

Notice of Meeting

Cabinet Member for Transport & Infrastructure Decisions

**Date & time**

Tuesday, 26 April
2022 at 11.30 am

Place

Woodhatch Place, 11
Cockshot Hill, Reigate
RH2 8EF

Contact

Angela Guest
angela.guest@surreycc.gov.uk

Chief Executive

Joanna Killian

If you would like a copy of this agenda or the attached papers in another format, e.g. large print or braille, or another language please email angela.guest@surreycc.gov.uk.

This meeting will be held in public. If you would like to attend, please contact Angela Guest at angela.guest@surreycc.gov.uk

Cabinet Member
Matt Furniss

AGENDA

1 DECLARATIONS OF INTEREST

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

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

NOTES:

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

2 PROCEDURAL MATTERS

a Members' Questions

The deadline for Members' questions is 12pm four working days before the meeting (20/04/2022).

b Public Questions

The deadline for public questions is seven days before the meeting (19/04/2022).

3 PETITION: ACCESS FOR ALL - BOOKHAM STATION

(Pages 5
- 6)

A petition with 120 signatories has been submitted by Andrew Matthews requesting the Council reconsider its decision not to support Bookham Station's Access for All bid for an accessible bridge with lifts at Bookham station. The petition wording and response are attached.

4 NATIONAL BUS STRATEGY - ENHANCED BUS PARTNERSHIP FOR SURREY

(Pages 7
- 40)

This paper follows the 26 October 2021 Cabinet report that approved the Council's Bus Service Improvement Plan (BSIP) and its submission to Government. This paper moves us to the next stage of delivering the requirements of the National Bus Strategy, namely agreeing a draft Enhanced Partnership (EP) Plan and draft EP Scheme.

**5 SURREY COUNTY COUNCIL RESPONSE TO SURREY'S 2050 PLACE
AMBITION CONSULTATION**

(Pages
41 - 58)

This report seeks approval of the proposed County Council's response to the consultation on 'Surrey's 2050 Place Ambition', following consultation with a range of Surrey County Council (SCC) services and teams and takes into account views and comments given at the Member Session held on 28 February 2022. A draft response was submitted in time to meet the consultation deadline with the proviso that it was subject to political sign off following the end of the consultation period and further comments may be provided.

With environmental, economic and social implications, the Place Ambition cuts across all the priority areas in the Council's Organisation Strategy.

**Joanna Killian
Chief Executive**

Published: Thursday, 14 April 2022

MOBILE TECHNOLOGY AND FILMING – ACCEPTABLE USE

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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

Cabinet Member for Transport & Infrastructure

26 April 2022

PETITION: ACCESSIBLE BRIDGE FOR BOOKHAM STATION

Statement:

We the undersigned petition Surrey County Council to Reconsider your decision not to support Bookham Station's Access for All bid for an accessible bridge with lifts at Bookham station.

Justification:

Bookham Station has no step free access to platform one. Meaning people in wheelchairs cannot access a London bound train at Bookham station. There is a strong case for Bookham to have an accessible bridge, as it is home to the Grange centre for disabilities, two SEND units in the Eastwick Schools and until Surrey County Council decided not to support our bid we also had the support of South Western Railway.

Submitted by: Andrew Matthews

Signatures: 120

Response:

I would like to thank the petitioner for raising this matter.

Access for All bids to Government are coordinated and then submitted by the relevant train operating companies for station in their operating area. In the case of Bookham Station, the train operating company is South Western Railway.

The Council has been working closely with South Western Railway and Network Rail to determine which stations it can support in terms of bids for Control Period 7 investment, the upcoming new rail investment period. I am pleased to state that the Council has indicated formally to South Western Railways that it does support the proposal for Bookham Station to be come fully accessible through an Access for All Bid. However, at this stage the Council has not been able to identify any match funding to support South Western Railway's bid to Government.

The Council awaits the outcome of the Access for all Bidding process with keen interest.

Matt Furniss

Cabinet Member for Transport & Infrastructure

Date of meeting – 26 April 2022

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SURREY COUNTY COUNCIL

MR MATT FURNISS, CABINET MEMBER FOR TRANSPORT AND
INFRASTRUCTURE

DATE: 26 APRIL 2022

**LEAD OFFICER: KATIE STEWART, EXECUTIVE DIRECTOR FOR
ENVIRONMENT, TRANSPORT & INFRASTRUCTURE**

**SUBJECT: NATIONAL BUS STRATEGY – ENHANCED BUS PARTNERSHIP FOR
SURREY**



SURREY

**ORGANISATION
STRATEGY
PRIORITY AREA:**

Growing A Sustainable Economy So Everyone Can Benefit/Enabling A
Greener Future

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| SUMMARY OF ISSUE: |
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This paper follows the 26 October 2021 Cabinet report that approved the Council's Bus Service Improvement Plan (BSIP) and its submission to Government. This paper moves us to the next stage of delivering the requirements of the National Bus Strategy, namely agreeing a draft Enhanced Partnership (EP) Plan and draft EP Scheme.

The EP Plan is a legal agreement between the Council and our bus operators, setting out at a high level the obligations of each party. This report explains how the EP Plan will work and the responsibilities of the Council and bus operators. The EP Scheme sets out the specific initiatives that may be delivered through the EP Plan and funded through the BSIP. Both the draft EP Plan and draft EP Scheme have been developed in partnership with bus operators.

Rather than submitting a final EP Plan and a final EP Scheme, the DfT has requested LTAs to submit drafts by the end of April for their review. These drafts can be amended following DfT feedback, with the formal start of the EP to follow in late Spring or early Summer dependent upon when feedback is received.

The much-delayed BSIP funding announcement from the Department for Transport (DfT) was made on 4 April, with zero funding awarded from Government for our BSIP. Whilst hugely disappointing for this Council and the many other Local Transport Authorities (LTAs) that also failed to secure any BSIP funding, it is still important that the Council progresses the EP Plan and EP scheme in preparation for joint working with bus operators and further bids to Government for funding.

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| RECOMMENDATIONS: |
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It is recommended that the Cabinet Member:

1. Agree that the draft Enhanced Partnership Plan and draft Enhanced Partnership Scheme be submitted to the Department for Transport for their review, inclusive of delivery priorities

2. Agree that once Department for Transport feedback has been received, a report be taken to Cabinet proposing that the Council enter into an Enhanced Partnership with bus operators, inclusive of governance arrangements.

REASON FOR RECOMMENDATIONS:

Responding to the challenge set by Government, the Council issued a formal notice of intent to introduce an EP building on our existing and strong partnership working with bus operators. Doing so has secured continued access to Bus Recovery Grant funding that compensates for Covid depressed patronage, whilst enabling the Council to be bid for future Government funding using the BSIP.

The next step is to approve our draft EP Plan and draft EP Scheme, submitting both to the DfT for their review. The draft EP Plan and draft EP Scheme combined aim to grow bus patronage by improving bus services and infrastructure, whilst enhancing bus user experience.

Government's aspirations align closely with the Council's own aims and objectives as set out in Enabling a Greener Future, our Climate Change Delivery Plan and the emerging new Surrey Transport Plan. A core feature of the latter is to prioritise public transport in the hierarchy of modes, whilst delivering a reduction in carbon and other emissions from the transport sector.

DETAILS:

Bus Recovery Grant (formally Covid Bus Service Support Grant)

1. In respect of current bus services, the Government has been providing a Bus Recovery Grant over the course of the pandemic, which has effectively supported operators to continue operating despite the reductions in patronage as a result of Covid. There had been some uncertainty from LTAs and the bus industry as to whether any further support for current operations would be forthcoming from Government beyond the financial year 21/22, and Surrey County Council along with LTAs across the country and operators have pushed the Government to extend that grant given the continued challenges facing operators and LTAs in a post-pandemic environment.
2. Thankfully, on 1 March 2022 the DfT wrote to all LTAs setting out an extension of recovery grant, extending the grant to cover April to October 2022. The letter is attached to this report as Annex 1. Government state that they have allocated £150m in support and the *"funding is dependent on local areas and operators co-designing a financially sustainable and passenger-focused public transport network, that works for changing travel patterns post-pandemic."*
3. The DfT also state that this will be the final tranche of recovery grant. Although the final amount to be allocated to the Council has yet to be confirmed, in total approaching £5m will have been allocated to the Council as covid support funding for the bus industry. Ahead of receiving this letter, officers had already started planning a Surrey wide bus network review. This work is at an initial stage and will require close working with all bus operators in Surrey, followed by a full public consultation process. Operators have

indicated their support for the Council's approach. Further DfT guidance has been promised on this issue, however, discussions and planning is taking place in advance of this being issued.

National Bus Strategy – Bus Service Improvement Plan

4. Looking to the future of bus services, the Council has been engaging with the Government's Bus Back Better programme, and in so doing, submitted a Bus Service Improvement Plan (BSIP) to the Government last year seeking funding for the implementation of that plan. The Government specifically encouraged all LTAs to be ambitious in the development of those plans, and Surrey's BSIP was certainly ambitious – seeking £120m of funding in total.
5. However, the DfT announced on 4 April that zero funding had been secured from Government for our BSIP. The Council is one of over 40 LTAs that also have received no funding from the Government for their BSIPs (out of a total 79 LTAs nationally).
6. The Council has asked both the DfT and their appointed consultants, Arup, for clarification on both the process for decision making. This detailed feedback is awaited. Discussions with Surrey Members of Parliament are also taking place, alongside a planned meeting with the Secretary of State for Transport.

National Bus Strategy – Enhanced Partnership

7. The DfT have asked those transport authorities who had not started their statutory consultation process to wait until the BSIP funding announcement had been made. The DfT stipulated approach for the statutory consultation and broader stakeholder engagement are covered later in the report.
8. Once this statutory process is complete, the Council will be engaging to a wider set of stakeholders, particularly disability groups, to help shape what focus the partnership takes on targeting investment.
9. In advance of this the Council completed a legally required 28 day Operator Objection Period. This provided operators covered by the EP a stand still period during which they could formally object to any element in the EP Plan and / or EP Scheme. The Council did not receive any objections from operators.
10. The Council has also responded to statutory consultations held by neighbouring LTAs or those where routes travel into Surrey, namely Kent, Hampshire and Slough.

Enhanced Partnership Delivery Priorities

11. By working with the operators, the Council has developed an outline set of priority areas for implementation. These will be consulted on as part of the statutory consultation process and as part of wider stakeholder engagement. More on this is covered later in this report.

12. All the potential deliverables are listed in the Enhanced Partnership Scheme. These are broken down into three different elements of Facilities, Measures and Requirements.
13. The full list of all Scheme elements in the full EP Plan and Scheme as Annex 2.
14. Depending on the funding allocated to Surrey in future bidding rounds to Government, the EP Board will make the decisions on what Facilities, Measures and / or Requirements will be implemented, all with the intention of growing patronage.
15. A key area for investment will be bus priority. This council is already investing £9m in bus priority measures to support the investment in zero emission buses.
16. Although Surrey did not receive any BSIP funding, there are still elements within the EP Scheme that the Council will still want to implement, such as the Passenger Charter. This will be supported by the investment that the Council has already allocated for zero emission buses, zero emission community transport minibuses, more Real Time Passenger Information (RTPI) and bus priority measures on the zero emission bus routes.

Enhanced Partnership Governance

17. An EP Plan and EP Scheme, as part of Annex 2, sets out in detail the governance and decision-making arrangements, with a proposed Enhanced Partnership Board, Delivery Group and Stakeholder Reference Group. The Terms of reference for each group are set out in Appendix D of the EP Plan and Scheme.
18. It is proposed that the EP Board be chaired by the Cabinet Member for Transport and Infrastructure, with representation from the County Council and bus operators. The representatives from the bus industry are from Metrobus and Stagecoach, as large operators in the county, and from Safeguard Coaches, Whitebus and Hallmark Coaches, as SME operators. Transport for London (TfL), as a major neighbouring transport provider, will be a member of the EP Board.
19. The bus operator membership of the EP Board can change at the request of the operators covered by the scheme. This can happen if someone on the EP Board needed or wanted to step down. To keep the size of the EP Board manageable, if another operator wishes to join, another operator will need to stand down. However, the larger bus operators that provide the majority of bus mileage in the county will need to be represented on the EP Board.
20. Decisions made by the EP Board for implementation are legally binding. However, it may not be appropriate for every operator to implement. In those instances, the EP Board may also decide to exempt specific operators, locations or services from what is being implemented. For example, because

of how TfL operate it is not possible, at this time, to obligate them to enter into a ticketing or fares scheme that covers part of or the whole of Surrey.

CONSULTATION:

21. To develop the EP Plan and EP Scheme, officers have engaged with all bus operators affected by the EP, alongside neighbouring LTAs and TfL.
22. Cabinet has also been engaged via formal and informal meetings. The Cabinet Member for Transport & Infrastructure has also been engaged in the development of the draft EP Plan.
23. On 16 September 2021, the Communities, Environment & Highways Select Committee considered a report on the development of the Bus Service Delivery Plan (BSIP).
24. The Cabinet Member has written to all Surrey Members of Parliament asking them to support our EP Plan, as well as to seek their support in lobbying Government to extend (or replace) Bus Recovery Grant (BRG) funding.
25. A further legal requirement is consultation on the EP Plan and EP Scheme with statutory consultees. These are:
 - All operators of local bus services that would be affected by any of the proposals
 - Organisations that represent local passengers
 - Other local authorities that would be affected by the proposals
 - The Traffic Commissioner
 - The chief officer of police for each area to which the plan relates
 - Transport Focus
 - The Competition and Markets Authority (CMA)
26. As set out in the report presented to Cabinet last October, future engagement will play a key part of the success of the EP. This will take place using the Stakeholder Reference Group being created as part of the proposed governance arrangements, plus through regular passenger and wider resident surveys. By listening to residents and addressing these issues through the BSIP, there is an opportunity to grow bus patronage and deliver on the ambition set out in Bus Back Better.

RISK MANAGEMENT AND IMPLICATIONS:

27. With no funding secured from Government for our BSIP, there is an obvious risk associated with creating a level of expectation with bus users and residents that the Council may not be able to meet. Particularly on having network wide service enhancements and blanket reductions in fares. This will need to be managed through the Stakeholder Reference Group, bus user groups, social media and other information available to the public.
28. Another risk is around planning the delivery of interventions and the impact that capital investment has on bus route reliability. For example, road works,

even those that will ultimately support bus services, may cause delays to bus services whilst they are underway. This could be compounded if there are other residential development or utility work in the same area.

