden – a selection of engagement events were held at the Peace Garden during the year including:
- a. Woking BC, 11 Infantry Brigade, 27 Regiment RLC, Woking High School and Horsell Common Preservation Society held an inaugural commemoration service at the Muslim Burial Ground Peace Garden on 16th July 2016 attended by over 250 people. The event was also attended by Sophena Chisembele the daughter of the last soldier buried at the Muslim Burial Ground.

- b. Woking High School and the history department of Holloway College worked with Forces Welfare TV to produce a short video on the Peace Garden in April 2017.
 - c. Woking Borough Council hosted delegates from the RAF as part of their engagement programme at the Peace Garden and Shahjahan Mosque in May 2017.
 - d. In April 2017, the University of Buckingham produced a short video on the Peace Garden to be used as part of their MA programme for Muslim Chaplaincy students.
- g) Woking Means Business – This annual event was held at HG Well Suite on 18 October. Defence Relationship Management (DRM) was represented at the event and promoted the benefits of employing ex-service personnel and Reservists as well as the Employer Recognition Scheme.
 - h) Brookwood Last Post Association – Woking BC's military civilian panel members supported the reorganisation of the Association and continue to promote the monthly service to a wider audience. Cllr Kevin Davis has now become Chairman of the Association and two panel members also have key roles - Tony Branagan as the Standard Bearer and Cllr Kingsbury as the Borough Council's Armed Forces Champion.
 - i) South East Regional Employer Engagement Group, (SE REEG) – Woking BC is a member of this Group which provides advice to the military chain of command on engagement with employers in order to ensure that the interests of both Service personnel and their employers enjoy a mutually beneficial relationship that sustains the desired level of operational capability required by the Ministry of Defence.
 - j) Housing Allocation - Woking BC monitors its housing allocation on a quarterly basis for applicants with links to the Armed Forces.
 - k) Recruitment - All recruitment application forms are monitored at regular intervals and Woking has pledged at least an interview to anyone with links to the Armed Forces including spouses, subject to them meeting the minimum requirements for the post.
 - l) Armed Forces Week – Woking fully participated in Armed Forces Week by raising the Flag and holding a successful parade in the Town Centre on Armed Forces Day which was attended by over a 1000 people.
 - m) Fundraising - Woking Poppy appeal last year raised in excess of £20k. This was supported by the borough council's Armed Forces Champion Councillor John Kingsbury.

Key Surrey-wide Achievements:

- n) Covenant Funding - Surrey has had great success with securing Ministry of Defence funding through the Armed Forces Covenant Fund. Since 2012, an additional £938,621 has been brought into the county through the Covenant Fund. A range of projects have benefitted, including a play park in Deepcut, a

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new room to support service children at Pirbright School and parenting support at Brookwood and Pirbright Children's Centre.

- o) Cross Border Working - Surrey County Council has led a successful cross border partnership with Hampshire, Kent, East and West Sussex County Councils, Brighton and Hove and Medway Councils, the Sussex, Kent and Medway CCGs, Royal British Legion and SSAFA looking at sharing best practice and promoting joint opportunities. This partnership has been successful in applying for a £321,300 Covenant Fund grant to help us to continue to support members of the armed forces, their families and ex-servicemen and women by providing training opportunities for staff and partners. The project, known as Forces Connect South East, has six key elements:
- o To strengthen the role of Elected Councillor Armed Forces Champions
 - o To increase the number of Armed Forces Service Champions within public authorities
 - o To develop and deliver bespoke Covenant training to customer-facing staff.
 - o To promote the Covenant and educate staff within public authorities.
 - o To support newly-recruited Service Leavers and Reservists to succeed in employment
 - o To develop an electronic platform to share information

The project, which started in summer 2017, is going from strength to strength. Following the appointment of a Programme Officer, a training package has been agreed, delivery partners appointed and an [e-learning module](#) launched. Face to face training will begin on 28 March 2018.

- p) On the back of the successful Forces Connect South East bid, the South East Partnership, which is chaired by the Chairman of Surrey County Council, has put in a further two cross border bids to the Covenant Fund – the outcome of these bids will be known in March 2018:
- a. A bid for £161,000 to support the improved outcomes of young people from Service families by providing resources and training to build resilience and wellbeing.
 - b. A bid for £150,000 to carry out a needs assessment for veteran drop-in centres across the region, develop a best practice guide for drop ins and roll out best practice and promote locally tailored services that give consistent messages locally.
- q) National Exemplar - Surrey is seen as a national exemplar in the way that we are supporting the armed forces community. We have two case studies published in the 2017 National Armed Forces Covenant Report. The first sets out the impact of funding provided for classrooms and outdoor learning for Blackdown Pre-School at Princess Royal Barracks on the Deepcut Station which provides a much needed service to the local Service families and acts as a hub for the local community. The second sets out some of the work that Surrey County Council has carried out to support Reservists as an Employer Recognition Gold Award holder. The Head of the Covenant Team at the MoD presented at the successful Surrey Armed Forces Covenant Conference on 1 February and praised Surrey for leading the way.

3. OPTIONS:

3.1 This report is for information.

4. CONSULTATIONS:

4.1 Annex 1 was presented to the Surrey Covenant Conference on 1 February 2018 at RLC Deepcut and comments and additions were invited.

5. FINANCIAL AND VALUE FOR MONEY IMPLICATIONS:

5.1 There are no financial implications of the forward programme.

6. RISK MANAGEMENT:

6.1 There are no significant risk management implications arising from this report.

7. LOCALISM:

7.1 11 Infantry Brigade have implemented the concept of Task Force Commanders, where a Commanding Officer of a Surrey Regiment are linked with a particular borough or district council area to work closely together on issues of mutual concern. Woking has been linked with 27 Regiment RLC based in Aldershot. The Brigade Commander has also appointed Peter Bruinvels (SCC) as his and the Brigade's Armed Forces Champion to link in locally.

8. EQUALITIES AND DIVERSITY IMPLICATIONS:

8.1 The aim of the Armed Forces Covenant is to ensure that the armed forces community are not disadvantaged by their service.

9. OTHER IMPLICATIONS:

Area assessed:	Direct Implications:
Crime and Disorder	No significant implications arising from this report
Sustainability (including Climate Change and Carbon Emissions)	No significant implications arising from this report
Corporate Parenting/Looked After Children	No significant implications arising from this report
Safeguarding responsibilities for vulnerable children and adults	No significant implications arising from this report
Public Health	No significant implications arising from this report
Human Resource/Training and Development	No significant implications arising from this report

10. CONCLUSION AND RECOMMENDATIONS:

10.1 The Committee is asked to note the contents of this report.

11. WHAT HAPPENS NEXT:

11.1 Officers supporting the Surrey Board and the Woking Panel will continue to further promote the work of the Armed Forces Covenant in Woking.

11.2 Woking BCs Panel's key aims for the coming year include:

- a) Promote the Covenant Fund in the community
- b) Carry out a Staff Survey on their links with the Forces community
- c) Participate in and promote Front of House staff training via Forces Connect
- d) Widely promote E-Learning training programme for WBC staff to raise awareness of Covenant work
- e) End of First World War commemorations which include Party in the Park, Peace Garden Service etc. As part of these commemorations Woking BC has acquired 100 Silent Soldiers which will be displayed around the borough as we approach the centenary of the end of the First World War.

11.3 Members are asked to support communications to encourage participation in the e-learning, encourage officers to sign up to the Service Champions training, to act as ambassadors locally and spread the word and promote positive messages.

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Consulted:

Woking Military Advisory Panel

Borough Portfolio Holder

Councillor John Kingsbury

County Council Cabinet Member

Mrs Denise Turner-Stewart, Cabinet Member

Annexes:

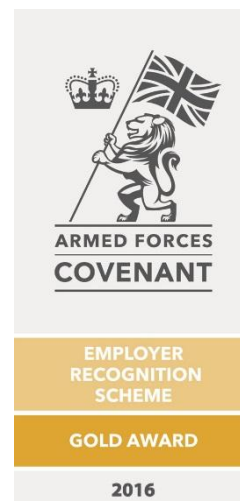
SCMPB – Armed Forces Covenant Successes 2017/18

Sources/background papers:

None

Surrey Civilian Military Partnership Board

Armed Forces Covenant Successes 2017/18



The Surrey Civilian Military Partnership Board (SCMPB) has a high level remit to foster closer working relationships between a number of lead agencies and military partners, and meets twice a year in addition to hosting an annual conference. The Board considers a range of topics including promotion of the Covenant, supporting veterans, promoting Reservists, engaging with key partners around the issues of education, health, employment and education and commemorating and celebrating key military events. The Board operates with the full support of 11 Infantry Brigade (SE) which comprises Regular and Reserve units and is the regional point of contact for the Army in the South East.

All Surrey local authorities have appointed an Armed Forces Champion and 11 Infantry Brigade has assigned each district and borough council a Task Force Commander from an operational base covering or adjoining Surrey. Joint working between the Task Force Commanders and the Armed Forces Champions has developed over the last 12 months with work being progressed on a local basis under the priorities of Community Engagement, Youth Engagement and Employer Engagement. Examples of achievements are contained within this paper.

Set out below are some of the key successes of the Board and its partners during the 2017-18 municipal year.

Engagement

- Surrey County Council has led a successful cross border partnership with Hampshire, Kent, East and West Sussex County Councils, Brighton and Hove and Medway Councils, the Sussex, Kent and Medway CCGs, Royal British Legion and SSAFA looking at sharing best practice and promoting joint opportunities. This partnership has been successful in applying for a £321,300 Covenant Fund bid to help us to continue to support members of the armed forces, their families and ex-servicemen and women by providing training opportunities for staff and partners. The project, known as Forces Connect South East, has six key elements:
 - To strengthen the role of Elected Councillor Armed Forces Champions
 - Increase the number of Armed Forces Service Champions within public authorities
 - To develop and deliver bespoke Covenant training to customer-facing staff.



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- Promote the Covenant and educate staff within public authorities.
- Support newly-recruited Service Leavers and Reservists to succeed in employment
- Develop an electronic platform to share information

The project, which started in the summer, is going from strength to strength. Following the appointment of a Programme Officer, a training package has been agreed, delivery partners appointed and an [e-learning module](#) launched. Face to face training will begin in early spring. The MoD are planning to roll the whole training package out nationally and have provided additional funding to help do this.

- In May 2017 Mr Peter Martin was appointed Chairman of Surrey County Council. In his first speech as Chairman he highlighted that the Military would be one of his two priorities during his term of office. As Chairman of the County Council, he was also appointed Chairman of the Surrey Civilian Military Partnership Board.

- The annual Surrey Armed Forces Covenant Conference was held on 1 February 2018 at The Princess Royal Barracks, Deepcut. It looked at the current national and local priorities, including Women 100 and the centenary of the First World War. Delegates were able to explore issues further during a series of workshops looking at accessing the Armed Forces Covenant Fund, and the benefits of signing up to the Ministry of Defence's Employer Recognition Scheme. Attached as Annex A is the "You Said We Did" which sets out the actions taken as a result of the last Conference.



- An independent audit has been carried to look at progress against the commitments made by Surrey County Council when it signed the Armed Forces Community Covenant in 2012. The audit confirmed that Surrey County Council has taken their commitments seriously and that consistent and enthusiastic progress has been maintained over the past five years. A number of short, medium and longer term actions have been recommended which will be incorporated into the appropriate action plans.
- Surrey County Council gave a presentation to the County Council Network Localism Group to share some of the work that has been done to implement the Covenant and to see how best practice can continue to be shared between authorities wider than the south east region.
- The sharing of best practice is a key priority of SCMPB. Two Surrey Case Studies were published in the 2017 [National Armed Forces Covenant Report](#). The first sets out the impact of funding provided for classrooms and outdoor learning for Blackdown Pre-School at Princess Royal Barracks on the Deepcut Station which provides a much needed service to the local Service families and acts as a hub for the local community. The second sets out some of the work that Surrey County Council has carried out to support Reservists as an Employer Recognition Gold Award holder.
- @SurreyMilitary Twitter account continues to grow.

