

## Notice of Meeting

# Children, Families, Lifelong Learning and Culture Select Committee

**Date & time**

Wednesday, 6  
December 2023 at  
10.00 am

**Place**

Woodhatch Place, 11  
Cockshot Hill, Reigate,  
RH2 8EF

**Contact**

Julie Armstrong, Scrutiny  
Officer

**Chief Executive**

Joanna Killian

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We're on Twitter:  
@SCCdemocracy



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**This meeting will be held in public. If you would like to attend and you have any special requirements, please contact Julie Armstrong, Scrutiny Officer on .**

**Elected Members**

Fiona Davidson (Chair), Jonathan Essex, Bob Hughes, Rebecca Jennings-Evans, Rachael Lake, Bernie Muir, John O'Reilly, Mark Sugden, Ashley Tilling, Liz Townsend, Chris Townsend (Vice-Chair), Jeremy Webster (Vice-Chair) and Fiona White.

**Independent Representatives:**

Mr Simon Parr (Diocesan Representative for the Catholic Church) and Mr Alex Tear (Diocesan Representative for the Anglican Church, Diocese of Guildford)

## AGENDA

### 1 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

### 2 MINUTES OF THE PREVIOUS MEETINGS: 2 OCTOBER

(Pages 5  
- 18)

To agree the minutes of the previous meeting of the Children, Families, Lifelong Learning and Culture as a true and accurate record of proceedings.

### 3 DECLARATIONS OF INTEREST

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

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

#### NOTES:

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

### 4 QUESTIONS AND PETITIONS

To receive any questions or petitions.

#### Notes:

1. The deadline for Member's questions is 12.00pm four working days before the meeting (*30 November 2023*).
2. The deadline for public questions is seven days before the meeting (*29 November 2023*)
3. The deadline for petitions was 14 days before the meeting, and no petitions have been received.

The public retain their right to submit questions for written response, with such answers recorded in the minutes of the meeting; questioners may participate in meetings to ask a supplementary question. Petitioners may address the Committee on their petition for up to three minutes. Guidance will be made available to any member of the public wishing to speak at a

meeting.

**5 ACTIONS AND RECOMMENDATIONS TRACKER AND FORWARD WORK PLAN** (Pages 19 - 34)

To review the actions and recommendations tracker and forward work programme, making suggestions for additions of amendments as appropriate.

**6 HOME TO SCHOOL TRAVEL UPDATE** (Pages 35 - 106)

**Purpose of report:** To review the handling of applications for Home to School Travel Assistance at the start of the 2023/24 academic year, after a learning review that followed a change in policy implemented in 2022.

**7 2024/25 DRAFT BUDGET AND MEDIUM-TERM FINANCIAL STRATEGY TO 2028/29** (Pages 107 - 154)

Scrutiny of the Draft Budget and Medium-Term Financial Strategy in relation to areas within the select committee's remit.

**8 CHILDREN'S HOMES - OFSTED REPORTS PUBLISHED SINCE THE LAST MEETING OF THE SELECT COMMITTEE** (Pages 155 - 164)

The Select Committee will receive Ofsted reports on Surrey County Council-run Children's Homes in its agenda, as part of a communications plan agreed in June 2022.

**9 PERFORMANCE OVERVIEW** (Pages 165 - 180)

The Select Committee is apprised of the latest CFL performance information, which consists of:

- (a) Key indicators in children's social care measuring progress made in Ofsted recommendations following the January 2022 inspection of Surrey Local Authority Children's Services;
- (b) Key indicators relating to the additional needs strategy and EHCP timeliness recovery plan;
- (c) Turnover of social workers and foster carers to measure progress in the Children's Recruitment, Retention and Culture Workforce Planning Strategy;
- (d) External assessments of all areas within the Committee's remit.

**10 DATE OF THE NEXT MEETING**

The next public meeting of the committee will be held on 15 February 2024.

**MOBILE TECHNOLOGY AND FILMING – ACCEPTABLE USE**

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

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

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

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

*Thank you for your co-operation*

**MINUTES** of the meeting of the **CHILDREN, FAMILIES, LIFELONG LEARNING AND CULTURE SELECT COMMITTEE** held at 10.00 am on 2 October 2023 at Woodhatch Place, 11 Cockshot Hill, Reigate, RH2 8EF.

These minutes are subject to confirmation by the Committee at its meeting on Wednesday, 6 December 2023.

**Elected Members:**

- \* Fiona Davidson (Chairman)
- \* Jonathan Essex
- Robert Hughes
- \* Rebecca Jennings-Evans
- \* Rachael Lake
- Bernie Muir
- \* John O'Reilly
- \* Mark Sugden
- \* Ashley Tilling
- \* Liz Townsend
- \* Chris Townsend (Vice-Chairman)
- \* Jeremy Webster (Vice-Chairman)
- Fiona White

**Co-opted Members:**

Mr Simon Parr, Diocesan Representative for the Catholic Church  
Mr Alex Tear, Diocesan Representative for the Anglican Church,  
Diocese of Guildford

**35/23 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS [Item 1]**

Apologies were received from Mr. Alex Tear, Fiona White, Bernie Muir.

**36/23 MINUTES OF THE PREVIOUS MEETINGS: 20 JULY 2023 [Item 2]**

The minutes were agreed as a true record of the meeting.

**37/23 DECLARATIONS OF INTEREST [Item 3]**

None received.

**38/23 QUESTIONS AND PETITIONS [Item 4]**

1. There was one public question, two Member's questions and no petitions.
2. Amy Rieley asked a supplementary question on private Educational Psychologists (EP) assessments. The Assistant Director for Inclusion and Additional Needs answered that the acceptance of private EPs

had been updated on the Council's website on 22 September 2023 and all staff were informed on 25 September 2023.

3. The Chair queried when the website was updated with the latest information on extended acceptance of private EPs. The Assistant Director for Inclusion and Additional needs noted that the website was updated on the 25 July. It was further updated on the 13 of September which made information on imbursement clearer to parents.
4. The Chair noted that the update in July 2023 was not clear to parents and stressed the importance of communicating to parents effectively.
5. A Member noted that the information on reimbursements was difficult to find following the previous public Select Committee meeting in July 2023. The Member said that not everyone could afford to pay for the private assessments and could be disadvantaged as a result.
6. A Member asked a question on high suspension rates, a school absence multi agency network and improving school absences for girls with autism spectrum disorder (ASD). The Director for Education and Lifelong Learning to respond to the question as an action.

**Actions/requests for further information:**

1. Director for Education and Lifelong Learning will provide a written response to Catherine Powell's question on the school absence multi-agency network and school absences for girls with ASD.
2. Director for Education and Lifelong Learning to send the High Sheriff's report to the Committee.

**39/23 ACTIONS AND RECOMMENDATIONS TRACKER AND FORWARD WORK PLAN [Item 5]**

1. The Chair noted that the Actions and Recommendations tracker and forward work plan would be reviewed ahead of the December meeting.

**40/23 EDUCATION, HEALTH AND CARE PLAN TIMELINESS RECOVERY PLAN [Item 6]**

**Witnesses:**

Clare Curran, Cabinet Member for Children and Families, Lifelong Learning

Rachael Wardell, Executive Director – Children, Families and Learning

Liz Mills, Director – Education and Lifelong Learning

Tracey Sanders, Assistant Director – Inclusion & Additional Needs SW

Harriet Derrett-Smith, Associate Director – Children's Commissioning

Leanne Henderson, Family Voice Surrey Participation Manager – remote

**Key points made in the discussion:**

1. The Family Voice Surrey Participation Manager noted that the effects of improvements would take time to realise but expressed support for the increase in Educational Psychologists (EP) at the Council. She welcomed the extension of the acceptance of private EP assessments.
2. A Member noted that the forecast on timeliness showed large increases in 2024 and asked about the service's commitment and potential obstacles. The Cabinet Member for Children and Families said that the recovery plan was based on detailed planning and was confident in this plan being achievable. The Cabinet Member noted that potential risks could be a significant increase of requests for new plans or significant reductions in the number of staff. The Cabinet Member stressed that responses from partners such as schools were also vital to the plan's success. The Member requested that if any negative impacts occurred, the Chair of the Committee be informed immediately. The Cabinet Member emphasised that the plan was being monitored closely and was ready to respond to a changing landscape.
3. A Member asked if the projected model of EP assessment timeliness was accurate. The Executive Director for Children, Families and Learning noted that the projected model was accurate, improvement would appear to surge, and visibility of performance would be good.
4. A Member asked about support for early intervention and asked for a breakdown of the budget allocation for providing support to schools, health partners and transport and how much needed to be carried into the next year. The Cabinet Member for Children and Families noted that health partners and schools did not receive funding from the Council for extra support. The Assistant Director for Inclusion & Additional Needs SW noted that of the £15 million funding, 40% was earmarked for Special Educational Needs and Disabilities (SEND) case officers, 30% for EP contracts and enhanced early intervention support in 2023. For 2024-2025, 30% was for SEND case officers and 2025-2026, 45% was for EP contracts and 25% for early intervention. This would be monitored and was subject to change.
5. A Member asked what changes parents could expect over the next few months due to the plan. The Director for Education and Lifelong Learning answered that specialist teachers for inclusive practice would target work for children currently on the waiting list. They were supported through enhanced funding that schools could access for support for SEND plans. Schools receiving specialist teachers had been targeted based on the level of need. The Director confirmed that this was in place currently.
6. The Chair asked if the plan addressed the backlog of children needing EPs. The Director for Education and Lifelong Learning answered that the team targeted children with higher levels of needs and requests. The Chair queried if every child who had experienced an EHCP delay

was getting the support they needed. The Director answered affirmative.

7. The Cabinet Member for Children and Families noted that the Safety Valve Agreement with the Department of Education (DfE) was ongoing and as the number of children with Education Health & Care Plans (EHCPs) increased, this put stress on the system. This was being monitored closely by the DfE quarterly. Home to school travel assistance increases could also increase expenditure.
8. A Member asked what the median number of projected EHCP's was and the work needed to address it. The Director for Education and Lifelong Learning noted that a growth was factored in, and plan requests had dropped in the past year. The Funding allocated to the plan would allow for tackling the backlog and would be monitored over a three-year period.
9. The Executive Director for Children, Families and Learning noted some external factors that were outside the remit of the Committee such as school resources and expectations from central government on meeting children and family's needs and there was more change forecasted in future years. The Chair noted that the plan had a provision for decreasing EHCP requests by 20% and expressed interest in seeing this being achieved in Surrey. The Executive Director noted that focus and intention of the service was on early intervention. The Chair stated that schools were finding funding challenging.
10. A Member noted that parents would find 78% EHCP timeliness delivery in a years time low, and that schools needed specialist teachers to meet children's needs as identified in the plans. The Member asked how the Committee could be sure that health partners such as MindWorks, the emotional wellbeing and mental health support service for children, had the capacity to achieve the Council's plans? Further to this, how could the Council attract more EPs to work in Surrey. The Associate Director for Children's Commissioning noted that there were two NHS Integrated Care Boards that support children's mental health and wellbeing who had recently received additional funding to address the statutory elements of children's needs. Modelling would help make delivery clearer. Building in business support for MindWorks partners to be able to track a child's EHCP timeliness journey would improve delivery and meet the needs of children.
11. The Chair asked the Associate Director to clarify if children's communities' health Service budget would be diverted to other services. The Associate Director noted that for 2024-2025 onwards, more funding would be available for additional health needs and improving delivery of services such as EP timeliness by the Council, NHS Integrated Care Boards and NHS Surrey Heartlands. The Chair asked for the amount of additional funding allocated to EHCP process to be shared when available.



12. The Assistant Director for Inclusion & Additional Needs SW noted the shortage of EPs nationwide and the recruitment and retention plan employed by Surrey to combat the shortage such as pay increases and publicising roles better. A Member asked if temporary EPs were more expensive for the Council, The Associate Director answered yes.
13. A Member asked if similar recruitment strategies for EPs such as higher pay and better publicising of roles were in place for occupational therapists and teaching assistants. The Associate Director for Children's Commissioning answered that many strategies to recruit more EPs were being considered as well as retention strategies to not lose EPs to neighbouring counties.
14. A Member asked how many complaints had been received about delays to EHCP timeliness and their level of severity. What the Council's relationship with the Local Government and Social Care Ombudsman was like and how many people were being missed in the level 1 and level 2 stage response time. The Assistant Director for Inclusion and Additional Needs SW answered that 71 reached stage 2 and 5 reached the Ombudsman. For 2023-2024 there was an increase 82 at stage 1 and 156 at level 2. This was in the context of over 3000 requests and were still a small percentage of requests. Between 18-21% of complaints to call centres over the last quarter were due to timeliness. As part of the recovery work, 10 case officers would be directly addressing case work. Dedicated time at call centres would ensure that families could call and get answers in the same call. Complaints would be recorded, and improvements made week on week.
15. A Member asked how change was being embedded in the end-to-end review of the EHCP process. The Assistant Director answered that the changes were stakeholder and staff led and consultations with staff were occurring on a weekly basis and through a monthly bulletin. Performance reviews to ensure that staff were on target were also being implemented.
16. A Member asked if the private EP assessment acceptance extension would be reviewed again. The Director for Education and Lifelong Learning answered that it would be reviewed again in time to communicate changes to families effectively.

**Actions/requests for further information:**

1. The Assistant Director Inclusion and Additional Needs SW to provide a written response on the budget breakdown of the EHCP recovery plan.
2. The Associate Director for Children's Integrated Commissioning to provide a written response outlining (a) the scale of Health Service investment in the EHCP process and (b) data on the recruitment and retention of Occupational Therapists.

3. The Assistant Director for Inclusion and Additional Needs SW to provide in writing the number of phone calls to the Council about overdue EHCPs and assessments.

**Resolved:**

1. Data on how the EHCP timeliness recovery plan is performing against the targets stated in the report to the Select Committee on 2 October (EHCP Recovery Plan Figure 2, page 46) forms part of the performance overview item at each Select Committee meeting. By the first meeting of 2024, this should include the percentage of EHCP requests returned from MindWorks on time.
2. In order to identify the quality and timeliness of communication on the subject of EHCPs, Internal Audit undertake a dip sample audit of responses to parents and schools over a period of one month.
3. In order to ensure that parents always know how to make contact with a new SEND case officer, line managers ensure leavers have a handover meeting with their successor (or their manager if none in place) and remind leavers to set up an out of office reply that includes their date of leaving and the identity and contact details of their (interim) successor and the contact details of their manager. Staff should also be encouraged to set up out of office messages when they are absent or on holiday, containing details of who parents and schools can contact in their absence.

**41/23 COMMISSIONING WITHIN CHILDREN, FAMILIES AND LIFELONG LEARNING [Item 7]**

**Witnesses:**

Sinead Mooney, Cabinet Member for Children and Families

Rachael Wardell, Executive Director – Children, Families and Learning

Lucy Clements, Interim Director of Integrated Childrens Commissioning

Matt Ansell, Director for Family Resilience and Safeguarding

Eamonn Gilbert, Assistant Director – Commissioning

Sue Turton, Service Manager Early Help Partnerships

**Key points made in the discussion:**

1. The Chair noted that Children's Services accounted for a quarter of the Council's £1.1 billion revenue budget. The Chair asked of the £250 million spent by Children's Services, what percentage was spent on third party contractors. The Interim Director of Integrated Children's Commissioning offered to provide a written response.
2. The Interim Director of Integrated Childrens Commissioning gave a summary of the paper and stressed the importance of understanding the needs of the population. This understanding informed the service model and commissioning model. The Interim Director noted that

financial constraints and increasing complex needs post Covid had been challenging for the service. The report also focused on family centres and family resilience 1-1 family support models that worked together with local services. The Interim Director shared positive verbal feedback from inspectors from the SEND inspection in September 2023.

3. A Member asked following the award of a contract, was it sensible that past performance was not considered when commissioning The Interim Director explained that the procurement process must be fair to all bidders. As part of the quality questions, providers could input their positive past performance to demonstrate their knowledge.
4. A Member asked the Interim Director what the realities and challenges of delivering commissioning services were. The Interim Director noted that commissioning collaborated with operational teams who had a good grasp of operating models and challenges. She discussed the community research and outreach on early help, co-designed community sessions, partnership forums, market engagement events which shared the proposed commissioning model - all ways the commissioning team continued to meet the needs of Surrey residents.
5. A Member asked how challenges with commissioning were being addressed. The Assistant Director of Commissioning noted that now was the opportunity for innovation. Mainstream schools' new funding systems had been introduced to allow schools the flexibility to deliver based on individual student's needs. The Assistant Director emphasised that the private market was used and there must be a balance between what the service wanted and needed and what providers wanted and needed.
6. A Member noted that many charities providing Short Breaks would not agree that children's needs were being met. The Interim Director agreed that Commissioning must meet the needs of residents and noted the Member's frustration. The Chair noted that she has received similar feedback from charities as well and hoped that collaboration could be improved going forward.
7. A Member asked how barriers faced by smaller partners like local charities were tackled so that they were not disadvantaged. The Assistant Director of Commissioning answered that there was an effort to not create artificial thresholds, but the quality of providers was the biggest consideration. The voluntary sector usually had a good local footprint, but the Council must ensure that there was a fair bidding process.
8. The Cabinet Member for Children and Families suggested that the Committee look at the outcomes of the report and note the improvements. Outcome data reporting was being improved on. The Cabinet Member noted that young people in children's services would eventually transfer to Adult Social Care and a close partnership with

that Directorate was vital so that social service needs were being met across a person's life.

9. The Chair noted frustration at the lack of progress on outcomes for children and young people with mental health difficulties at the previous Adults and Health Select Committee joint meeting but noted the improvement at the recent MindWorks meetings.
10. The Chair noted that since 2018 there had been a policy to reduce the financial envelope of contracts in the Children's Service by 10% and asked why this policy was continuing despite the current increased demand and high inflation. The Cabinet Member for Children and Families noted that that policy was being considered more broadly.
11. The Executive Director for Children, Families and Learning noted that she had not felt constrained by this policy. The Director noted that although a reduction policy was not ideal in a climate of high inflation and costs, efficiencies and mitigations would have to offset to make up for the extra spend if the policy were dropped. The Executive Director said that when setting the budget for 2024-25, the policy could be reconsidered, but emphasised the need for offsetting costs.
12. The Service Manager Early Help Partnerships gave a summary of family centres and family resilience recommissioning. The Plan was to bring together the family centre provision and early help provision and create a more efficient system through a lead provider based on a district/borough level who have vital local knowledge. Shared outcomes would be monitored closely through quarterly performance discussions. The Service Manager emphasised the importance of joining up partnerships in local areas and that the Council would be retaining the same level of family centres as the previous 5 years and hoped that the new model would bring together larger existing national providers and smaller local providers.
13. A Member asked a further question regarding the 10% reduction to the budget envelope. Would the recommissioned family centre and family resilience plan have the 10% cut or would that provision be removed. They also asked for those using the services right now, under the new disposition what were the consequences of the commission, and would it be an improvement for users? The Executive Director for Children, Families and Learning answered that currently there had been a 10% decrease and the budget options were closed. Finding alternative areas to reduce spending was explored but this was the better option.
14. The Service Manager Early Help Partnerships stated that families should not see a substantial change in the way they got support from family centres as feedback had been positive so far. Users could gain access to additional resources which could come from national funding initiatives. In areas where there was more demand and pressure, timeliness could also be improved. The Interim Director of Integrated Children's Commissioning added that the provision to the tender

document meant that a provider could come back with a business case after one year if they require uplift. Providers should focus their budget on family centres and remainders of the budget were allocated on evidence-based family resilience services.