29. To mitigate this risk, the delivery of the capital investment plan will need to be well managed. For example, prioritising off carriageway capital investment, such as RTPI or bus stop accessibility improvements, in areas where on carriageway works are already planned.
30. Longer term risks are around the availability of revenue to support service enhancements and / or discounted fare schemes. This could be from further BSIP investment opportunities after the life of the current Parliament or through increasing patronage to a level where services can become fully commercial, noting that the operating landscape for the bus industry is still extremely challenging as long-term travel patterns continue to emerge.
31. In some areas the expansion of the Digital Demand Responsive Transport (DDRT) and other Community Transport offers will help support areas that may see changes to timetabled bus services.

Financial and value for money implications:

32. A network-wide review of services, working with operators, over the course of this spring and summer will help design a sustainable network within our current funding envelope.
33. The Council has also allocated £47m of funding for zero emission buses, zero emission community transport minibuses, more RTPI and bus priority measures.
34. New infrastructure delivered will require future maintenance, for example increased costs to support the operation of an expanded Real Time Passenger Information system. These costs will need to be fully understood and subsumed within the relevant Group Budget.

Section 151 Officer commentary:

35. Although significant progress has been made to improve the Council's financial position, the medium term financial outlook beyond 2022/23 remains uncertain. With no clarity on central government funding in the medium term, our working assumption is that financial resources will continue to be constrained, as they have been for the majority of the past decade. This places an onus on the Council to continue to consider issues of financial sustainability as a priority in order to ensure stable provision of services in the medium term.
36. The Section 151 Officer supports the recommendations. The County Council provides financial support to socially necessary bus services where they are not commercially sustainable. The bus sector in Surrey continues to suffer from reduced patronage due to the pandemic and ongoing changes in travel

behaviour, and has received additional financial support from the Government. The Council is awaiting confirmation of funding for the period from April to October 2022, after which bus recovery funding is expected to end. In the meantime the Council has started working with bus operators to undertake a Surrey wide review of the bus network to adapt to changing transport patterns and ensure a financially sustainable future model.

37. Entering into an enhanced partnership with bus operators provides an opportunity to bid for future Government funding and aims to improve services, increasing patronage and therefore the financial viability of services, with associated economic benefits. The Government's decision not to allocate funding to Surrey's BSIP will mean that bus service improvements will need to be prioritised within available funding, and the speed of improvement will inevitably be slower. Improvements will include investment in low emission buses, real time information and bus priority measures, which are included in the Councils' Medium Term Financial Strategy.

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| Legal implications – Monitoring Officer: |
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38. The Transport Act 2000 (as amended) (“the Act”) provides the statutory basis for a number of schemes to enable local authorities to facilitate improvements to bus services in their areas. Surrey County Council with the support of its local bus operators, has chosen to utilise the Enhanced Partnership Scheme. In drafting a proposed scheme, Officers have taken account of the requirements of S138A of the Act which sets out the mandatory requirements of any scheme. At this point the Member is not being asked to agree the adoption of the scheme but simply to agree the submission of a draft scheme to the Department for Transport for review and comment.

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| Equalities and diversity: |
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39. As stated in the October 2021 report, an Equalities Impact Assessment (EIA) was completed for the BSIP submission. This covers all the possible actions and interventions across all the protected groups.
40. Because of the lack of certainty of funding for the BSIP for the EP, the EIA was written in a general way. This means that the Council cannot properly assess the potential impacts from delivering the EP until there is clarity on what can be funded. Now the funding picture is clear, the EIA will be updated focusing on the specific actions and interventions in EP Scheme. This will then focus on local impacts and on people with protected characteristics.

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| Other implications: |
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41. The potential implications for the following Council priorities and policy areas have been considered. Where the impact is potentially significant a summary of the issues is set out in detail below.

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| Area assessed: | Direct Implications: |
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| Corporate Parenting/Looked After Children | No direct Implications Identified. |
| Safeguarding responsibilities for vulnerable children and adults | No direct implications identified. |
| Environmental sustainability | <p>Public transport is a key pillar to building a sustainable economy and sustainable county.</p> <p>The expansion of ultra-low and zero emissions vehicles will remove tonnes of carbon from transport each year.</p> <p>Improvements to bus services, encouraging more people to use public transport rather than their car, will further result in carbon reductions from transport.</p> <p>As mentioned above, the delivery of improvements to bus services through the Enhanced Partnership will reduce emissions from transport. The Plan is a key initiative that will contribute to the county achieving its net zero carbon emissions target. Once the Council has certainty of funding and subsequent decisions on targeted investment, calculations on carbon reductions will be made to contribute towards the organisation's net-zero ambitions.</p> |
| Public Health | Where locations have an air quality issue, and in conjunction with other measures, reducing transport emissions will help mitigate such issues. |

Environmental sustainability implications:

42. As mentioned above, the Facilities, Measures and Requirements listed in the EP Scheme, are all intended to promote bus use. If these can be afforded This in turn will have an impact on the County Council's Net Zero ambitions.
43. Alongside other measures support sustainable and active travel options, any investment in the bus sector will create a more attractive offer for residents.
44. The scale of change and improvement in sustainable transport will be dependent on the funding available.

Public Health implications:

45. The County Council is investing in zero emission vehicles in the east of Surrey to be operated by Metrobus, also in electric minibuses. These

measures will reduce public transport emissions in the areas and routes where they are introduced.

46. Investment in other infrastructure, such as Bus Priority, to promote bus use through making journey times quicker and more reliable should see reductions in emissions where there is greater use of buses.

47. However, should funding not be available our ability to improve services and target investment in AQMAs will be diminished.

WHAT HAPPENS NEXT:

48. Below sets out key dates and actions required, should Cabinet approve the recommendations in this report:

- By 30 April the draft Enhanced Partnership Plan and Scheme is submitted to the DfT for their consideration and review
- Following the BSIP funding announcement:
 - hold a three-week statutory consultation process;
 - hold a following three-week stakeholder engagement exercise
 - hold initial meetings of the EP Board, Delivery and Stakeholder Reference Groups
 - plan for the Future Bus Network public consultation process later in 2022
- As of 31 October 2022, the first round of BSIP performance reports are submitted to the DfT

Contact Officer:

Keith McKain – Bus Back Better Programme Manager
Paul Millin – Group Manager, Strategic Transport (07968 832 573)

Consulted:

All bus operators. All neighbouring Local Transport Authorities. All Surrey MPs. Surrey County Council Members.

Communities, Environment and Highways Select Committee, who considered the approach to developing the BSIP as well as engagement activity undertaken and to happen.

Annexes:

Annex 1 – Department for Transport letter to all MPs outside of London

Annex 2 – The draft Surrey Enhanced Partnership Plan & Scheme

Sources/background papers:

National Bus Strategy – Bus Back Better – A Bus Service Improvement Plan for Surrey, Cabinet Report, 26 October 2021

Bus Back Better: National Bus Strategy for England – Department for Transport, 15 March 2021.

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Department
for Transport

From the Secretary of State
The Rt. Hon. Grant Shapps

Great Minster House
33 Horseferry Road
London
SW1P 4DR

Tel: 0300 330 3000
E-Mail: grant.shapps@dft.gov.uk

Web site: www.gov.uk/dft

To all MPs in England outside of London

Our Ref:
Your Ref:

1 March 2022

Dear Colleague,

BUS AND LIGHT RAIL COVID-19 FUNDING FROM APRIL 2022

As you will know, throughout the pandemic, the government has provided over £2bn in Covid-19 funding packages to support the bus and light rail sector in England, outside London. Through the emergency packages, the government mitigated some of the immediate impacts of the pandemic ensuring services kept running and people could access jobs, education, and healthcare.

Currently the government is administering its latest funding packages, the £226.5m Bus Recovery Grant and the £56m Light Rail and Tram Recovery Grant, designed to support the sector in the recovery period to help social and economic growth. We have also provided a further £29m uplift to the Bus Recovery Grant, to mitigate the impact of Omicron on patronage over Winter.

I am aware, as I am sure you are, that demand for local transport has changed following the pandemic, with significant structural changes to travel patterns and a 'new normal' slowly emerging. Local transport authorities, as well as bus and light rail operators, must adapt to this change in a positive manner. This transition, to provide effective networks for local transport users in 2022 that are financially self-sustainable, should be managed to ensure passengers are not left isolated by chaotic, unplanned service reductions, which a 'no funding' scenario would bring about.

It is for this reason that I am pleased to announce that over £150m in financial support will be provided to the local transport sector. The funding will support bus operators and local authorities responsible for bus and light rail services from April until October. This support will help local transport providers run services as they develop new, effective, financially sustainable networks that cater for the needs of the local public after the pandemic. This package will be the last Covid-19 settlement the government provides to the sector.

Local transport, at its core, is a public service, delivering benefits to the people and economies of the regions they serve and is a vital engine for local economic growth and delivering our levelling up agenda. It is important to ensure the new networks are financially sustainable, suitable for passengers and fit for the future. My officials will continue to engage with Local Transport Authorities and operators to support them with this funding package and in meeting the ambitions of the National Bus Strategy. Therefore, it is our intention that because of the financial certainty this package provides, local transport authorities and operators will be able to engage with passengers and adapt networks to better meet the needs of passengers and the ambitions of the National Bus Strategy once funding ends.

Yours ever,

A handwritten signature in black ink, appearing to read 'Grant Shapps', written in a cursive style.

Rt Hon Grant Shapps MP

SECRETARY OF STATE FOR TRANSPORT

1. PART 1 – ENHANCED PARTNERSHIP PLAN

THE SURREY COUNTY COUNCIL ENHANCED PARTNERSHIP PLAN FOR BUSES IS MADE IN ACCORDANCE WITH SECTION 138G(1) OF THE TRANSPORT ACT 2000 BY SURREY COUNTY COUNCIL

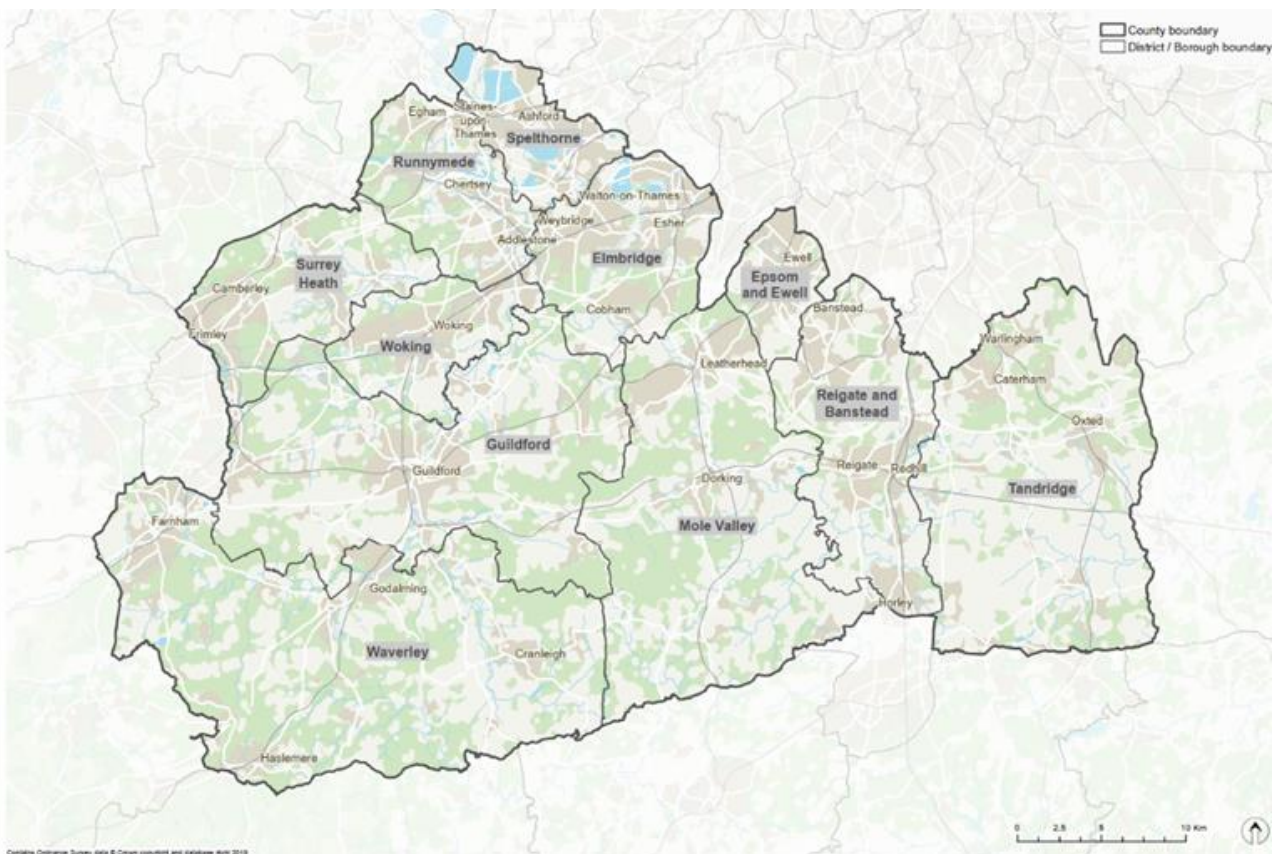
1.1. Introduction

Our Enhanced Partnership (EP) covers the entire administrative area of Surrey County Council as illustrated at Figure 1-1.

The EP Plan will apply until such time that legislation requires a change, or the EP is disbanded following agreement by the Enhanced Partnership Board (EP Board). The EP Plan will initially be reviewed after the first year, in April 2023, and subsequently will be reviewed every three years by the EP Board. In the years that it is reviewed, this will follow Surrey County Council’s review of its Bus Service Improvement Plan in October of each year, starting in October 2022.

Surrey County Council engages in frequent dialogue with bordering Local Transport Authorities (LTAs) to discuss cross-boundary transport issues. This engagement will continue throughout the EP period to ensure consistency and continuity of bus service provision across local authority boundaries.

Figure 1-1 – Surrey County Council Administrative Area



1.2. Competition Test

Surrey County Council has undertaken an assessment of the impacts of the EP Plan and EP Scheme on competition for the purposes of Part 1 of Schedule 10 of the Transport Act 2000. The authority believes its full implementation will or is likely to have a significantly adverse effect on competition. However, the authority believes the EP Plan and EP Scheme(s) is justified because:

- It is with a view to achieving one or more of the following purposes:

- securing improvements in the quality of vehicles or facilities used for or in connection with the provision of local services;
 - securing other improvements in local services of benefit to users of local services; and
 - reducing or limiting traffic congestion, noise or air pollution.
- Its effect on competition is or is likely to be proportionate to the achievement of that purpose or any of those purposes.