- During the course of the year, a further £379,748 of Armed Forces Covenant Grants were brought into Surrey through successful projects. This brings the total awarded to date years since the new 2012 to £938,621. (Awaiting announcement at end of March for further successful bids for this year.)
- Positive relationships between the local authorities and their local Army links (Task Force Commanders) have continued to enhance over the past year. A successful training/networking event was held at the Welsh Guard's Officers Mess where a number of examples of best practice were shared, following by a Team Bonding Command Tasks exercise which saw delegates compete in teams as 'countries' against each other in a battle for security and key resources.
- Surrey County Council has developed an excellent relationship with 256 (City of London) Field Hospital, which although part of London District in terms of Army structure, is geographically located a few hundred metres from County Hall. This relationship has resulted in soldiers in uniform being able to attend appropriate ceremonial events at County Hall. Additionally, as a result of the relationship, the Field Hospital has made good links with The Royal Surrey County Hospital, Guildford.
- Surrey Police and the Office of the Police and Crime Commissioner signed the Armed Forces Covenant with the Deputy Commander of 11 Infantry Brigade and the Commanding Officer of DMRC Headley Court. Frimley Park Hospital and Surrey Association of Local Councils also signed the Covenant during the year.



Education and Young People

- The new Combined Cadet Force (CCF) established under the Cadet Expansion Scheme at Ash Manor School in partnership with the Grenadier Guards is now up and running. This is the first state school CCF in Surrey established under the scheme.
- Task Force Commanders have continued to carry out Annual Cadet Inspections within their linked authorities in Surrey.
- A cross border bid has been submitted to the Covenant Fund to support improving the outcomes of young people from Service families by providing resources and training to build resilience and wellbeing. If successful, the grant will fund a team to research, design, pilot and evaluate the approach and roll it out in the region.

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- Primary schools in the catchment of ATC (Pirbright) have come together to consider bids to the Covenant Fund to support service children and their integration within the wider community. A number of successful bids have been received covering pastoral support, reading support, parenting support and a capital project to create an additional room where service children can be supported and families can come together.
- The regular newsletter to schools with service children setting out advice and guidance continues to be produced.
- Woking BC working with 11 Brigade and Institute of Statecraft via a Shared Outcomes programme helped to engage with three local schools, Winston Churchill, Woking High and Bishop David Brown School to run a Challenge Week at Longmoor Training Camp, Longmoor for 14-16year olds during Autumn half term. Twelve students participated and the programme is likely to be rolled out Surrey wide in future.

Employment

- Newly formed on the 1 September 2017, 4th Battalion Princess of Wales's Royal Regiment currently Headquartered in Crawley, will move to Redhill in April 2018. Recruiting numbers are very high already, especially at the newly re-badged Farnham Reserve Centre.

- A number of veterans and Reservists on Surrey Fire and Rescue's Guildford Green Watch worked with Forces Welfare TV create video clip shared via social media on the benefits of employing members of the Armed Forces Community, highlighting some of the transferrable skills they bring to Surrey. This received over 30,000 views on Forces Welfare Facebook, and was shared widely through Surrey's social media.



to

- Surrey County Council has developed a new Strategic Armed Forces Employment Plan and Working Group to ensure the Council has an evidence, programmed and organised approach to current and ex-armed forces, in relation to employment and has resources committed to its delivery. The plan includes the following key activities:

- Advertising jobs on Career Transition Partnership website - across different grades and careers
- Promoting Gold Employer on all job adverts – every advert now includes the logo, as well as the disability confident and Business Disability Forum logos.
- Supporting Reservists and ex-service personnel with new policy, guidance and online staff network – modelling best practice of welfare and support and time required to undertake training and development. Using our new Jive space to create a private group for staff to share experiences and provide peer support.



EMPLOYER RECOGNITION SCHEME

GOLD AWARD 2016

Proudly supporting those who serve.

- Better monitoring and progress reporting – creating new recruitment and employee codes and monitoring progress of applicants and staff from a military background.
- As an Employer Recognition Scheme Gold Award winner, Surrey County Council is a strong advocate of the Armed Forces Community, employing over 25 Reservists and many Veterans. It recognises the huge value and contribution that staff who are Reservists and Veterans make to the Council. The Council held a thank you reception for its Reservists (and those working in the district and borough councils and Surrey Police), which it used to explore further ways in which it could support them. It also provided an opportunity to meet Reservist colleagues.



- Building on the Gold Employer Recognition Award, Surrey County Council is now a member of the Gold Alumni Group which aims to identify and share best practice and promoting the benefits of the Gold award. The group is chaired by WS Atkins working in partnership with Lt-Gen Richard Nugee as a sounding board for new initiatives from the MoD.
- Each year up to 10 Surrey County Council and Woking Borough Council employees attend the Sandhurst Leadership Challenge course. This is of great benefit to attendees:

“The Sandhurst Leadership Challenge was great fun and a really good opportunity to think about leadership in a different environment. Undertaking a range of different challenges with people you have never met before, was a great test of teamwork and leadership skills and in the debrief after each challenge it was interesting to see what had worked well or more often where we had gone wrong! I’ve been able to use lots of learning from the day to think about how I can work more effectively on collaborative projects with colleagues from across the council and in partner organisations.”



“Attending the Sandhurst Leadership Day has had a big impact on me: I constantly find myself reflecting on my approach to team work and leadership, using my experiences from the day, and learning from the other participants”.

- During January 2018, Surrey County Council undertook an internal survey asking colleagues whether they have any connection to the armed forces – whether a close family member or partner who was, or is in the armed forces, they were in the armed forces or a Reservist. The results of the survey will be used to keep in touch and further target support available. In March 2018 Woking Borough Council will undertake the same survey.
- Epsom and Ewell Borough Council has introduced guaranteed interviews for ex-service personnel who meet the minimum criteria.

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- All recruitment application forms received by Woking Borough Council are monitored at regular intervals and Woking has pledged at least an interview to anyone with links to the Armed Forces including spouses, subject to meeting the minimum requirements for the post.
- Surrey County Council and Woking Borough Council continue to be active members of the Regional Employer Engagement Group hosted by SE RFCA which looks at ways of promoting the benefits of the relationship between defence and business.
- Business Breakfasts continue to be a key way of promoting the benefits of a good relationship between defence and businesses. Woking Means business is a great example of such a breakfast briefing in October 2017 held at the HG Wells Conference Centre, where Defence Relation Management attended to promote key messages first hand.
- A number of Surrey authorities are promoting either Heroes Welcome or the Defence Discount Scheme with local businesses as another way to support the Armed Forces Community in Surrey.

Housing

- Housing liaison across Surrey is working well, and to date there are no strategic housing issues outstanding. This has been achieved through having a nominated Housing Lead on behalf of all the local authorities in Surrey, based at Woking Borough Council.
- Woking Borough Council monitors its housing allocation on a quarterly basis for applicants with links to the Armed Forces.

Health, Wellbeing and Welfare

- The Surrey based CCGs have been working with the Surrey Civilian Military Partnership Board to take forward the Armed Forces Covenant within Surrey. The Community Task Integration Group hosts the newly formed Surrey Armed Forces Health Champions Group whose purpose is to ensure that health delivers on the principles of the armed forces covenant. This has now expanded to include working across STP footprints including Surrey Heartlands which represents 75% of the Surrey population. New commissioning intentions will be published in April 2018 and these will include specific details of how they will demonstrate support to the armed forces covenant.
- Building on the commitment to the Surrey Carers Memorandum of Understanding 'Together for Carers' our Armed Forces Carers Support service hosted by Action for Carers Surrey has supported over 80 families including 22 young carers during the past year.

A new 'whole family' coordinator for the service has been recruited which has allowed us to expand our reach into the community and offer a wider range of services including manual handling, GP Carer Break payments via DMS and Healios which is an online family intervention

service delivering high quality evidence-based psychological intervention and skill-building to Carers of people with mental health problems including PTSD.

We continue to build on our resources including developing a staff Armed Forces Training resource for professionals who work with carers, some new armed forces specific carer information leaflets and carer webpages and we are delighted to announce that we have received funding from NHS England to produce an animated armed forces young carers film resource to be launched April 2018.

- A successful workshop with key service managers from Health, Education and Housing was held with 11 Brigade and Unit Welfare Officers to review current actions to implement the covenant and focus work going forward. This work will be built into the SCMPB action plan going forward.
- A cross border Covenant Fund bid has been submitted to the Ministry of Defence to carry out a needs/gap analysis of veteran hubs and drop-ins across the South East region, develop a drop-in toolkit and promote additional hubs, where appropriate across the region. The outcome of the application will be known by the end of the financial year.

Recognition and Remembrance

- Surrey Fire and Rescue Service held a memorial dedication service to the 101 Surrey firefighters who lost their lives in WWI and WWII. Across Surrey there was no single place to remember and reflect. The Cricket Pavilion at Wray Park, which was in need of repair, was identified as an appropriate site with a vision for it to be completed by 2018 at the end of the 100 years of remembrance period. Over the past 4 years, using the skills of the firefighters, the building was restored to its former glory and a cairn raised in memory of those fallen. It is now a poignant place which connects those who served in the Brigade and went to war and subsequently died defending our freedoms, including the boys who were schooled at Wray Park and did the same before them. Some of these people would have used the pavilion and played cricket on these green and pleasant lands in the heart of Surrey and although none of those named on both memorials ever came home, there will always be a connection for them from whatever corner of the world they now lay back to us. We will remember and honour them. This was a very high profile event attended by the Lord-Lieutenant, the High Sheriff and the Chairman of Surrey County Council.
- DMRC Headley Court is due to move to the Midlands in summer 2018. On 29 September 2017, Headley Court carried out a farewell march through Dorking town centre with the Band of the Household Cavalry. They were inspected by HRH Sophie Countess of Wessex.

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- Plans for First World War 100 commemorations are being co-ordinated in Surrey through the Recognise and Remember Task Group of the Surrey Civilian Military Partnership Board.

- During the year Army Training Centre (ATC) (Pirbright) was given the freedom of both Woking and Guildford Borough Council areas. ATC (Pirbright) exercised their right to march through Woking in April and through Guildford in June at two spectacular events which were very well attended by members of the public.



- On Friday 10 November, County Hall was lit up with a spectacular display of falling poppies as part of the County Council's Remembrance Day commemorations to pay respect to generations of Service men and women who have lost their lives in the line of duty. The event, which was supported by the Royal British Legion, also saw the unveiling of two Silent Soldiers outside the main entrance of County Hall.



- Surrey Heritage Services has been working with the Armed Forces Champions and the Cadets locally to document all war memorials in Surrey. This has been a very successful educational project with Cadets learning a considerable amount about many of Surrey's service men and women who lost their lives in both world wars. This has helped to chronicle Surrey's active participation in both wars.
- The annual Choral Matins at Guildford Cathedral took place at the start of Armed Forces Week with the Lord-Lieutenant raising the Armed Forces Flag. There then followed a parade and full inspection of the tri-service cadets, watched by the High Sheriff and all Surrey's Mayors.
- All Surrey District and Borough Councils participated in Armed Forces Week by raising the Flag and some, including Woking, held a parade in the Town Centre.
- Woking Borough Council, 11 Brigade, 27 Regiment RLC, Woking High School and Horsell Common Preservation Society held an inaugural commemoration service at the Muslim Burial Ground Peace Garden on 16th July 2016 attended by over 250 people. The event was attended by Sophena Chisembele the daughter of the last soldier buried at the Muslim Burial Ground.



Contact armedforces@surreycc.gov.uk to add further examples or for more information.



“You Said We Did” from Surrey Armed Forces Covenant Conference – November 2016

A number of actions were identified at the Armed Forces Covenant Conference held in November 2016 during the workshop sessions, plenary sessions and on the feedback forms. Set out below is a summary of the actions taken over the last 12 months to address these issues.

You Said	We Did
Veterans	
Need help identifying veterans and link to appropriate services	<ul style="list-style-type: none"> • The six Surrey Clinical Commissioning Groups are in the process of carrying out a survey on veterans registered with all GP practices in Surrey. The results of this will be available in spring 2018. • The South East Veterans Pensions Advisory Committee has accurate figures on those obtaining war pensions – this can be found via the following link: https://www.gov.uk/government/statistics/location-of-armed-forces-pension-and-compensation-recipients-2017 • The Surrey Armed Forces Calendar and @SurreyMilitary Twitter account has been actively promoting veteran drop in sessions across the county • The Forces Connect South East Project is providing training for frontline staff to enable them to help identify and signpost veterans to sources of support. • The new Covenant funded Veterans’ Gateway was launched in June 2017 and provides a single point of contact for veterans requiring advice and support – www.veteransgateway.org.uk
Promote existing organisations providing support for spouses via social media, local newsletters etc.	The three Family Federations provide extensive support, as do the Welfare Offices and local organisations including the Children’s Centres supporting families on camp. In addition, a number of the grant applications have a positive impact supporting spouses such as play schemes and parenting support.
More support for veterans in communities is required. Would a mapping exercise asking organisations and veterans about needs would be useful.	As mentioned above Forces Connect South East will support this action, as will drop in centres and the advice provided by relevant contacts centres. SSAFA and RBL have good knowledge of local and changing needs in Surrey.
Most young veterans are looking for signposting and help with integration – CV writing;	Websites contain signposting as do the one stop leaflets that a number of district and borough councils have produced. The Veterans Gateway is another source of support.