15. A Member noted that the family centres and family resilience models focused on prevention which could save expenditure in the long term and asked why investment was lower not higher year on year. The Chair noted that prevention was considered at the forefront of Children's Services and that other local authorities rated as excellent invested a lot in early intervention and early help. The Executive Director for Children, Families and Learning said that a cost-benefit analysis of early prevention was difficult to demonstrate, also challenged by the fact that not every authority used the same cost centres/cost codes so direct comparisons were difficult to draw.
16. A Member asked if funding would not be able to be directed to Early Help as it was not a statutory requirement for the Council. The Executive Director for Children, Families and Learning noted that funding for statutory duties such as placements or home to school travel assistance could not be redirected and that when there was a limited budget, statutory duties must be the priority.
17. The Chair asked for more information on how level 2 and 3 were provided in the new contract. The Executive Director for Children, Families and Learning noted that Family centre contracts included level 2 and 3 work. Level 3 was one-on-one with families whereas level 2 was done on a group basis so dependent on borough and districts.
18. A Member noted that demand for Family Centres was exceeding capacity and asked if there were options to increase the number of family centres and if level 2 referrals would still be made to family centres. The Service Manager Early Help Partnerships noted that as part of the new commission Early Help and Family Centres had been put together, Family centres had always provided early intervention and early help for Surrey residents. Within service specifications the Council would like people to bring their own buildings into the models such as utilising other spaces to provide more centres to increase outreach. The Service Manager noted that level 2 would differ within boroughs and districts. The Member asked for clarification on how fluid delivery could be within each family centre. The Service Manager answered that family centres offered targeted family intervention tailored to each family.
19. A Member asked if the number of Family Centres would be reduced and if level 2 referrals would still be made to centres. The Director for Family Resilience and Safeguarding answered that the number of Family Centres would remain the same and that the service was moving away from discussing families on a tier system and instead looking at improving relationships between families and practitioners.

As a service being flexible around family needs was vital. The Director expressed hope to have one system going forward so that case workers were the same for each family to reduce families having to repeat their stories to caseworkers, unfamiliar with their case.

20. A Member asked a question on the streamlining of contracts. The Interim Director of Integrated Children's Commissioning answered that there were very robust contract procurement processes. Risks that came up could be mitigated and resolved in partnership with the contractors. The Service ensured that the process was equitable across Surrey and there was no deterioration in quality. The Member asked how to discern if the lead provider would identify risks. The Assistant Director of Commissioning answered that the lead provider was responsible for evidencing and justifying the performance of the whole contract.
21. A Member asked if there were additional costs under the new plan apart from the lead providers. The Interim Director of Integrated Children's Commissioning answered that there were no additional costs apart from the lead provider. The service would be meeting with all providers and sub-contractors to ensure that changes to the model had not led to negative outcomes during each quarterly meeting.
22. A Member asked if the witnesses could advise the Committee on how many registrations of provider interest in projects had ultimately resulted in new contracts. The Interim Director noted that this information could not be shared currently but would do so as soon as it became available.
23. A Member asked a question on how the Council would manage the lead providers under the new Commissioning plan. The Interim Director answered that the Council directly managed 21 contracts, and this would drop to 11 once the lead providers were in place although the lines of responsibility would remain clear. The Service Manager Early Help Partnerships noted that market engagement had been done with providers around Surrey and that colleagues in Districts and Boroughs felt that a lead provider system would work well for Surrey. There were 21 family centre buildings that had been and would be used by providers. This has been in consultation and the service fully expected this to work in Surrey. Districts and Boroughs had been invited to all the engagement events.

**Actions/requests for further information:**

1. The Interim Director of Integrated Children's Commissioning to provide a written response to what percentage of the £250 million revenue budget of Children's Services is spent on third-party contractors.
2. The Chair to discuss with the Adults and Health Select Committee Chairman on how they will collaborate on the scrutiny of children's mental health.

3. Cabinet Member for Children and Families and Executive Director for Children, Families and Learning to discuss the policy to reduce spending by 10% year on year and share outcome of the discussion with the Committee.
4. Cabinet Member for Children and Families will get briefing note sent to Committee on the £1.2m investment in the Intensive Family Support Service.
5. Director for Family Resilience and Safeguarding will, in 2024, describe to the Committee what the Council's offer to families of varying degrees of need will look like.
6. Director for CFL Commissioning to provide a written response (a) providing clarity with regard to contracting arrangements, if lead prime contractors can provide any kind of management overhead fee and (b) the amount of level 2 and level 3 support to be provided under the new contracts compared with currently.
7. At a point that Procurement regulations allow, Director for CFL Commissioning to share registration of interests of lead providers with the Committee.

**Resolved:**

SCC commissions a large number of both the statutory and non-statutory services provided to families and children. The Committee recognises that this is a complex activity and acknowledges progress in introducing more flexible contracts with break clauses, developments such as the co-production of requirements with service users, and early engagement with providers. The recent recommissioning of Family Centres and Family Resilience services demonstrates this progress and is commended. In support of this progress the Committee recommends the following.

1. Children's Service professionals/practitioners in each area are actively involved in the development of the commissioning requirements and specifications – alongside Commissioning professionals – from the outset of the process.
2. Robust consideration is given to reversing the policy of applying a blanket 10% reduction to the financial envelope for each service when it is recommissioned.
3. A mechanism for ensuring that providers can apply for uplifts to cover inflationary pressures is built into the lifetime of all contracts.
4. Where required, the additional funding to enable points 1 and 2 is found from outside the Children's Services' budget envelope.

**42/23 CHILDREN'S HOMES - OFSTED REPORTS PUBLISHED SINCE THE LAST MEETING OF THE SELECT COMMITTEE [Item 8]**

**Key points made in the discussion:**

1. The Chair conveyed the thanks of the committee to Corporate Parenting and all staff for their part in the positive Ofsted inspection.

#### **43/23 PERFORMANCE OVERVIEW [Item 9]**

##### **Key points made in the discussion:**

1. A Member expressed concern at delays in 45 day targets for assessments, Childrens Protection Conference and children with Protection Plans not being seen promptly. The Chair echoed this view and expressed concern over the deteriorating trend in sufficiency.

##### **Actions/requests for further information:**

Executive Director – Children, Families and Learning to provide response on why 45-day targets for assessment, Child Protection conferences and children on Children Protection plans were not being met

#### **44/23 DATE OF THE NEXT MEETING [Item 10]**

The next meeting will be held on Wednesday 6 December 2023.

Meeting ended at 13:35





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**CHILDREN, FAMILIES, LIFELONG LEARNING AND CULTURE SELECT COMMITTEE  
ACTIONS AND RECOMMENDATIONS TRACKER  
DECEMBER 2023**

The actions and recommendations tracker allows Committee Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. Once an action has been completed, it will be shaded green to indicate that it will be removed from the tracker at the next meeting.

KEY			
	No Progress Reported	Recommendation/Action In Progress	Recommendation/Action Implemented

**Recommendations**

Meeting	Item	Recommendation	Responsible Officer/Member	Deadline	Progress Check On	Update/Response
2 March 2023	Additional needs and disabilities monitoring [Item 8]	<b>CFLLC 1/23:</b> That Members of CFLLC Select Committee monitor the capital expenditure related to the Safety Valve Agreement via the Budget Task Group.	Emily George, Assistant Director - Send Systems, SEND Transformation; Ross Pike, Scrutiny Business Manager	20 July 2023	19 September 2023	The Budget Task Group reviewed the proposed capital programme for 2024/25 on 23 November 2023 which included all the capital funds allocated to Children's Services and the pipeline of future projects.
12 June 2023	Short Breaks [Item 7]	<b>CFLLC 14/23:</b> The Cabinet Member for Children and Families responds to the findings of Family Voice Surrey's current survey on short breaks and communicates this response to the Select Committee, within one month of	Lucy Clements, Director for Commissioning; Sinead Mooney, Cabinet Member for Children and			Response circulated to Committee. 23/11/2023

**CHILDREN, FAMILIES, LIFELONG LEARNING AND CULTURE SELECT COMMITTEE  
ACTIONS AND RECOMMENDATIONS TRACKER  
DECEMBER 2023**

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KEY			
	No Progress Reported	Recommendation/Action In Progress	Recommendation/Action Implemented

		receipt.	Families			
12 June 2023	Adult Learning and Skills Task Group Report [Item 8]	<b>CFLLC 17/23:</b> Asks the relevant officers to provide a progress report to this Select Committee on the progress being made in relation to the Task Group's recommendations at the first Select Committee meeting of 2024, to include an analysis of the funding implications.	Liz Mills, Director for Education and Lifelong Learning; Dawn Redpath, Director for Economy and Growth; Clare Curran, Cabinet Member for Education and Learning; Matt Furniss, Cabinet Member for Transport, Infrastructure and Growth	Response by 25 September 2023	Paper request 1 February 2024	Progress report on Forward Work Programme to come to 4 April 2024 Committee meeting.
12 June 2023	Additional Needs and Disabilities Monitoring [Item	<b>CFLLC 21/23:</b> That from the October 2023 committee meeting, key performance indicators measuring performance in	Liz Mills, Director for Education and Lifelong	Response by 18 September 2023	27 July 2023	Director of ELL, Director of Performance and Quality, Chair and SO met on 26 September to discuss. SEND KPIs have been introduced to

**CHILDREN, FAMILIES, LIFELONG LEARNING AND CULTURE SELECT COMMITTEE  
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	10]	additional needs and disabilities, to be agreed between the Director of Education and the Chairman, are added to the data provided in the performance overview standing item.  <b>CFLLC 22/23:</b> Given the committee's recommendations from December 2022 are all considered to be complete, that additional needs monitoring is removed as a standing item once recommendation 1 is implemented.	Learning; Clare Curran, Cabinet Member for Education and Learning			the performance overview for December 2023 meeting.
2 October 2023	EHCP Timeliness Recovery Plan [Item 6]	<b>CFLLC 23/23:</b> Data on how the EHCP timeliness recovery plan is performing against the targets stated in the report to the Select Committee on 2 October (EHCP Recovery Plan Figure 2, page 46) forms part of the performance overview item at each Select				Recommendations circulated with Witnesses and response expected by 16 December 2023.

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		Committee meeting. By the first meeting of 2024, this should include the percentage of EHCP requests returned from MindWorks on time.				
2 October 2023	EHCP Timeliness Recovery Plan [Item 6]	<b>CFLLC 24/23:</b> In order to identify the quality and timeliness of communication on the subject of EHCPs, Internal Audit undertake a dip sample audit of responses to parents and schools over a period of one month.				Recommendations circulated with Witnesses and response expected by 16 December 2023.
2 October 2023	EHCP Timeliness Recovery Plan [Item 6]	<b>CFLLC 25/23:</b> In order to ensure that parents always know how to make contact with a new SEND case officer, line managers ensure leavers have a handover meeting with their successor (or their manager if none in place) and remind leavers to set up an out of office reply that includes their date of leaving and the identity and contact details of their (interim) successor and the				Recommendations circulated with Witnesses and response expected by 16 December 2023.

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		contact details of their manager. Staff should also be encouraged to set up out of office messages when they are absent or on holiday, containing details of who parents and schools can contact in their absence.				
2 October 2023	Commissioning [Item 7]	<b>CFLLC 26/23:</b> Children's Service professionals/practitioners in each area are actively involved in the development of the commissioning requirements and specifications – alongside Commissioning professionals – from the outset of the process.				Recommendations circulated with Witnesses and response expected by 16 December 2023.
2 October 2023	Commissioning [Item 7]	<b>CFLLC 27/23:</b> Robust consideration is given to reversing the policy of applying a blanket 10% reduction to the financial envelope for each service when it is recommissioned.				Recommendations circulated with Witnesses and response expected by 16 December 2023.
2 October 2023	Commissioning [Item 7]	<b>CFLLC 28/23:</b> A mechanism for ensuring that providers can apply				Recommendations circulated with Witnesses and response expected by

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		for uplifts to cover inflationary pressures is built into the lifetime of all contracts.				16 December 2023.
2 October 2023	Commissioning [Item 7]	<b>CFLLC 29/23:</b> Where required, the additional funding to enable points 1 and 2 is found from outside the Children’s Services’ budget envelope.				Recommendations circulated with Witnesses and response expected by 16 December 2023.

**Actions**

Meeting	Item	Action	Responsible Officer/Member	Action Author	Deadline	Progress Check On	Update/Response
12 June 2023	Short Breaks [Item 7]	<b>CFLLC 14/23:</b> The Cabinet Member for Children and Families responds to the findings of Family Voice Surrey’s current survey on short breaks and communicates this response to the Select Committee, within one month of receipt.	Lucy Clements, Director for Commissioning; Sinead Mooney, Cabinet Member for Children and Families				Response circulated to Committee. 23/11/2023



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20 July 2023	Questions and Petitions [Item 4]	<b>CFLLC 22/23:</b> Add to the dataset schools allocated that did not subsequently agree they could meet a child's need.	Assistant Director for Commissioning, Eamonn Gilbert		6 October 2023	19 September 2023	Response circulated with Committee on 24 October.
2 October 2023	Questions and Petitions [Item 4]	<b>CFLLC 29/23:</b> Director for Education and Lifelong Learning will provide a written response to Catherine Powell's question on the school absence multi-agency network and school absences for girls with ASD.	Director for Education and Lifelong Learning – Liz Mills	Liz Mills			Reminder has been sent 28/11/2023.
2 October 2023	Questions and Petitions [Item 4]	<b>CFLLC 30/23:</b> Director for Education and Lifelong Learning to share the High Sheriff's report with the	Director for Education and Lifelong Learning – Liz Mills	Liz Mills			Report received and circulated with Committee. 10/11/2023

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		Committee.				
2 October 2023	Education, Health And Care Plan Timeliness Recovery Plan [Item 6]	<b>CFLLC 31/23:</b> The Assistant Director Inclusion and Additional Needs SW to provide in writing the budget breakdown of the EHCP recovery plan.	The Assistant Director Inclusion and Additional Needs SW - Tracey Sanders	Tracey Sanders		Action completed and circulated to the Committee 10/11/2023.
2 October 2023	Education, Health And Care Plan Timeliness Recovery Plan [Item 6]	<b>CFLLC 32/23:</b> The Associate Director for Children's integrated Commissioning to provide a written response outlining (a) the scale of Health Service investment in the EHCP process and (b) data on the recruitment and retention of Occupational Therapists.	The Associate Director for Children's Commissioning - Harriet Derrett-Smith	Harriet Derrett-Smith		Action completed and circulated to the Committee 10/11/2023.

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2 October 2023	Education, Health And Care Plan Timeliness Recovery Plan [Item 6]	<b>CFLLC 33/23:</b> The Assistant Director for Inclusion and Additional Needs SW to provide in writing the number of phonecalls to SCC about overdue EHC plans and assessments.	The Assistant Director Inclusion and Additional Needs SW - Tracey Sanders	Tracey Sanders			Action completed and circulated to the Committee 10/11/2023.
2 October 2023	Commissioning Within Children, Families And Lifelong Learning [Item 7]	<b>CFLLC 34/23:</b> The Interim Director of Integrated Children's Commissioning to provide a written response to what percentage of the £250 million revenue budget of Childrens Services is spent on third-party contractors.	Director for CFL Commissioning	Lucy Clements			Action completed and circulated to the Committee 10/11/2023.
2 October 2023	Commissioning Within Children, Families And Lifelong	<b>CFLLC 35/23:</b> CFLLC Chair to discuss with the Adults and Health Select Committee Chairman on how they will collaborate on	Chair Fiona Davidson	Fiona Davidson, Julie Armstrong			Meeting held on 1 <sup>st</sup> of November.

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	Learning [Item 7]	the scrutiny of children's mental health.		, Sally-Rose Baker			
2 October 2023	Commissioning Within Children, Families And Lifelong Learning [Item 7]	<b>CFLLC 36/23:</b> Cabinet Member for Children and Families and Executive Director for Children, Families and Learning to discuss the policy to reduce spending by 10% year on year and share outcomes of the discussion with the committee.	Cabinet Member for Children and Families – Sinead Mooney Executive Director – Children, Families and Learning – Rachael Wardell	Lucy Clements to arrange discussion			Will be discussed at meeting on 09/01/2024.
2 October 2023	Commissioning Within Children, Families And Lifelong Learning [Item 7]	<b>CFLLC 37/23:</b> Cabinet Member for Children and Families will get briefing note sent to Committee on the £1.2m investment in the Intensive Family Support Service	Cabinet Member for Children and Families – Sinead Mooney	Jackie Clementon			Briefing note circulated to Committee on 10/11/2023.

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2 October 2023	Commissioning Within Children, Families And Lifelong Learning [Item 7]	<b>CFLLC 38/23:</b> Director for Family Resilience and Safeguarding will, in 2024, describe to the Committee what the SCC offer to families of varying degrees of need will look like.	Director for Family Resilience and Safeguarding – Matt Answell	Matt Answell			An update will be provided when an Item is scheduled for Committee.
2 October 2023	Commissioning Within Children, Families And Lifelong Learning [Item 7]	<b>CFLLC 39/23:</b> Director for CFL Commissioning to provide a written response (a) providing clarity with regard to contracting arrangements, if lead prime contractors can provide any kind of management overhead fee and (b) the amount of level 2 and level 3 support to be provided under the new contracts compared with currently.	Interim Director of Integrated Childrens Commissioning - Lucy Clements	Lucy Clements			Response circulated with Committee 10/11/2023.

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2 October 2023	Commissioning Within Children, Families And Lifelong Learning [Item 7]	<b>CFLLC 40/23:</b> At a point that Procurement regulations allow, Director for CFL Commissioning to share registration of interests of lead providers with the Committee.	Interim Director of Integrated Childrens Commissioning - Lucy Clements	Lucy Clements			This will be actioned when procurement regulations allow.
2 October 2023	Performance Overview [Item 9]	<b>CFLLC 41/23:</b> Provide a short report explaining performance in and steps to improve KPIs 4.3, 5.2, 6.4 and 6.8.	Executive Director – Children, Families and Learning – Rachael Wardell	Patricia Denny/ Matt Ansell			Response circulated with the Committee 10/11/2023.