The Competition and Markets Authority has also been consulted on the proposals as required by section 138F of the Transport Act 2000.

1.3. EP Links to Policy Objectives

The EP, alongside Surrey's Bus Service Improvement Plan, will contribute to the delivery of policy objectives outlined within Surrey's existing LTP3 of which some are outlined below. The EP will also contribute to the delivery of the objectives of the emerging new Transport Plan for Surrey (LTP4), that is promoting a Sustainable Travel Hierarchy, including prioritising public transport over private vehicle use.

The objectives of LTP3 were:

- Effective transport: To facilitate end-to-end journeys for residents, business and visitors by maintaining the road network, delivering public transport services and, where appropriate, providing enhancements;
- Reliable transport: To improve the journey time reliability of travel in Surrey;
- Safe transport: To improve road safety and the security of the travelling public in Surrey; and
- Sustainable transport: To provide an integrated transport system that protects the environment, keeps people healthy and provides for lower carbon transport choices.

LTP4 aims to achieve achieving the four key objectives of:

- Decarbonisation;
- Having sustainable growth;
- Having well-connected communities; and
- Having clean air and excellent quality of life.

1.4. The Surrey Bus Network and Bus Market

Surrey has a well-established bus network, although the level of service varies greatly depending on location. The network typically serves movements within and between the larger towns and more populated areas of the county, with many routes in the north of the county classified as 'frequent' services. These serve areas such as Staines-upon-Thames, Walton-on-Thames, Epsom, Redhill, Woking and Guildford.

1.4.1. Bus Service Supply

Within Surrey there are a limited number of bus services providing a 'walk-up' frequency of at least 5 buses per hour, with many of these in the more densely populated north of the county.

Due to the dispersed nature of the population with many small towns and villages, particularly around the south of the county, there are fewer routes and lower frequencies beyond the services offered in large towns, with many routes operating at less than hourly frequencies. This is particularly true for the inter-urban services within the county borders, with only a handful of these services running at or above one bus per hour throughout the day.

There is limited service provision in the evenings and Sundays, with only main connections provided within and between the larger settlements.

1.4.2. Bus Service Infrastructure

Within Surrey there are circa 6,000 bus stops. There are also three bus stations at the Friary in Guildford, alongside Redhill and Staines town centres. These are described in more detail in the EP Scheme at Appendix A.

1.4.3. Bus Fares

Due to the diversity of operators within Surrey, a complicated fare structure with a range of ticketing products is prevalent. These fares may offer good value for money within the smaller urban zones within the county, but can be expensive for longer journeys, with the complexity of ticketing potentially a barrier to bus usage.

There is no county-wide multi-operator ticketing scheme, although an opportunity exists to expand the existing Acorn multi-operator ticket operating in North Surrey. A complexity with the Acorn ticket is the interface with TfL services, in that as TfL does not participate within this scheme, the ticket is not available on a high proportion of services running into northern Surrey.

There is also no standardisation of young persons' fares and at present limited fare offers for key groups (including students and job seekers).

1.4.4. Bus Passenger Information

The County Council provides dedicated public transport information on the main Surrey County Council website. This includes full current timetables, information on services accessing destinations such as hospitals and airports, temporary bus timetable changes, temporary changes due to road works and road closures, concessionary ticketing information and maps of bus services.

The quality of bus stop infrastructure within Surrey is variable, particularly away from the principal network in certain rural areas.

Fares information is particularly opaque, with limited information online and no information provided at stops. There is also some provision of real time passenger information across Surrey, although this is limited to key stops and locations.

1.4.5. Bus Fleet

Much of the bus fleet in Surrey is mid-life although a large proportion of the fleet is currently compliant with Euro VI standards. There are also nine zero-emission buses within the fleet, with plans to deliver more over the next five years.

The passenger environment on board all fleets is functional, with the age of the vehicles determining the extent to which modern facilities such as USB charging points or next stop audio-visual announcements are available.

There is therefore scope to improve both emission standards and passenger amenity on buses in Surrey.

Appendix C outlines further details relating to current emission standards and onboard facilities of buses in Surrey.

1.4.6. Bus Priority Measures

Numerous physical bus priority measures have been established across the county as detailed in Appendix A. There are a number of pinch-points on the bus network, particularly within the key towns, where priority could be further improved. Some sensitive junctions are, however, space-constrained, so consideration of intelligent solutions such as traffic signal priority will be required to make bus journeys quicker and more reliable.

Congestion on locally managed 'A' roads in Surrey is amongst the highest in the country outside London. This has a consequential impact on the punctuality of bus services, particularly at peak times. There are currently congestion issues on links within five of the larger towns, including Guildford and Redhill/Reigate.

1.4.7. Bus Service Outcomes

Bus patronage within Surrey, like elsewhere across the country, has declined over the last 10 years, with a reduction in passenger numbers by 1 million (-3%) between 2009/10 and 2018/19.

2019/20 represented the period covering the beginning of the Covid19 pandemic, which caused a significant change in travel behaviour. Within Surrey this resulted in a fall in bus patronage by 1.7 million, equating to a 6% reduction in patronage when compared to the previous year.

A clear challenge exists; that of rebuilding confidence in the bus network and encourage customers to return to the bus.

The number of journeys made by bus for each resident in Surrey is slightly higher than would be predicted by the extent of car ownership by Surrey residents. Yet only 3% of commuters travel to work by bus. This is despite census analysis suggesting that the majority of workers within Surrey both live and work in the same district area, highlighting scope for an increase in bus patronage on local journeys. This is particularly applicable in Woking and Guildford. The current low frequency of some bus services across the county may contribute to the low numbers of commuters currently using the bus network.

There is also scope for working collaboratively with employers and other partners to develop an understanding of travel demand and flows at given times of the day to influence the development of the bus product, particularly to major employment sites.

1.4.8. Passenger experience and priorities for improvement

To understand the public perception of Surrey’s current bus network, a public engagement questionnaire was live between July and September 2021. There were 544 responses to the survey, which asked people to rank the importance of various elements that would encourage or enable them to use a bus.

Residents ranked reliability (98%), better information (94%), more evening and weekend services (76%), simpler fares and ticketing structures (36%), along with better service frequencies (76%) as key factors in shaping their decision on whether to use the bus or not. This accords closely with data from previous more comprehensive Surrey survey and national surveys.

Surrey County Council proposes to repeat a similar survey each year to inform the annual review of the Bus Service Improvement Plan (BSIP) and in turn to inform the priorities for delivery on the part of the EP.

The National Highways and Transport 2020 survey has also been used as an indicator of resident satisfaction with the local bus network. The results outline that satisfaction with the quality of bus services and public transport more generally is variable depending on the metric considered. Of the survey results, people are most satisfied with their personal safety, quality and cleanliness of buses and quality of the bus stops. Contrastingly, those surveyed are least satisfied with the quality of public transport information, including journey planning information as well as the frequency of buses.

1.4.9. Journey time trends

As such, information published by the Department for Transport (DfT) regarding the delay and speed on locally managed ‘A’ roads has been used as a proxy for understanding bus journey trends in Surrey.

The average delay on locally managed ‘A’ roads within Surrey increased slightly between 2016 and 2018 by 2.6 seconds to 47 seconds per vehicle per mile (spvpm). This was followed by a slight reduction in 2019 to 44 spvpm. Average speed on locally managed ‘A’ roads has however been broadly consistent over the study period, with a value of around 25km/h displayed across the period of 2016-19. The increased journey times and lower levels of reliability caused by congestion can reduce the desirability of bus services to customers as well as increasing the financial cost of delivering the bus service. The measures supported by the EP will work to improve journey times and reliability in Surrey primarily through improvements to bus priority.

1.4.10. Objectives

It should be noted that this EP will seek to identify and secure appropriate levels of funding from the National Bus Strategy and from other sources to deliver the schemes identified in this EP and in the BSIP as being required to deliver these targets.

Table 1 - Enhanced Partnership Objectives

| Objective | How We Will Achieve This |
|-------------------------------------|---|
| More frequent and reliable services | <ul style="list-style-type: none"> • Improve the daytime frequency of identified key services to half hourly. • Increasing the hours of operation of services to provide for journeys throughout the day, evenings and at weekends. • Invest in bus priority corridors to reduce bus journey times and increase reliability, based on five largely urban areas: Redhill and Reigate, Guildford and Woking, Blackwater Valley, Elmbridge and North West Surrey (including access to Heathrow). In many cases such as the A23 Redhill to Gatwick corridor, this will give a Bus Rapid Transit (BRT) look and feel to services along these routes. Bus priority will be in the form of both physical measures and intelligent bus priority. • Invest in enforcement of bus priority measures and key junctions. • Review our most rural communities for the suitability of introducing Digital Demand Responsive Transport (DDRT). • Standardise the Community Transport offer to make it consistent and integrate with other modes. |

| Objective | How We Will Achieve This |
|---|---|
| Improvements to planning / integration with other modes | <ul style="list-style-type: none"> • Work with bus operators to ensure less frequent bus services offer interchange potential at railway stations, which will not require changes to railway timetables due to the frequency of services at most of the county's railway stations. • Give a focus to the provision of multi-modal travel information. • Expand and review Surrey's supported service network, using the three-category hierarchy to prioritise service improvements based on maximising outcomes for users and potential for increasing passenger journey numbers. • Work with operators to review service numbering and identify opportunities for practicable changes. |
| Improvements to fares and ticketing | <ul style="list-style-type: none"> • Pursue contactless 'tap on and tap off' charging with daily and weekly capping. • The County Council will expand the Acorn (or similar) multi-operator multi-journey ticketing scheme with a standardised product and cost across a wider area. • Investigate ways to make existing products more competitive against those offered by TfL, engaging with TfL as appropriate. • Half-fare scheme for under-20s, free travel for young carers, and discounted evening fares. |
| Higher specification buses | <ul style="list-style-type: none"> • The County Council will work with operators to modernise fleets to the most appropriate vehicle for the given route, focusing on cleaner and greener technology. This will be a combination of investment in zero-emission buses and retrofitting older diesel buses to meet Euro VI emissions standards. • We will use the BSIP as a catalyst to further support operators to decarbonise their fleets. • We will work with operators to upgrade amenities on buses, including facilities such as Wi-Fi and next stop announcements as standard. CCTV provision on buses will be mandated. • We will work closely with Borough and District councils to improve bus stop infrastructure. This will include bus shelter provision, improved facilities and information, alongside safety interventions such as improved lighting and personal safety measures. • The County Council will work with bus operators and leisure attractions to understand the need for transport and the potential opportunities to encourage the use of the bus to these sites. |
| Improvements to passenger engagement | <ul style="list-style-type: none"> • A Stakeholder Reference Group will be created. This will form a key part of ensuring the views of groups are heard, playing a vital role in shaping the priorities for the EP. Our passenger charter will be informed by these stakeholders. • Regular customer satisfaction and other surveys will run throughout the life of the EP to check whether the changes and improvements being implemented are being seen and felt by bus users in a positive way. • We will continue to develop and enhance the information provided by the council for bus services, ensuring that this is improved both digitally and by traditional mediums. There will be more focus on marketing and promotion of the bus offer, through digital means including social media and in print. • Improve dementia and autism awareness training for bus staff across Surrey. • Customer services assistance available 24/7. |

Delivery of interventions against these objectives will contribute to the four key targets for outcomes that Surrey County Council has identified, namely:

- To improve bus journey times in 2024/25 (increase in average speed of buses)
 - Across the county by 5%
 - In the Redhill & Reigate Bus Priority Programme Area to experience an improvement in average bus speed of 8%

- In the Guildford Bus Priority Programme Area to experience an improvement in average bus speed of 5%
- In the Blackwater Valley Bus Priority Programme Area to experience an improvement in average bus speed of 7%
- In the Elmbridge Bus Priority Programme Area to experience an improvement in average bus speed of 5%
- In the Northwest Surrey Bus Priority Programme Area (including Access to Heathrow) to experience an improvement in average bus speed of 5%
- To improve bus journey time reliability with the following targets by 2024/25:
 - Reliability of countywide bus services of 88.5%
 - Reliability of bus services in the Redhill & Reigate Bus Priority Programme Area of 90.7%
 - Reliability of bus services in the Guildford Bus Priority Programme Area of 90.2%
 - Reliability of bus services in the Blackwater Valley Bus Priority Programme Area of 92.7%
 - Reliability of bus services in the Elmbridge Bus Priority Programme Area of 81.2%
 - Reliability of bus services in the Northwest Surrey Bus Priority Programme Area (including Access to Heathrow) of 74.5%
- To increase passenger numbers to achieve the following targets by 2024/25:
 - Countywide increase in passenger numbers to 28.78 million
 - Within the Redhill & Reigate Bus Priority Programme Area an increase in passenger numbers to 3.85 million
 - Within the Guildford Bus Priority Programme Area an increase in passenger numbers to 8.53 million
 - Within the Blackwater Valley Bus Priority Programme Area an increase in passenger numbers to 2.30 million
 - Within the Elmbridge Bus Priority Programme Area an increase in passenger numbers to 1.96 million
 - Within the Northwest Surrey Bus Priority Programme Area (including Access to Heathrow) an increase in passenger numbers to 2.39 million
- To improve passenger satisfaction by 6% in 2024/25