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accessing health care															
Poor health can stop people being able to physically access support group meetings.	The Veterans' Gateway, SSAFA and the Royal British Legion are all contactable for support via the telephone or online.														
Loneliness is increasing, and this can make people more susceptible to scams. A third of people over 75 are lonely. Could we run a publicity campaign on befriending or link into current befriending services?	<p>The RBL has recently carried out a home survey which highlighted the issue of social isolation across all age groups. As a result they now offer Branch Community Support which trains branch members to carry out home visits, hospital visits and a telephone buddy service. The following Branches in Surrey are currently signed up to deliver BCS:</p> <table> <tr> <td>Bisley</td> <td>Camberley</td> </tr> <tr> <td>Egham Hythe</td> <td>Epsom & Ewell</td> </tr> <tr> <td>Hindhead</td> <td>Horley</td> </tr> <tr> <td>Leatherhead</td> <td>Limpsfield</td> </tr> <tr> <td>Merstham</td> <td>Morden District</td> </tr> <tr> <td>Banstead</td> <td>Outwood</td> </tr> <tr> <td>West Clandon</td> <td>Windlesham</td> </tr> </table>	Bisley	Camberley	Egham Hythe	Epsom & Ewell	Hindhead	Horley	Leatherhead	Limpsfield	Merstham	Morden District	Banstead	Outwood	West Clandon	Windlesham
Bisley	Camberley														
Egham Hythe	Epsom & Ewell														
Hindhead	Horley														
Leatherhead	Limpsfield														
Merstham	Morden District														
Banstead	Outwood														
West Clandon	Windlesham														
Pressure on care homes. Military charities can help with top-up fees – is this known?	The Forces Connect South East training provides a session on the role of service charities and what support and funding they can offer.														
Children															
Ensuring Service Children don't leave primary education with gaps in knowledge. Could Service Premium be used to assess academic baseline for each child at point of entry for targeted support?	<p>The Service Pupil Premium is for pastoral support rather than academic support. Through the schools termly newsletter, best practice for the use of the Service Pupil Premium is promoted.</p> <p>An application has been submitted to the MoD looking at the support given to service children – the outcome will be known in spring 2018.</p>														
Wider promotion and awareness of support for military young carers	<p>Action for Carers Surrey has employed a new carers' support worker who is actively working with both adult and children carers and promoting services widely.</p> <p>The Forces Connect South East training has a focus on armed forces carers.</p>														
Numbers of service children in and out of Surrey schools during the year	The number of service children in schools is monitored annually. Movement is monitored by the schools and by admissions.														
Lack of transport from army quarters to schools	Surrey County Council working with the Army Families Federation has developed some guidance														
Winchester University work – follow research of service children entering higher education. Promote role models and appropriate support	<p>The Surrey education military lead is linked into the university of Winchester to ensure best practice and latest research is known.</p> <p>Work is ongoing to look at the possibility of a future Lord-Lieutenant Cadet being a Service child.</p>														
Holistic thinking to support children of absent parents, eg service children, working overseas etc.	An application has been submitted to the MoD Covenant Fund which looks at increasing the resilience of service children, particularly for those schools where there are only a few service children.														
Engage with Headteachers to get their view	Meetings held with Bisley, Brookwood and Pirbright schools to look at possible grant applications to the Covenant Fund.														
Contact with families during long	A regular newsletter is sent out to schools with service children														

deployments (especially RN). How could schools help? Take account of time zones so evening contact not always possible.	highlighting ways to support the children and best practice.
Children need extra support when a parent is deployed, do they get support funding? Minister promised to look into this last year – has he done this?	Pastoral support is provided by the school and the Welfare Office. We have not had feedback from the Minister.
Evidence that the “buddy” system works well for children newly arriving in a school – is this promoted in Surrey schools?	We are aware of at least one Surrey school that uses buddying. We are looking to promote a case study on this which will be promoted as best practice.
Possibility of encouraging a Governor to take a lead in military children on each governing body. Alternatively, to use the Service Premium to increase the pay point of a staff member to focus on military children (or where sufficient funding available to create a whole post).	All schools are encouraged to have a Governor, who specifically supports the needs of vulnerable groups, including service children. This has been promoted through governor briefings and newsletters This is also done in Hampshire so we will look to see if there is any best practice we can share.
Spouses	
Mystery shopping in Job Centre as a Military wife to see how treated	Not progressed to date
Stress management techniques and emotional wellbeing for spouses during deployment	Support is provided by the Unit Welfare Offices and is also available via the Family Federations
Cost of childcare	This is a national issue
Access to facilities if spouse does not drive	Not within the remit of SCMPB
Help military spouses to understand the legislation around their civilian roles – that they can't be sacked for being pregnant was an example given.	Not within the remit of SCMPB
Need tailored careers guidance for military spouses at the beginning of a relationship	Not within the remit of SCMPB RBL Lifeworks have offered free 3 day employment courses in Pirbright and Sandhurst for service spouses returning to work or looking for a career change.
Health	
Access to dentistry and orthodontist and how to keep place on waiting list if move	Provision is the same as for civilians. If the Armed Forces family move and they are on the waiting list, then they will need to find a new dentist/orthodontist in their new area and join that waiting list. If they are in the middle of treatment and eligible under the NHS then they will need to show that they are eligible and they will be treated as part of the NHS continuity of care. They will need to work with the existing provider to get

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	their records transferred. There is no special provision for Armed Forces families.
GPs need more training/guidance on services available to veterans. An audit of GPs to ask how many veterans are registered would be useful	GP practices are in the process of carrying out an audit of veterans that are registered with them. Once the results have been compiled, they will be rolled out with appropriate training resources.
Veterans with mental health issues are entitled to 12 months post service support – but how do you access this if you return to a community not near to a base? (services can be outsourced and not necessarily military)	The London Veterans' Service has the new contract for provision of mental health services for veterans in Surrey. This is a new contract and once contacts have been established, they will be asked for a response.
Housing	
Housing for spouses if they spilt up and lack of local connection	This has been considered by the Surrey Housing Officers Group and spouses will be considered on a case by case basis.
Integration	
More integration on bases? Shared facilities etc.?	Some facilities are already shared, for example the Peter Pan Nursery. Surrey has been very successful in applying for grants from the Covenant Fund that promote integration between the civilian and military communities.
Encourage service families to take part in general community life. Encourage military families to consider taking up volunteering roles – Surrey Youth focus always looking for volunteers.	The Welfare Offices and the local schools try to promote opportunities for service families to become involved in school life, either through the PTA, by becoming a Governor or joining the committee of a local pre-school. To date up take has been very low.
Reservists	
Wider awareness of the role of Reservists within organisations – especially at line management level	Surrey County Council is in the process of updating its Reservist Policy and will promote it as best practice in due course. Within Surrey SERFCA is doing a great job at promoting the Employer Recognition Scheme and the benefits of Reservists.
Transition	
Need for effective exit interviews and appropriate transition workshops	This is currently provided by the Military and the Career Transition Partnership who provide support to those leaving the services.
Signposting should begin before resettlement takes place with information on local authorities and health care providers;	This currently takes place and service leavers are provided with a leavers pack.
Include families in transition sessions not just serving personnel.	There is currently no facility to do this.

Employment	
Consider guaranteed interviews for spouses and ex-military if they meet the minimum criteria	This has been actively considered by a number of Surrey local authorities, with a few giving guaranteed interviews.
Help employers to understand the need for flexibility around annual leave (to support the movement of the Forces and the inability for families to plan for this). The example given of some companies/NHS services requiring 80% of leave to be committed in the year beforehand	Need to work with SERFCA to help promote this message when working with local employers
How can roles be transferrable within larger businesses (Tesco's to Tesco's for example) – could this be widened?	Not progressed to date
Due to the complications regarding getting mainstream jobs for those families who “followed the drum”, many spouses have set up self-employment businesses – but their business needs to be located somewhere – there were significant legal issues when moving, could this be streamlined? Be easier to re-register addresses for those businesses if connected to a Barracks?	National issue
Could there be a “Carers Passport” for military spouses as there is in the Civil Service that outlines the benefits of employing the individual and notes their caring responsibilities, so that changing line managers understand the individual.	There are now Carers Passports in five Surrey hospitals and they are being looked at within Surrey and Borders Mental Health Trust. Now starting to look at community providers. Virgin Care launched theirs in November 2017 and CSH Surrey and First Community are both looking at it. For further information on Carers Passport – www.carerpassport.uk



EMPLOYER RECOGNITION SCHEME

GOLD AWARD 2016

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WOKING JOINT COMMITTEE

DATE: 7 MARCH 2018

LEAD OFFICER: ANTHONY DURNO TEAM MANAGER SURREY FAMILY SERVICES (WOKING) (SURREY COUNTY COUNCIL)
SUE BARHAM STRATEGIC DIRECTOR (WOKING BOROUGH COUNCIL)

SUBJECT: EARLY HELP PRIORITIES FOR WOKING

AREA: WOKING (ALL DIVISIONS)

SUMMARY OF ISSUE:

Surrey County Council (SCC) has been working together with partners across the county and in Woking to transform the system of Early Help that supports children, young people and families who are in need. We need to do this to both improve outcomes for local families and also address more effectively a number of the demand pressures we are facing across the public sector in Surrey.

The Children and Young People's Partnership has the following overall vision: children and young people are happy, healthy, safe and confident in their future. In support of the overall vision, our shared ambition for Early Help is: "Surrey children get the right help at the right time. They are resilient and have safe nurturing relationships, which enable them to thrive and build the skills they need for adulthood."

To achieve this we have brought together partners who care about children and young people to form an Early Help Advisory Board (EHAB) for Woking.

By sharing our resources and integrating the support we provide to families we will reduce duplication and improve the reach and effectiveness of our work for families.

The EHAB for Woking is currently gathering the evidence of early help need to help prioritise the actions. When the priorities are finalised it will also consider setting up Local Family Partnerships in Woking based on evidential need.

The approach in Woking is also to look at opportunities to have greater joint working and to this end a joint Youth Work lead post is being developed/established to manage and coordinate the Youth Work offer of both SCC and Woking Borough Council. Additionally wider discussions are taking place regarding integrating the work of both county and borough Families Teams more fully.

This report provides local Members with an update on the new model that SCC and

partners have been developing for Early Help for the county overall and how this is progressing locally in Woking.

RECOMMENDATIONS:

Woking Joint Committee is asked to:

- (i) Provide feedback on the latest Early Help developments in Woking including the emerging early help priorities for re-commissioning.
- (ii) Note that the Woking Early Help Advisory Board (EHAB) will reconsider Local Family Partnerships areas for Woking at a subsequent EHAB meeting.
- (iii) Endorse the Joint Committee representatives to the local Early Help Advisory Board, for the remainder of 2017/18 and 2018/19 subject to any changes to representatives on the Joint Committee that may arise in the new municipal year
- (iv) Note the joint work between SCC and Woking Borough Council regarding the proposed combined Youth Work lead post for Woking to ensure best use of resources and a coordinated approach across the Borough and wider discussions taking place between the authorities on fuller integration of Family Services Teams.

REASONS FOR RECOMMENDATIONS:

We want Local Members to be informed about the proposals that we have been developing in partnership for the Early Help system in Surrey. We believe these proposals will help us realise better outcomes for children and young people within the early help resources we have available. We also know however that Early Help is most effective when it is planned and delivered locally, so we are seeking the advice of the Joint Committee to inform our identified local priorities.

1. INTRODUCTION AND BACKGROUND:

- 1.1 Early Help means providing support as soon as a problem emerges, at any point in a child's life, from foundation years through to teenage years. We know that it is better to identify and respond to need and indications of risk for children and families early, before these become more difficult to reverse.
- 1.2 Whilst most children and young people in Surrey achieve good outcomes without the need for early help services, too many do not. Surrey was criticised in the 2014 Ofsted safeguarding inspection for its fragmented Early Help offer which left too many children waiting too long to receive the help they needed. The subsequent Department for Education Improvement Notice requires the county council to "*develop and implement a cohesive, collaborative Early Help offer delivered jointly by all partners*".
- 1.3 In response to this, to support better safeguarding decision-making and to ensure children receive the right help at the right time, Surrey established a Multi-Agency Safeguarding Hub (MASH) and four Early Help Co-ordination Hubs (EHCHs) in October 2016. As a result of the new arrangements more

than 1,000 children are now receiving Early Help following referral to the MASH or step-down from Children's Service's each month.