# Children, Families, Lifelong Learning and Culture Select Committee

## Forward Work Programme 2023-24

Children, Families, Lifelong Learning and Culture Select Committee  
 Chairman: Fiona Davidson | Scrutiny Officer: Julie Armstrong | Democratic Services Assistant: Emily Wilkinson

Date of Meeting	Type of Scrutiny	Issue for Scrutiny	Purpose	Outcome	Relevant Organisational Priorities	Cabinet Member/Lead Officer
15 February 2024	Overview, policy development and review	<b>Alternative Provision</b>	Review AP given the large number of children and young people with additional needs in these types of provisions – numbers of and outcomes in registered and unregistered providers in Surrey, and how many are used outside Surrey	Understand if children in unregistered AP have good educational outcomes by comparison with children in registered AP	Tackling health inequality, Growing a sustainable economy so everyone can benefit, Empowering communities	Clare Curran, Cabinet Member for Children and Families, Lifelong Learning  Liz Mills, Director for Education and Lifelong Learning  Dee Turvill, Alternative Provision & Participation Manager
	Overview, policy development and review	<b>Sufficiency – Foster carers</b>	Understand if the plan is delivering on fostering and how recruitment and retention of foster carers can be improved	Improve sufficiency	Tackling health inequality, Growing a sustainable economy so everyone can benefit, Empowering communities	Clare Curran, Cabinet Member for Children and Families, Lifelong Learning  Tina Benjamin, Director for Corporate Parenting

17 April 2024	Overview, policy development and review	<b>Universal youth work</b>	Review the provision of universal youth work and outcomes for all young people at county and district levels and outcomes for service users; compare and contrast data from new provision with that of previous provision	Committee assured of adequacy and impact of provision	Tackling health inequality, Growing a sustainable economy so everyone can benefit, Empowering communities	Clare Curran, Cabinet Member for Children and Families, Lifelong Learning; Matt Ansell, Director for Family Resilience and Safeguarding; Jackie Clementson, Assistant Director for Early Help, Youth Justice and Adolescent Service
	Overview, policy development and review	<b>Adult Learning and Skills</b>	Committee asked at June 2023 meeting for a progress report in relation to the Task Group's recommendations, to include an analysis of the funding implications	Parity in community learning and adult skills across Surrey	Tackling health inequality, Growing a sustainable economy so everyone can benefit, Enabling a greener future, Empowering communities	Clare Curran, Cabinet Member for Children and Families, Lifelong Learning; Matt Furniss, Cabinet Member for Highways, Transport and Economic Growth; Liz Mills, Director for Education and Lifelong Learning; Dawn Redpath, Director for Economy and Growth
	Overview, policy development and review	<b>Report of the Additional Needs and Disabilities Task Group</b>	Committee to review and endorse the Task Group's report and its recommendations		Tackling health inequality, Empowering communities, Growing a sustainable economy so everyone can benefit	Jeremy Webster, Chairman of the Task Group



<b>tbc with AHSC</b>	Overview, policy development and review	<b>Children's Mental Health</b> (joint with and led by Adults and Health Select Committee)	Mindworks (including transitions) and access to mental health provision within Education	Improve mental health and emotional wellbeing support for children in Surrey	Tackling health inequality, Empowering communities	Mark Nuti, Cabinet Member for Health and Wellbeing, and Public Health Clare Curran, Cabinet Member for Children and Families, Lifelong Learning; Harriet Derrett-Smith, Associate Director for Commissioning - Health & Wellbeing; Kerry Clarke, lead for Children's Emotional Wellbeing and Mental Health
<b>Informal Meetings</b>						
<b>tbc</b>	Overview, policy development and review	<b>Safeguarding of Unaccompanied Asylum-seeking Children</b>	Review the needs of asylum seeking and refugee children and families, and the support provided to them to settle into schools and communities, with a focus on unaccompanied children.			Clare Curran, Cabinet Member for Children and Families, Lifelong Learning; Mary Burguieres, Assistant Director for Systems & Transformation (chair of the Immigration and Education Rapid Response Group)

tbc	For information	<b>Surrey Safeguarding Children Partnership (SSCP) case review</b>	For SSCP to share with the Committee learnings from case review on racial incident outside Ashford school.	Derek Benson, Independent Chair SSCP;  Matt Ansell, Director – Family Resilience and Safeguarding
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**Task and Finish Groups**

<u>Topic</u>	<u>Relevant organisational priorities</u>	<u>Membership</u>
2024: <b>Additional Needs and Disabilities</b>	Tackling health inequality, Empowering communities, Growing a sustainable economy so everyone can benefit	Jeremy Webster (Chairman), Jonathan Essex, Fiona White, Mark Sugden, Bob Hughes
Date tbc – likely early spring 2024: Deep dive day on <b>Care Leavers</b> – accommodation, support (staffing/process, Personal Advisors), transitions.	Tackling health inequality, Empowering communities	To be determined

Member visits arranged

12 January SEND; 26 January CFL Commissioning; 21 February Mindworks; 5 March User Voice and Participation Team.

Standing Items

- **Recommendations Tracker and Forward Work Programme:** Monitor Select Committee recommendations and requests and forward work programme.
- **Performance Overview:** Dashboard of key indicators in SEND, EHCP timeliness and Children’s Services showing level of progress made against ILACS recommendations; social worker and foster carer turnover data; overview comparing current external assessors’ grades with previous year, in all areas of CFLLC remit.



Wednesday, 6 December 2023

## Home to School Travel Update Report

### Purpose of report:

The purpose of this report is to provide the Committee with an update on the Home to School Travel Assistance (H2STA) Improvement Programme and the current performance of the service provided to children, young people, and families in Surrey. The report sets out improvements and changes to the service and our end-to-end system since December 2022 as well as ongoing initiatives to enhance the customer experience for the school year beginning September 2023.

To capture the sentiment of families who applied for travel assistance this year, we conducted a survey, open for 2 weeks in September. The survey was issued to 2,500 families and we received 301 responses (12%). Feedback from the survey is included across this report.

In June 2023 the CFLL Select Committee requested that an update be made available on the service's performance after the start of the September 2023 academic year.

This report is intended to assure senior officers and leaders of the developments of the service and its current improvement trajectory.

### Introduction:

1. Approximately 160,000 pupils attend education settings each day in Surrey. A small proportion (around 7%) qualify for home to school travel assistance. The Home to School Travel Assistance (H2STA) service currently provides travel support to 10,407 children and young people of which 4,026 (39%) have additional needs and disabilities. Provision of travel assistance is statutory in certain circumstances, as set out in the Education Act 1996.
2. The service has been under a high level of scrutiny with a programme of work, learning review and audit recommendations. The service also attended: Select Committee in June 23, a Select Sub-Group Budget Deep Dive in October 23

and a Select Sub-Group Deep Dive into EIA in October 23. This scrutiny is combined into a holistic project plan of works with appropriate resources, timescales and measures attached to each task.

3. As reported at the June 23 Select Committee, the improvement plan will run until September 2025. Significant progress has been made this academic year, but there are still key improvements to be made.

At the Committee's request the report will specifically look at:

4. How many applicants who submitted their application for H2ST before July 31<sup>st</sup> were not informed of the transport allocation within 10 working days?
  - a) Can you please split this between mainstream and SEND pupils, and between under 16s and over 16s?
5. How many applicants who submitted their application for H2ST before 31<sup>st</sup> July did not have transport on the first day of school?
  - a) Can you please split this between mainstream and SEND pupils, and between under 16s and over 16s?
6. How many applications for H2ST have been received each month since 31<sup>st</sup> July? How long has it taken to inform these applicants of the transport allocation – categorised by within 10 days, within 20 days, within 30 days, etc.
7. What issues with the new process came to light over the peak period of July/August/September?
8. What are the learnings and what changes are planned in the light of these learnings?
9. The Service also attended an ATCO (Association for Transport Coordinating Officers) Conference on 9<sup>th</sup> November, giving all local authorities nationally a chance to collaborate and discuss issues, it was interesting to note that ADCS and ADEPT are lobbying central government on several difficulties that are prevalent across the UK for Home to School – paper enclosed at the foot of this report for your information. All authorities shared a common appreciation that this service was a significant challenge to deliver.

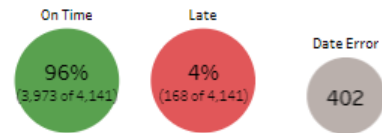
### **September 2023 - New Academic Year Update**

10. **Application Assessment** - Significant improvements have been made in this area regarding timeliness, with 96% of applications being completed within SLA timescales over the last 8 months. As a direct comparison for the same period in 2022, the service achieved 85% of applications within timescales. This was achieved through targeted work with families and schools to get application in earlier as demonstrated in the chart below.  
During peak summer activity, application and delivery follow a differing timeline to provide travel support to around 10,000 young people and this has been outlined in Appendix 1.

## Home To School Transport Application Outcomes

This dashboard provides a summary overview of all applications completed during the timeframe

### Total Completed Applications by Outcome



### % of Applications Completed On Time/Late

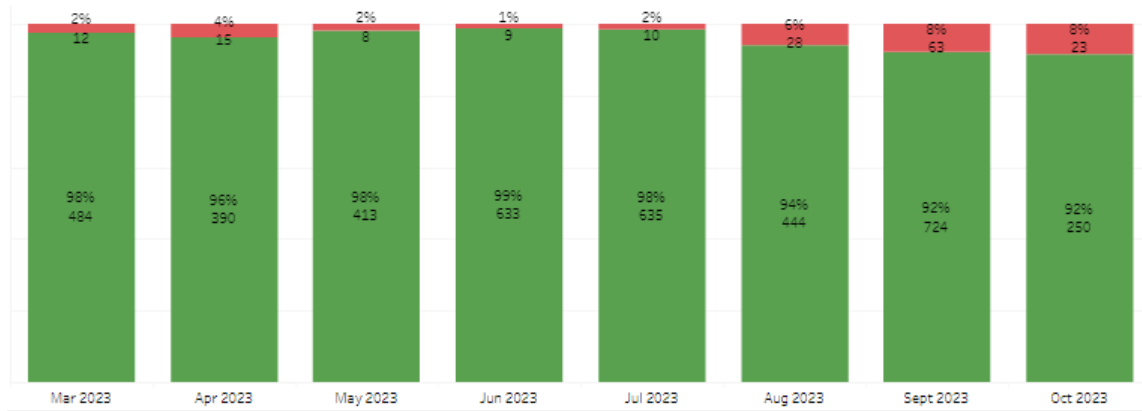


Figure 1 - Application Outcomes within Timescales March 2023 - October 2023

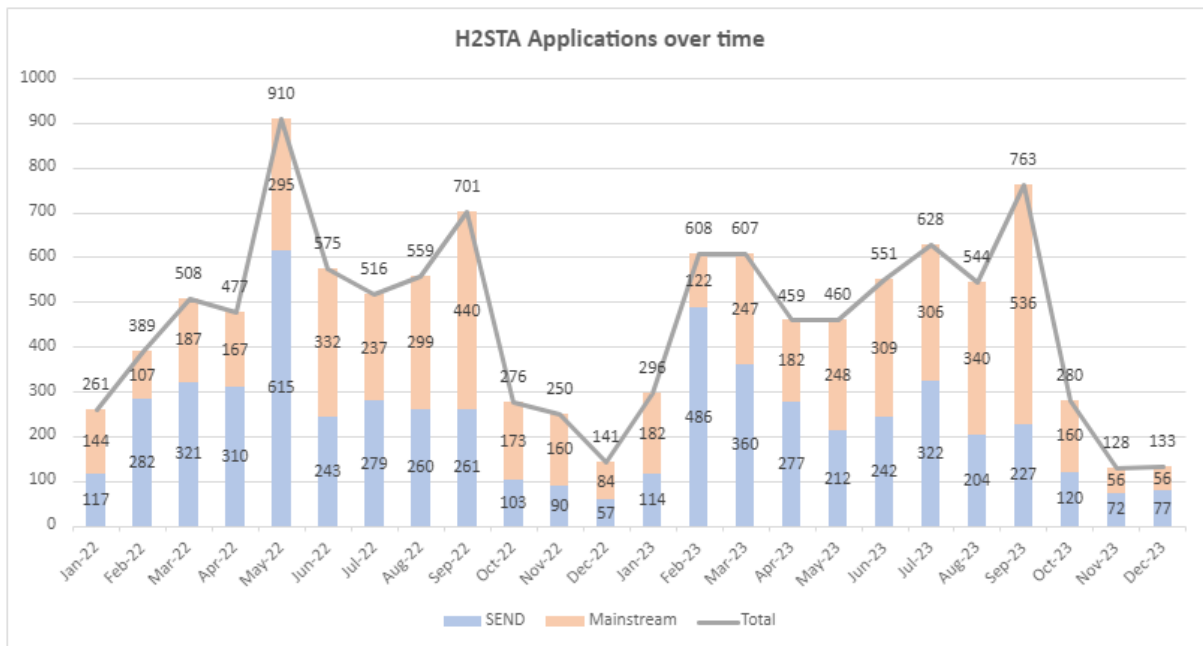


Figure 2 - Home to School Applications over time 2022 - 2023

- Complaints** - We have been dealing with complaints at an Early Resolution/Enquiry Stage - communicating and updating parents/MPs/Councillors earlier so avoiding the need to escalate to a formal Stage 1 complaint.

There has a significant decrease in the number of all types of complaints during Sept 2023 compared to the same period last year (200 received in Sept 22 and 71 in Sept 23). Most of the complaints in Sept 23 were regarding communication and the delay in communicating Transport Arrangements. Out of the 71 complaints received 36 were dealt with as Enquires, 12 as Stage 1 Complaints, and 23 as Early Resolutions. A large proportion of these had been dealt with by the Delivery Team by the time they were recorded and sent to the Complaints Team via the formal complaints process.

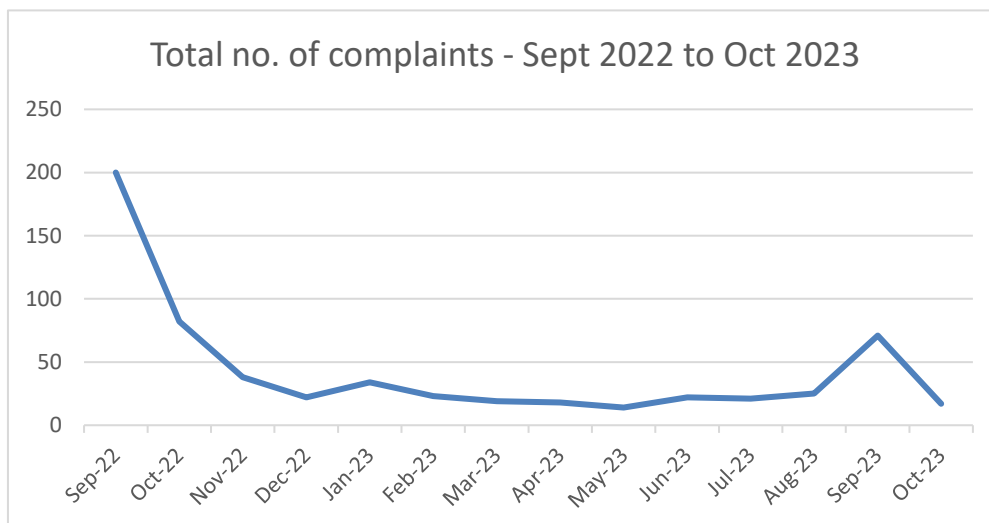


Figure 3 – Complaint Numbers Sept 2022-Oct 2023

The last Quarterly Report (April-June 2023) compiled by the Customer Relations Manager shows the reduced number of Stage 1 complaints, with 100% being responded to within timescale.

The draft Quarterly Report (July-Sept 23) compiled by the Customer Relations Team shows 100% of Stage 1 complaints being responded to within timescale. 65% were upheld/partially upheld.

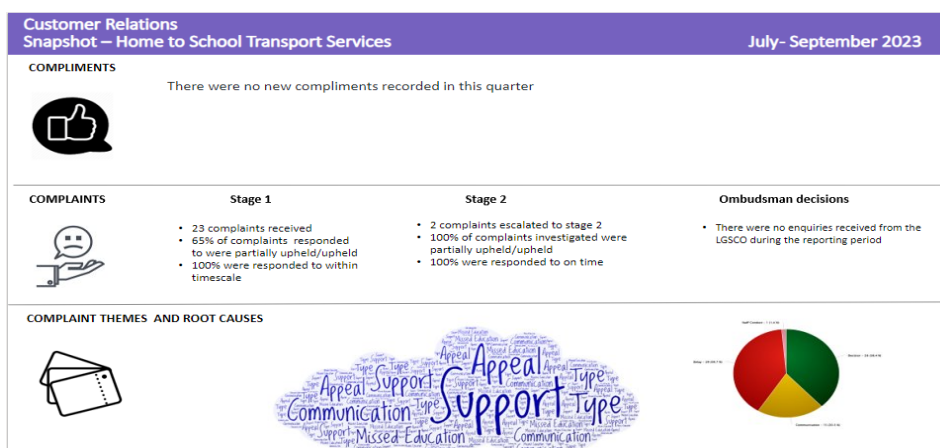


Figure 4 - Customer Relations Performance Snapshot July - Sept 2023

12. **Appeals** - Improvements have been made in both the Stage 1 and Stage 2 Appeal process.

We have seen an increase in the amount of Stage 1 appeals received in Quarter 2 of this year (July - Sept 23) in comparison to last year. A total of 380 appeals were received in this period, with 99% being responded to within

timescale. Even though there has been increase in appeal volumes, timeliness has much improved since last year. This is as a result of the implementation of a dedicated Appeals team. We believe the increase in appeals is due to a more stringent application assessment process. For context 62% of appeals were 'Declined', therefore found in favour of the Local Authority.

During Quarter 2 (July – Sept 23) 100% of Stage 2 Appeals were held within timescale. 21 were heard in total, with 76% 'Refused', therefore found in favour of the Local Authority. We have focused on using the learnings and precedents set from previous panel outcomes to improve the consistency in our decision making. This has led to a reduction in the amount of cases being taken to Stage 2, as well as an increased success rate in the cases that have been brought to Panel. For comparison during Quarter 2 (July – Sept 22) 22% of the cases heard at panel were 'Refused'.

The Stage 2 Panel process has been much improved; SharePoint is being used by all member/officers and the appeals team to share information and Microsoft forms have been introduced to canvas dates in advance.

We have focused on training and communication with elected members. Our Training documents have been refreshed and a series of drop-in sessions were held for members to ask any questions and provide any feedback. Slido questionnaires are being shared at the end of panels for further feedback, as we are aware that we need to continue to make improvements to the Appeal process.

The team has been successful in Safety of Route appeals, where Safety of Routes have been robustly risk assessed by Safer Travel colleagues and found safe under statutory guidelines.

We are currently working on increasing the pool of members and officers available to sit on Stage 2 Panels, to reduce the risk of panels being held outside timescale.

13. **Delivery** - 99.3% (8956 pupils) of under-16 transport was in place for the start of term. The remainder were complex cases where specialist medical intervention was needed delaying the setting up of transport or where the team was awaiting information from SEN service or there were unexpected operational circumstances which required late changes.

All bus and train passes were sent out in readiness for the start of term. Completion of mainstream assessment, eligibility and delivery has been a particular success this year.