2. PART 2 – ENHANCED PARTNERSHIP SCHEME

2.1. Definitions

| | |
|--------------------------|--|
| 1985 Act | Transport Act 1985 |
| 2000 Act | Transport Act 2000 |
| 2017 Act | Bus Services Act 2017 |
| Large, or Other Operator | <p>The two Operators providing the two highest percentages of Qualifying Bus Service route mileage within Surrey at the start of each Council financial year will be classed as Large Operators.</p> <p>In addition, Transport for London will be classed as a Large Operator in its role as commissioner of certain bus services in Surrey as part of the London Bus Network.</p> <p>All other operators will be Other Operators.</p> <p>Where Qualifying Bus Services are provided by multiple operating companies or subsidiaries of the same owning group, they are to be, or considered to be provided by one Operator.</p> <p>For the avoidance of doubt, a list of Large and Other Operators will be published at the start of each Council financial year.</p> |

| | |
|---------------------------------------|--|
| Bus Operators (or Operators) | All Operators running Qualifying Bus Services taken collectively. |
| EP Delivery Group | <p>Providing specific support as requested by the EP Board, the EP Delivery Group will be comprised of county council officers and representatives from bus operators.</p> <p>EP Delivery Group membership will include relevant officers from the County Council and bus operator representatives with specific knowledge and / or experience to support the decision making and oversight role of the EP Board.</p> <p>Terms of Reference for this EP Delivery Group can be found in Appendix D.</p> |
| Enhanced Partnership | The Enhanced Partnership covering the geographic extent of the administrative boundary of the County of Surrey shown for identification purposes only on the plan at Figure 1-1. |
| Enhanced Partnership Scheme Variation | <p>This comprises either:</p> <p>A variation of the Enhanced Partnership Scheme as a result of the voting mechanism set out in Section 2.7 with respect to Facilities, Measures or Requirements</p> <p>or</p> <p>A variation of the EP Plan or EP Scheme agreed as a result of the mechanism set out in Section 2.7.3.</p> <p>Each of which will then constitute a formal variation of the EP Scheme for the purposes of s.138E(1) of the 2000 Act.</p> |
| EP Board | <p>The decision-making governance board that agrees the Facilities, Measures and Requirements to be implemented by the EP.</p> <p>The EP Board is also responsible for the formal review of the EP Plan, in line with the timescales stated in the EP Plan, and EP Scheme each time the EP Board meets.</p> <p>The EP Board will be chaired by the Surrey County Council Cabinet Member for Transport & Infrastructure, with representation from Surrey bus operators and Transport for London (TfL).</p> <p>Terms of Reference for the Board can be found in Appendix D.</p> |
| Exempt Bus Service | Services excluded from classification as Qualifying Bus Services as stated in section 2.3.4 of this document. |
| Facilities | Those facilities referred to in Appendix A which shall be deemed such for the purposes of s.138D(1) of the 2000 Act. |
| Measures | Those measures referred to in Appendix B which shall be deemed as such for the purposes of s.138D(2) of the 2000 Act. |
| Operator Objection Mechanism | As defined at The Enhanced Partnership Plans and Schemes (Objections) Regulations 2018 |
| Qualifying Bus Service | <p>A registered local bus service with one or more stopping place within the geographical area of the Enhanced Partnership, with the exception of services stated in Section 2.3.4 of this document.</p> <p>For the avoidance of doubt, a list of Qualifying Bus Services will be published at the start of each the council financial year.</p> <p>In addition, any tendered service on which the tendering authority takes the revenue risk will not be subject to the Operator Objection mechanism, consistent with The Enhanced Partnership Plans and Schemes (Objections) Regulations 2018.</p> |
| Requirements | Those requirements placed on all Qualifying Bus Services other than where exemptions are agreed by the EP Board, identified in Appendix C which shall be deemed as such for the purposes of s.138C 2000 Act. |
| Stakeholder Reference Group (SRG) | <p>External group to support the EP Board by providing scrutiny and challenge to the delivery of the EP.</p> <p>The Stakeholder Reference Group is not a decision-making body. However, it can request for Facilities, Measures and Requirements for inclusion in the EP Scheme, subject to the agreement of the EP Board. It can also request items for discussion at</p> |

| |
|--|
| EP Board meetings or updated subsequent to EP Board meetings, to be provided by Surrey County Council officers. Terms of Reference for this group can be found in Appendix D. |
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2.2. EP Scheme Content

This document fulfils the statutory requirements for an EP Scheme. In accordance with statutory requirements in sections 138A to S of the Transport Act 2000, the EP Scheme document sets out:

- Scope of the EP Scheme and commencement date
- Obligations on the Local Authorities
- Obligations on Bus Operators
- Governance Arrangements
- Arrangements for Reviewing, Varying or Revoking the EP Scheme

The EP Scheme has been developed by Surrey County Council in the administrative area of Surrey and those bus operators that provide local bus services in the EP Scheme area. It sets out obligations and requirements on both Surrey County Council and operators of local services in the administrative area of Surrey to achieve the intended improvements, with the aim of delivering the objectives of the associated EP Plan.

This is to deliver the aims and objectives as set out in the Bus Service Improvement Plan for Surrey.

2.3. Scope of the EP Scheme and Commencement Date

2.3.1. The EP Scheme Scope

The EP Scheme will support the improvement of all Qualifying Bus Services operating in the administrative area of Surrey County Council, as shown at Figure 1-1 of the EP Plan.

2.3.2. Commencement Date

The EP Scheme enters into force at the same time as the EP Plan on 2 May 2022.

2.3.3. Duration and Review

The EP Plan will last in perpetuity, until such time that legislation requires a change, or the EP is revoked by the EP Board, following the process set out in this document and as set out at Section 138O of the Transport Act 2000.

The EP Plan will be reviewed initially after the first year of commencement and then every three years.

The EP Scheme will be reviewed annually, with the Facilities, Measures and Requirements contained within it will be reviewed at least every six months.

2.3.4. Exempted Services

The following services are exempt from entering the EP Plan and Scheme:

- Any schools or works registered local bus service not eligible for Bus Service Operators Grant;
- Any cross-boundary registered local bus service with less than 10% of its route mileage within the Enhanced Partnership area except where the EP Board agree that there are particular reasons why its inclusion in the EP would be to the benefit of the EP's objectives defined in the EP Plan;
- Any services operated under section 22 of the 1985 Act; and
- Any registered local bus service that is an excursion or tour.

In addition, the EP Board may agree to exempt specific Qualifying Bus Services from any individual Requirements or exempt specific assets or infrastructure from Facilities or Measures that it agrees should be implemented.

2.4. Obligations on the Authority

2.4.1. Facilities

Existing Facilities maintained by Surrey County Council are shown at **Appendix A**. These consist of bus priority schemes; bus stations and interchanges; and bus stops.

Any change to the inventory of existing bus priority schemes or bus stations or interchanges outlined at Appendix A is subject to the approval of the EP Board under the voting mechanism defined at 2.6.3. In addition, any proposal to remove bus priority schemes or bus stations and interchanges or amend the scope of these is subject to there being no objections received from Operators of Qualifying Bus Services utilising those Facilities at the time the proposal is made (see Section 2.7.2 – variation).

Facilities that the Board have agreed should be made and which have received any consents necessary from Surrey County Council for implementation, but which have not yet been implemented, are shown at **Appendix A**.

The full list of Facilities proposed under the Surrey Bus Service Improvement Plan not included in either of the above appendices is shown at **Appendix A**.

2.4.2. Measures

Existing Measures provided by Surrey County Council are shown at **Appendix B**.

Measures that the EP Board have agreed should be made and which have received any consents necessary from Surrey County Council for implementation, but which have not yet been implemented, are shown at **Appendix B**.

The full list of Measures proposed under the Surrey Bus Service Improvement Plan not included in either of the above appendices is shown at **Appendix B**.

2.5. Obligations on Local Bus Operators

The existing Requirements on Operators in providing Qualifying Bus Services are shown at **Appendix C**.

Requirements on Operators that will apply at the making of this Scheme are shown at **Appendix C**. Further Requirements that may be agreed by the EP Board from time to time are also shown at **Appendix C**.

The full list of Requirements proposed under the Surrey Bus Service Improvement Plan but not included in either of the above appendices is shown at **Appendix C**.

Any Requirement has effect only in relation to so much of a Qualifying Bus Service as is provided in the area to which that Requirement relates.

If a Requirement applies to a Qualifying Bus Service, the operator of that service must comply with that Requirement.

2.6. Governance

2.6.1. Governance Arrangements

For decision-making purposes, and accountability for the success of the Enhanced Partnership, the partnership will be governed by the Enhanced Partnership Board (EP Board).

The EP Board will be supported by the Stakeholder Reference Group (SRG), who will provide independent challenge and scrutiny to the partnership.

- EP Board – established by the Enhanced Partnership with the mandate to take decisions using an Enhanced Partnership Scheme Variation mechanism (section 2.7.2) on issues put to them by the reference group, and other issues identified as being relevant to partnership delivery; and
- Stakeholder Reference Group – a forum for stakeholders relevant to the bus network that will monitor delivery and progress against targets that is able to propose Facilities, Measures and Requirements to the EP Board for their consideration.

2.6.2. Stakeholder Reference Group

2.6.2.1. Purpose

The Stakeholder Reference Group is created to provide opportunity to discuss issues of any kind affecting bus provision or operation in Surrey, consulting with the Group members to build consensus across stakeholders and to make recommendations to the EP Board for decision.

The Stakeholder Reference Group will play a role in the accountability for delivery against any Facility, Measure and / or Requirement agreed by the EP Board.

The Terms of Reference for the Stakeholder Reference Group are in Appendix D.

2.6.2.2. Membership

Stakeholder Reference Group representatives have been invited from, but not limited to:

- Any Qualifying Bus Service Operators;
- Community Transport Providers;
- All borough and district councils in Surrey;
- All Surrey Voluntary, Community and Faith Sector groups; and
- All existing Bus User Groups or any newly created user groups during the life of the EP.

2.6.2.3. Meeting Arrangements

Stakeholder Reference Group meetings will take place not less than twice per year, normally six weeks before each EP Board meeting. Meetings will be administered by officers from Surrey County Council, including, for example, arranging meetings, taking and circulating minutes.

The Chair of the Stakeholder Reference Group will be agreed by the group at the first meeting

Meeting length will vary according to agenda content but ordinarily expected to be one to two hours.

Any business for a Stakeholder Reference Group meeting must be submitted in writing (by post or email) in advance for inclusion on the agenda. Any request for inclusion of items on the agenda must include an explanation of how they fulfil the objectives set out in the EP Plan.

Agendas and meeting papers (including a copy of minutes and outcomes of decisions taken at the previous EP Board meeting) will be circulated by Surrey County Council no less than one week in advance of each meeting, and draft minutes circulated no more than two weeks after each meeting. Draft minutes will be approved at the next Stakeholder Reference Group meeting.

2.6.3. The Enhanced Partnership Board

2.6.3.1. Purpose

The EP Board is the decision-making body for the EP. It is accountable for the successful delivery of any agreed Facilities, Measure or Requirements to be implemented to meet the outcomes and targets as set out in the Surrey Bus Service Improvement Plan.

Further detail of the role of the EP Board in the Terms of Reference in Appendix D. The terms of reference will be formally agreed at the first meeting of the EP Board and then reviewed at the same time at the regular EP Scheme review periods as set out in this document.

The EP Board may constitute tasks to the EP Delivery Group as it may consider helpful from time to time to research particular matters of relevance and to develop business cases to the satisfaction of the EP Board members and a level of detail suitable for consideration by the EP Board. To facilitate this, the EP Delivery Group's membership will be constituted jointly with other local transport authorities, as circumstances require.

2.6.3.2. Decision Making

The scope of the EP Board's decision-making will be on those matters set out in the Bus Service Improvement Plan and the Enhanced Partnership Plan.

All decisions of the EP Board should be agreed by consensus among the members of the Board attending a regular or specially-convened meeting. Decisions of the EP Board will be made by way of a vote through a show of hands of those attending the meeting and entitled to vote.

Each member of the EB (including the Chair) will have one vote.

EP Board meetings will require a quorum of, in addition to the Chair, the two Large Operator representatives, a minimum of two Other Operators, one TfL representative and one Surrey County Council officer representative.

An Operator representative may, if necessary, arrange for an alternate or deputy from the same category to participate with voting rights.

Decisions will be passed by way of a unanimous vote in favour by members of the Board attending the meeting and entitled to vote. Abstentions will be noted as such but will not count against the vote and so if all other votes are in favour (no votes against) the decision will be passed.

If an EP Board member does not attend the meeting, or send a delegate, their vote will be viewed as an abstention so as not to unnecessarily delay the decision-making process and wider function of the EP Board.

Should an EP Board member not be able to attend a meeting or send a delegate, the Chair will accept comments, votes for, or against and abstentions in writing no later than two working days prior to the meeting.

If the members of the EP Board do not reach consensus, further discussions can take place during the Board meeting to determine a way forward, with a new vote then taken. If consensus still cannot be reached, the matter will be held over for further discussions away from the Board meeting, with the decision then brought back to a subsequent Board meeting (regular or specially convened).

It should be noted and understood that any agreement made by the EP Board for the delivery of any element of the EP Scheme, Appendices A to C, then becomes an obligation under this EP Plan.

However, with agreement, the EP Board may choose for a specific operator/s or geographical area to be exempted from the decision. This may be for a limited time or in perpetuity, depending on the circumstances and decision being made.

Certain decisions made by the EP Board may constitute Enhanced Partnership Scheme Variations pursuant to Section 2.7.2 hereof if the requirements therein are met.

The EP Board will agree proposals for the design and implementation of interventions in the form of Facilities, Measures and Requirements, drawing on the Surrey Bus Service Improvement Plan and receiving advice and proposals from the Stakeholder reference Group. It will be responsible for prioritising these interventions against available funding as required.

The below gives some examples of the scope of decision-making areas for the EP Board:

- Variation of the EP Plan, at the regular review periods set out in this document and in line the formal variation process under section 138K of the Transport Act 2000;
- The elements of the EP Scheme – Facilities, Measures and Requirements – to be implemented and when;
- Variation of the EP Scheme, at the regular review periods set out in this document and in line the formal variation process under section 138E of the Transport Act 2000 and where the change meets the criteria set out in sections 138K (4) and 138K (5) of the Transport Act 2000;
- Exemptions from decisions and obligations;
- Prioritisation and reprioritisation of elements within the EP Scheme; and
- New inclusions to the EP Scheme, as suggested by the county council, operators or the Stakeholder Reference Group, as per the review and variation arrangements set out in this document.

2.6.3.3. Membership

The EP Board is chaired by Surrey County Council's Cabinet Member for Transport & Infrastructure and has relevant transport officers from the county council as the Local Transport Authority, Qualifying Bus Service Operators and Transport for London.

Bus operator board membership is undertaken via a process of self-selection. However, the two larger operators, covering the majority of route mileage, will be automatically included. A minimum of two and a maximum of three other operators will be asked to be a representative, along with Transport for London.

Where there are more than three other operators expressing an interest in being a member of the EP Board, the names will be provided to the Confederation of Passenger Transport, as the representative trade body, to agree the representation on the board.

To ensure the EP Board is properly representative of all the operators covered by the EP, operator representation will be reviewed annual. Each year, operators will be asked to express an interest in joining or remaining on the EP Board. Should operators not already present on the EP Board express an interest they will be prioritised for membership for the coming year and, should it be necessary, current representatives asked to stand down from the EP Board.