- 1.4 Feedback from Ofsted's latest monitoring visit on 31 October and 1 November 2017 highlighted that the Council has made improvements in Early Help, due to work to review early help services, analyse need, establish Early Help Hubs and co-locate early help staff with those from statutory Children's Services in the MASH. However, it also highlighted significant concerns that "thresholds are not yet appropriately or consistently applied" and "an increase in demand for early help support has resulted in delays in the early help coordination hubs progressing referrals for the allocation of services".
- 1.5 As Ofsted's feedback suggests, SCC in isolation does not have the capacity to meet all of the demands for Early Help in Surrey. It is only by transforming the way in which all partners work together that we can jointly achieve the scale of impact we need, both to improve outcomes for children and families, and reduce demand for statutory services across the public sector in Surrey.
- 1.6 In Surrey, our partnership Early Help transformation is already well underway. In 2016, SCC implemented a number of service changes to improve its offer of proactive, appropriate, timely and preventative Early Help for children referred into Surrey Children's Social Care. In early 2017, SCC launched Surrey Family Services, with the aim of bringing together professionals working across early years and children's centres, the Family Support Programme, the Youth Support Service and the Community Youth Work service, in joined-up district and borough area teams.
- 1.7 Partners have worked together to understand the early help needs of children and families locally, developed a shared vision for Early Help and designed a new model for the whole Early Help system to realise this ambitious vision for early help. There is collective agreement between many partners in Surrey that Local Family Partnerships are the model that will transform the early help system in Surrey and allow Surrey to realise its ambitious partnership vision. The premise of Local Family Partnerships are that they bring together a network of key stakeholders in a community who are involved in supporting the well-being and resilience of children and families. These include statutory, voluntary, faith and community organisations (including businesses) who either provide preventative activities for children and families or are responsible for targeted and specialist interventions to meet our statutory duties. All these organisations contribute to the Early Help offer and by binding them together at a local level we will provide a rich network of integrated provision to children and families in each Local Family Partnership. It is anticipated that each district and borough will be sub-divided into up to five Local Family Partnership areas, the locations of which will be locally determined, in response to the local needs of children and families. The Woking EHAB is considering this Model at this time.



- 1.8 The figure above is a visual representation of the sources of support for families that exist within communities and therefore Local Family Partnerships. The central (blue circle) represents targeted interventions, which tend to focus on particular individuals or families, and the outer (green) circle represents organisations that contribute to universal support in a community. The County Council has responsibility for ensuring that a cohesive and co-ordinated Early Help offer is in place with partners who make up the 'blue circle' of targeted Early Help. The 'green circle' is led by District and Borough Councils and is fundamentally about a place-based approach to ensuring that the local environment, infrastructure and services are conducive to family well-being. In this model strong partnerships are required at a local level between universal services, the voluntary, community and faith sector and the local authorities. The particular opportunity within Local Family Partnerships will be through developing effective local relationships between services that will enable the easy movement between targeted support for children and families at times of particular need and back into the 'green circle' of preventative support (and vice versa as required).

Woking Update

- 1.9 The Woking EHAB first met in September 2017 and the partners have been sharing their analysis of local need to help formulate the Early Help picture of need in Woking and consequently set key local priorities which will inform the future development of the local Early Help system. These priorities will specifically feed into the external re-commissioning of early help services that is currently underway, to award new grants and contracts to local providers from April 2019.
- 1.10 A particularly helpful action was the sharing of real case studies supplied by a Woking primary school where the lived events affecting children and families were brought to life for the Board. The board is therefore gathering the existing data and soft evidence of need to inform its plan of action. Part of this evidence will also come from feedback from young people and the Board is currently piloting a survey approach to gather feedback from young people.

- 1.11 The Early Help strategy is to alleviate the need to escalate into higher cost, higher need services. To this end the universal offer is crucial to enable families to thrive without the need for level 2 and above interventions, i.e. to succeed within the universal offer (ie the 'green circle'). Information which is easily accessible to Families to support them in their decision making and thus avoid the need for them to refer into the Early Help System is key. The Family Information Service (FIS) is such a resource, and as the EHAB recognises the importance of such, a FIS representative sits on the EHAB working with partners to see how FIS can be improved to ensure families can more effectively self-serve.
- 1.12 The board held a workshop as one of its meetings to consider potential Local Family Partnership (LFP) areas. The board consulted maps that highlighted Children Centre's and their reach areas, the Ward boundaries within Woking, the geographical positions of the Schools within Woking, demographic data for the borough and information from Health Services and Police colleagues. The EHAB concluded that LFP areas were not easily identifiable without additional Early Help data (from the MASH and EH Hub). Indeed it was acknowledged that once data is obtained, that there may be certain needs that may be better achieved with task and finish groups rather than setting geographical sub areas within the borough. The EHA Board concluded that the model of delivery is best set after the priority areas for action have been agreed.
- 1.13 The board has agreed an approach to build the priority list of actions as the needs in Woking become clearer. However the EHAB did discuss some initial emerging themes including the effect of Domestic Abuse on young people and their families. To this end the Board discussed this issue at its last meeting in January 2018 with the chair of the North West Domestic abuse Forum and lead officer from Woking Borough Council in order that there is one plan supported by the EHA Board. The Board is strongly in favour of having coordinated complimentary plans and actions wherever possible. It is not the intention of the EHA Board to set up parallel action plans to those that already exist, but rather work jointly with existing plans to enhance the offer.
- 1.14 The board are also to consider the Early Help need in relationship to wellbeing and mental health as this area is also being highlighted as a need and was also underlined in the case studies discussed at the board too.
- 1.15 The actions already being implemented include joining up local agencies and practitioners to ensure greater effectiveness, use of resources, knowledge and skills. As such the existing Woking Youth Practitioners Forum has now been transformed into the Early Help Practitioner forum. As a result members of the Forum have commented that they have a better understanding of who else works in the Borough; stronger and more trusting relationships are being developed; there is increased knowledge and awareness of what the 'local' offer is, and as a result members feel more confident in asking for help from other agencies.
- 1.16 As part of the County Councils restructuring of Surrey family Services it is proposed to have a joint SCC and Woking Borough Council post as Youth Work lead across the borough.

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- 1.17 Each school has recently had an early help nominated person linked to them to help with the liaison regarding early help.
- 1.18 The key challenge for the board at this time is the identification of the key issues that are making demands upon the Early Help system. It is anticipated this will be rectified fairly easily with the development of the MASH and Early Help structures and reporting systems.

Surrey County Council's role

- 1.19 SCC will align its resources to directly support this new partnership Early Help System in Surrey. Although a key aspect of the Local Family Partnership is that it allows for local flexibility, it is also important that there is countywide consistency in relation to key Early Help services provided by the County Council. In overall terms, this will be ensured through standard structures and processes for County Council services across Surrey, as well as developing transparent, needs-led approaches to allocate resources in districts and boroughs in response to the identified level of need. Some examples of the indicators that could be employed include the: level of deprivation; number of referrals to MASH; and number of children with special educational needs and/or disabilities.
- 1.20 There are three main strands of the County Council's contribution to Early Help that form part of the Early Help transformation. These are:
 - a. Surrey Family Services;
 - b. Surrey's Children's Centres; and
 - c. Externally-commissioned contracts and grants for local services.
- 1.21 SCC's in-house delivery of Early Help comes primarily through Surrey Family Services. In May 2017 Family Services brought together a number of different teams and programmes including: Youth Support Service; Community Youth Work; Family Support Programme; Children's Centres; practitioners from the Early Years and Childcare Service; and the Early Help Co-ordination Hubs, which together coordinate and deliver a significant proportion of the Early Help across the county. Importantly, Family Services also has responsibility for young people identified as requiring a statutory Child in Need social work service and those over the age of eleven who require an Edge of Care service. As part of the new Early Help operating model, Family Services staffing will be restructured in the course of 2018 and a new locally integrated youth work offer will be developed with districts and borough, the voluntary sector and young people who use the services.
- 1.22 SCC also commissions Surrey's 58 children's centres, which are delivered by schools and voluntary sector providers. In the course of 2018 the County Council will work with current providers, wider stakeholders and the public to re-shape a new children's centre offer to commence in April 2019. In developing the new model, we are committed to working with our partners in schools and the voluntary sector, who have a track record of delivering high quality early years services, to design a model which fulfils the children's centre core purpose around health, well-being and early education.
- 1.23 Through a new model for children's centres, we will continue to support children to have the best start in life, whilst also integrating services delivered into the

wider 0-19 model. This may well involve developing greater flexibility of staffing at a Local Family Partnership and/or borough or district level to ensure services are resilient and resources are deployed where they are most needed. It is also envisaged that this new model of delivery will free providers from the requirements of children centre 'designation' as mandated in (now suspended) Department for Education guidance. Many local authorities already choosing this route to afford greater local flexibility to provide the services that are required to meet need. Through better integrating the children's centre offer with the work of other services, freeing providers to focus upon outcomes rather than process, and requiring children's centres to work together across a district/borough, the declining SCC revenue resource can go further in providing Early Help to meet the local needs of children and families.

- 1.24 Finally, SCC commissions a range of preventative and family support services from external partners, including jointly commissioned domestic abuse outreach services, primarily from the local voluntary sector. SCC's commissioning intentions for children are described in SCC's Child First Commissioning Plan 2017. The Early Help services will be recommissioned from April 2019 onwards as part of a joined-up pathway for families to meet local needs. The Early Help Commissioning Plan is currently being developed with partners, drawing on local priorities as identified by Early Help Advisory Boards with a view to publication in March 2018.

Working across Programmes: There are many interdependencies between the Early Help Transformation and other change programmes ongoing across the Children Schools and Families directorate. The work to enhance Surrey's Early Help offer is an important component of the Safeguarding Improvement Programme and has already seen considerable progress in the ability to step-up to and step-down from Children's Services social work intervention. Work is also ongoing to align Early Help and SEND Transformation Programmes to ensure SEND services are embedded in the Local Family Partnership model. A further significant opportunity exists through ensuring Local Family Partnerships properly integrate with the health sector particularly through alignment of the Early Help Transformation with the Sustainability and Transformation Plans (STPs) for health.

2. ANALYSIS:

- 2.1 A summary local early help needs analysis for Woking, based on the data we have available, has been attached as Annex 1. This data informed local conversations about what is most important in Woking to identify locations of Local Family Partnerships and local early help priorities.

3. OPTIONS:

- 3.1 The Early Help Advisory Board has identified that the Local Family Partnerships in Woking will be reconsidered at a future meeting based on further detailed analysis of need and feedback from partners and young people.
- a. The geographic area will therefore initially be the whole Borough at this time, Local Family Partnerships have not been ruled out with the option of implementing Local Family Partnerships in the future.
- 3.2 In addition, they have identified the following key local early help priorities:

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- a. Domestic abuse and supporting the existing Domestic Abuse forum plan and its development.
 - b. Increasing knowledge and use of the Family Information Service
 - c. Gathering existing feedback and also undertaking pilot survey of young people to gather their feedback to inform future priorities.
 - d. Developing the local knowledge between practitioners locally including the transition of the youth practitioners' forum into the Early Help Practitioners forum.
 - e. Taking opportunities as they arise to develop further integrated working
- 3.3 The Joint Committee is invited to provide feedback to the Early Help Advisory Board in relation to the local priorities they have identified to date.