#### 14. **Summary of Financial Position**

H2STA is projected at month 5 to be £2m overspent in 2023/24 despite the significant increase in budget. Month 5 monitoring also includes a reported risk of £1m for potential further pressures arising. Further pressure may well result from improved timeliness of tackling requests for transport and the impact coming from the EHCP recovery work against forecast projections. Rates have

increased significantly against historic trend profile, and if continue at current levels is likely to result in additional pressures being reported. Work to mitigate the pressures continues, with promoting ITA's and personal budgets as more cost-effective proposals. Work continues with providers to agree routes, rates, and service levels to drive effective pricing. Further work is being explored through the Freedom to Travel programme to identify opportunities to mitigate pressures.

The EHCP recovery work is tackling a backlog of circa 1300 EHCPs. The assumption being circa 25-30% of EHCPs result in transport requirements, this is expected to result in an increase of 350 pupils requiring transport across both 2023/24 and 2024/25. The MTFs for 2024/25 has growth of £1.9m factored in relating to this growth.

The H2STA budget has been under significant pressure over the last 5 years (excl 2020/21 where school closures led to an underspend). SEND pupils currently account for 85% of all spend in 23/24, up from 81% in 2019/20. H2STA SEND spend has risen by 38% since 2019/20 due to increasing demand and unit cost (see table below).

- In 2021/22 pressures were predominantly due to increased SEND demand returning to the system following the pandemic.
- In 2022/23 pressures were a mix of unbudgeted SEND demand and rising inflation (including fuel prices).
- In 2023/24 pressures are continuing in demand, price inflation and distance, with vehicle costs much higher than anticipated and travelling 5% further than last year.
  - Vehicle demand is broadly in line with what was budgeted; however, acuity and complexity is on the rise.
  - Price rises are being driven by many factors, including a shortage of coach drivers, resulting in replacing coaches with multiple minibuses. Contract tenders, where providers are protecting themselves against future inflationary rises through higher-than-expected price rises in the current year, but also reflecting the requirement to deliver against the Green agenda, with costs for replenishing fleet vehicles being passed on to the authority.
  - The EHCP recovery plan will however bring forward an increased demand. The impact on 23/24 and beyond is being assessed with SEND colleagues.

*Note: the service will not know the full makeup of the new academic year (September 23) cohort until October 23. This is a crucial month where outturn position and impact on the MTFs will be known with more certainty.*

*NB. Traditionally we found November to be a stable financial month to appropriately project future spends however, owing to the SEND Recovery plan this will not be possible as we will see an increase in cases coming through the service.*



	2019/20 Actual £m	2021/22* Actual incl COVID £m	2022/23 Actual £m	2023/24 Projection £m
<b>Total Budget</b>	<b>39.8</b>	<b>41</b>	<b>39.7</b>	<b>54.3</b>
- H2STA Mainstream Spend	8.4	7.3	7.8	8.5
- H2STA SEND Spend	35.4	38.7	43.9	47.8
<b>Total Spend</b>	<b>43.8</b>	<b>46.0</b>	<b>51.7</b>	<b>56.3</b>
<b>Variance</b>	<b>4</b>	<b>5</b>	<b>12</b>	<b>2.0</b>

## SEND H2ST Demand Over Time

The graph below shows the changes in SEND demand over the last 3 financial years. Overall demand increases have been managed well through increases in ITAs. Reductions in solo arrangements can be clearly demonstrated overtime.

Demand levels can be volatile month by month, which is why averages have been used.

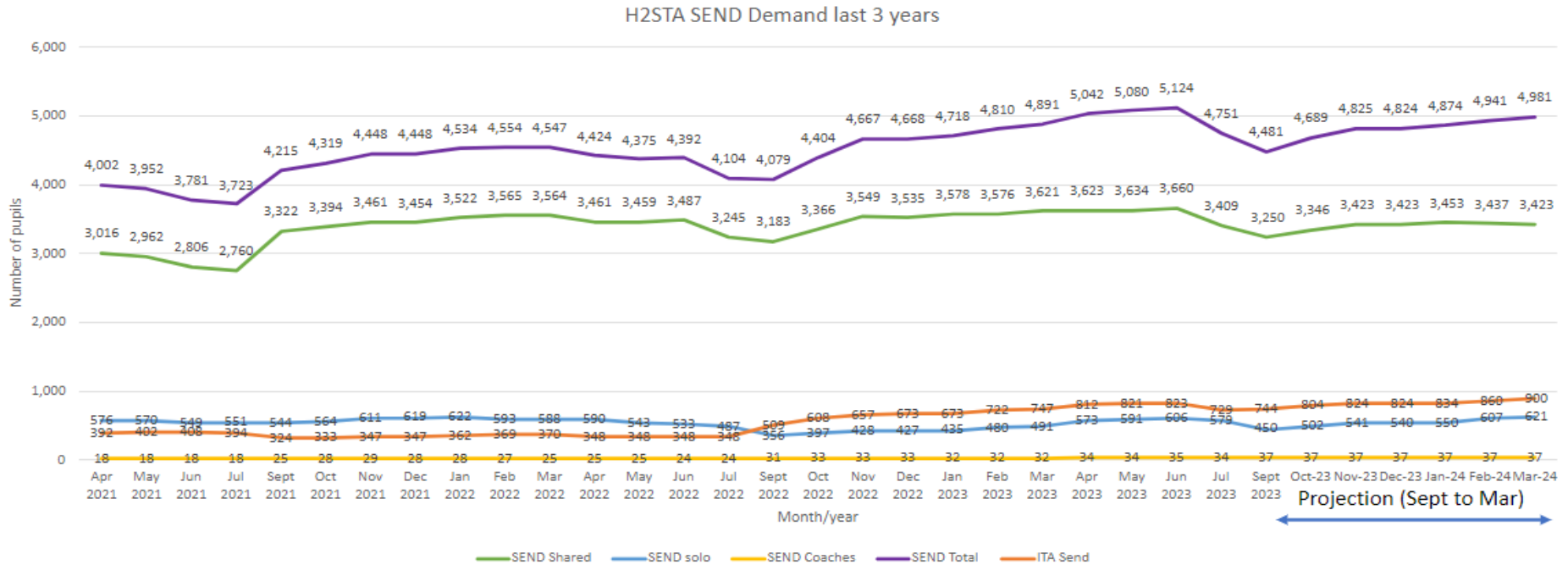


Figure 5 - SEND Demand over 3 year period

## Mainstream Demand

The graph below shows the changes in mainstream demand over the last 3 financial years. Overall demand increases have been managed well through increases in ITAs and season tickets. Reductions in solo arrangements can be clearly seen overtime.

Demand levels can be volatile month by month, which is why averages have been used.

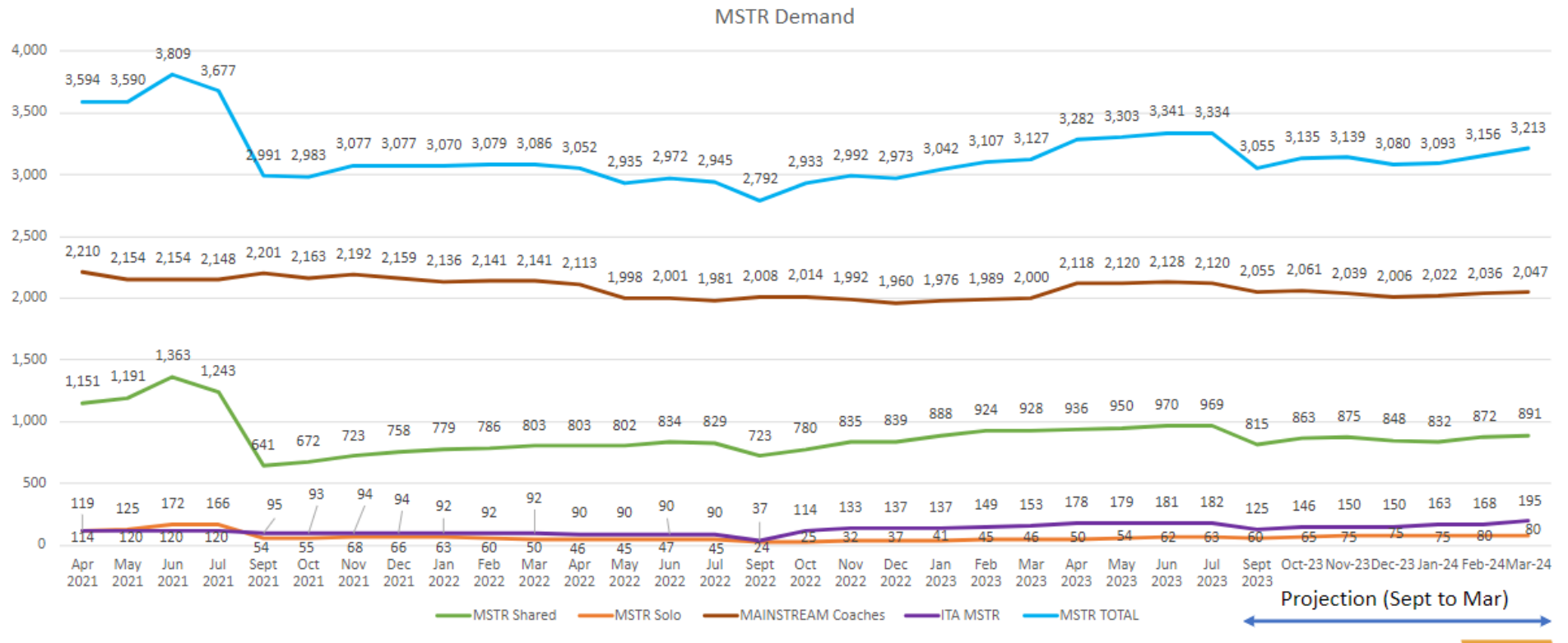


Figure 6 - Mainstream Demand over 3-year period

## Application and Delivery Timeliness

15. How many applicants who submitted their application for H2ST before July 31<sup>st</sup> were not informed of the transport allocation within 10 working days?  
 a) Can you please split this between mainstream and SEND pupils, and between under 16s and over 16s?

Notified Families	Total Nos of pupils (application received before 31/07/2023)	Breakdown of SEND Under 16	Breakdown of Mainstream under 16	SEND Post 16
10 days before start of term	<b>325</b>	269	56	0
5 days before start of term	<b>86</b>	67	19	
Start of term	<b>0</b>	0	0	2

Post 16 pupils are not advised until a week before, this is due to colleges' information only being available in some instances on the first day of term.

16. How many applicants who submitted their application for H2ST before 31<sup>st</sup> July did not have transport on the first day of school?  
 a) Can you please split this between mainstream and SEND pupils, and between under 16s and over 16s?

Please see table above in point 14.

*The 2 SEN pupils were due to medical or exceptional reasons; the family were informed on the challenges we faced finding an operators and an ITA/PTB put in place in the interim until a solution was found.*

As of the 3rd of September, we had 2 children awaiting transport details, who were starting back on 11 September; notification was given 5 days before term started.

One family were awaiting a medically trained PA provision which we have now commissioned.

The other family were notified the day after the start of term, the service was at fault owing to a wrong start date input into the system.

17. How many applications for H2ST have been received each month since 31<sup>st</sup> July? How long has it taken to inform these applicants of the transport allocation – categorised by within 10 days, within 20 days, within 30 days, etc.

<b>Total Nos of Applications Received</b>	<b>August Total</b>	<b>September Total</b>	<b>October @ 31/10/2023</b>
1,622	544	763	315

*Figure 7 - Total number of applications received August - October 23*

All of these have been within our SLA timescales of 30 working days from submission to transport arranged. We do not currently categorise between 10/20/30 days.

As part of our survey, we asked families about their experience of both the application and delivery process. Results were as follows:

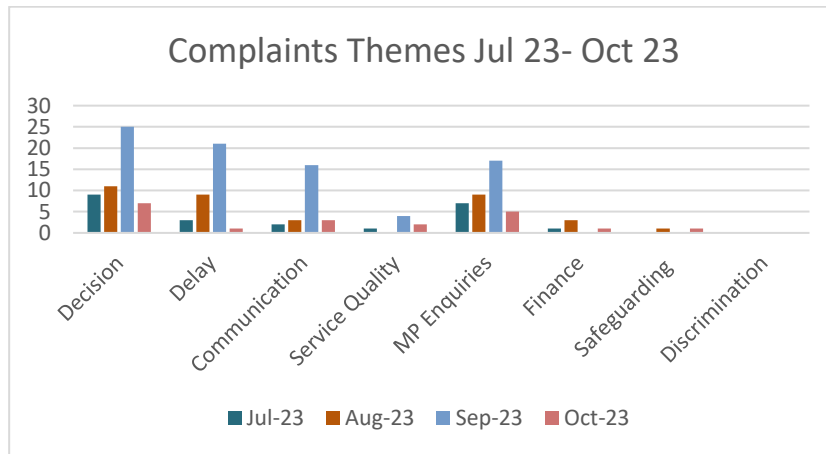
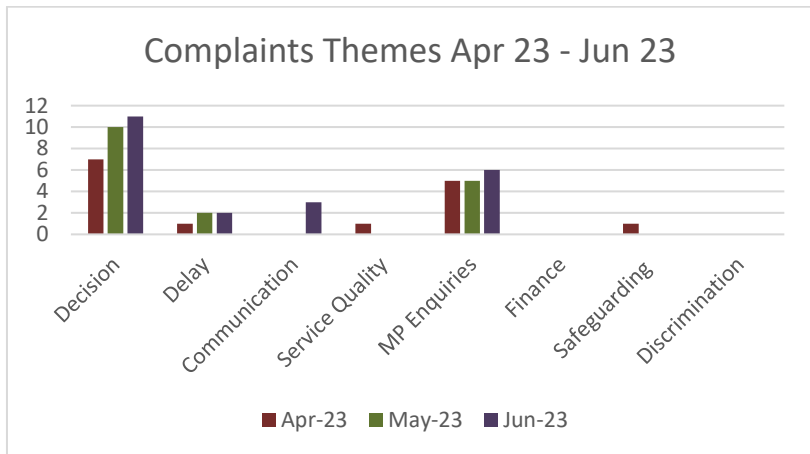
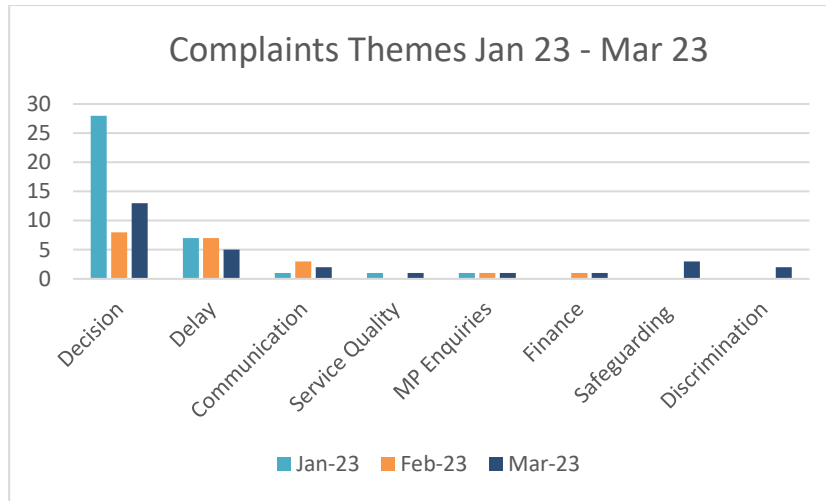
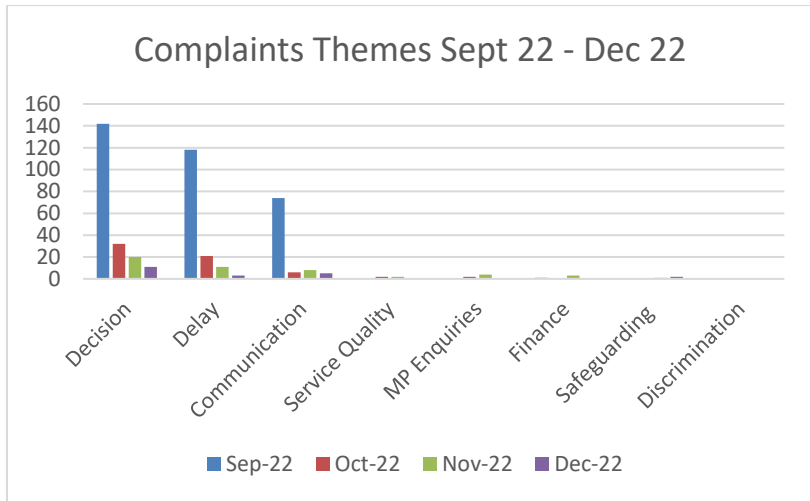
- 79% of families felt that they received notification of their application in good time.
- 51% of families felt that they received notification of their travel arrangements in good time.