Operator representatives will be acting on behalf of all Operators in that category, not on behalf of their own company alone. Representatives will be responsible for ensuring attendance at all EP Board meetings in that year, and ensure they have:

- Fully reviewed and understood all meeting papers in advance of attendance; and
- The required mandate from the Operators they represent, and that any Requirements are capable of being fulfilled by the Operators that they represent.

2.6.3.3.1. Other Representatives or Observers

With the agreement of the EP Board Chair, any other operators who are members of the EP Board and members of the Stakeholder Reference Group may request to observe an EP Board meeting.

They will be able to make comments and ask questions, at the discretion of the EP Board Chair, but will not have any entitlement to vote on decisions being made.

Observers, at the discretion of the EP Board, may be asked to sign a Confidentiality Agreement should any discussion, presentation or papers presented to the EP Board include information that is commercial in confidence.

2.6.3.4. Meeting Arrangements

EP Board meetings will take place a minimum of twice a year, at regular times and following a meeting of the Stakeholder Reference Group. There is provision for specially-convened meetings as agreed by the Board, required to take decisions which in the opinion of the Chair cannot be deferred to a scheduled meeting, provided that a quorum can be achieved.

Where specially-convened meetings need to occur, notice will be given to EP Board members which will normally be a minimum of two weeks in advance.

Meeting length will vary according to agenda content but ordinarily be one to two hours.

Meetings will be administered by officers from Surrey County Council, including, for example, arranging meetings, taking and circulating minutes.

2.7. Arrangements for the Reviewing, Varying or Revoking of the EP Scheme

2.7.1. Review of Enhanced Partnership Scheme

Once the EP Scheme is made, the Facilities, Measures and Requirements contained in Appendices A, B and C will be reviewed by the Stakeholder Reference Group at least every six months following publication of data on progress towards targets, as required by the BSIP. Surrey County Council will initiate each review. The EP Board will be required to consider this review and decide whether changes to Appendices A, B and C are appropriate in response, taking account of available funding.

The Terms of Reference, as stated in Appendix D, will be reviewed annually.

Stakeholder Reference Group members suggesting changes to elements of the EP Scheme should be put in writing to Surrey County Council, along with an explanation for the suggested change. The county council will then determine if the suggested changes should be scheduled as a discussion item at the next Stakeholder Reference Group meeting, taken to the next EP Board meeting or if a specially-convened meeting of either the Stakeholder Reference Group or EP Board is required to consider the suggested change/s.

2.7.2. Changes to the Enhanced Partnership Scheme Facilities, Measures and Requirements

Any changes to the Facilities, Measures or Requirements set out in Appendices A, B and C will be considered bespoke changes to the EP Scheme. Any Operator of Qualifying Local Services, Surrey County Council or member of the Stakeholder Reference Group may bring a proposal or proposals to the Stakeholder Reference Group where it or they will be considered. As described in Section 2.6.1 above, any proposal must be submitted in time for its inclusion in the Stakeholder Reference Group meeting agenda and must explain how it meets the objectives of the EP Plan.

If a simple majority of the Stakeholder Reference Group agree in favour, the EP Board will then consider the proposal or proposals having undertaken its own investigations and analysis and vote on the change proposed at its next meeting. The county council, as the administering body, will then amend the relevant Appendix or Appendices to this EP Scheme if the EP Board votes in favour (with no votes against) of the proposal or proposals.

Surrey County Council and the Operators acknowledge that the implementation of specific Facilities, Measures and Requirements may require separate agreements to be negotiated and agreed between relevant parties

and that any such Facilities, Measures and Requirements will be subject to the relevant parties entering into such agreements.

The EP Board will also consider when any such changes shall come into force, and / or the linking of the changes (for instance, any Operator Requirements to take effect only once any enabling Local Authority Facilities or Measures have been implemented, taking account of the lead time for service registrations should these be required).

As per section 2.4.1 above, any proposal to withdraw or reduce the scope of any bus priority scheme or named passenger interchange or bus station Facility requires the written approval of all Operators of Qualifying Services using that scheme at the time the proposal is made.

If the County Council consider the matter urgent then it may convene a special meeting of the Stakeholder Reference Group followed by a special meeting of the EP Board, giving at least 14 days' prior written notice for the meeting to all Stakeholder Reference Group and EP Board members and for the meeting of the EP Board to consider the proposed variation.

In the event that a number of Operators which would trigger the default Operator objection mechanism (as set out in the Enhanced Partnerships and Schemes (Objections) Regulations 2018 as may be varied from time to time) raise concerns in writing to a minimum of one subsequent EP Board meeting about a previous decision of the EP Board, the decision-making process for Enhanced Partnership Scheme Variations will revert to the default Operator objection mechanism contained in those regulations to review that decision and as appropriate for future decision-making purposes.

2.7.3. Other Changes to the Enhanced Partnership Scheme

Any other proposals (i.e. content other than Facilities, Measures and Requirements as set out in Appendices A to C) for changes to the EP Scheme will be considered under Section 138L of the Transport Act 2000. The proposer of a variation should demonstrate how this might contribute to achieving the objectives set out in the BSIP, EP Plan and Surrey County Council's current local transport policies. Any such proposals should be in writing and submitted to Surrey County Council's Transport Team (passenger.transport@surreycc.gov.uk).

Any Operator of Qualifying Local Services or Surrey County Council may bring a proposal or proposals to the SRG where it or they will be considered. If a simple majority of the Stakeholder Reference Group agree in favour, the EP Board will then consider the proposal or proposals and any accompanying evidence and vote on the change at its next meeting. If the proposal or proposals are approved by the EP Board, Surrey County Council will then follow the process set out in Section 138L of the Transport Act 2000 and The Enhanced Partnership Plans and Schemes (Objections) Regulations 2018 on behalf of the EP Board.

2.7.4. Revocation of the EP Scheme

Should Surrey County Council or any other member of the Stakeholder Reference Group believe that it is necessary to revoke the Plan or Scheme, then it must express this in writing to the Stakeholder Reference Group. The Stakeholder Reference Group will then consider and vote upon the proposal and submit it to the EP Board which will do the same.

Surrey County Council will take into consideration the votes of the Stakeholder Reference Group and EP Board in making its own decision whether to revoke the EP Plan or Scheme. It will then follow the process set out at Section 138O of the Transport Act 2000.

2.7.5. Postponement

Should it be necessary to postpone the implementation of any Facility, Measure or Requirement, Surrey County Council will follow the procedure at Section 138I of the Transport Act 2000. It must first use reasonable endeavours to seek the views of the SRG and the EP Board.

2.7.6. Data sharing and commercial confidence

At all times each member of the EP Board, as well as any other representatives or observers agreed to attend EP Board meetings, will respect data confidentiality and the EP Board will maintain processes to maintain and respect commercial confidentiality as required. Should any member believe there has been a breach of confidentiality, they should raise this with the Strategic Transport Manager of Surrey County Council.

The Stakeholder Reference Group will not be presented with data that already publicly available or is otherwise deemed not to be commercially sensitive.

3. Part 3 – APPENDICES

Appendix A: FACILITIES

3.1. Facilities – Existing

3.1.1. Bus Priority Schemes

There are currently 13 bus lanes in Surrey with camera enforcement operational on Woking High Street. Onslow Street and Woking Road bus lane enforcement cameras were introduced December 2021.

Surrey County Council has recently allocated £9 million of capital funding for further bus priority measures. This investment will be targeted at pinch-points on the highway that impede the free flow of buses, focussing on the routes to benefit from zero emission buses, for example the Redhill-Horley-Gatwick corridor. Bus priority feasibility studies have been completed across the Redhill/Reigate area including the A23 Redhill – Horley corridor, and the A25 Epsom Road, Guildford. Interventions identified in these studies are now being prioritised for detailed design and delivery.

3.1.2. Bus Stations

There are three bus stations within Surrey, the Friary Bus Station in Guildford, Staines Bus Station and Redhill Bus Station. Surrey County Council provides a local bus planning overview at each bus station to ensure effective operation of bus services and bus stand allocation. In addition, bus publicity is provided, and bus stop infrastructure is maintained at all three bus stations. The county council also manages the RTPI system and information displays at Redhill and Guildford bus stations.

The respective borough councils take responsibility for maintaining the fabric of the bus stations including cleaning.

3.1.3. Bus Stops

Including the bus stations, there are around 5,650 bus stops in the NaPTAN database (May 2021). Except for stops maintained by TfL, stop posts, flags and stands are maintained by the county council. Where present, shelters may be provided and / or maintained by the county council, borough or district council or local council (that is a Parish or Town Council), or through a commercial advertising bus shelter agreement with the boroughs/districts

3.1.4. Real Time Information

There are currently 400 roadside RTPI displays across the county with £1.4m allocated for the expansion of real time across the Surrey network.

3.1.5. Zero Emission Infrastructure

Nine zero emission full electric buses currently operate on the Guildford Park and Ride network, introduced in partnership with bus operator Stagecoach and supported by a DfT grant. Fuelling infrastructure is located Stagecoach's depot in Peasmarsh, Guildford.

Surrey County Council has also allocated £32.3m of capital funding to accelerate the introduction of more zero emission buses into Surrey between 2022 and 2024. The first approved scheme will see 34 hydrogen fuel cell buses introduced on the Metrobus network at a cost of £16.4m and funded by the council, supported by investment in bus priority measures and more real time information. This council investment complements a £10m investment being made by Metrobus, UK Government and the EU Jive 2 Project that combined is purchasing a further 20 HFC buses, plus fuelling infrastructure for use on the Fastway network of services operating in Surrey & Sussex.

In creating this investment, the objective is to accelerate the introduction of more zero emission buses, with complementary funding secured from local bus operators.

Two electric minibuses will start operation March 2022 to provide the Digital Demand Responsive Transport (DDRT) across Mole Valley. Charging infrastructure to support these vehicles is being delivered in partnership with Mole Valley District Council.

3.2. Facilities – Approved for Implementation by the EP Board

Any new Facilities or any changes to existing Facilities outlined in Section 3.3 below will be subject to appropriate funding, feasibility, and approval by the EP Board in accordance with the governance arrangements set out in this document.

3.3. Facilities for consideration subject to funding, feasibility and EP Board and Surrey County Council (where required) approval

Below is a general description of the Facilities currently identified for consideration. The details of these are intended to be developed by Surrey County Council and relevant Operators and other stakeholders through the Enhanced Partnership process. Each Facility will be subject to appropriate funding, feasibility, and approval by the EP Board in accordance with the governance arrangements set out in this document.

Make improvements to bus services and planning: Increase bus priority measures

- Improvements to bus priority including:

Table Y: Proposed bus priority schemes

| Title of scheme | Detail on aspiration |
|--|--|
| East Surrey Bus Priority Programme with a focus on Redhill & Reigate | Junction improvements, bus lanes, intelligent bus priority at traffic signals, bus friendly traffic management; A23 from Gatwick - Horley - Redhill - Merstham; A217 Gatwick - Horley - Reigate; Services Fastway20/100/315/400/420/422/424/430/435/460 |
| Guildford + Woking (incl. environs) Bus Priority Programme | Junction improvements, bus lanes, intelligent bus priority at traffic signals, bus friendly traffic management; A25 Epsom Road; town centre - University/Research Park corridor (SMC1); A320/A322/A323/A246/A247/A3100/A25/A31 corridors; all bus services to/through Guildford and Woking |
| Blackwater Valley Bus Priority Programme (Farnham - Ash - Frimley - Camberley) | Junction improvements, bus lanes, intelligent bus priority at traffic signals, bus friendly traffic management; Farnham - Ash - Frimley - Camberley corridors including roundabout improvement at A325 Frimley; improved public transport access to/from Frimley Park Hospital roundabout improvement at Frimley; services 1/2/3/4/5/11/17/18/19/34/35/194 |
| Wider Elmbridge Bus Priority Programme | Junction improvements, bus lanes, intelligent bus priority at traffic signals, bus friendly traffic management; A244/A245/A307/A309/A317 bus corridors |
| North-West Surrey Bus Priority Programme including Access to Heathrow | Junction improvements, bus lanes, intelligent bus priority at traffic signals, bus friendly traffic management; A308 Sunbury Cross - Crooked Billet |

- Expand camera enforcement of moving traffic offences
- Review bus stop layouts to improve operational efficiency and accessibility
- Review phasing of traffic signals
- Lobby for strategic infrastructure improvements. Support a new Heathrow Southern Access Tunnel
- Explore scope for new park and ride sites alongside rationalisation of parking provision
- 5 route reviews per year

Appendix B: MEASURES

3.4. Measures – Existing

Make improvements to bus services and planning: Increase bus priority measures

- Revised Bus Lane and Bus Lane Enforcement Policy (Feb 2020)

Make improvements to bus services and planning: Increase demand responsive services

- Recent Rural Mobility Fund grant of £0.6m and local contribution of £0.4m to fund DRT in the Mole Valley District.

Make improvements to bus services and planning: Increase zero emission vehicles

Surrey County Council has also allocated £32.3m of capital funding to accelerate the introduction of more zero emission buses into Surrey between 2022 and 2024. This is supported by a further £9m for bus priority measures and a further £1.4m for more real time passenger information. £6.3m has also been allocated to electrify the community transport fleet in the county.

The above will be delivered in partnership with bus operators, community transport operators and other partners.

3.5. Measures – Approved for Implementation by the EP Board

Any new Measures or any changes to existing Measures outlined in Section 3.6 below will be subject to appropriate funding, feasibility, and approval by the EP Board in accordance with the governance arrangements set out in this document.

3.6. Measures for consideration subject to funding, feasibility and EP Board and Surrey County Council (where required) approval

Below is a general description of the Measures currently identified for consideration. The details of these are intended to be developed by Surrey County Council and relevant Operators and other stakeholders through the Enhanced Partnership process. Each Measure will be subject to appropriate funding, feasibility, and approval by the EP Board in accordance with the governance arrangements set out in this document.

Make improvements to bus services and planning: Increase bus priority measures

- Increased enforcement powers for Moving Traffic Offences.
- Identify bus service delays on the network and investigate measures to reduce these.

Make improvements to bus services and planning: Increase demand responsive services

- Expansion of DRT services in certain areas, including Tandridge, Waverley, rural areas of Surrey Heath, Guildford and Reigate & Banstead
- Explore opportunities to improve connectivity to remote employment sites.
- Total transport consideration.

Make improvements to bus passenger experience: Invest in accessible and inclusive bus services

- New development to take appropriate account of the needs of all bus users.
- Develop a programme to make all bus stop infrastructure accessible

Make improvements to bus passenger experience: Protect personal safety of bus passengers

- Improving personal safety at bus stops. As well as what can be done to improve safety to/from bus stops
- Bus stop inventory survey.