4. CONSULTATIONS:

- 4.1 Between November 2016 and March 2017 Surrey County Council and the 11 District and Borough Councils led on Local Early Help Partnership Events, engaging over 1,000 practitioners and other stakeholders. These events resulted in a shared development of the vision for Early Help Transformation Programme and the Local Family Partnership model and agreement to establish local Early Help Advisory Boards, the boards Terms of reference has been attached as Annex 2. These local Early Help Advisory Boards help to ensure a locally led implementation of the Early Help model. Initial activities include deciding priorities for their area including potential locations of Local Family Partnerships.
- 4.2 The board held a workshop as one of its meetings to consider potential Local Family Partnership areas. It considered Children Centre reach areas, Ward boundaries, the geographical positions of the Schools, demographic data for the borough, and information from Health and Police colleagues. The board will reconsider the Local Family Partnership areas following further work on the needs to be addressed.
- 4.3 The Joint Committee has identified three committee members to sit on the Early Help Advisory Board, to provide member input into local discussions and a link back to the committee. The members identified are Cllr Colin Kemp, Cllr Ayesha Azad, Cllr Deborah Hughes. It is intended that, as per recommendation iii, that these members will continue in their role for the remainder of 2017/18, and for 2018/19, subject to any changes to representatives on the Joint Committee that may arise in the new municipal year.
- 4.4 At a county level, the Early Help Transformation Programme Board, chaired by the Lead Member for Children, brings together senior partnership stakeholders on a six-weekly basis to oversee and shape key decisions relating to the transformation plans.
- 4.5 In September and October 2017, a series of workshops were held to further develop the blueprint for the Local Family Partnership model.

- 4.6 The Early Help Case for Change was considered and endorsed by the Children and Education Select Committee on Friday 17 November 2017.
- 4.7 A Surrey Family Services staff consultation for County Council staff started in January 2018 to consider proposals for service restructure.
- 4.8 Further partner and user engagement and subsequent public consultation will be required in 2018 to implement changes to community services resulting from the new Early Help operating model.

5. FINANCIAL AND VALUE FOR MONEY IMPLICATIONS:

- 5.1 There are no financial and value for money implications in relation to this report.

6. RISK MANAGEMENT:

- 6.1 Needs identification. It is anticipated that the needs that are demanding Early Help Services in Woking will be identifiable in the near future with the build-up of actual data. The risk at this time is that this data is either not available or is not sufficiently detailed to give a clear picture of the needs. The risk is therefore that the EHAB either does not agree on the priorities to take forward or agrees priorities without sufficient confidence that they are the correct priorities. The Board has agreed that taking no actions is not acceptable and therefore is mitigating this risk by agreeing to build the priority plan as evidence emerges and to prioritise known need areas e.g. Domestic Abuse, better use of Family Information Service and more effective use of existing staff and resources across the borough.
- 6.2 There is a continued risk that some partners across the Early Help System may not engage in the new delivery model. This has however been mitigated to a significant degree by the level of consultation that has taken place at a local level; by the establishment of a Local EHAB and also the transformation of the Youth Practitioners Forum into Early Help Forum. Ongoing continued communication with the local network will however be essential.
- 6.3 Sustainability of Local Family Partnerships – whilst this might be considered a risk at this stage, until the EHAB have decided on Local Family Partnership Areas for Woking and consequently the scope and scale of such LFP's it is not easy to quantify. The position will need to be considered as part of the EHAB's decisions around establishment of LFP's.

7. LOCALISM:

- 7.1 Whilst still in their development phases, it is clear that both the EHA Board and EH Practitioners Forum have already resulted in more effective joint working across agencies. The continued development of this shared ambition with partners will only increase the effective Early Help offer in Woking including greater use of agencies resources leading to more local and effective services to the communities of Woking.

- 7.2 The Local Family Partnership model is about building the resilience and wellbeing of individual children and young people, and the families and communities that they are part of.

8. EQUALITIES AND DIVERSITY IMPLICATIONS:

- 8.1 A programme Equality Impact Assessment is being developed which will include all the key areas of the programme and their potential impacts on residents and staff. Evidence will be gathered during key consultation periods with the staff and public which are planned for 2018:
- a. A Family Services staff consultation taking place in January 2018 will develop a key summary of impacts and actions relating to the impacts of the restructure. The initial EIA inputs to date based on early staff engagement and engagement with other stakeholders including the unions on the restructure can be seen in the attached first draft of the Programme EIA.
 - b. Once approval to commence work on the Children’s Centre project has begun an EIA will be developed to provide a key summary of the impacts and actions relating to the potential re-design of Children’s Centres.
 - c. An EIA has been drafted to support the re-commissioning of external Early Help services in Surrey.

9. OTHER IMPLICATIONS:

Area assessed:	Direct Implications:
Crime and Disorder	Set out below.
Sustainability (including Climate Change and Carbon Emissions)	No significant implications arising from this report/
Corporate Parenting/Looked After Children	Set out below.
Safeguarding responsibilities for vulnerable children and adults	Set out below.
Public Health	Set out below.
Human Resource/Training and Development	Set out below.

9.1 Crime and Disorder implications

Through establishing new Local Family Partnerships in Woking, partners will work together better to prevent young people becoming involved in offending and anti-social behaviour and be able to provide holistic support to families where crime is an issue.

9.2 Corporate Parenting/Looked After Children implications

Effective Early Help has the potential to reduce the negative outcomes and experiences that can lead to children coming into care and thereby has the potential to reduce the number of children in the Council's care.

9.3 Safeguarding responsibilities for vulnerable children and adults implications

The new Early Help operating model supports all partners to achieve key improvements in safeguarding vulnerable children. As the parents of these children are also often known to Surrey Adult Services the programme is being developed with colleagues in Adult Services and will have additional benefits for vulnerable adults through the development of Local Family Partnerships.

Ongoing developments to ensure that the Multi Agency Safeguarding Hub (MASH) and the Early Help Co-ordination Hub processes are integrated will have an improved impact on the timeliness and effectiveness of case management for vulnerable children and families. MASH and Early Help Co-ordination Hub processes have recently been reviewed to support quality, consistency of decision-making and provide more timely access to Early Help services. The programme has been developed to enhance the services available both to prevent children requiring statutory intervention where this can appropriately be achieved and to provide a robust Early Help network to support children stepping down from social work and other specialist services.

9.4 Public Health implications

The Early Help proposals have been developed with Public Health colleagues and support the County Council's Public Health prevention priorities for children and families.

9.5 Human Resource/Training and Development

The proposal to have a joint post between SCC and WBC for Youth work will require work on a new Job profile and agreement on the pay and reward structure as well as reporting and shared governance arrangements. The work to effect this is nearing completion with the intention for the recruitment to the post to commence in the near future.

10. CONCLUSION AND RECOMMENDATIONS:

- 10.1 The Joint Committee is asked to note the overall proposals to develop the early help system in Surrey, as well as the summary of proposed changes to Surrey County Council's contribution to early help

The Joint Committee is asked to:

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- i) Provide feedback on the latest Early Help developments in Woking including the emerging early help priorities for re-commissioning.
- ii) Note that the Woking Early Help Advisory Board (EHAB) will reconsider Local Family Partnerships areas for Woking at a subsequent EHAB meeting.
- iii) Endorse the Joint Committee representatives to the local Early Help Advisory Board, for the remainder of 2017/18 and 2018/19 subject to any changes to representatives on the Joint Committee that may arise in the new municipal year
- iv) Note the joint work between SCC and Woking Borough Council regarding the proposed combined Youth Work lead post for Woking to ensure best use of resources and a coordinated approach across the Borough and wider discussions taking place between the authorities on fuller integration of Family Services Teams.

11. WHAT HAPPENS NEXT:

- 11.1 The Early Help Strategy will be presented to the County Council's Cabinet at the February meeting.
- 11.2 Feedback from the Joint Committee will be taken away by both County and Borough Lead Officers to be shared with the EHAB and commissioners across different public sector organisations.
- 11.3 Members are invited to participate in the public consultation running during February and March in relation to new proposals for Surrey County Council's external Early Help grants and contracts. This will inform what grants and contracts are re-tendered during 2018 for delivery from April 2019.
- 11.4 Members are invited to contribute to public consultation later in the year in relation to changes to other aspects of the early help system. In particular, a public consultation about proposals for changes to children's centres is planned for July, August and September 2018. The scope of this consultation may also be broadened out to include other aspects of early help provision.
- 11.5 Surrey Family Services will be launching its new staffing structure by October 2018 which will reflect new ways of working required within the Early Help system.
- 11.6 Members input and support in building the Local Family Partnership Networks will be valued throughout the first phase of implementation in 2018.
- 11.7 It is currently planned that the County Council's Cabinet will be asked to make a number of decisions relating to Early Help transformation in November 2018, with plans in place to implement any service changes by 1 April 2019.

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Consulted:

Early Help Advisory Boards

Members of the Early Help Transformation Board

Local partners and stakeholder

Surrey County Council Commissioners

Annexes:

Annex 1 – Borough/District Needs Assessment

Annex 2 – Early Help Advisory Board Terms of Reference.

Sources/background papers:

- Not applicable
-

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**Woking Borough Profile
September 2017**

1. Define our families within Woking

Criteria	Actual	Comparison with other Surrey Districts and Boroughs
Total CYP	29407	(percentages to 1 decimal place)
0-4	7044 (24%)	
5-9	7311 (24.9%)	
10-14	5917 (20%)	
15-19	5197 (17.7%)	
20-24	3938 (13.4%)	
SEND (0-25) Without statement	1504	5%
SEND (0-25) With statement	446	1%
Families in Need	420	1% (According to the Enst & Young report in 2016, number of families targeted for support)
Free School Meals (FSM)	2119	6.5%
Children in Need (CiN)	1513	16,194 total in Surrey
Looked After Children (LAC)	29	Range across all Ds & Bs: 9- 39
Child Protection Plans	199	Total In Surrey: 197 children on CP Plans Range across all Ds & Bs: 82-269 children
NEET (12/10/17 figures)	15	!61 NEET young people in Surrey Range across all Ds & Bs: 10-20 young people

2. Woking borough profile analysis,

Query	Number	Comparison with other Surrey D+B's (Range)
IDACI & IMD rank in Surrey (where 1 is most deprived)	Rank: 4	
# of children living in disadvantaged areas – 30% LSOAs (IMD)	3 out of 69 LSOAs (Canalside, Goldsworth Park and St John's)	
# of 0-4 year old children living in Out of Work Benefit Claimant Households	570 (8% of D & B population)	6.4 – 12.6%
Healthy Weight - Reception Year 6	83.2% 68.1%	79-85.8% 66.6-78.9%
Hospital Emergency Admissions (2014/15)	121.50 per 100,000 population	96.9-136.9 per 100,000 population
Domestic Abuse – N° of victims of DA incidents aged 0-24 (Mar 2016- April 2017)	172 (out of 1789 in Surrey)	20 – 28%
All claimants Severe Disablement Allowance Claimant Households ¹(2017)	40	(460 in Surrey)
All claimants Incapacity Benefit (2017)	50	(500 in Surrey)
<u>JAN- MAR QUARTER 2017</u>		
% children achieving GLD in 2016	72% (Lowest In Surrey)	72-82%
% of 3-year olds taking up FEE	78 – 99% (21% Range) *Woking SS CC, Pyrford & Byfleet SS CC	11-42% Range (registration percentages, that's how it's over 100%)

1

<http://www.surreyi.gov.uk/Viewdata.aspx?P=Data&referer=%2fBuildDataView.aspx%3fDataSetID%3d1260%26VariableID%3d4235>

Early Years Service (Autumn 2016) – Registrations of 0-4 population	83.03%	73.2 -91.3%
N° of YP on High Risk Register	0	0-7 range amongst all D & B's
N° of Court disposals and custodies	6	2- 19