### **Process Challenges and Development to take forward.**

18. What issues with the new process came to light over the peak period of July/August/September?

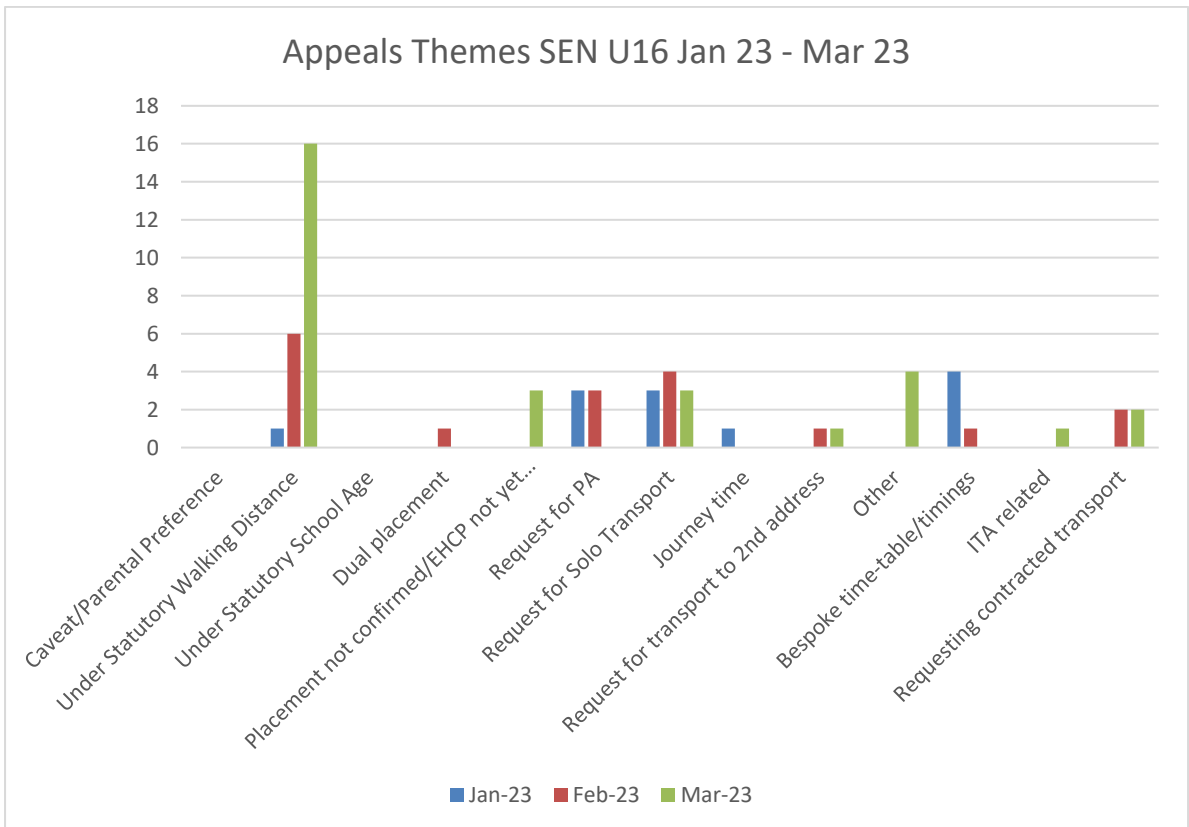
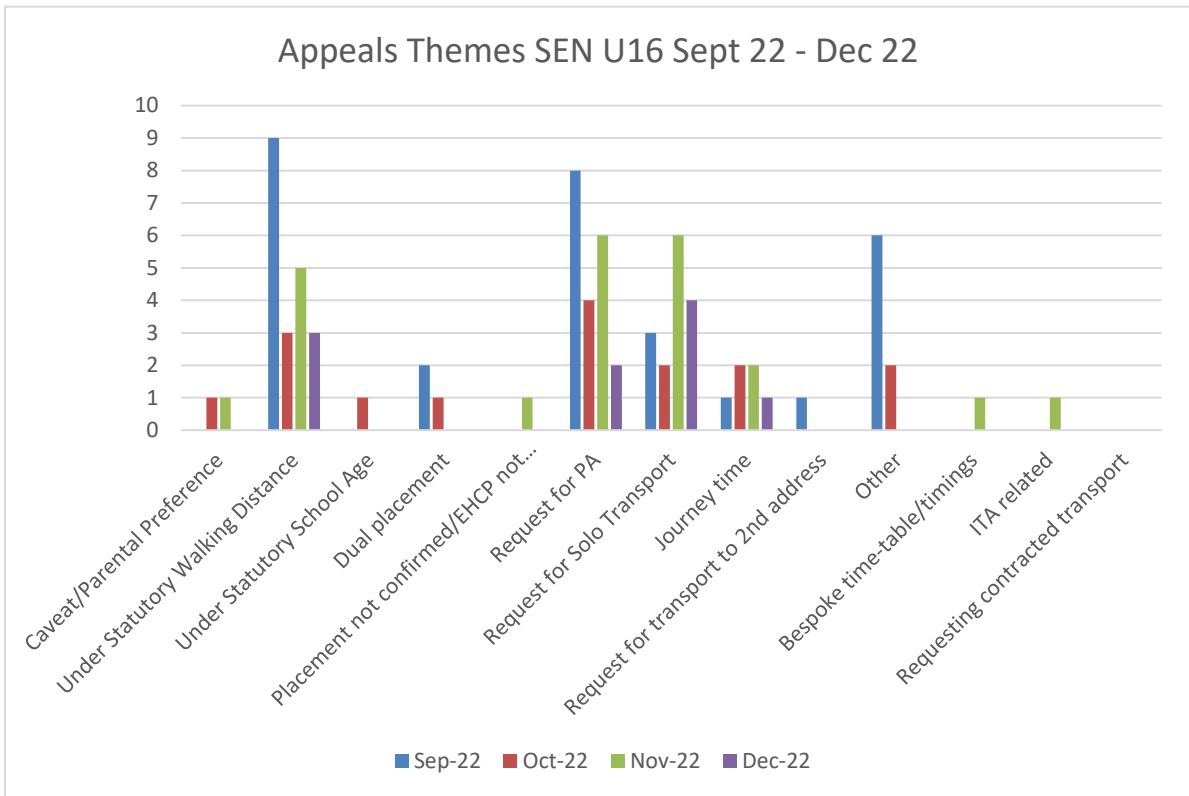
Complaint themes that came through in the summer peak period were predominantly around communication and timeliness of delivery. This was understood as a priority for the service and development in place to improve for the next academic year via a new more stringent communication strategy and developed automation through our systems, bringing the review times forward to ensure appropriate timeliness for delivery notification.

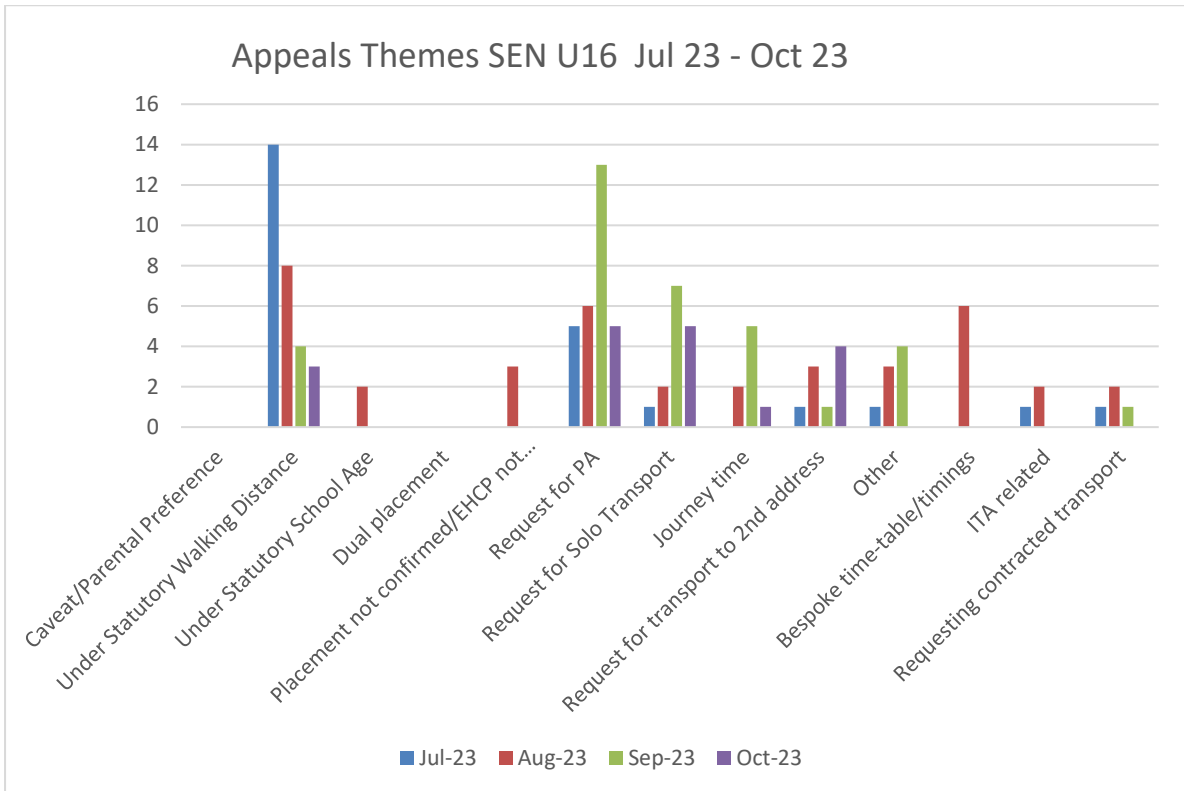
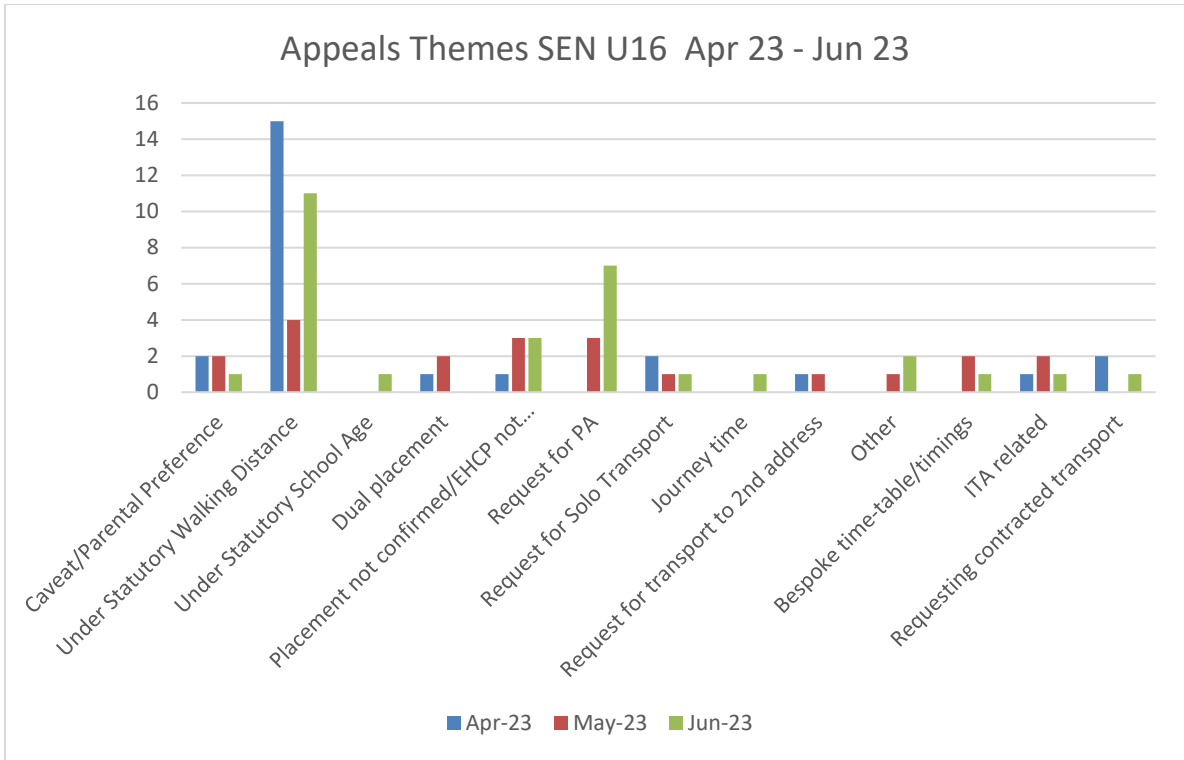
19. The graphs below give an indication of the themes of Complaints and Appeals, and the levels received over the last 12-month period.



Figures 8 - 11 – Quarterly Complaint Themes Sept 22 – Oct 2023

NB where a complaint has multiple themes, it has been counted more than once. The top cause for complaints from the families we support are Decisions, followed by Delays (including getting a Named School on EHCP), then Communication.

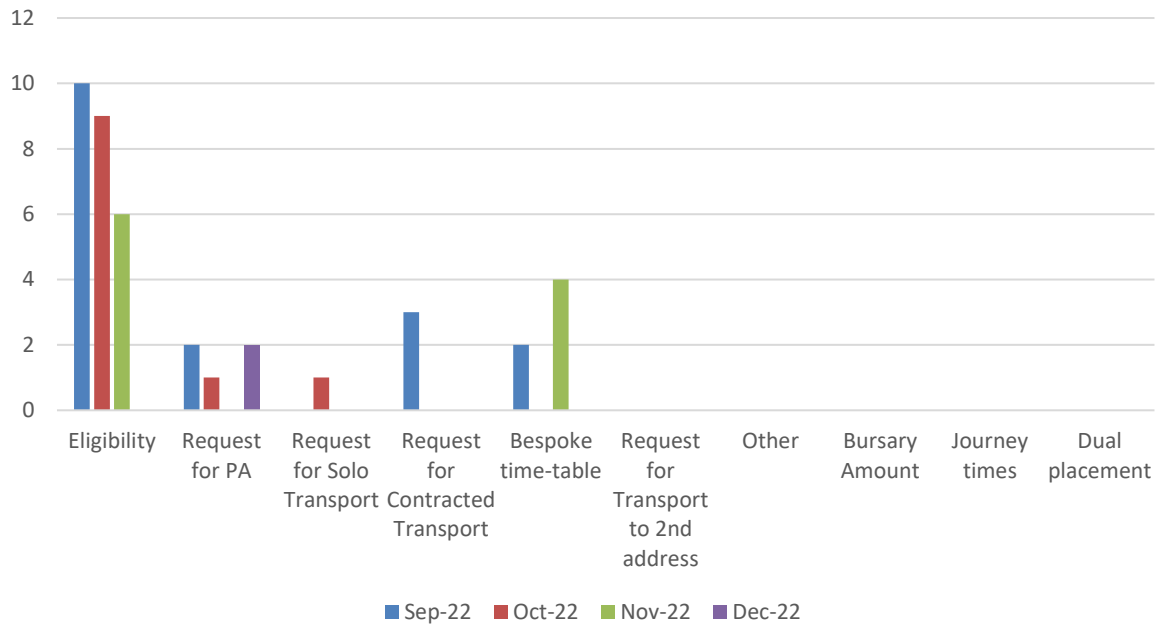




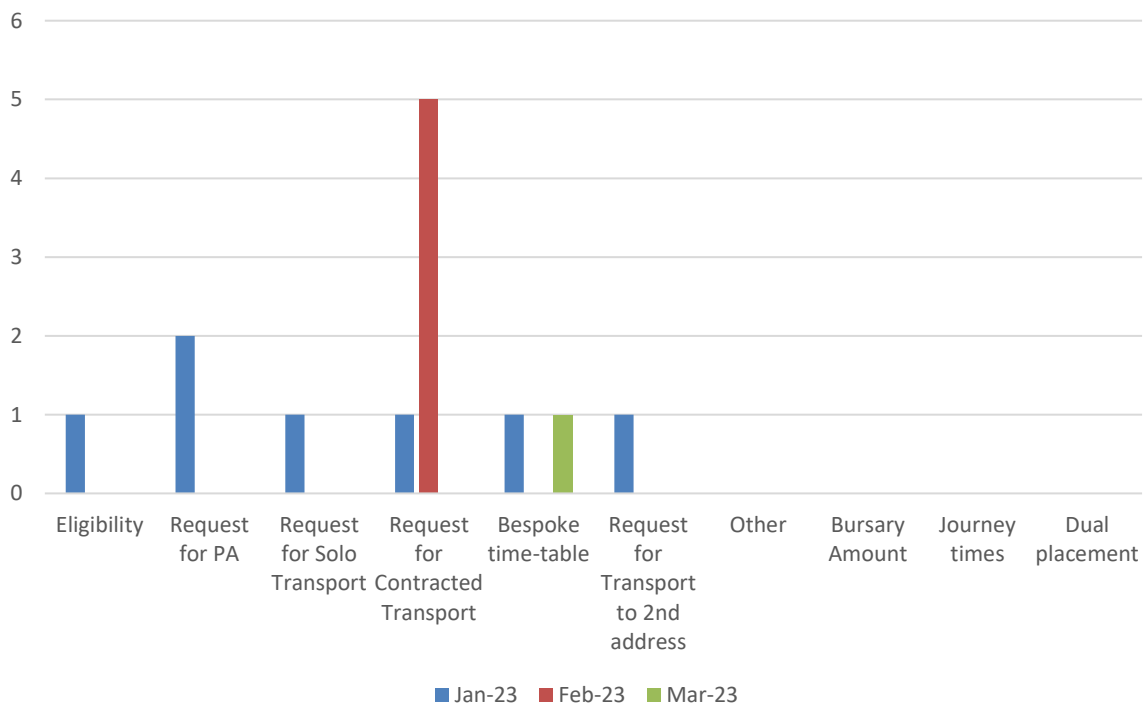
Figures 12-15 – Appeals Themes SEN Under 16 Sept 22 - Oct 23

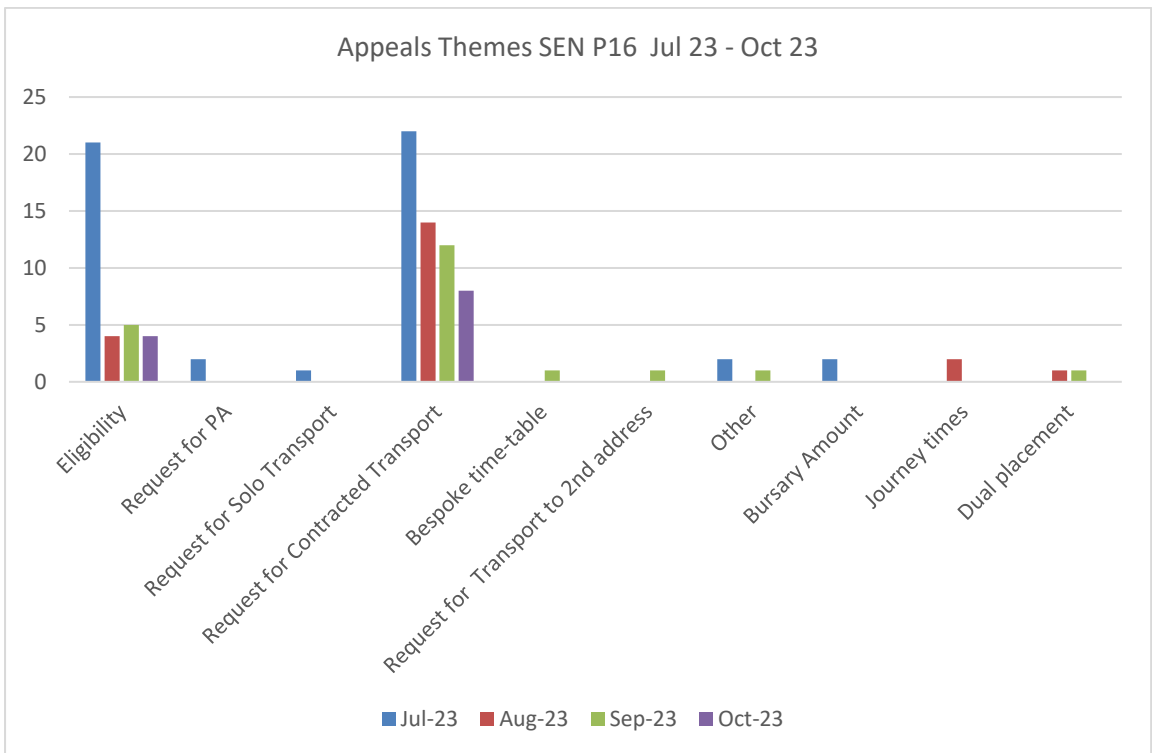
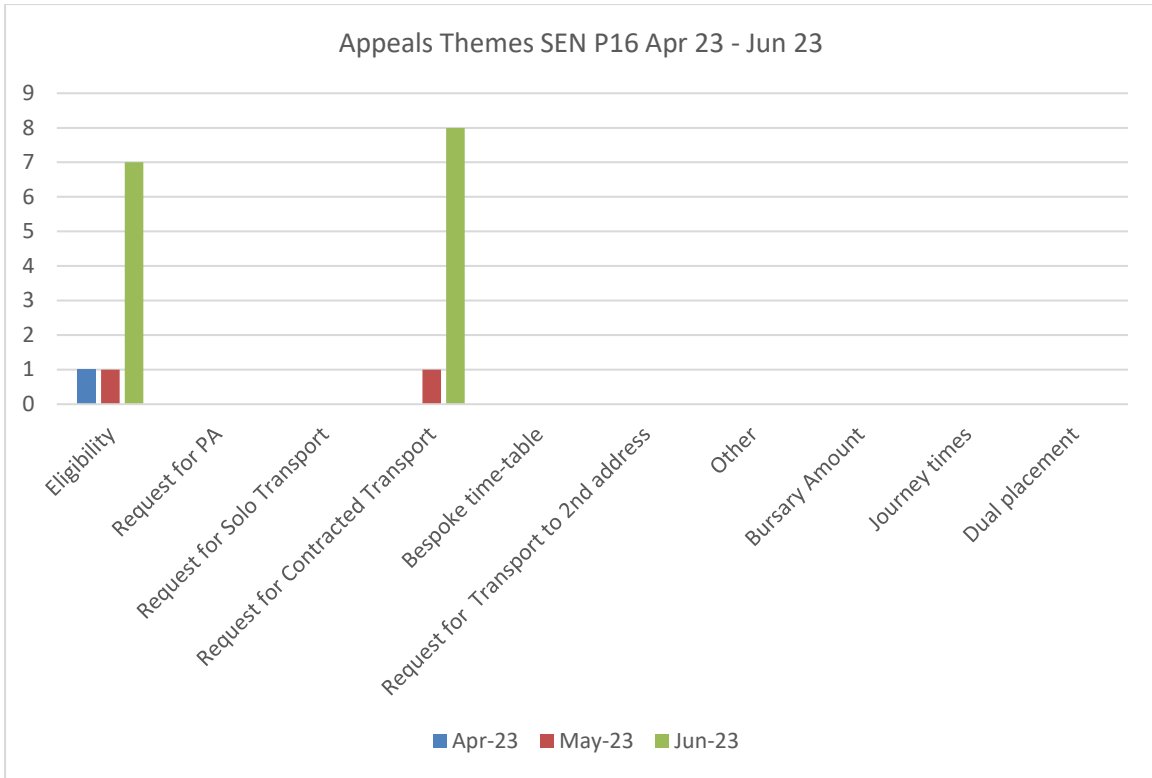