Improvements to fares and ticketing: Integrate ticketing between operators and transport

- Work with Plusbus to expand the scheme offer in Surrey.
- Development of Mobility as a Service framework.

Improvements to passenger engagement: Passenger Charter

- Establish a Passenger Charter in consultation with operators and the Stakeholder Reference Group.

Other: Integration with Development and Land Use Planning

- Use the existing Public Transport Accessibility Model to evidence enhancing existing services
- Promote bus service provision as part of new developments, working with the Planning Authorities

Other: Mobility credits

- Explore the potential for mobility credits in Surrey.

Make improvements to bus services and planning: Integrate services with other transport modes

- Improve physical connections between bus and rail services.
- Develop mobility hubs.

Make improvements to bus passenger experience: Invest in accessible and inclusive bus services

- Identify and develop solutions to meet accessibility standards at bus stops.
- Provide step free access at interchange points at rail stations.

Make improvements to bus passenger experience: Protect personal safety of bus passengers

- Improve walking and cycling routes to bus stops.
- Accessibility and quality improvement at Guildford, Redhill and Staines bus stations.

Improvements to passenger engagement: Improve bus information

- Revise the processes for the provision of roadside information and standardise display cases where possible.
- Increase the number of real time information displays provided at bus stops.
- Improve the quality, consistency and timeliness of data from bus operators
- Devise a minimum specification for bus stops within the county - devise a hierarchy of specification for different locations/environments
- Review bus stop provision and maintenance.
- Integrate Urban Traffic Management Control (UTMC) and bus passenger real time systems to improve delay and disruption messaging.
- Surrey County Council to strengthen marketing and information capacity.
- Establish a dedicated customer service offer alongside Sussex County Council.
- Explore a 24/7 customer service centre.

Appendix C: REQUIREMENTS

3.7. Existing

3.7.1. Emissions Standards

TABLE – Emissions standards of and age of PSVs in Surrey (October 2021)

| Standard | Number | Percentage (%) | Less than 3 yrs old | 3 - 5 yrs | 6 - 8 yrs | 9 - 12 yrs | 13 - 15 yrs | 16 yrs + |
|------------------------|--------|----------------|---------------------|-----------|-----------|------------|-------------|----------|
| Zero Emission Electric | 16 | 2 | 16 | 0 | 0 | 0 | 0 | 0 |
| Euro 6 | 349 | 49 | 69 | 171 | 53 | 49 | 5 | 2 |
| Euro 5 | 176 | 25 | 9 | 8 | 79 | 38 | 42 | 0 |
| Euro 4 | 102 | 14 | 0 | 0 | 2 | 49 | 46 | 5 |
| Euro 3 & below | 63 | 9 | 1 | 0 | 0 | 0 | 42 | 20 |

The County Council’s Cabinet has agreed a capital allocation of £32.3m for the purchase of zero emission vehicles. The first allocations of this funding will be used for Hydrogen Fuel Cell buses to be procured by the council and operated by Metrobus, alongside the purchase of Zero Emission Demand Responsive Vehicles for use in rural parts of the county. Other projects will follow in 2022 and 2023.

3.8. Other

Any local bus service operating will continue to operate at a similar frequency or better than that operated at the commencement of the Scheme, subject to commercial operation, or sufficient funding being available.

Commercial services or journeys can be reduced or withdrawn if the operator is able to demonstrate to the Council that (a) the need no longer exists; or (b) it is no longer commercially viable.

Operators will be proactive in looking to enhance frequencies of bus services operated. They will work with the Council to determine if this can be done commercially, or to determine what level of funding would be required to achieve this. If enhancements cannot be done commercially, enhancements will only be made if additional funding is available.

The Council will follow available procurement routes to improve service frequencies, including negotiation with bus operators regarding enhancements that can be operated commercially.

Council funding for supported bus services will not be reduced.

Data Requirements:

Operators will continue to submit monthly statistics to the Council for patronage, revenue and lost journey declarations.

Operators will submit information to the Council on the vehicles typically used on services operating within Surrey, including those otherwise exempt under section 2.3.4 of the Plan. This will include the age of the vehicles, emissions and types of fuel or power. Data will be provided as a snapshot within a defined time period specified by the Council and no more than twice a year.

Operators will submit all live data to BODS as required by the DfT, including those services otherwise exempt under section 2.3.4 of the Plan.

3.9. Requirements Approved for Implementation by the EP Board

Any new Requirements or any changes to existing Requirements outlined in Section 3.10 below will be subject to appropriate funding, feasibility, and approval by the EP Board in accordance with the governance arrangements set out in this document.

3.10. Requirements for consideration subject to funding, feasibility and EP Board and Surrey County Council (where required) approval

Below is a general description of the Requirements currently identified for consideration. The details of these are intended to be developed by Surrey County Council and relevant Operators and other stakeholders through the Enhanced Partnership process. Each Requirement will be subject to appropriate funding, feasibility, and approval by the EP Board in accordance with the governance arrangements set out in this document.

Make improvements to bus services and planning: Simplify services

- Operators to publicise other company's services on the same route
- Standardised timetable change dates (three times per year)
- Standardise Christmas & New Year level of operation across all operators

Make Improvements to Bus Services and Planning: More Frequent and Reliable Services

- Investment in the GOLD 1 and Route 100 BRT corridors

Make improvements to bus services and planning: Review service frequency

- Funding to be sought so that category 1 services will operate at least every 30 minutes, daytime, hourly evenings and Sundays
- Provide some enhancement funding for selected category 2 services for specific reasons
- Fund removal of duplicate services and to prevent over-provision where appropriate

Improvements to fares and ticketing: lower fares

- Operators will accept the proposed multi-operator ticket
- Implement a free travel for young carers
- Operators will provide limited free or discounted travel to people starting work from unemployment
- Introduce a reduced evening fare

Improvements to fares and ticketing: simplify fares

- Operators will offer an Under 20s or Under 25s half fare scheme
- Standardised discounts for groups

Make improvements to bus passenger experience: higher specification buses

- The Council will include options for improved engine emission standards in all future tenders
- The Council will support operators in upgrading fleets to reduce environmental impacts and meet our Climate change objectives, subject to available funding
- Mid-life bus refurbishment scheme
- In line with upcoming statutory requirements, all buses will need to provide next stop screens and announcements as standard

Make improvements to bus passenger experience: Invest in accessible and inclusive bus services

- Disability, autism and dementia awareness training for staff

Make improvements to bus passenger experience: Protect personal safety of bus passengers

- CCTV will be mandated on bus services

Improvements to passenger engagement: Passenger charter

- Operators in Surrey will agree to operate the passenger charter

Improvements to passenger engagement: Improve bus information

- Bus operators to ensure that RTP1 data is up to date and 'live' to feed into the Real Time Information system
- Operators will work collaboratively to share service information on each other's apps and websites

Make improvements to bus services and planning: Integrate services with other transport modes

- Improved timetable alignment between bus and rail services

Make improvements to bus services and planning: Review socially necessary services

- Continue to provide socially essential services

Make improvements to bus passenger experience: Invest in decarbonisation

- Seek funding opportunities to deliver a migration to zero-emission bus fleet with associated infrastructure over the coming years
- Pursue funding to investigate the feasibility of different types of technology applied to the constraints at bus depots and the mileages being operated on bus routes in Surrey in order to establish the most cost-effective means of decarbonising the bus fleet

Other

- Seek the standardisation and expansion of data collection to ensure the performance of specific interventions and the overall performance of the EP. This includes:
 - agreeing the scope of data to be collected,
 - how the data will be collected, stored and treated (i.e. treated as shareable or commercially sensitive)
 - how data will be used to assess the performance of the partnership.

Appendix D: Terms of Reference

3.11. Stakeholder Reference Group (SRG)

External group to support the EP Board by providing scrutiny and challenge to the delivery of the EP.

The membership of the SRG is made up of representatives from groups set out in section 2.6.2.2.

Other than already stated in section 2.6.2, the Stakeholder Reference Group is created to:

- Provide opportunity to discuss issues of any kind affecting bus provision or operation in Surrey;
- Build consensus across stakeholders and to make recommendations to the EP Board for decision; and
- Provide challenge to the EP Board on priorities set by the board and performance of the EP.

SRG members can request, subject to agree by the EP Board:

- To be an observer at EP Board meetings, subject to any necessary confidentiality agreement;
- Items to be discussed by the EP Board; and
- To be represented, or nominate a representative, on the Delivery Group, where their presence and expertise will assist the Delivery Group in the task or tasks as set by the EP Board.

3.12. Enhanced Partnership Board

The Enhanced Partnership Board will provide strategic project direction and scrutiny on interventions within the Enhanced Partnership Plan as well as having oversight and direction of financial delivery and the monitoring and evaluation framework.

Other than already stated in section 2.6.3, the Enhanced Partnership Board will:

- Develop and continuously review a process to prioritise available funding to potential Facilities, Measures and Requirements;
- Liaise with equivalent governance bodies in neighbouring Enhanced Partnerships, on matters both of policy and direction and on specific cross-boundary issues;
- Develop and agree a forward plan for programming work for future years;
- Liaise with Surrey County Council regarding potential bids to external bodies for funding and ensure as far as possible that such bids reflect the priorities of the EP;
- Agree processes for monitoring performance of the EP, including reporting to the DfT;
- Champion the aspirations of the EP with local and regional stakeholders, national groups and Government; and
- Define the tasks, make up and deliverables of the EP Delivery Group.

3.13. Delivery Group

Made up of Surrey County Council officers and Operators, the Delivery Group:

- May be tasked by the EP Board to develop information, proposals or other materials to facilitate decision-making by the Board;
- Will provide the link between neighbouring authorities and operators where decisions made by the EP Board effect cross boundary services;
- Will provide updates to the EP Board on progress against decisions made, for instance:
 - the project, scheme and initiative progress
 - cost management and spend profiling
 - risk and issues management

Membership of the Delivery Group will vary depending on the requirements Facility, Measure or Requirement being implemented or the request for information or expert advice made by the EP Board.

END OF DOCUMENT

SURREY COUNTY COUNCIL

CABINET MEMBER FOR TRANSPORT & INFRASTRUCTURE



DATE: 26 APRIL 2022

LEAD OFFICER: KATIE STEWART, EXECUTIVE DIRECTOR FOR ENVIRONMENT, TRANSPORT AND INFRASTRUCTURE

SUBJECT: SURREY COUNTY COUNCIL RESPONSE TO SURREY'S 2050 PLACE AMBITION CONSULTATION

ORGANISATION STRATEGY PRIORITY AREA: GROWING A SUSTAINABLE ECONOMY SO EVERYONE CAN BENEFIT/ TACKLING HEALTH INEQUALITY/ ENABLING A GREENER FUTURE/ EMPOWERING COMMUNITIES

Summary of Issue:

This report seeks approval of the proposed County Council's response to the consultation on 'Surrey's 2050 Place Ambition', following consultation with a range of Surrey County Council (SCC) services and teams and takes into account views and comments given at the Member Session held on 28 February 2022. A draft response was submitted in time to meet the consultation deadline with the proviso that it was subject to political sign off following the end of the consultation period and further comments may be provided.

With environmental, economic and social implications, the Place Ambition cuts across all the priority areas in the Council's Organisation Strategy.

Recommendations:

It is recommended that the consultation response attached at Annex 1 is approved.

Reason for Recommendations:

Surrey's 2050 Place Ambition presents a collective, long-term ambition and priorities for Surrey local authorities to support and manage growth in a way that helps address the challenges associated with climate change, the existing and future infrastructure deficit, whilst enabling Surrey's economy to grow sustainably and improving the overall quality of the environment and well-being of residents. It provides a framework to align spatial plans, programmes, and infrastructure priorities, enable cross-boundary solutions to meet development needs and for partners to work together on delivery to achieve 'good growth'.

Over the next 15 to 20 years, the scale and pattern of spatial growth across Surrey will be determined through borough and district local plans and will largely take place through regeneration and/or redevelopment in towns, urban extensions and a number of new communities. SCC is a vital partner in managing and influencing how that planned growth is delivered.

The consultation response supports the Place Ambition and suggests several revisions to promote delivery on all the priority areas of the Council's Organisation Strategy and its Community Vision.

Executive Summary:

Background

1. Surrey's 2050 Place Ambition has been developed by the Surrey Future partnership, which includes the Surrey districts and boroughs, the County Council, the LEPs, Gatwick Diamond Business and the Surrey Nature Partnership. It is a non-statutory, strategic spatial growth framework that sets out an overarching medium to long term vision and strategic priorities for Surrey as a whole, bringing together spatial aspects of economic, environmental, transport and social issues and highlighting cross-boundary issues where co-operation is needed to support growth. It presents what Surrey's strategic partners want to collectively achieve in terms of 'good growth' and how it is intended to deliver it.
2. Version 1 of the Place Ambition was published in July 2019, following consultation with leaders, relevant portfolio holders and chief executives in all 12 local authorities. It built on earlier work, agreed by Surrey Leaders, on the Surrey Infrastructure Study (2017) and the Interim Local Strategic Statement for Surrey 2016-2031 and on adopted and emerging Local Plans and district and borough economic strategies. This latest consultation is on Version 2. It refreshes Version 1 to reflect updated work on local and county wide strategies and plans and the implications of the pandemic and urgency of the climate crisis and includes a supporting Implementation Framework setting out how it will be delivered.
3. The refreshed Place Ambition was launched at the inaugural conference on 'Good Growth' held jointly with the [Surrey Development Forum](#) in November 2021, which brought together Surrey councils, community groups, developers and consultants. Partners, stakeholders, businesses and local residents were able to view the documents and provide their own comment during a twelve-week consultation period.
4. The intention is for the final version to be agreed and endorsed by all Surrey local authorities and strategic partners making up the Surrey Future partnership who would then commit to working together on delivery.

Surrey's 2050 Place Ambition draft version 2

5. Version 2 of Surrey's 2050 Place Ambition sets out that 'good growth' for Surrey:
 - Is proportionate and sustainable, focusing on the places where people both live and work.
 - Supports overall improvements to the physical and mental health and well-being of our residents.