3. Summary of Need (incl. trends)

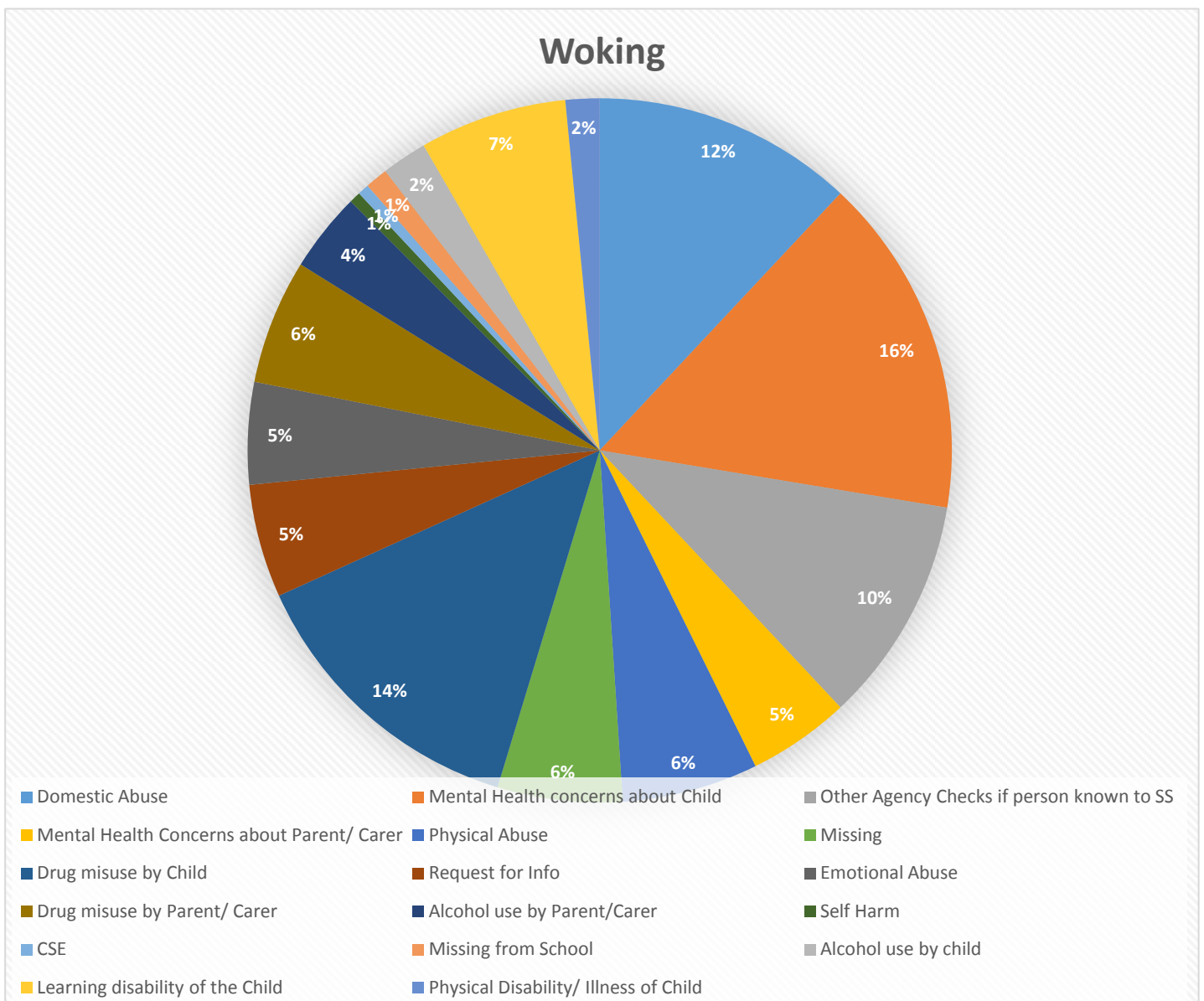
Image 1: Woking LSOAs in the bottom 30% and 30%-40% most deprived nationally



- Woking contains 3 'LSOA' neighbourhoods that are within the most deprived 30% nationally (for deprivation affecting children). These areas are mainly clustered around Canalside, Goldsworth Park and St Johns. There are a further 3 neighbourhoods where households are, on average, within the most deprived 40% nationally.
- According to the Ernst and Young report the priority areas in Woking are: Canalside due to the 4th highest CiN and highest number of SEND & FSM eligibility; Hoe Valley Ward due to 11th highest CiN, 5th highest SEND, 10th highest FSM
- Other areas of need identified are: Pyrford Ward due to being poorest performing Early Years Foundation State Good Level of Development (EYFS GLD); Knaphill due to highest number of LAC and Goldsworth Park due to 11th worst performing for SEND at KS2, and highest number of CiN, SEND, FSM.

- On average, across Surrey, the proportion of 11-12 year olds per 1000 with excess weight is substantially below the national average. In Woking, the proportion of 11-12 year olds per 1000 with excess weight is higher than the Surrey average but lower than the national average.
- Woking has the lowest proportion of five year olds free from tooth decay but it is not significantly different from the Surrey and the national averages.
- Children in the early years make the least progress in Woking than the other Surrey Districts & Boroughs. In 2016, 72.7% of all children achieved a good level of progress.
- There appears to be a large difference between the performance of boys and the performance of girls. 81.2% of girls achieved good progress; 65% of boys.
- Woking has a substantially higher proportion of children who are Children in Need with 'Abuse or Neglect' as their main presenting need than the Surrey average.

4. MASH Referrals by Contact Reason



5. What's going well?

- GCSE progress is particularly strong.
- The proportion of children who are Children in Need with 'Family Dysfunction' is lower than the Surrey average.
- The rate of young people Not in Education, Employment or Training (NEET) is low.

What are we worried about?

- Woking has the lowest proportion of five year olds free from tooth decay.
- Children in the early years make the least progress in Woking than the other Surrey Districts & Boroughs.
- Woking has a substantially higher proportion of children who are Children in Need with 'Abuse or Neglect' than the Surrey average.
- The number and proportion of children becoming looked after by the Local Authority are much higher than the Surrey averages.

6. Stakeholder Feedback: *Woking Stakeholder Workshop Summary – Feedback from our Partners*

6.1 What's going well?

- Variety of services in the borough
- Good statutory and non-statutory services
- Woking BC invests well in people services e.g. women's support centre
- People want things to happen - evidenced by
- high attendance at this event
- Professionals keen to learn from each other
- Good cooperation between partners
- Long term service provision
- Good investment in culture
- Early Help hub is based in Woking
- Lots of partnership 'buy in'
- Localised knowledge
- Prevention and universal services
- Early Help Assessment includes WHOLE family
- Vol orgs better informed
- Passion and care amongst professionals

6.2 What are we worried about?

- Families that don't engage
- Not enough for fathers
- Communication & cultural barriers - translation services etc
- Not a multi-agency presence in the EH hub
- Data/info sharing problems
- Referral waiting times
- Funding constraints
- Is this a long term plan?
- Knowing what is out there (services)

- Label too many families as needing early help /
- inappropriate referrals
- Making it easy for families to engage - venues, appt times etc
- Being county driven and not locally driven
- Expecting more from volunteers
- Inflexible
- Consistency/quality of decision making in EH hubs
- Capacity
- Duplication of services and conflicting priorities

6.3 What more do we need to know?

- Clear flow chart and basic guide to provision and
- how to access/refer - up to date directory
- Multi agency database - shared access
- Who decides if diff of opinion re a referral?
- When are EH hubs going to be fully staffed?
- What happens to the families who don't give consent?

6.4 What should happen next?

- Shorter referral time
- Clearer criteria for Early Help
- More families 'self-help' - avoid dependency
- Proper resource
- Feedback from EH hub about what happened to a referral
- Domestic abuse to be better identified by professionals
- More publicity about the EH hubs and the roles within the hub which will help services/families
- Collective vision
- Keep local
- Keep streamlining the bureaucracy
- Common ICT /Info sharing system

Local Early Help Advisory Boards

Terms of Reference Vs 0.3

ITEM 10

These terms of reference are intended to provide some direction for Local Early Help Advisory Boards recognising they will evolve in slightly different ways but with a core defined purpose. These terms of reference are currently draft and will be agreed by the end of July, following initial meetings of Local Early Help Advisory Boards.

Scope

The scope of the Local Early Help Advisory Board is the local implementation of the early help delivery model.

Purpose

To bring together a partnership in each borough or district invested in developing a coherent local early help offer and manage the successful delivery of this offer. By coming together the partners will hold a collective responsibility for decisions and support the successful delivery of this offer.

Key responsibilities

- Have strategic oversight of the co-ordination and effectiveness of the local early help offer.
- Provide support and challenge to the development of the local early help offer
- Support the development of a joined up local plan which prioritises early help needs and outcomes
- Work collectively with local operational networks to implement a local plan
- Maintain an oversight of the development and effectiveness of Family Hubs
- Support the development of local early help commissioning plans and participate in commissioning processes to deliver a local joined up early help offer
- Work locally to identify gaps in provision regarding early help and to identify and mitigate against risks
- Support the practitioners' networks including co-ordinating training and development opportunities in accordance with local need
- Help capture the voice of families, children and young people
- Communicate with key local stakeholders outside of the meeting to raise awareness of the local early help offer and developments.
- Update the Early Help Transformation Programme Delivery Group via the Strategic Leads for Young People and Families, escalating any risks as required.
- Provide an annual report to the local or joint committee on early help.

Chair

Each Local Early Help Advisory Board will appoint an appropriate chair from their membership.

Ways of working

- Meeting agendas will be agreed by the Chair and the Families Service Manager
- Agendas will be circulated to members of the Local Early Help Advisory Board prior to the meeting
- If it is not possible for a member to attend, they should nominate a substitute representative to attend with delegated authority to make decisions on behalf of their organisation.
- Minutes of this meeting will be kept by the Families Service Manager and agreed by members of the group
- Members will provide updates to the board on actions and key developments in their area

Frequency of Meetings and Venues

Meetings will be held at least quarterly at suitable venues across the borough or district.

Meeting Membership

The membership of boards will vary across boroughs and districts, however there are some core principles for the membership of each board:

- Membership should be as local as possible and key local partners should be represented to ensure they can be consulted with and are involved in making decisions.
- Members need to be able to represent the broad views of the key delivery groups and be able to speak on their behalf about good practice and local need.
- Members need to impact on the establishment and delivery of early help rather than measure accountability
- With any Surrey County Council representation it should be considered whether they are required as a core member or if discussions could take place outside of the meeting (e.g. Families Service representation should be limited to the borough Families Service Manager)
- There should not be more than 15 members to allow for effective discussion and decision making

Representation should consider:

- Borough or district council
- Secondary education
- Primary education
- Children's Centre
- Two elected representatives from the local/joint committee
- Police
- Health
- Family Hub representation
- Job Centre Plus
- Housing
- Voluntary, Community, Faith Sector
- Young people
- Parent groups

This should not be seen as exhaustive

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WOKING JOINT COMMITTEE

DATE: 7 MARCH 2018
LEAD OFFICER: CLAIRE TAYLOR, SENIOR TRADING STANDARDS OFFICER

SUBJECT: BUCKINGHAMSHIRE AND SURREY TRADING STANDARDS
 WORK IN WOKING IN 2017– (01/01/2017 – 31/12/2017)

AREA: WOKING (ALL DIVISIONS)

SUMMARY OF ISSUE:

A report intended to provide an update on the work and activities of Buckinghamshire and Surrey Trading Standards, particularly in respect of the borough of Woking in 2017.

RECOMMENDATIONS:

Woking Joint Committee is asked to note that Buckinghamshire and Surrey Trading Standards Service:

- (i) Reacts to any local issues specifically drawn to Buckinghamshire and Surrey Trading Standards in respect of both Woking, and of the wider Surrey area, as regards any consumer issues.
- (ii) Responds to any Trading Standards and consumer issues highlighted by intelligence gathering and reporting. This routinely includes Woking local area in any project or routine undertakings. Such activities may include test purchasing or sampling as appropriate.
- (iii) Responds to business enquiries and bespoke/chargeable requests from businesses based in Woking focusing on Small/Medium Enterprises (SME) and national businesses. Buckinghamshire and Surrey Trading Standards actively encourages partnerships under the Primary Authority Scheme (PA) promoted and administered by the Office for Product Safety and Standards (formerly known as Regulatory Development) OPSS is part of the Department for Business, Energy and Industrial Strategy (BEIS).

REASONS FOR RECOMMENDATIONS:

This report is intended to provide information on the activities of Buckinghamshire and Surrey Trading Standards, and is for information only. It does not contain any recommendations.

1. INTRODUCTION AND BACKGROUND:

1.1 Buckinghamshire and Surrey Trading Standards - an update on the Joint Service:

Our Trading Standards service exists to:

- protect individuals, communities and businesses from harm and financial loss,
- help business to thrive by maintaining a fair trading environment,
- improve the health and wellbeing of people and communities, and
- fulfil the council's statutory responsibilities to deliver consumer and public protection services.

Since the formation of the joint service in April 2015 the service has continued to perform well and deliver excellent results against key performance indicators. The service is achieving all the savings projected in the business case and is exceeding income generation targets for the year.

The service has six key performance indicators and these are:

- Increase the financial savings for residents as a result of our interventions and investigations.
- Protect residents by stopping rogue traders operating in Buckinghamshire and Surrey
- Prevent residents becoming victims through expanding the use and reach of social media alerts, TS Alerts, volunteers and other preventative initiatives to raise awareness of scams, rogue traders and unsafe products
- To increase the number of Primary Authority Partnerships
- Increase membership of trade approval schemes.
- Work with partners to tackle illegal sales of age restricted products; to explore new ways to reduce harm from the use and consumption of unsafe products; and to tackle poor food quality and nutrition

1.2 Trading Standards Approved Trader Schemes:

Buckinghamshire and Surrey Trading Standards Service is continuing to work with Checkatrade to ensure residents can easily find reputable traders in their area. We have over 2500 Checkatrade/Trading Standards Approved members in Surrey. Businesses are removed from the scheme where intelligence suggests that they are not suitable to receive our approval.