Appeals Themes SEN P16 Sept 22 - Dec 22

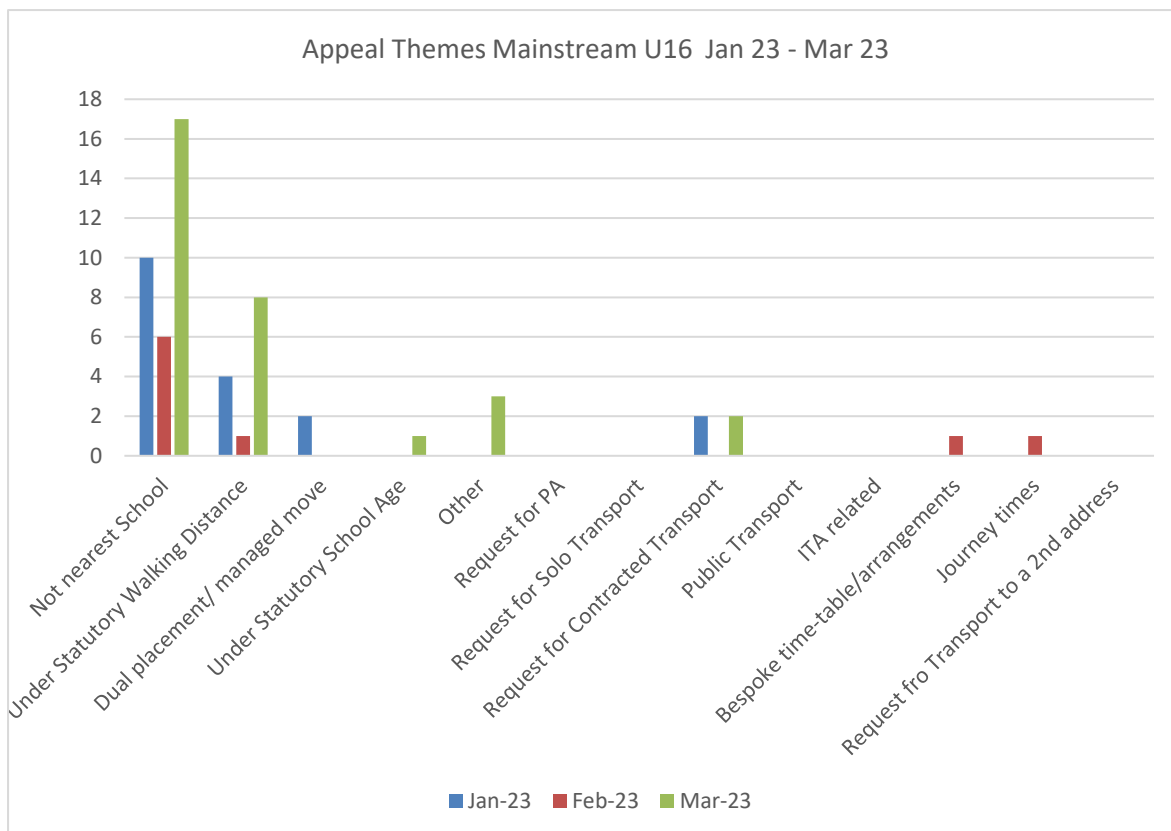
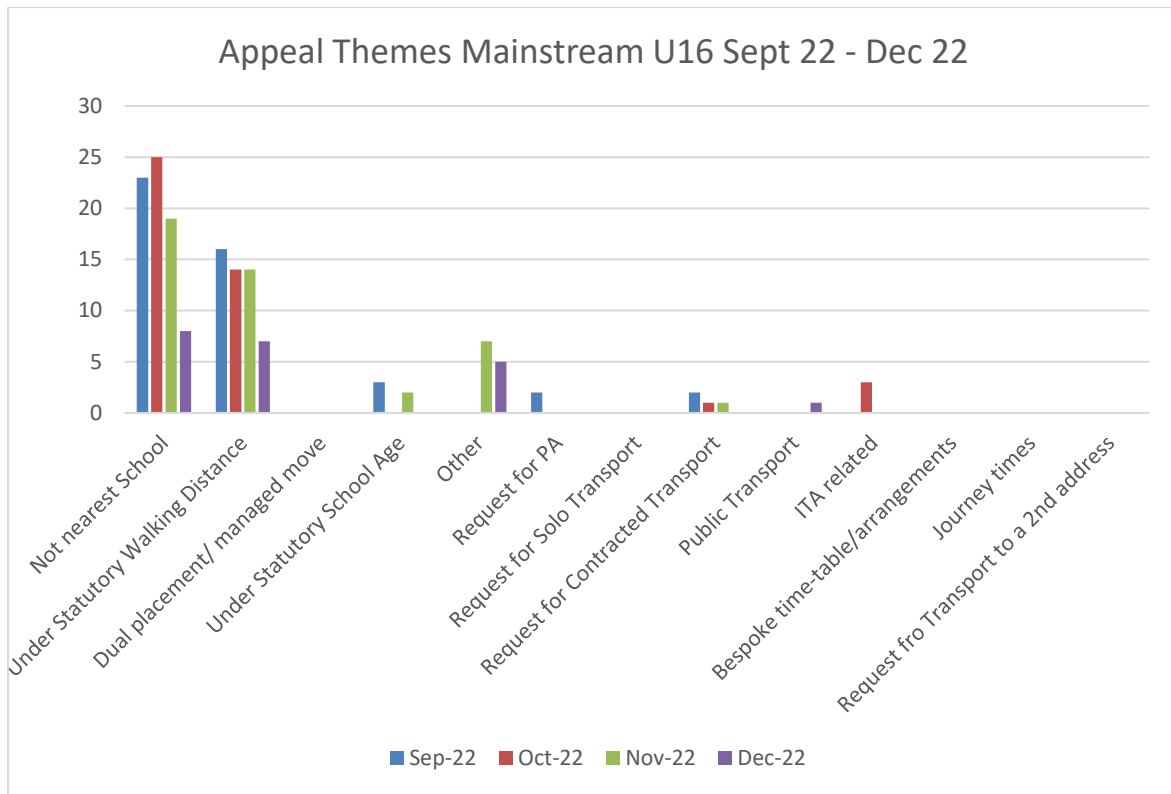


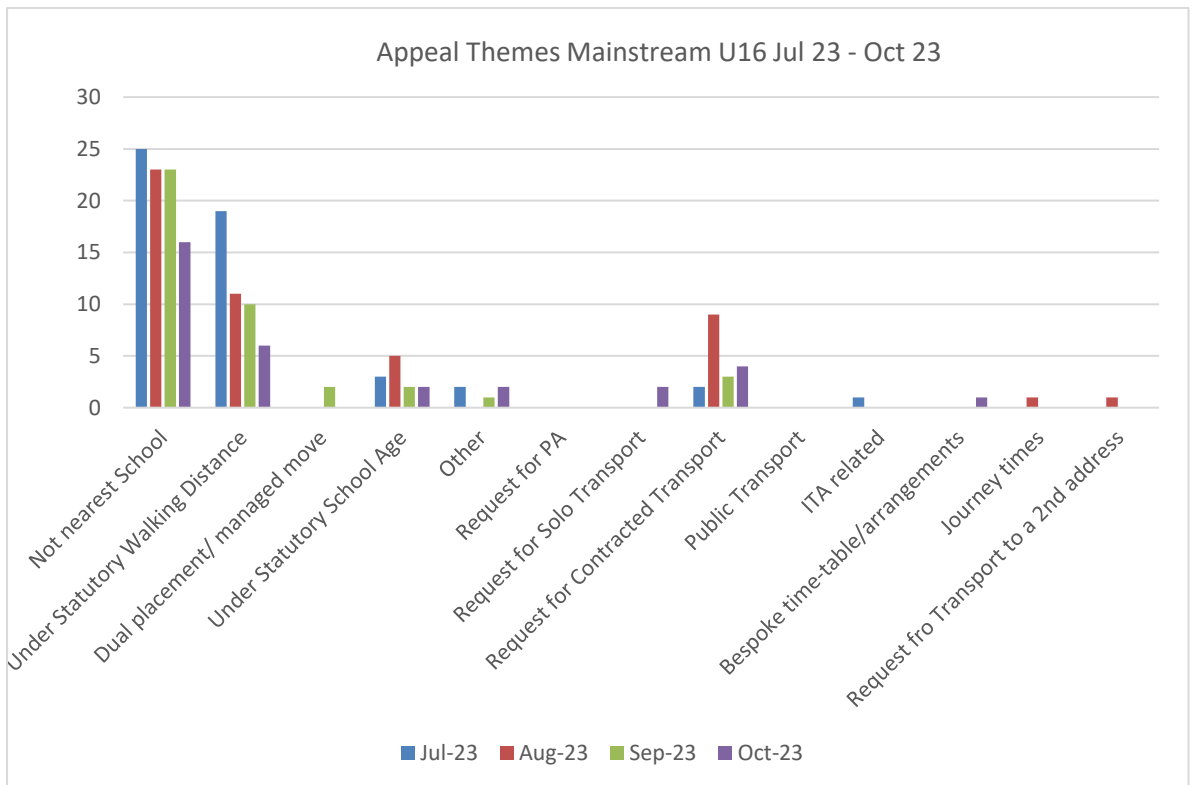
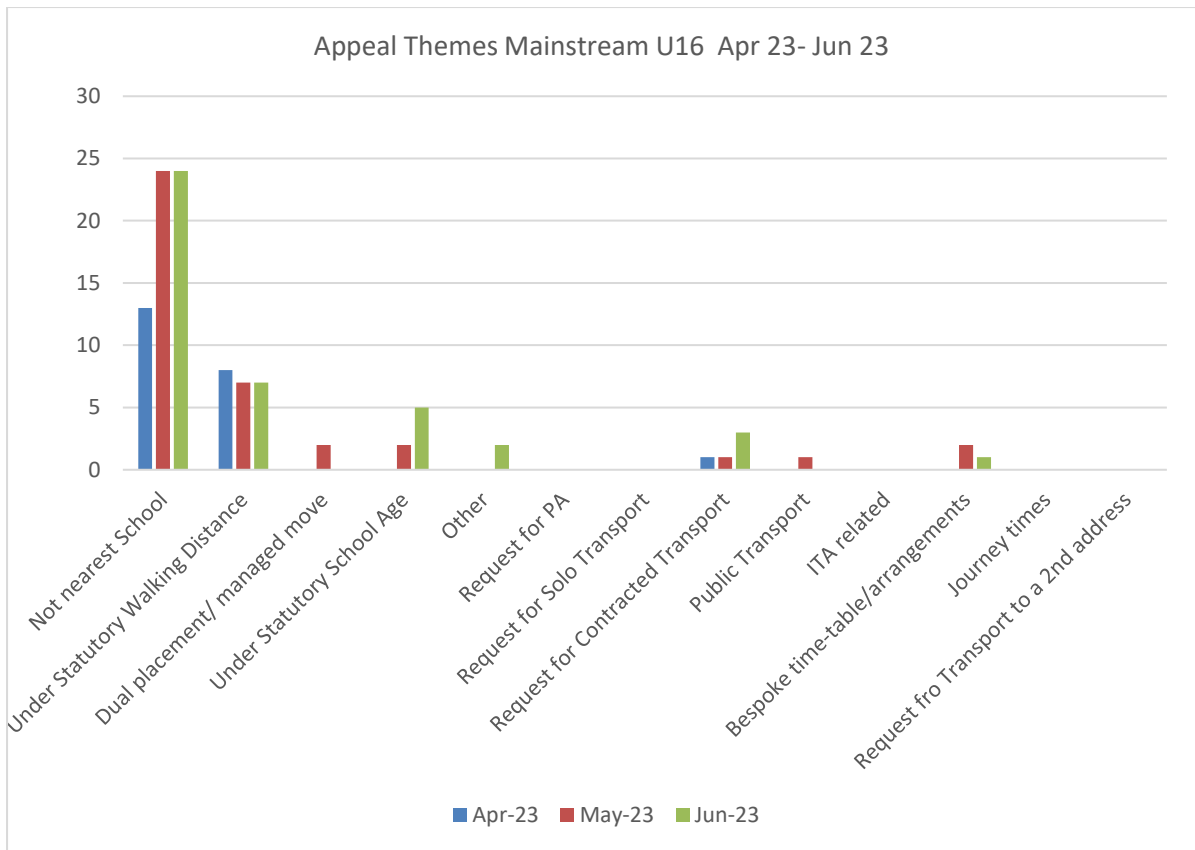
Appeals Themes SEN P16 Jan 23 - Mar 23





Figures 16-19 - SEN Post 16 Appeal Themes Sept 22 - Oct 23





Figures 20-23 - Mainstream Under 16 Appeals Themes Sept 22 - Oct 23

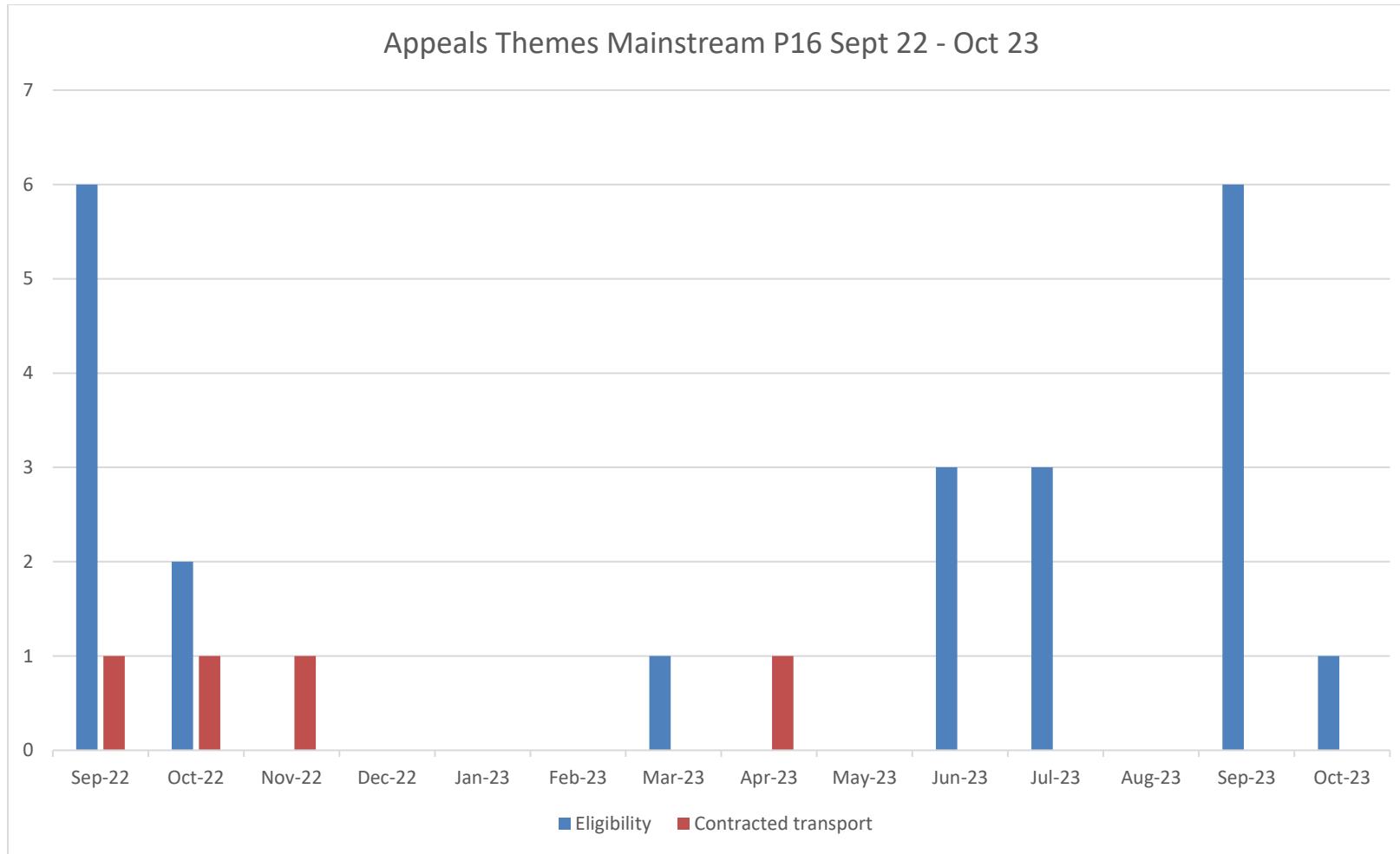


Figure 24 - Mainstream Post 16 Appeal Themes Sept 22 - Oct 23

20. What are the learnings and what changes are planned in the light of these learnings?

Whilst we continue with our programme of works the service also undertook a full learning review post the academic peak in 2023 to identify the successes and challenges the service face. These can be categorised into the following 4 categories, there will be no significant changes to processes or procedures as a result of the latest learning review, but some will be further refined and improved and will be added to our programme of works:

- Communication
- Timeliness
- Efficiencies
- System Development

These areas are detailed more fully below.