- Is supported by the necessary infrastructure investment - including green infrastructure.
 - Delivers high quality design in our buildings and public realm.
 - Increases resilience and flexibility in the local economy.
 - Delivers buildings and infrastructure ready for a zero-carbon future and builds resilience to the impacts of climate change and flooding.
 - Is planned and delivered at a local level while recognising that this will inevitably extend at times across administrative boundaries.
6. The definition has been slightly amended from that in the first version to reflect the importance of addressing mental health post-pandemic and the need to deliver buildings and infrastructure ready for a zero-carbon future.
7. As part of the Ambition's identified strategic spatial priorities (SPs), a new long-term priority, SP4, has also been added, such that there are now four SPs in total:
- SP1. Improve connectivity both within Surrey and between strategically important hubs
 - SP2. Enhance the place offer of Surrey's towns
 - SP3. Maximise the potential of our Strategic Opportunity Areas (these cover key areas Local Plans have identified for growth and where strategic and cross border issues need to be addressed including infrastructure investment)
 - SP4. Invest in natural capital and deliver nature recovery.
8. The refreshed version includes an Implementation Framework to integrate the Place Ambition workstreams across Surrey and ensure policy and investment priorities to achieve good growth are aligned. It sets out:
- An integrated system for delivering good growth - it emphasises the need for a systems approach so that spatial considerations are aligned with economic, social, environmental and infrastructure investment priorities. The framework outlines the local and countywide strategies and plans which will influence how planned growth will be delivered on the ground.
 - Strategic Opportunity Area Interventions - a profile of and priority outcomes for each Strategic Opportunity Area and tables setting out the potential strategic interventions that have been identified to deliver these outcomes and require partnership working.
 - A framework for a Surrey urban strategy to support the delivery of Strategic Priority 2 that includes continued support of the Surrey Development Forum to share best practice and improve the quality of development in Surrey, the holding of an annual conference with community groups and the signposting of relevant guidance that SCC is developing, for example the Healthy Streets for Surrey design guide.

The proposed response

9. The full draft response, included at Annex 1, was submitted on behalf of the Council by the consultation deadline with the proviso that it was subject to political sign off following the end of the consultation period. The highlights and key points from that response are summarised below.
10. Surrey's 2050 Place Ambition provides an important framework for an integrated systems approach to facilitating good growth across Surrey and should be supported by SCC. However, there are a few areas within the Place Ambition that the Council's response highlights could be strengthened.
11. **Community Vision 2030 and SCC Organisation Strategy priorities** - The Place Ambition sets out an agreed shared vision and set of spatial priorities to facilitate a 'good growth' approach to development that will help deliver these. However, the response recommends that the vision should be revised to include the Council's ambition that 'no one is left behind' and Strategic Priority 2 could reference creating thriving communities and for the health and wellbeing needs of an area to be explicitly addressed. In addition, it is noted that the Community Vision is being refreshed to 2050 and the Place Ambition should be kept under review to reflect changes that are made.
12. **Addressing climate change** – Climate change is a cross-cutting issue in the Place Ambition and was frequently mentioned at the November conference by community groups. The Council's response recommends adding a fifth, specific strategic priority on addressing climate change that includes statements on sustainable design and construction, energy, water efficiency and flood risk as well as retaining existing references that relate to the four current strategic priorities.
13. **Place-based delivery** – The refresh of the Place Ambition is an opportunity to join up across the public sector to deliver a whole place approach as advocated in Surrey's Economic Strategy Statement. The Council is already working with partners and local communities to influence how growth is delivered on the ground in a number of towns, and work being undertaken by partners in places like Horley could helpfully be cited as case studies with the emerging 'PLACE' model methodology for improved place-based working included in the urban strategy. In addition, the response considers that the contribution of culture and heritage to successful placemaking should be acknowledged and the need to integrate flood risk management measures into development given greater emphasis.
14. **Design Quality** – The response suggests that the urban strategy should be developed further and expand on how to deliver connected and high-quality development, recognising the importance of SCC investment to delivering active and sustainable travel modes and 20-minute neighbourhoods (all of which are emerging Local Transport Plan 4 priorities) and contributing to quality public realm. The strategy could promote sustainable design for new buildings and explore urban densification strategies for different town typologies and have an important 'signposting' role to relevant, detailed

guidance that is being developed for example on Healthy Streets for Surrey and green and blue infrastructure best practice.

15. **Natural environment** – The Council’s response recommends a number of specific additions and amendments to elevate the importance of climate resilience and specifically flood risk management within the document. The refresh should refer to the biodiversity elements of the Environment Act 2021 including the strengthened biodiversity duty, biodiversity net gain and the need to produce a Local Nature Recovery Strategy for Surrey.
16. **Monitoring** – The response recommends that monitoring of the Place Ambition’s delivery needs to include tracking of the strategic interventions/projects for each Strategic Opportunity Area and a dashboard approach is suggested. Air quality and access to green spaces are additional indicators that might be considered.
17. **Key diagram** – The response specifically suggests that the Strategic Opportunity Areas and Surrey Hills AONB overlapping on the Ambition’s Key Diagram needs further consideration to clarify the AONB is a protected area as defined in national policy and not a growth area.

Future governance for place partnership working in Surrey

18. A review of future governance around the countywide place agenda has been commissioned with an intention to complete by end of April. The aim is to streamline governance around economy, growth, infrastructure, planning and housing, and to ultimately enable countywide working on place to become more effective.

Consultation:

19. Internal consultation has been carried out with relevant SCC services and teams.
20. A Member Development Session was held on 28 February and additional comments arising from that session have been incorporated into the response.

Risk Management and Implications:

21. The key risk is that the Place Ambition is not afforded the priority or resource it needs to be delivered. This can be mitigated through partners engaging with the current consultation and agreeing and endorsing the document, and through the review of governance around this programme of work, which will help to ensure the identified priorities are effectively delivered.

Financial and Value for Money Implications:

22. Improved co-ordination and partnership working at a strategic level around the place agenda will support delivery of the Community Vision 2030, the Council's priority objectives, and help deliver the best long-term outcomes for residents.
23. No direct financial implications are known at this stage; however, in the longer term there are potential future savings to be achieved through effective partnership working to deliver on the priorities.

Section 151 Officer Commentary:

24. Although significant progress has been made to improve the Council's financial position, the medium-term financial outlook beyond 2022/23 remains uncertain. With no clarity on central government funding in the medium term, our working assumption is that financial resources will continue to be constrained, as they have been for the majority of the past decade. This places an onus on the Council to continue to consider issues of financial sustainability as a priority in order to ensure stable provision of services in the medium term.
25. As such, the Section 151 Officer concurs with the consultation response to Surrey's 2050 Place Ambition.

Legal Implications – Monitoring Officer:

26. The Place Ambition has been developed by the Surrey Future partnership which includes Surrey County Council, Surrey District and Borough Councils and a number of other agencies. Its purpose is to promote a long lasting and co-ordinated approach to growth and planning. This does not raise any legal implications over and above any advice provided to Cabinet in relation to the Community Vision 2030. Any future partnership projects may be the subject of future specific cabinet reports.

Equalities and Diversity:

27. The refresh of the Place Ambition does not signal a change in policy and so an equalities impact assessment has not been produced for this consultation response. However, a key principle set out in the Place Ambition is the need to work with local communities, making sure that there is wide ranging choice in housing, services, and jobs across Surrey and that places are distinctive, attractive, well designed, full of character and are of the highest quality. Underlying all of this is the ambition to improve the overall quality of health and well-being across Surrey, recognising that healthy places and people are a key factor for long-term prosperity.

Other Implications:

28. The potential implications for the following council priorities and policy areas have been considered. Where the impact is potentially significant a summary of the issues is set out in detail below.

| Area assessed: | Direct Implications: |
|--|--|
| Corporate Parenting/Looked After Children | No direct implications identified |
| Safeguarding responsibilities for vulnerable children and adults | No direct implications identified |
| Environmental sustainability | The consultation response includes comments to strengthen the Place Ambition's address of environmental and sustainability issues. |
| Compliance against net-zero emissions target and future climate compatibility/resilience | The consultation response includes a suggestion to strengthen the Place Ambition's compliance with net-zero emissions target and assessment of the future climate compatibility/resilience of the consultation material. |
| Public Health | The consultation response includes comments to strengthen the health aspects of the refreshed Place Ambition. |

What Happens Next:

29. Next steps are as follows:

- If approved, notice will be sent to the Surrey Future partnership that the draft consultation response has political sign-off and additional comments will be submitted if required.
- Surrey Future's Place Ambition Task Group will review all responses to the consultation and recommend changes to be agreed by the Surrey Future Steering Board.
- The intention is for the final refreshed Place Ambition to be agreed and endorsed by all Surrey local authorities and strategic partners making up the Surrey Future partnership who would then commit to working together on delivery.
- The Place Ambition will be used to engage with stakeholders who have a key role to play in its delivery, including government departments and agencies and developers to access potential funding and investment. It will also be used to engage with neighbouring authorities on cross border strategic planning issues, including the next review of the London Plan.
- Going forward, governance of the Place Ambition programme is being reviewed and will be closely tied to the Surrey Forum and partnership boards.

Report Author:

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Consulted:

Tim Oliver, Leader of the Council

Matt Furniss, Cabinet Member for Transport and Infrastructure

Marisa Heath, Cabinet Member for Environment

Relevant county council services affected including Economy and Growth, Highways and Transport, Environment, Infrastructure, Planning and Major Projects, Land and Property, Public Health, Communities and Corporate Strategy and Policy.

Annexes:

Annex 1 – Surrey County Council response to Surrey’s 2050 Place Ambition consultation

Sources/background papers:

- Surrey Place Ambition Version 2 – Draft for Consultation and Surrey Place Ambition Implementation Framework – Draft for Consultation.
[PlaceAmbition - Surrey County Council - Citizen Space \(surreysays.co.uk\)](http://surreysays.co.uk)
-



Emailed to: PlaceAmbition@surreycc.gov.uk

Surrey County Council
Woodhatch Place
11 Cockshot Hill
Reigate, Surrey
RH2 8EF

1 March 2022

Dear Sir/Madam

Surrey's 2050 Place Ambition – Comments from Surrey County Council

Surrey County Council (SCC) welcomes the opportunity to comment on Surrey Future Partnership's Surrey 2050 Place Ambition. This is a draft response which is being submitted in time to meet the consultation deadline with the proviso that it is subject to formal sign off by the Council's Cabinet following the end of the consultation period and further comments may be provided.

Over the next 15 to 20 years, the scale and pattern of spatial growth across Surrey will be determined through borough and district local plans and will largely take place through regeneration and redevelopment in towns, urban extensions and a number of new communities. We recognise that the county council has an important role and is a vital partner in managing and influencing how that planned growth is delivered. Surrey's 2050 Place Ambition provides an important framework for an integrated systems approach to facilitating good growth across Surrey and, as such, we support it.

Our responses to the consultation questions are set out in the Annex attached to this letter. In particular, the Council would wish to emphasise the following points:

1. The Place Ambition sets out an agreed shared vision and set of spatial priorities to facilitate a 'good growth' approach to development that will help deliver these. However, the Council would strongly encourage the Partnership to revise the vision to include our ambition that 'no one is left behind.' In addition, the Council also believes that Strategic Priority 2 could reference the importance of creating

thriving communities. Further, it is noted that the Community Vision is being refreshed to 2050 and therefore it is recommended that the Place Ambition be kept under review to reflect changes that are made.

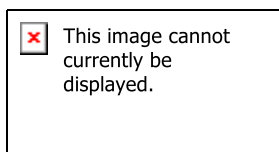
2. The Council, along with other partners across the county, are committed to the county achieving net zero carbon emissions by 2050, and Surrey's Climate Change Strategy and Delivery Plan set out our collective approach to do our part to tackle climate change. It is also worth noting that tackling climate change was seen as one of the main challenges confronting Surrey by various delegates at the November conference. Therefore, while it is noted that climate change is a cross-cutting issue in the Place Ambition which is addressed through Strategic Priorities 1 to 4, the Council recommends that a new strategic priority on addressing climate change is also included (see Section 3 in the Annex). The potential implications if the county does not deliver on our climate change ambitions are increased risk of flooding and extreme heat, disruption to our critical infrastructure, networks and industry, and increased risk to our health and wellbeing. The new strategic priority should include statements on sustainable design and construction, energy, water efficiency and flood risk.
3. The Surrey Health and Well-being Board is steering community-led action across the county to reduce health inequalities. Priority three of the Health and Well-being Strategy states its aim as 'supporting people to reach their potential by addressing the wider determinants of health'. The outcomes for this priority include that the benefits of healthy environments are recognised and valued (including through transport/land use planning). The way in which new developments are planned for and designed has an influence not only on communities' health and wellbeing, but on the choices residents make and their sense of safety, community and identity, and to that end, the Council welcomes that Strategic Priority 2 of the Place Ambition promotes healthy, inclusive, and safe places which contribute positively to people's wellbeing. However, the Covid pandemic has intensified the demand for and pressures on health services, and the Council considers that Strategic Priority 2 could be enhanced by including an aim which requires the health and wellbeing needs of an area to be explicitly addressed in place initiatives (see Section 4 in the Annex).
4. The refresh of the Place Ambition is an opportunity to join up across the public sector to deliver a whole place approach as advocated in Surrey's Economic Strategy Statement. The council is already working with partners and local communities to influence how growth is delivered on the ground in a number of towns and current engagement and work currently underway by partners in Horley could helpfully be cited as a case study and the 'PLACE' model (see Section 4 in the Annex) should be included in the urban strategy. Further, the contribution of culture and heritage to successful placemaking should be acknowledged and the need to integrate flood risk management measures into development given greater emphasis.
5. The urban strategy should be developed further and expand on how to deliver connected and high-quality development, recognising the key role of SCC in delivering active and sustainable travel modes and 20 minute neighbourhoods (which are emerging Local Transport Plan 4 priorities) and contributing to quality public realm (see Section 4 in the Annex). The strategy could promote sustainable design for new buildings and explore urban densification strategies for different town typologies and have an important 'signposting' role to relevant,

detailed guidance that is being developed for example on Healthy Streets and a green and blue infrastructure guide. There is scope to expand on how the Place Ambition will raise design aspirations, celebrate architectural features and places through designing walkable, connected and high quality development. In implementing the Place Ambition our investment needs to focus on delivering active and sustainable travel modes and enhancing quality public realm.