To become a Checkatrade/Trading Standards Approved trader and to obtain our 'double' accreditation, businesses must meet set standards and pass rigorous background checks. The minimum standards we set will be maintained for any future partnerships we may enter into with any other trade approval scheme operators.

1.3 Volunteering Scheme:

Trading Standards aims to create an environment of "Confident Consumers and Trusted Traders" through advice and enforcement. Our volunteers are an integral part

of this purpose; increasing the consumer knowledge and confidence of residents and helping us to improve customers' experience of using businesses in Buckinghamshire and Surrey.

We offer our volunteers an exciting and enjoyable experience, a chance to do something completely different with new people from a variety of backgrounds. It also gives volunteers an opportunity of learning new skills and gaining practical work experience; most importantly, volunteers will have the satisfaction of being able to make a real difference in their local communities.

Volunteers enable Trading Standards to do more. For example, one Volunteer has visited more than 300 food businesses across Surrey to provide guidance leaflets about allergen labelling and see what information is already given to the public by each business about this issue. Our volunteer Product Safety Market Surveyors look in their local shops for items that might not comply with safety requirements and we also have Volunteers who are available to give talks within their communities about Trading Standards issues.

Details of our current Volunteering opportunities are available at <https://do-it.org/organisations/surrey-trading-standards-vams>

1.4 Work on scams and protecting the vulnerable:

Protecting the vulnerable and tackling scams continues to be a key priority for our service. We are continuing to work closely with the National Trading Standards Scams Team (NTSST) who are now hosted by this service. We receive from the NTSST details of potential scam victims based in both Buckinghamshire and Surrey and visit victims to provide advice and support.

On 25th January 2017 we ran a Scams Conference at Epsom Downs Race Course which was aimed at existing and potential partner organisations that can have a role to play in reducing the impact of scams.

In 2017 we contacted about 300 scam victims and it is estimated that with all the interventions and investigations carried out last year about £665,000 was saved for Buckinghamshire and Surrey Consumers.

Trading Standards and Adult Services are concerned about the effect that nuisance calls have on local residents. To reduce these problems we are arranging to programme and fit devices on vulnerable resident's landline telephones to stop them receiving scam and nuisance telephone calls.

We are loaning these trueCall Care devices to selected residents free of charge. The service is always seeking nominations of older or otherwise vulnerable residents who may benefit from a trueCall device, and would welcome suggestions as to any residents in Woking who would like to be considered. We can supply promotional material and would welcome you contacting us.

Units installed in Woking are being funded by money we have recovered from criminals using the Proceeds of Crime Act. So far there are 5 participants in our trueCall project who live in Woking.

On average, 43% of the calls made to participants are nuisance calls. This initiative, as a whole, has now blocked more than 68000 scam and nuisance calls.

Data about the calls that have been blocked by the devices is collected by ourselves and used as intelligence to inform investigations. The data is also sent to the Information Commissioner's Office who have found it useful intelligence to penalise businesses that are not complying with their obligations, for example businesses that are still calling people despite them being registered with the Telephone Preference Service.

Information for residents is available at <https://www.surreycc.gov.uk/business-and-consumers/trading-standards/finding-the-right-trader/rogue-traders-scams-and-cold-callers/phone-fraud-and-nuisance-callers>.

As part of a new initiative to raise awareness of Scams and to protect the Vulnerable within our communities we have been training "Scam Champions" under the "Friends Against Scams" initiative working with both volunteers and also partner agencies such as Victim Support, Surrey Community Action, GP's, Housing Associations, Community Support Officers and helping the Police to train new Police Community Support Officers.

Our Volunteer "Scam Champions" as well as our partners cascade this training back within the communities to raise awareness and create more "Friends Against Scams" More information can be found at www.friendsagainstscams.org.uk

1.5 Stop Cold Calling Sticker Initiative and Scams Sticker Packs:

We were one of the first authorities in the country to develop a no cold calling sticker scheme which is designed to empower residents giving them the confidence to deal with cold calling traders.

Cold calling doorstep traders who target the elderly and vulnerable cause most concern, offering services like roofing, block paving, guttering, painting and gardening maintenance. There are of course plenty of reputable traders offering a range of services but they can still be a nuisance if they cold call against residents wishes.

Our Stop Cold Calling packs are distributed to residents in the borough of Woking in a wide variety of ways. For example, packs are distributed via our partners such as Adult Social Care teams and via Surrey Police; packs are also located at various locations including the Woking Neighbourhood Advice Centre, the Mascot Hub, Woking Police Station and Woking Library to name a few. Our Rapid Action Team officers also provide the Stop Cold Calling packs to residents who have been targeted by rogue traders, and we also supply the packs to any residents who would like one. In 2017 approximately 1140 Stop Cold Calling sticker packs were sent to various organisations and/or provided to residents in the Woking borough.

As part of our work in helping residents protect themselves from scams, we have produced a Scams Sticker Pack that seeks to raise awareness of scam mail, scam emails and telephone calls to assist in dissuading those who might fall prey to scammers from being targeted. Inside the Scams Sticker Pack are stickers for cheque books, telephone handsets and now also computers, all of which remind residents to think twice, to ask advice, and to hang up on telephone callers asking for money or bank details. In 2017 approximately 880 Scams sticker packs were sent to various organisations and/or provided to residents in the Woking borough.

1.6 **Social media:**

Buckinghamshire and Surrey Trading Standards issue regular information about our service on Facebook, Twitter, Instagram, LinkedIn and through TS Alerts.

TS Alerts is a weekly email news bulletin that contains information and alerts about rogue traders, frauds, the latest scams, prosecutions taken, product safety recalls, new legislation and much more. We currently have around 2700 subscribers, however, the actual number of recipients is far higher as it links with the National Trading Standards Scams Team, Cybersafe Surrey, neighbourhood watch and local police beats. It also gets posted on social media. Residents and businesses can subscribe to the news bulletin via <http://scc.newsweaver.co.uk/trading-standards> and clicking subscribe.

We currently have over 4000 twitter followers with some messages reaching thousands more through re-tweets. We have over 900 'likes' on our Facebook page and popular posts reach over 2000 people. We have over 700 connections on LinkedIn with colleagues, partners and businesses. We also have a new Buckinghamshire and Surrey Trading Standards company page on LinkedIn.

1.7 **Eat Out Eat Well:**

The Eat Out Eat Well Award has been developed to reward caterers who make it easier for their customers to make healthy choices when eating out. It has three levels – Bronze, Silver, and Gold, and is symbolised by an apple logo in the shape of a heart. The level of award is based on a scoring system that takes into account the type of food on offer, cooking methods, and how the meals are promoted to customers. This scheme benefits both caterers, by promoting their businesses, and consumers, by helping them make healthier choices when eating out.

The Eat Out Eat Well award is assessed and managed by Buckinghamshire and Surrey Trading Standards Service and the local Environmental Health Service.

In 2016 we were highly commended in the Regulatory Delivery Primary Authority Awards 2016 for helping to support 33 branches of Sports and Leisure Management Ltd T/A Everyone Active leisure centres to achieve Gold assessments in the Eat Out Eat Well healthy eating award. The judges described it as “An innovative example of Primary Authority improving public health enabling consumers to make healthy eating choices.”

1.8 **Business Advice Service:**

Buckinghamshire and Surrey Trading Standards Service has extensive experience of advising a variety of businesses from small family companies to international blue-chip corporations. Our Trading Standards Officers provide advice to businesses to ensure that a business is fair, competitive and legal.

Our chargeable business advice service continues to be successful. There are 83 businesses in Woking that have registered with us for business advice out of 1095 throughout Surrey. We also continue to promote the Primary Authority Partnership (PAP) Scheme run by the Office for Product Safety and Standards. The PAP Scheme

is offered to businesses, and gives them the choice of more protection from inconsistent advice or even prosecution by other Authorities from around the country.

Within Buckinghamshire and Surrey there are a total of 92 PAPs. Four Woking firms have entered into a Primary Authority Partnership with us, including KFC and Haier Appliances Ltd. We tailor each PAP to the needs of the business and we can be required to provide a wide range of advice and support. We have in the past provided support to some PAP's to work more effectively with OFCOM and the ASA.

1.9 Reported Complaints:

There were 173 complaints reported to Buckinghamshire and Surrey Trading Standards Service by Woking residents between 1 January 2017 and 31 December 2017 and during the same period 371 complaints were made about businesses based within Woking.

Details of our latest court action against rogue traders, the selling of counterfeit goods and other unlawful trading practices in Buckinghamshire and Surrey can be found on our website by visiting: <http://www.surreycc.gov.uk/business-and-consumers/trading-standards/news-from-trading-standards/prosecutions-and-other-court-actions>

1.10 Doorstep Crime/Rogue Trading:

We are committed to protecting residents from being taken advantage of by rogue traders and also from feeling pressured on their doorsteps to make decisions that they would not otherwise make.

We have a Rapid Action Team made up of dedicated officers who respond to calls for help from consumers by attending the scene of doorstep crime incidents. We work closely with Surrey Police and other agencies to help reduce incidents of distraction burglary and rogue trading in Surrey. Our Rapid Action Team are on duty Monday to Friday from 9am until 5pm, and can offer residents a range of support from providing information and assistance, to intervening, disrupting activities and taking enforcement action against doorstep callers.

Buckinghamshire and Surrey Trading Standards Service received 7 doorstep crime complaints from Woking residents between 1 January 2017 and 31 December 2017.

The service is also working in partnership with Surrey Police, the banks and others to promote the "Banking Protocol". This is a scheme which trains bank staff to become alert to withdrawals which may be carried out as a result of an attempted doorstep incident. This scheme has only been launched in the latter part of 2017 and is still in its infancy.

1.11 Fly Tipping:

With the support of the Surrey Waste Partnership we have a dedicated officer within our Intelligence Team who coordinates responses to fly tipping instances. This is part of the Surrey Fly-Tipping Prevention Strategy which was launched in June 2016. Our officer develops and maintains access to intelligence for local councils and acts as coordination point to take the Strategy forward. Fly tipping legislation is not enforced by

Trading Standards but there are often connections with doorstep crime and rogue trading which we do enforce.

1.12 Food Standards:

Buckinghamshire and Surrey Trading Standards Service is responsible for enforcing food standards, for example the labelling and quality of food, to ensure consumers are not misled. We carry out this function in partnership with our colleagues in Environmental Health who are responsible for food hygiene and safety. As well as giving advice and dealing with enquires and complaints we also visit food businesses to ensure they are trading fairly.

Trading Standards and representatives of each of the 11 District and Borough Environmental Health Services in Surrey meet quarterly to discuss issues of joint interest and to ensure consistency of approach. Included in this are areas such as Eat Out Eat Well, Food Hygiene Rating Scheme and Primary Authority. Public Health England and the Food Standards Agency (FSA) are also represented on the Group.

Matters which arise on a day to day basis requiring joint working or where we hope to assist each other are dealt with by officers making direct contact. We also worked with Environmental Health Officers (EHOs) across the County to develop and deliver an allergens training package to business and EHOs.

We are currently undertaking an allergens project focusing on caterers and are sampling food to ensure they are providing accurate allergen information and that the food sampled is free of the requested allergen. We are also sampling products supplied by local small food producers. These projects are focused on all areas of the county, including Woking.

1.13 Animal Health:

Animal health legislation exists to protect both human, through the food chain, and animal health. This prevents the introduction of serious diseases such as Foot and Mouth and includes requirements for maintaining records and ensuring livestock are identified. Measures also exist to protect the welfare of livestock, whether on farms, in transit or at abattoirs. The county of Surrey is currently designated as “Low Risk for TB” and we play a role in maintaining this designation by ensuring TB testing is done on any ‘high risk’ cattle entering the county and through a 4 yearly TB testing programme for all holdings with cattle.

Trading Standards have a contingency plan with the Local Resilience Forum for exotic disease in livestock e.g. Foot and Mouth and Avian Influenza and we work closely with Emergency Planning.