The survey highlighted a requirement to review our communication to families regarding their travel arrangements during August, and in particular the weeks immediately leading up to the start of term. Whilst the service did write to families in June with an update on their application and timetable for determining travel arrangements, the service also acknowledges the need to further improve and provide more bespoke communication, so families are satisfied that they have all required information.

### **Service Successes**

21. Communication. Our development plan has involved the following aspects this year and has worked well to inform our families:

- Early communications to families to roll over existing arrangement where there were no school or key stages changes.
- Call backs offered from contact centre enquiries with a 24-hour turnaround.
- E-contact forms were the preferred method for families to contact the service with a 5-day turnaround for a response.
- Creation of E-contact forms for operators to raise any concerns regarding routes/safeguarding.
- Designated operator phone line that is open from 7.30am – 5.30pm to raise safeguarding concerns.
- New Appeals form launched to easily collate and monitor appeal applications.
- Early enquiry resolution before appeal or complaint was made.

- MS Teams Channels created with each area SEN Team and Contact team to increase 2-way communications within the organisation.
- Improved relationships with county councillors updating beforehand of new initiatives as well as dealing quickly with enquiries.
- Website redesign to enhance customer experience and simplify content. Full analysis of the reading age of the web pages and reviewed to make simpler. Up to date service progress included as well as easier navigation.
- Family Voice collaboration with the Parent Guide for ease of navigating the policy and processes.
- Regular dialog with Family Voice and over summer peak periods we held regular meetings to discuss cases and give clarity to families.
- Weekly call with Family Voice to discuss individual cases and move them forward positively.
- Daily performance meetings were held within the service to highlight priorities and challenges and move resource to cope with peaks of activity.
- Working in collaboration with SEN and the Recovery Plan initiatives.

## Survey findings

We asked families for their experience of contacting the SSTAT this year. 72% found the experience either excellent, good, or satisfactory.

We also asked families for their experience of navigating the website and finding information. Around 60% of families found the experience either good or excellent.

22. **Timeliness** is acutely important; work was undertaken to undertake tasks earlier this year to flatten out the peak volume of work over the year.

- Undertook bulk assessment of mainstream students quickly and ahead of schedule allowing us to finalise mainstream transport much earlier than previous years.
- Obtained applications before the 31 July cut off, by prompting families to apply.
- Started the school review early this year (1 May).
- All college transport was in place before the start of term – this is the earliest we have ever completed this work owing to college timetables often only being available on the first day of term.
- Appeals and complaints were all dealt with on-time.
- 96% of applications were all within timescales since 1 March 2023.

23. **Efficiencies**

Whilst we work to ensure that we fulfil our statutory obligations we also look to provide arrangements in the most cost-effective way possible; this efficiency work included:

- Optimised routes at the start of the academic year to ensure that we are providing the most cost-effective routes within statutory journey times.

- Piloted Personal Travel Budgets (PTBs) for the first time this year with 18 families taking this forward with a saving of around £450k.
- Offered Independent Travel Allowances (ITAs) to parents where we were operating solo routes (an offer only not mandatory).
- A commissioned service for Medical PA withdrew from a contract (due to market scarcity for medical PA employees) however, we offered families PTBs and commissioned a pilot Acute Ambulance style transport service.
- Building on our post-16 efficiencies of £4 million between 2021-22 and 2022-23, we continued our ongoing review of how we deliver discretionary post-16 (aged 16-25) travel assistance, including wider expansion of the post-16 travel allowance (which now accounts for 19% of the cohort accessing assistance) and a review of post-16 solo routes.

#### 24. **System Development**

Over the last 12 months the service has made significant progress with regard its legacy system enhancements, these include:

- Automation of application forms onto our Mobisoft system, reducing the need for manual input.
- Automation of letters to families, operators and schools outlining new transport arrangements.
- An improved application form for easier completion.
- New BACS form to submit details quickly and effectively for payment of ITAs.
- Tableau data available to interrogate specific information quickly.
- Work more collaboratively with the SEN teams on placement decisions to influence the journey times. We are developing a basic calculator to enable worst case scenario travel costs; this will not influence placement decisions, however, will be useful to see the holistic costs of a placement which will add value to any Tribunal requests.
- Introduction of a SharePoint site for members to access Stage Two travel assistance appeal papers.
- Replacement of the hard copy questionnaire with a digital version for families to complete when submitting an application for travel assistance.

### **Service Challenges & Development Areas**

25. Communication Improvements - building on the work already undertaken, the service has identified further enhancement that will improve the customer journey to include:

- More communication with families at pertinent intervals of the academic timetable. If a family has applied in March, they will need to be clearly updated on the progress of their transport and when they will hear the outcome. This is currently undertaken when the application is assessed but there is then a gap between this and when transport is put in place.



- Specific guidance and collaboration needed with our Alternative Learning Provision (ALP) – the service need to collaborate with the ALPs to set expectations and provide support. This was challenging this academic year with many young people not being eligible due to policy, however, the nature of these pupils means that if they are not given assistance, they may not attend their provision. We currently transport 199 young people in this category on 125 routes owing to their bespoke timetables.
- Continue with our good working relationship with Family Voice. During August and September, the service has met with Family Voice each week to discuss cases and give families reassurance, this has worked extremely well this year and both sides want this to continue.
- Ensuring that we tell parents their provision at least 10 days before the start of term to allow time to plan. This was a significant issue for the service this year, we had informed 95% of parents before the start of term however, Family Voice sent out a Facebook Poll which invigorated all parents, even those that had applied after 31 July which created a significant number of enquiries the service had to deal with. The effect of this was ultimately to reduce the service's ability to update parents on travel arrangements in the timescale hoped for.
- Be clearer with families to address parental expectations. The service receives a significant number of enquiries or requests from parents, some of which may be challenging to address. By being more communicative and setting clear service guidelines we will ensure more collaboration, especially around operational standards, and expectations. We wish to create an operating guide so that families can understand what they can expect from the service and operators.
- Monthly updates to schools via the bulletin service and where appropriate to meet with schools. Some schools had not updated the service with their timetables changes and start dates, this impacted on the service with the delivery of transport for students on the correct day. Next year the service will be more proactive to ensure it obtains the correct term dates from schools and which should eliminate the need to research individual school websites. Schools also change timetables or school day end times to fit their own logistical arrangement, however, are not aware that they need to update the service - by building more collaborative working we are hopeful that we will be told in good time to make any transport adjustments.
- Work more collaboratively with the SEN teams on placement decisions to influence the journey times. We are developing a basic calculator to enable worst case scenario travel costs; this will not influence placement decisions, however, will be useful to see the holistic costs of a placement which will add value in any Tribunal request.
- Continue with the regular dialog on the SEN Recovery plan with senior leaders to understand the throughput of EHCP and impact on the service.

## **26. Timeliness Improvements**

- Analysing applications received after 31 July to see whether we can pull them back to earlier in the year, further flattening the peak workloads.
- Ensure that for the start of the next academic year, all families are notified no later than 10 days prior to the start of term. This will mean that the school reviews may need to end earlier, and the service may need to move resource to accommodate.
- Review of journey times in line with our statutory obligations. Although our route planning software does give us an indication of route times it will not take into consideration traffic, pick up times and delays due to road works. The service will run a report of these routes that may extend statutory timeframes and discuss with operators the actual journey time of routes.

## **27. Efficiencies Improvements**

Areas the service will improve for the next academic year include:

- Re-optimising routes in January 2024 to try to produce more efficiencies of high-cost cases.
- Continue to market PTBs and ITAs as a flexible means of travel support for families.
- Reviewing routes into school that were historically named as 'unsafe' and are offering travel assistance – by using permitted rights of way the service is able to open further networks of travel and work with the Safer Travel Team to risk-assess. By undertaking this extensive process to ensure young people are safe we can provide alternative safe travel networks and move to consult with families and schools to withdraw transport as they are no longer eligible.
- Where allowances are paid, review non-attendance statistics and offer ITAs for the number of days actually travelled.

## **28. System Development Improvements**

- Following survey feedback and in conjunction with our already planned improvement work the service is developing the on-line application form and undergoing rigorous testing to ascertain whether we can automatically assess any cohort to make the assessment process faster.
- To support family assessment the service will develop a more sophisticated Eligibility checker.
- As reported at the June Select Committee the service is undertaking due diligence on alternative route planning systems and DPS systems to ascertain the market leaders and what they can improve on through partnership with Freedom to Travel Programme. This work has started.

**Conclusions:**

29. The SEN Recovery Plan will inevitably impact the service who will keep a weekly watching brief on performance data and reallocate resource as and when we see this work reflecting in increased application volumes.
30. Whilst the service is still on a development pathway, it should be noted that there has been a significant improvement in comparison to the last academic year.
31. The service is still undertaking its programme of works that included last year's learning review, audit recommendations and committee recommendations and we are pleased to have completed 89 recommendations and actions.
32. There are currently workstreams on hold, and this is to reflect the work Freedom to Travel are currently undertaking around our commissioning model.
33. There was a high amount of overlap between the recommendations, but we have kept them separate for reporting purposes. Progress against these specific recommendations is shown below.

Recommendations Progress	Learning Review	Internal Audit	Family Voice	CFLL Recommendations
<b>Total Recommendations/Actions</b>	<b>50</b>	<b>24</b>	<b>19</b>	<b>14</b>
Number completed	40	19	17	13
Number underway	8	5	2	1
Number yet to begin	2			

Figure 4 - Learning Review Recommendations Update

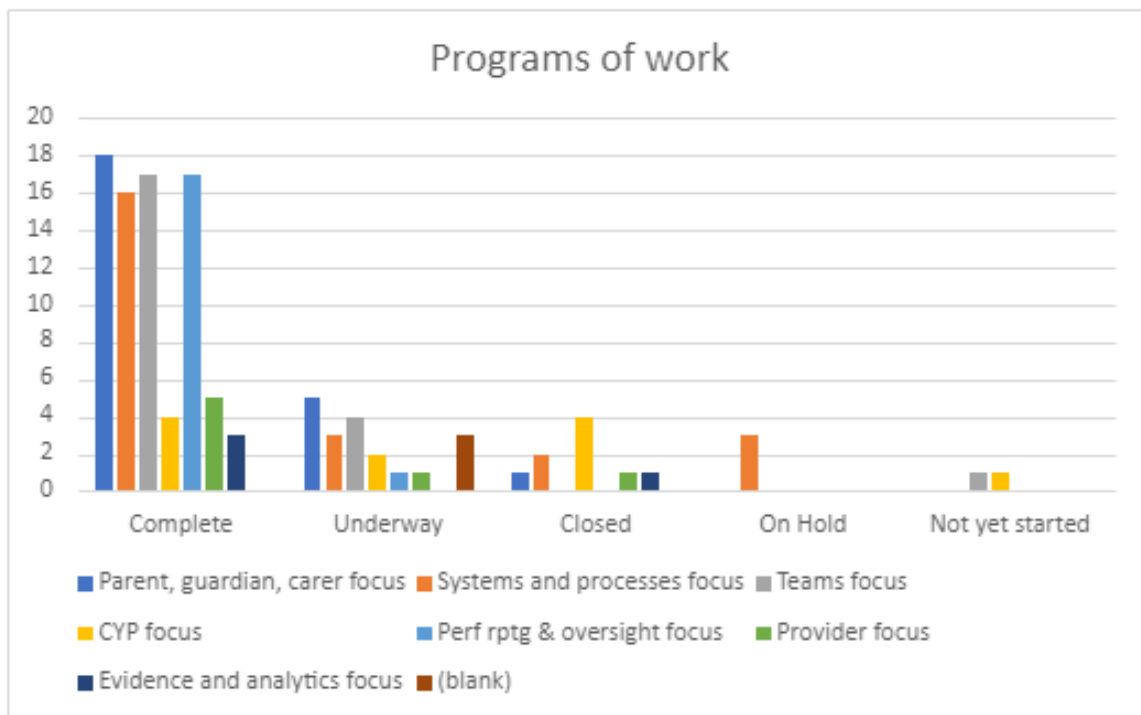


Figure 5 - Program of Works Update

## Recommendations:

- a) Last academic year the service was governed by a monthly oversight board lead by members.

It is suggested that there continues to be rigorous oversight from the new CFLL Governance Boards held monthly for the service to continue to demonstrate progress against policy and efficiencies against the MTFP.

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### Report contact

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### Sources/background papers

CFLL Select Committee Report – 12 June 2023  
CFLL Select Committee Sub-Group Budget Deep Dive – October 2023  
CFLL Customer Relations Performance Data  
2209023 H2STA survey 2023 quick analysis  
210923 H2STA survey raw analysis  
ADCS & ADEPT – Home to School Transport Final Paper (Nov 2023)



ADCS &  
ADEPT\_Homes to Sch

## **Appendix 1**

Service KPI Information – please screen the info here and outline the process during the summer.

### **Brief History of KPI timescales**

The teams for assessment and transport delivery had been separate prior to January 2023. The timescales for the separate teams were as follows:

- The assessment team dealt solely with eligibility criteria for each request submitted. The timescale for completion of these within SLA was set at 20 working days.

- The delivery team on receipt of an eligible request would organise any necessary transport within 10 working days.

### **Current KPI timescales**

Since January 2023 the teams were amalgamated, and the internal service level agreement clarified the following:

- During term time, SSTAT will aim to have assessed in-year applications (those without a start date for the new academic year in September) within 20 days of receipt. The aim once an application has been assessed as eligible is for transport provision to be place within 10 working days (unless an extension is agreed in exceptional circumstances). Therefore, from submission of an eligible application to arranged transport should be no longer than 6 weeks.
- For applications received for the new academic year in September the assessment will be completed within 20 working days and the parent notified. However, the transport arrangement details will be sent out during April-August (this will enable the service to review every route, remove all school leavers, add school starters, and arrange transport to new provisions). For those applications received on or before 31<sup>st</sup> July the notification of arrangements will be made before the start of term in September.

We recently agreed with Family Voice that once travel assistance had been allocated by the Council, that families should receive a call from the provider 7 days prior to the start of the travel arrangements.

## HOME TO SCHOOL TRANSPORT

## KEY METRICS

Indicator	Measure	Oct 22	Aug 23	Sep 23	Oct 23	YoY Change	KPI / notes
Service Delivery	<b>Number of children on transport (excluding recipients of ITA, Bursaries, etc.)</b>	6569	37	6647	6946	A +5.7%	The number of CYP on vehicles has increased by 5.7% since October 2022, with the proportion for ALP having increased from 2 to 3% YoY.  ALP/PRU transport has seen an increase of 48% from the same period last year, all of which are on taxis (51/201 on solo taxis).
	SEND	3646 (56%)	30 (81%)	3548 (53%)	3804 (55%)	-1pp	
	Mainstream	2786 (42%)	6 (16%)	2912 (44%)	2943 (42%)	-	
	ALP / PRU	136 (2%)	1 (3%)	190 (3%)	201 (3%)	+1pp	
	<b>Mode of Transport</b>						The number of CYP on taxis has increased by 8% and the proportion of CYP on taxis has increased by 1 percentage point.
	Coaches	2047 (31%)	0	2110 (32%)	2090 (30%)	-1pp	
	Taxi	4553 (69%)	29 (100%)	4546 (68%)	4909 (70%)	+1pp	The proportion of CYP on solo transport taxis has remained the same as last month, but has increased by 3.5 percentage points from the same period last year. In part this is due to the increase in Post 16 arrangements and various colleges involved, and in part 57 establishments not previously served with transport, 48 of which have only 1 CYP attending. The team will look to <u>optimise</u> this over the coming weeks.
	Of which: Shared Transport (Taxi)	4146 (91%)	16 (55%)	3991 (88%)	4312 (88%)	-3pp	
	Of which: Solo Transport (Taxi)	422 (9%)	13 (45%)	569 (12.5%)	616 (12.5%)	A +3.5pp	
	<b>Post-16 on taxis</b> Target: -10% from last year	452	21	517	547	R +21%	There's been a 21% increase in CYP aged +16 on taxis compared to same time last year. The team have a plan to review Post 16 with a view to reducing the numbers in this cohort.
<b>Ratio of pupils on solo routes vs. those that have a solo route needs assessment</b> Target: -5% from last year	7.3 (58/422)	6.5 (13/2)	8 (569/71)	7.8 (79/616)	A N/A	The rate of pupils on solo routes without a needs assessment is high YoY, and the total number on solo routes has also increased by 46% from Oct 22.	
<b>Avg number of pupils per taxi route</b>	3	1.5	2.8	2.8	A N/A	In 2022, the average number of pupils per taxi route was 3.1 and 3 in Sep and Oct respectively,	
<b>Number of CYP on financial support (as of 8/11)</b>			15	2921	3024	-	The bursary figure for September 23 has been updated in retrospect.  2 new temp ITA were paid in October 23. These are not included in the total number of ITAs as they are reported separately.
ITA	722	11	967	1000	-		
<i>Bursaries (included in ITA total)</i>			5	109	107	-	
Temporary ITA			4	3	2	-	
Education Season Ticket (U-16)			0	1951	2022	-	
ITT	<b>Number of Independent Travel Training Completed</b>		1	14	0	-	

## HOME TO SCHOOL TRANSPORT

## KEY METRICS

Indicator	Measure	Oct 22	Aug 23	Sep 23	Oct 23	RAG (target)	KPI / notes
Applications	Number of new applications received	276	544	763	315		Demand volumes have decreased by 59% compared with September, but show an increase of 14% when compared to October 2022. Total volumes for the rolling year November 22 to October 23 were 1% higher YoY.
	% of eligible applications Target: 75% of completed applications to be eligible	59% (502)	71% (384)	63% (538)	54% (248)	A	The absolute number of eligible applications coming through compared to last year has increased by 14.5% (3,618 to 4,143). Eligible applications dropped to 54% this month, but this is consistent with Oct21 and Oct22.
	% of applications processed in time Target: 95% within 20 working days	42% (330)	93% (448)	92% (731)	89% (370)	A	Although timeliness falls short of the 95% target for October, 89% is a significant improvement on the 42% in the same period last year. There is a high proportion of applications where the team are waiting for further information regarding establishment, income or medical status. As at 8/11, 13 of 21 late applications are overdue for these reasons.
	Applications awaiting transport for over 10 working days Target: >50 any time, >10 for over 10 working days	N/A	17	0	0	G	As at 07/11, there were 12 CYP awaiting transport to be arranged (2 of whom were vulnerable). None had been waiting for more than 10 days.
	Number of vulnerable children (i.e., who has a social worker assigned) awaiting transport for more than 10 days Target: 0	N/A	0 0/237	0 0/0	0 0/2	G	
Complaints	Complaints active in the month Including ER, Stage 1, Stage 2 and LGSCO Enquiries	88	17	46	14		Compared with the same period last year there is an 84% decrease in active complaints.
	Early resolutions on time (<40 working days) Target: >90%	75% (3/4)	0	91% (21/23)	100% (4/4)	G	
	Stage 1 responses completed on time (10 working days) Target: >90%	50% (3/6)	75% (3/4)	93% (13/14)	33% (1/3)	R	All complaints Aug-Oct were responded to within timescale by the Travel & Assessment Complaints Team. The reported overdue complaints were due to the responsibility for the final response sitting with another team, or response being sent within timescale but further queries being raised as a result of the response.
	Stage 2 responses completed on time (10 working days) Target: >90%	27.6% (16/58)	100% (1/1)	0	100% (2/2)	G	
	LGSCO Enquiries completed on time	75% (3/4)	0	100% (2/2)	100% (1/1)	G	



## HOME TO SCHOOL TRANSPORT

Indicator	Measure	Aug 23	Sep 23	Oct 23	RAG (target)	KPI / notes
Appeals	Stage 1 appeals completed in the month	118	106	164		
	Stage 1 appeals ongoing	128	147	65		
	Overdue (more than 20 working days) Target: 0%	0 (0%)	2 (1%)	0 (0%)	G	
	Stage 2 appeals completed in the month	4	0	15		
	Stage 2 appeals ongoing	17	15	0		As at 10/11, there is one Stage 2 to be heard – but this was not received until Nov, and due in Jan.
	Overdue (more than 40 working days) Target: 0%	0	0	3	R	3 overdue due to panel member cancelling on day of panel due to unforeseen circumstances. It was too short notice to find a replacement. The panel was reorganised as quickly as possible but these cases went outside of timescale.