6. The Council recommends a number of specific additions and amendments to elevate the importance of climate resilience and specifically flood risk management within the document (see Sections 3,5 and 6 in the Annex). Implementation could make greater reference to integrated adaptive planning for climate change impacts. Investment in SOAs and town centres has a major overlap with flood risk management investment and resilience work, which also aligns well with Biodiversity Net Gain requirements. The refresh should refer to the biodiversity elements of the Environment Act 2021 including the strengthened biodiversity duty, biodiversity net gain and the need to produce Local Nature Recovery Strategies.
7. The Place Ambition needs to place more emphasis on the Surrey Hills AONB as an important strategic asset to Surrey, regionally and nationally, in terms of landscape, environment, provision of green infrastructure and contribution to the visitor economy. On the key diagram, how the SOAs and Surrey Hills AONB overlap needs further consideration to clarify the AONB is not a growth area (see Section 7 in the Annex).
8. Monitoring needs to include tracking of the strategic interventions/projects for each SOA and could consider including subjective indicators that reflect how residents feel about the places they live in as well as more traditional objective indicators.

The Government's recent Levelling-Up White Paper means there is an even greater need for partners in Surrey to collaborate on funding and securing funding from Government and its agencies and the private sector to deliver projects and interventions to ensure 'good growth' is achieved. To that end, the Council welcomes the ongoing partnership work to finalise and implement the Place Ambition.

Yours sincerely



Matt Furniss, Cabinet Member for Transport and Infrastructure

Surrey County Council’s response to Surrey’s 2050 Place Ambition – March 2022

1. Our Vision, Principles and Values

We suggest that an aim is added to paragraph 3.2 to elevate the importance of climate resilience and specifically flood risk management within the document:

- “Ensuring communities, business and infrastructure are resilient to the impacts of severe weather events including flooding; both now and in the future considering the impacts of climate change”.

2. Context and Facts and Figures

The facts and figures section is useful in providing context and we would suggest including the following:

- Text on Surrey’s environment showing the national importance of the Surrey Hills AONB. AONBs are part of the global network of protected landscapes. The Surrey Hills AONB offers some of South East England’s most stunning and accessible countryside which attracts millions of visitors every year who make an important contribution to the economy of Surrey. Text should also be added to paragraph 2.5.
- Text on page 10 referring to specific flooding from the River Wey and River Mole.
- Text from LTP4 to highlight some of the challenges faced in relation to behaviour change. For example, the average car journey in Surrey is under 2 miles.

3. Add a new Strategic Priority on Addressing Climate Change

Climate change is the most significant threat facing humankind today. While climate change considerations run through the Place Ambition, we would recommend that a new strategic priority is included specifically on addressing climate change. This should include statements on:

- Sustainable design and construction – the requirements which should be applied to residential and non-residential development.
- Energy – the aim to minimise energy demand and maximise energy efficiency and the use of renewable energy.
- Water efficiency – the aim to achieve water efficiency standards for all new developments.
- Flood risk – given the significance of flood risk in the county, a statement should be included on lifting properties out of high flood risk categories and this should be included as an outcome in relevant SOAs.

We strongly believe water management should be included within the system for achieving sustainable growth. Surrey currently experiences periods of severe flooding and also water resource scarcity. These issues can only be significantly addressed in the long term through development and land management approaches. There is no mention of the increase in water consumption and foul water treatment associated with new development, so links should be made to water company approaches and strategies too.

Implementation should ensure that opportunities are taken to make the county more resilient to the impacts of climate change: how well considered this is in the developments we create now and in the future, will determine the resilience, liveability and running costs for future

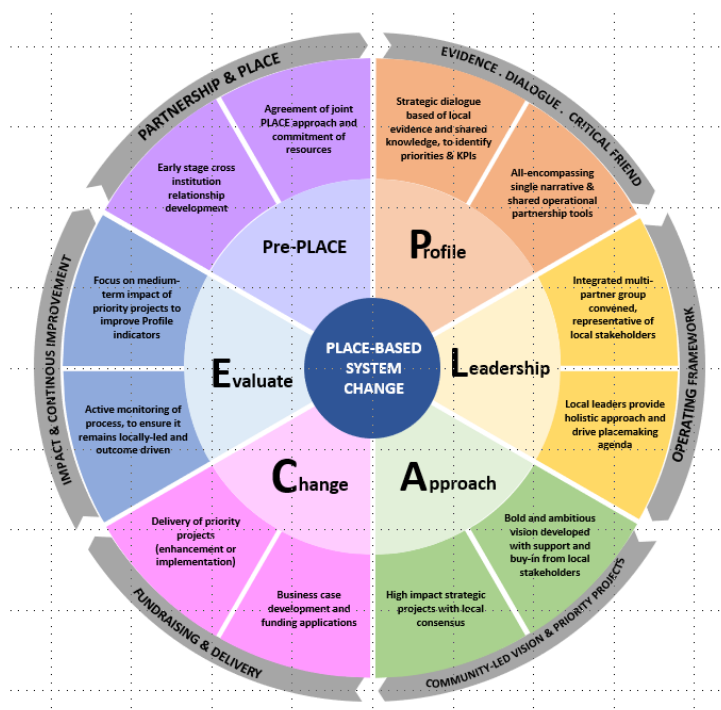
generations. We would welcome greater reference to integrated adaptive planning for climate change impacts within the Place Ambition.

4. Strategic Priority 2: Enhance the place offer of Surrey's towns

Health Equality - Spatial planning plays an important role in influencing our physical and mental health. The Place Ambition provides an opportunity to ensure that policies are taken forward that encourage the creation of sustainable, well-designed communities that are safe, socially cohesive and promote active and healthier lifestyles. Strategic Priority 2 could be enhanced by including an aim which requires the health and wellbeing needs of an area to be explicitly addressed and new development to consider how existing community assets could be enhanced to help promote healthy life expectancy.

Existing Urban Areas – Although the Place Ambition is focused on growth and new development, in order to support sustainable urban densification to accommodate new homes and businesses, changes to existing urban areas will be needed through measures such as introducing cycle lanes, pocket parks etc. These aspects need to be explored through the urban strategy.

Place-based delivery – In the medium to long term the pattern of spatial growth across Surrey is set through local plans and will largely take place through regeneration/redevelopment in towns, urban extensions and a number of new communities. The Place Ambition focuses on priorities for growth and infrastructure investment in these areas (identified in the Implementation Framework, SOA interventions and urban strategy). The council is already working with partners and local communities to influence how growth is delivered on the ground in a number of towns and we welcome the references to Farnham, Horley, Staines and Weybridge in Strategic Priority 2. Caterham could also be referenced in the document and current engagement and work in Horley could helpfully be cited as a case study with the 'PLACE' model included in the urban strategy.



The newly formed SCC Placemaking Group has been established to promote collaborative approaches to deliver priorities.

Liveable Neighbourhoods - explicit reference should be made to 'liveable neighbourhoods' as this is an area of focus for SCC. Liveable neighbourhood projects help deliver attractive, healthy, accessible and safe neighbourhoods for communities. Typically, this may involve changes to town centres and their surrounding residential areas to improve conditions for walking and cycling and reduce traffic dominance. To inform the development of projects we are broadening our approach to community engagement in order to hear from a cross section of residents within communities. These types of projects would appear to be particularly relevant to the neighbourhood proportion of CIL funding. Through the implementation of the Place Ambition we would welcome work to explore possible approaches for considering local CIL as one of a number of potential funding sources for projects in line with community aspirations.

Cultural aspects - The Place Ambition effectively brings together most of the aspects of placemaking (including transport, schools, sustainability and economy) that create thriving places that enrich local identity and celebrate uniqueness, maximising economic revitalisation whilst ensuring a sustainable future. It would also be useful to reference the need for cultural aspects that make each area unique such as history, art, libraries, community and event space as these are often left as last minute and token gestures.

Historic environment - There is clear evidence that living and working in well-established historic areas is a key contributor both to economic success and individual health and wellbeing and retention and enhancement of places where existing assets have already created an attractive locale supports this. Strategic Priority 2 references re-use of heritage assets in town centres and this is to be welcomed, but there are heritage assets elsewhere to consider, and of course other assets than buildings such as landscapes, parkland and views (and archaeology) which can all contribute to providing well-designed new development and more attractive places. At the moment, there are national tax incentives against re-using existing buildings which is both wasteful and ignores the environmental benefits of re-use.

A specific revision to paragraph 4.17 has been requested - Improve flood resilience in our communities, working with key bodies such as the Environment Agency to ~~open up new opportunities for development to~~ reduce flood risk overall and use new opportunities for development to reduce existing flood risk.

5. Maximise the potential of our Strategic Opportunity Areas

In taking the Place Ambition forward there will be a need to engage with partners to secure funding for projects identified in the SOAs. This could be through pooling funding, joint lobbying to Government and national agencies for funding and making the case for private investment.

Investment in SOAs and town centres has a major overlap with flood risk management investment and resilience work. A number of additions should be made to further reflect the importance of flood risk management measures across the SOAs:

- Paragraph 4.21 of the Spatial Framework – add an additional bullet “ Integrate flood risk management measures to improve the resilience of communities within the SOAs”.
- SOA 2 Woking Hub - Woking is subject to significant flood risk and this should be included here, specifically in 'key challenges'. Priority outcomes should include 'reduction in flood risk from all sources'.
- SOA 3 Guildford Hub – a rewording of the key challenge is required “Need for flood alleviation of the River Wey and combined surface water catchment through Guildford town centre to maximise regeneration opportunities and provide resilience.”

Guildford town centre is subject to significant surface water flood risk and there is a need for sustainable drainage considerations. We suggest the inclusion of a priority outcome “reduction in flood risk from all sources”.

There is a need for further clarity on a number of the SOAs:

- SOA8 M25 J6/A22 South Godstone – the priority outcome should emphasise the need for solutions to also improve capacity for active and sustainable travel modes in relation to the road network around the SOA.

6. Strategic Priority 4: Invest in natural capital and deliver nature recovery

The Environment Bill was given Royal Assent in November 2021 and became the Environment Act 2021. This strategic priority should refer to the biodiversity elements in the Act including the strengthened biodiversity duty, biodiversity net gain to ensure developments deliver at least 10% increase in biodiversity and the need to produce Local Nature Recovery Strategies to support a Nature Recovery Network. The document also needs to reflect the DEFRA Biodiversity Net Gain consultation published on 11 January 2022.

The distinctive character of Surrey draws heavily from its ‘green’ spaces; the North Downs, Green Belt, our high percentage of tree cover etc but these are all part of what makes Surrey, rather than existing as separate places. In this sense, integration with the natural environment could be further addressed within the Place Ambition. For example there could be more emphasis on and details around methods for integrating green space into development.

There is limited mention of blue and green infrastructure. We would welcome the inclusion of Sustainable Drainage Systems (SuDS) in all new development (not just major applications) and encouragement of retrofitting to reduce existing risk. SuDS should be multifunctional spaces reducing flooding, improving water quality and improving and integrating biodiversity and amenity into developed spaces. This links well with biodiversity net gain requirements and the ambition of ‘Maximising opportunities to enhance the health and wellbeing of Surrey’s residents...’. Similarly, the use of natural flood management across Surrey on a catchment based approach will reduce the number of existing properties at flood risk and reduce water resource impacts; again this links well with Environmental Land Management Scheme subsidies proposed by central government.

This strategic priority could be taken forward by further work on offsetting and whether there is the potential to develop a common approach across Surrey.

We suggest that a bullet is added to paragraph 4.25 to elevate the importance of climate resilience and specifically flood risk management within the document:

- “Utilising a catchment based approach to natural flood management and other water and land management techniques to reduce the impact of severe weather events including flooding, heatwaves and droughts”.

7. Key Diagram

We note that the geographical extent of the SOAs on the key diagram is for illustrative purposes only and hence they have been drawn with fuzzy boundaries. However, there is a need to consider how they overlap with the Surrey Hills AONB. The AONB is not an appropriate place to invest in strategic infrastructure to support long term prosperity as set

out in paragraph 4.18. There is a need to consider amendments to the boundaries of SOA3-SOA8 and possibly to use broken SOA shading where the SOA overlaps with the AONB.

8. Integrated System for Delivering Good Growth

The document recognises that the Place Ambition has been shaped by and will be implemented through a number of strategies. These lists should include reference to the following documents:

- The Surrey Minerals and Waste Plans – paragraph 2.7 should refer to the Surrey Waste Local Plan 2019 and the Surrey Minerals Plan Core Strategy 2011 as existing plans that form part of the Development Plan and guide development within the county. A summary of these documents should be included in the list of Countywide Strategies and Plans in section 2 of the Implementation Framework.
- The Surrey Hills Management Plan 2020-2025 – paragraph 2.7 should refer to the Surrey Hills Management Plan as a statutory document that guides development within the county. A summary of the document should be included in the list of Countywide Strategies and Plans in section 2 of the Implementation Framework.
- The Surrey Flood Risk Management Strategy is currently being updated. It should be included in the list of Countywide Strategies and Plans in section 2 of the Implementation Framework and in the diagram on page 6. Reference could also be made within this section to water company Drainage and Waste Water Management Plans and Water Resource Management Plans.

9. Strategic Opportunity Area Interventions

Surrey County Council role influencing delivery of growth - To deliver on a number of the priorities included in the document strong policy positions are required. This will be an area for greater collaborative working and the county council can provide advice and policy support to assist local plan development and delivery particularly in areas such as transport and planning for climate change and flooding.

10. Developing the Surrey Urban Strategy

We support the delivery of the priorities in the Surrey Urban Strategy as a mechanism for taking Strategic Priority 2 forward. This could be done through the following actions:

- Continue to hold an annual conference that brings together local authorities, developers and representatives from Surrey local communities.
- Exploring further options for engaging with communities and improving links with schools to ensure we meet the needs of younger people. Possibilities, such as 3D modelling and 'Augmented Reality' should be considered.
- Showcasing best practice in Surrey – promote examples of local authority delivery of developments on public sector land to show housing mix, green credentials, affordable housing and urban realm.
- Promoting the Surrey Green and Blue Infrastructure Guide which presents best practice examples of GBI projects that have already been delivered in the county.
- Sharing knowledge and learning from strategic developments e.g. lessons learnt from Longcross as a garden village that can be applied to other areas.
- Promoting the Healthy Streets design guide and producing new guidance documents on design quality
- Setting up design review panels to help to ensure new schemes can meet the priorities identified.

- Building on the relationship with developers and infrastructure providers through the Surrey Development Forum to share best practice and jointly lobby for strategic infrastructure investment.

11. Monitoring

Monitoring needs to focus on how residents feel rather than just Government led statistics, for example percentage of people satisfied with their local area as a place to live. Indicators on air pollution, access to green spaces and cultural aspects of placemaking could all be explored.

We would also like to see the tracking of the strategic interventions/projects for each SOA and a dashboard type approach is suggested.

12. General

Consideration should be given as to whether a Strategic Environmental Assessment should be undertaken for the Place Ambition.

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