The recent Avian Influenza outbreak in wild birds has meant contact with the Emergency Planning Team to update them on the on-going situation concerning Avian Influenza. Guidance has been provided to District and Borough waste collection services on what to do if a dead bird is reported. We have also made contact with local poultry societies, clubs and other organisations.

In Woking we have a record of 103 livestock keepers, many of whom may just have a few pigs, sheep or goats as ‘pets’.

1.14 Underage Sales:

Historically the focus of trading standards work was on test purchasing and enforcement, however since early 2013 we have increased the number of advice visits carried out at retail premises.

Premises are targeted for advice visits on the basis of intelligence and risk assessment. We aim to work closely with local businesses providing advice and support to assist them to comply with their legal responsibilities in relation to age restricted products. In addition, intelligence led test purchasing is carried out in partnership with Surrey Police in accordance with the Code of Practice for Regulatory Delivery for Age Restricted Products.

There were no complaints alleging underage sales were taking place at shops in across Woking in 2017.

1.15 Preventing the sale and consumption of illicit tobacco:

In 2017 we carried out tobacco roadshows across the county. In Woking the roadshow took place on 15 August 2017 in Jubilee Square. The roadshow included demonstrations from one of the dog companies we use when carrying out illicit tobacco demonstrations. There were also representatives from Public Health to talk to people about the effects of smoking and how to stop. Trading Standards Officers were also there to talk to people and record details that people were prepared to give of premises potentially selling illicit tobacco. The events generated local radio and TV interest. The intelligence gained will be used to inform a future operation with the sniffer dogs which is planned for spring 2018.

1.16 Fireworks:

Any business storing or selling fireworks is required to hold a fireworks license. The licenses are issued by Trading Standards. In Woking in the lead up to November 2017, 9 businesses renewed their fireworks licenses. Woking does not have any premises licensed to sell fireworks all year round.

1.17 Petroleum:

Buckinghamshire and Surrey Trading Standards is responsible for ensuring that sites that store petrol for dispensing are storing it in accordance with legislation designed to prevent a risk of fire and explosion.

There are currently 14 licensed petrol sites in the Woking area, mostly retail petrol forecourts.

1.18 Ensuring the safety of goods entering the EU:

The EU Regulation on Accreditation and Market Surveillance (commonly referred to as RAMS) came into force in 2008. This has introduced a duty on Member States to check the safety of products as they enter the EU from third countries. Consignments

of goods arriving at ports of entry are processed through an External Temporary Storage Facility (ETSF). Heathrow airport has a number of ETSF located around the airport and 19 of these fall within the boundaries of Buckinghamshire and Surrey. As part of a national project we regularly receive notifications about potentially unsafe consignments of goods in an ETSF and we will inspect the consignments before Customs release them.

1.19 Investment in staff:

All relevant staff are now members of the Chartered Trading Standards Institute and are registered for their Continued Personal & Professional Development (CPPD) scheme. Eligible staff are also supported to achieve Chartered Trading Standards Practitioner status. This helps us to ensure the continued competence of staff and enables us to demonstrate this competence to businesses, consumers and other key stake holders. All staff are required to complete a minimum number of hours of training each year to receive their CPPD certification.

1.20 Local Liaison and joint working:

Buckinghamshire and Surrey Trading Standards Service liaise with the Woking Police Teams and we work in partnership with them.

In recent months we have been working with the Fire Service to implement partnership working. We are assisting them in the production of community packs to be provided to vulnerable residents. The Fire Service are now actively looking to identify potential scam victims and they will notify us of any concerns. We also now give out the Fire Service "Safe and Well" cards when we visit victims of scams and doorstep crime.

2. ANALYSIS:

2.1 This report is intended to provide information only.

3. OPTIONS:

3.1 This report is for information only.

4. CONSULTATIONS:

4.1 This report is for information only.

5. FINANCIAL AND VALUE FOR MONEY IMPLICATIONS:

5.1 There are no financial implications associated with this report.

6. EQUALITIES AND DIVERSITY IMPLICATIONS:

6.1 There are no equality and diversity implications associated with this report.

7. LOCALISM:

7.1 The intention of this report is to update the committee on the work of the service, particularly as it affects the borough of Woking.

8. OTHER IMPLICATIONS:

Area assessed:	Direct Implications:
Crime and Disorder	<i>Set out below.</i>
Sustainability (including Climate Change and Carbon Emissions)	No significant implications arising from this report.
Corporate Parenting/Looked After Children	No significant implications arising from this report
Safeguarding responsibilities for vulnerable children and adults	Set out below.
Public Health	Set out below
Human Resources/Training and Development	Set out below

9.1 Crime and Disorder implications

The main areas that impact on community safety are age restricted sales and tackling doorstep crime and deception. We protect local residents in a range of ways and help to reduce the fear of crime

9.4 Safeguarding responsibilities for vulnerable children and adults implications

We have a dedicated vulnerable person's officer based in Surrey who works in partnership with the Adult Social Care Multi-Agency Safeguarding Hub.

9.5 Public Health implications

The main areas that impact on public health are age restricted sales, tackling doorstep crime and deception and promotion of the 'Eat Out Eat Well' healthy eating scheme. An officer also represents our joint service at Smoke Free Surrey.

10. CONCLUSION AND RECOMMENDATIONS:

10.1 The Joint Committee is asked to note the contents of this report for their information.

11. WHAT HAPPENS NEXT:

11.1 This report is written to provide information only.

Contact Officer:

Claire Taylor
Senior Trading Standards Officer
01372 371766

Consulted:

Officers of Buckinghamshire and Surrey Trading Standards Service.

Annexes:

None

Sources/background papers:

None

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Joint Committee Decision Tracker

This tracker monitors progress against the decisions that the Joint Committee has made. It is updated before each committee meeting. When decisions are reported to the committee as complete, they are marked as 'closed', and will subsequently be removed from the tracker.

Decisions will remain on the tracker where 'closed' but not complete. This indicates that the decision has not yet been fully implemented, but that further progress is not possible at this time. The reasons for this will be indicated in the comment section. Decisions will be marked as 'open', where work to implement the decision is ongoing.

Meeting Date	Item	Decision	Status (Open / Closed)	Officer	Comment or Update
21 September 2016	5	Ownership of footpath on Warren Lane and request for it to be tarmacked	Open	Estates Officer, Woking Borough Council	Woking Borough Council (WBC) has carried out a site visit and now need to discuss internally which department is responsible for the land and what works needs to be undertaken as landowner. Due to workloads, it is not possible to give a timescale for this to be carried out at the present time. To be picked up again when workloads and priorities allow. Noted in Dec 2017 it was of concern for residents and therefore action is required. WBC investigated a query around land registry – Feb 2018. Update to be provided soon.
7 December 2016	7	Health and Social Care Integration: Member visit to the Bedser Hub	Open	Strategic Director, Woking Borough Council	There is a new manager and discussions are being held about the future scope of the Hub. A member visit will be organised for the Autumn 2017. No further update.

Meeting Date	Item	Decision	Status (Open / Closed)	Officer	Comment or Update
22 March 2017	9	A322 consultation – public consultation to be carried after the elections to include an exhibition at The Vyne	Closed	Assistant Director, Woking Borough Council	Consultation in July 2017. Results of consultation brought to Joint Committee in September 2017. Committee agreed to move forward with plans based on results of public consultation and requested to see cost of proposed plans when available. Awaiting costings to come to Joint Committee.
22 March 2017	10	Woking Parking Review / Parking Enforcement Report	Closed	Parking Strategy & Implement. Team Manager and Assistant Director, Woking Borough Council	The statutory consultation for the parking review proposals is programmed to start mid-July, with implementation due for October/November. Parking enforcement report to be presented to committee in December 2017.
22 March 2017	11	Woking Town Centre Management – to discuss possibility of Borough Council taking on additional responsibility around signage	Open	Assistant Director, Woking Borough Council and SCC Area Highways Manager	Due to be discussed at informal meeting in October 2017. Deferred to meeting in early 2018.
28 June 2017 & 20 September 2017	6b/9	We the undersigned petition Surrey County Council to urgently implement a 20mph speed limit and HGV restriction on the most dangerous section of White Rose Lane and commit to completing a footpath along its entire route as soon as practicable. That a further report be brought to the Joint Committee on how a 20mph zone could be achieved within the current SCC Speed Policy, together with associated costs of any scheme.	Closed	Area Highways Manager	To be reviewed after Surrey County Council speed policy review and in collaboration with Park Road, Maybury Hill and East Hill. To return to the committee in Autumn 2018 at the earliest.

Meeting Date	Item	Decision	Status (Open / Closed)	Officer	Comment or Update
20 September 2017	7	Advertise the making of an amendment to the Knaphill area 7.5T weight limit.	Open	Area Highways Manager	Linked with the removal of the bus gate by The Vyne. Hopefully to be progressed in the 2018/19 financial year.
6 December 2017	4a	Woking, Horsell and Chobham to be considered in the cycling strategy and included on the 123 list for future infrastructure needs	Open	Area Highways Manager	Cycling strategy to be discussed by committee at an informal meeting later in 2018.
6 December 2017	7	Surrey Heartlands Health and Care Partnership to present to the committee about a localised approach in Woking	Open	Senior Responsible Officer/ Area Director, NW Surrey Adult Social Care Team	Localised approach / update for Woking to be presented to the committee later in 2018.

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WOKING JOINT COMMITTEE

DATE: WEDNESDAY 7 MARCH 2017

LEAD OFFICER: JESS EDMUNDSON, PARTNERSHIP COMMITTEE OFFICER (SCC) & SUE BARHAM, STRATEGIC DIRECTOR (WBC)

SUBJECT: FORWARD PROGRAMME

AREA: WOKING

SUMMARY OF ISSUE:

This report has been produced so that members can review the forward programme. The reports that are currently anticipated to be received at future meetings are outlined within the report.

RECOMMENDATIONS:

Woking Joint Committee is asked to:

- (i) Note and comment on the forward programme contained in this report.

REASONS FOR RECOMMENDATIONS:

Having a list of items members would wish to have reported will enable a forward programme to be drawn up and for relevant officers to be invited to present to the committee.

1. INTRODUCTION AND BACKGROUND:

- 1.1 The report sets out the forward programme for the formal meetings of the Joint Committee for the coming year.

2. ANALYSIS:

- 2.1 The items on the forward programme have been added at the request of either a members or officers to enable Surrey County Council and Woking Borough Council to carry out its business under the remit of Woking Joint Committee.

3. OPTIONS:

3.1 The current proposed programme is below. Members are asked to comment and amend as appropriate.

Wednesday 20 June 2018

1. Highways Update
2. Sustainable Transport Package
3. Appointments to Joint Committee Task Groups
4. Fire and Rescue Annual Report
5. Community Safety Annual Report
6. South Western Railway Franchise

Wednesday 26 September 2018

1. Highways Update
2. Woking and Basingstoke Canal
3. Education Update
4. Health and Social Care

4. CONSULTATIONS:

4.1 Surrey County Council and Woking Borough Council officers and members have been consulted.

5. FINANCIAL AND VALUE FOR MONEY IMPLICATIONS:

5.1 There are no financial implications of the forward programme.

6. RISK MANAGEMENT:

6.1 There are no significant risk management implications arising from this report.

7. LOCALISM:

7.1 The reports listed on the forward programme will include details about relevant impacts on local communities within them.

8. EQUALITIES AND DIVERSITY IMPLICATIONS:

8.1 There are no equalities and diversity implications of the forward programme.

9. OTHER IMPLICATIONS:

Area assessed:	Direct Implications:
Crime and Disorder	No significant implications arising from this report
Sustainability (including Climate Change and Carbon Emissions)	No significant implications arising from this report
Corporate Parenting/Looked After	No significant implications arising

Children	from this report
Safeguarding responsibilities for vulnerable children and adults	No significant implications arising from this report
Public Health	No significant implications arising from this report
Human Resource/Training and Development	No significant implications arising from this report

10. CONCLUSION AND RECOMMENDATIONS:

10.1 The Committee is asked to note the forward programme contained in this report.

11. WHAT HAPPENS NEXT:

11.1 The forward programme in this paper will be used in preparation for the next committee meeting. This is a flexible forward programme and all items are subject to change.

Contact Officer:

Jess Edmundson, Partnership Committee Officer

Consulted:

Joint Committee members and Surrey County Council and Woking Borough Council officers

Borough Portfolio Holder

Councillor David Bittleston

County Council Cabinet Member

Mrs Denise Turner-Stewart, Cabinet Member

Annexes:

None

Sources/background papers:

None

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