## KEY METRICS

Indicator	Measure	Aug 23	Sep 23	Oct 23	KPI / notes
Potential upstream pressures	SEND Tribunals: number of active cases	375	365	375	At 8/11 (last 12 months)
	Number of EHCPs awaiting assessment (total)	1,922	1658	1584	This includes CYP in Phase 2 and 3
	Number of EHCPs overdue	1,229 (50%)	1109 (49.8%)	1075 (48.6%)	This is the number of EHCP under assessment for which the Stage 3 deadline has passed. <b>Note:</b> these EHCPs may still be at Stage 2 in the assessment process.
	SEND admissions - KST	112	106	2374	At 2/11 there were 2374 CYP awaiting KST for 2024 (67 have already been placed). Note a further 39 CYP are still awaiting KST for 2023, and 12 CYP for 2022.

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# Home to School Transport Survey

November 2023

Why did we do a follow up  
survey on home to  
school transport?

At Family Voice our core purpose is ensuring the lived experience of families, children & young people with additional needs is known to those making decisions which impact their daily lives.

In our Family Voice groups, sessions and social media presence we gather stories & experiences from families. Hearing lived experience is invaluable but, as Surrey's Parent Carer forum we aim to do three things:

1. Evidence the nature and scale of the any given issue.
2. Evidence the impact of the issues on families.
3. Make key recommendations for change to improve the lives of families.

Last summer (August 2022) we received an unprecedented amount of calls and emails from parent carers experiencing challenges with their child or young persons home to school transport. A lot of the calls were in relation to the new policy and how that was being applied.

We decided to run our quantitative data survey on this to get a deeper understanding of the issues and the scale. Following the survey we analysed the data and made 12 recommendations.

We presented the findings to the Select Committee who endorsed our recommendations and requested that we re run the survey the following year to assess progress.

Our survey this year comprised of 18 questions and was open from October to November 2023. **We received 289 responses.**

The following report is based on your input and feedback you have given us

We would like to thank all the families who completed the survey.

# Background Information:

Survey Monkey link shared with parent carers

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Last year's survey had  
290 Responses and  
was open from  
October 2022 -  
November 2022

This year's survey had  
289 Responses and  
was open from  
October 2023 -  
November 2023

# Last Year our Summary of findings looked like this...

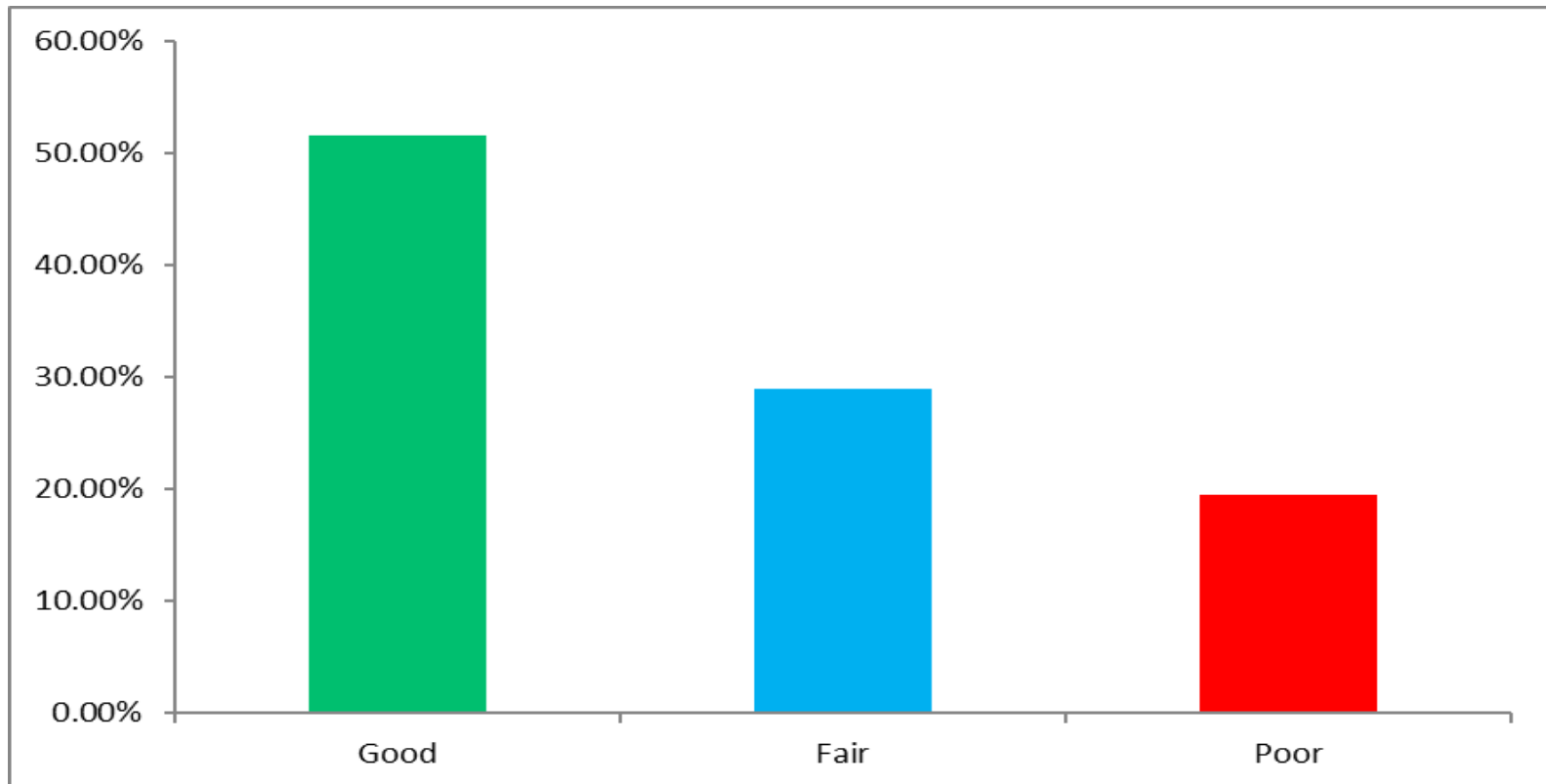
- Of the **290** responses **71.72%** had experienced challenges with home to school transport this term.
- **25.23%** responded saying that although transport had been agreed, the arrangements had not been put in place for the start of term.
- Adverse impacts on the mental health, anxiety and wellbeing of **86.82%** of families affected by these transport issues
- **39.55%** reported financial difficulties due to the transport issues.
- There were huge variations reported around late applications with multiple responders stating they had received a letter with a May deadline not March.
- **19.54%** of children and young people were unable to attend school/college on the first day of term and of those **37.21%** were still unable to attend at the time of completing the survey.

# This year our Summary of findings showed...

- Of the **289** responses **51.57%** had rated their overall experience with Home to School Transport as good.
- **48.78%** had experienced challenges with home to school transport this term.
- **24.83%** responded saying that although transport had been agreed, the arrangements had not been put in place for the start of term.
- Adverse impacts on the mental health, anxiety and wellbeing of **40.91%** of families affected by these transport issues
- **34.27%** reported financial difficulties and loss of earnings due to the transport issues.

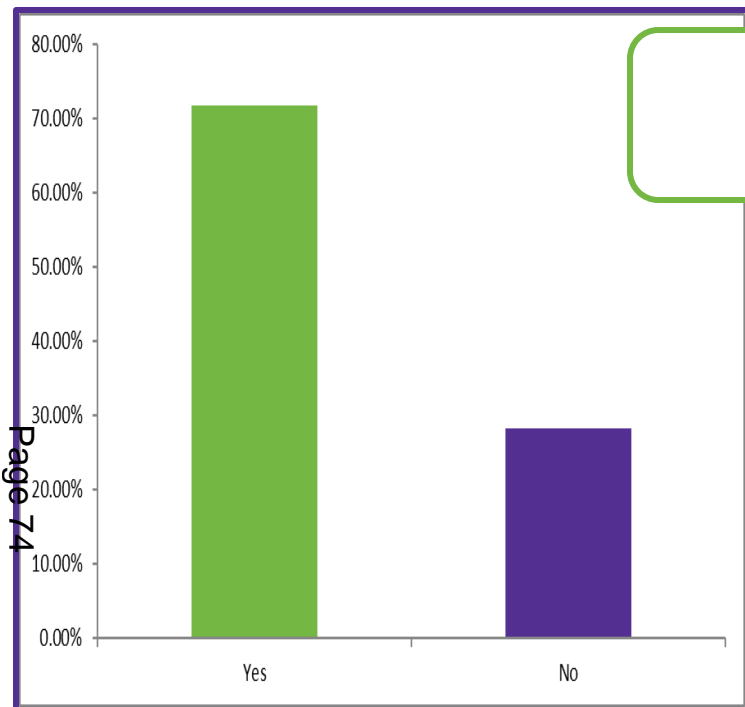


# How would you rate your overall experience with home to school transport this year?

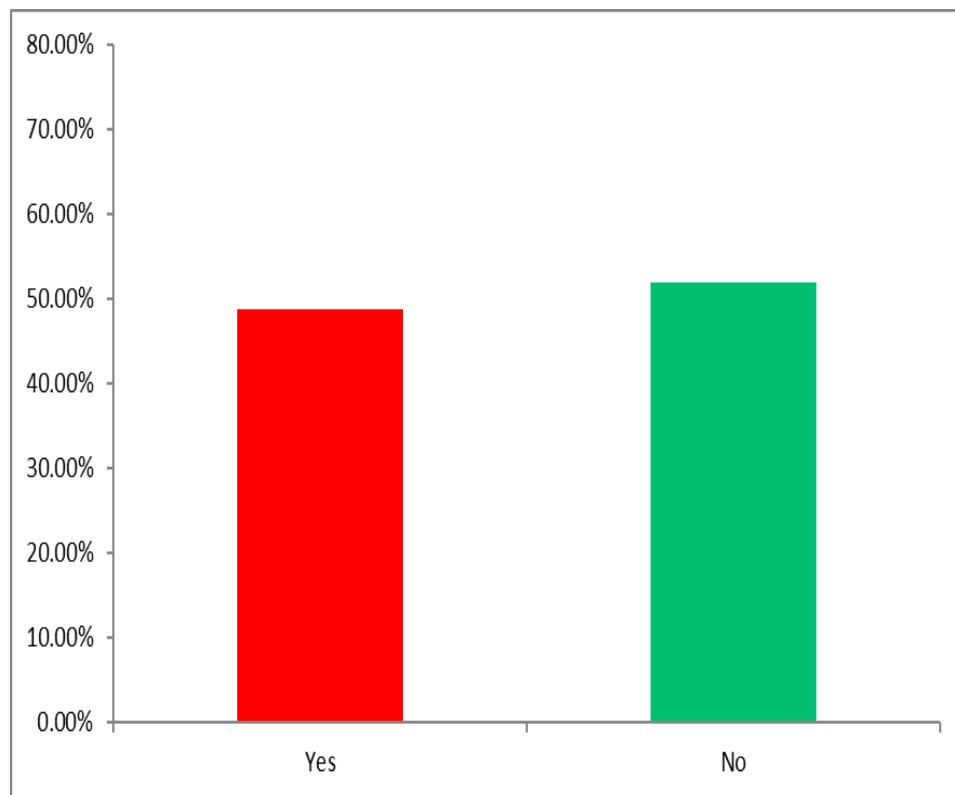


# Have you had any difficulties with your Child/young person's home to school travel arrangements?

Last Year  
November 2022



This Year  
November 2023



# What were the challenges?

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COMMUNICATION OF  
TRANSPORT  
ARRANGEMENTS

REQUEST FOR HOME TO  
SCHOOL TRANSPORT  
REFUSED

TAXI TURNING UP LATE  
OR NOT AT ALL

MULTIPLE CHANGES TO  
DRIVERS WITH NO  
NOTICE

JOURNEY TIMES  
EXCEEDED DUE TO  
MULTIPLE DROP OFFS  
AND PICK UPS

REPORTS OF CHILDREN  
DISPLAYING DISTRESSED  
BEHAVIOUR WHICH WAS  
IMPACTING THE OTHER  
CHILDREN & DRIVER

UNABLE TO CONTACT  
THE TRANSPORT TEAM

LACK OF  
UNDERSTANDING OF  
CHILD'S NEEDS

TRAVEL ALLOWANCE  
PAYMENTS DELAYED

DELAYS DUE TO SEND  
TEAM COMMUNICATION

CONCERNS OVER THE  
CONDUCT OF THE  
DRIVERS

# Application Process...

Respondents reported inconsistent experiences with the application process and highlighted the need for clearer guidance of the overall process.

I applied for mileage funding online and the application was very straightforward and clear, I was approached by one of the taxi survey team whilst collecting my son from school and they told me I could apply to Surrey CC for personal allowance.

The online application form saved time but it was a little convoluted/not clear in some areas which may affect the success of some applications.

Smoother application process, but communication from Transport team still poor

No one has ever explained or sent what should happen to us. Because of tribunal we applied as soon as we heard the results. But beyond applying via a website, no one has supplied any information about how long it lasts, reapplication or how long it lasts for. I had naively assumed that it would last until he left the school but I can see from the questions in this survey that it doesn't. Supplying parents this information should be automatic! I will now go and try and find documentation of what the process should be once you have it in place, so I don't miss a deadline I didn't know existed.

# Journey Times...

Respondents reported journey times exceeding the guidelines. This was largely due to multiple children on the route which increased the journey time.

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My son is constantly late for school because his taxi takes 4 children. I have reported this Surrey CC has done nothing but ignore my concerns

Route has my son collected 75mins before school - he is 4 and the school is only 20 mins away.

The 60-90min twice a day my child spends in a taxi has a HUGE impact on not only his ability to learn, but his overall emotional state, his mood, how he relates to others, how he walks through the door at home has a massive impact on how the evening as a family we have it's a massive knock on effect that is not given any consideration.

# Changes to Driver...

Respondents reported frequent changes to the driver and/or PA, how this was communicated and the impact it had on the child or young person.

The taxi company are quite difficult to deal with. Drivers were changing a lot and so was the personal assistant. I was not being informed of these changes and this was increasing my child's level of anxiety. My child has ASD and one of the important features is the stability and sameness of routine. Changing drivers without warning parents prior so that the child can be prepped in advance.

Negative impact on child. Our son's anxiety and behavior was and is adversely and negatively affected by the lack of consistent driver, firm and passenger assistance.

The taxi driver and/or company changed at short notice. 5 different drivers and 3 different taxi firms since September start!

Lots of driver & escort changes on the bus. My child sat next to a child constantly grabbing her and causing her great difficulty & anxiety getting on & off the bus.

# Safeguarding & Safety...

Respondents reported various concerns regarding safeguarding and safety incidents and how these complaints were dealt with.

The complaints or reporting issues process is also ridiculous. I have had no contact from anyone in the 3 weeks since making a very serious report of a dangerous child in my sons taxi. Rest assured if ANYTHING happens to my son I will be seeking legal action against SCC

Both years you have left my child with only part transport. At the last minute!!!! You have also unbeknown to me at the time left my child unattended 1 hour too early at school.

Reports of driver being aggressive and shouty, incidents of road rage

Poor driving skills considering passengers. indicates last minute. swerves in and out of lanes. two kids in back weren't wearing seatbelts

Surrey didn't provide our transport company with any information regarding our daughter's needs. We did so for the sake of safety as she is epileptic!

I didn't receive any comms from Surrey about what I thought was a random cab company calling me out of the blue telling me that they couldn't make the times I had applied for and that they had no info about my child's car seat needs etc. I wish someone had told me that the driver was from a company that was specifically set up to transport children to and from this school. It would have saved a lot of stress. I even went as far as looking at buttonhole cameras to ensure the safety of my vulnerable child in a perceived random taxi. More info on company, vetting etc from Surrey well in advance of September would have put my mind at rest. In fact, any info from Surrey would have been useful.

My son is attacked, hit, slapped and screamed at on a daily basis by another child in the taxi, reports have been filed a month ago by ourselves and the taxi company as the child also grabs the steering wheel, gearstick and opens doors, nothing has been done ! Neither of us have had any communication from SCC let alone resolved this very serious issue. I have emailed and called SCC many times to be told this issue has been "escalated" someone will call me back and one lady actually parent shamed me and said "but you still sent your son to school didn't you"

Surrey failed to provide car seat on time. If I didn't chase it I don't think my 4 year old would have one for the 75mins journey (school is 20mins away).

# Independent Travel Allowance...

Respondents reported financial hardship when they accepted an ITA.

Over 100 other local authorities reimburse a higher mileage rate than the HMRC recommended 45ppm. Newcastle rates for SEN children's travel is £0.70ppm.

This difference may encourage more parents to consider an ITA arrangement in the future and reduce the need for taxi transportation where the LAs costs associated are increasingly higher and taxi services are more scarcely available. Many parents who WFH can earn an average of 2-3X the ITA amount by working those hours instead of driving children who would otherwise qualify for transport via taxi. It is something I have considered myself recently.

I believe the system could be greatly improved for parents taking their own children to school. Given the rising cost of fuel and cost of living, an increase in the amount issue would be a great benefit to struggling families. The increase to paying 4 journeys instead of 2 only increased my payment by £4 a month. The does not cover the fuel and vehicle costs. I can see why so many people opt for a taxi instead which in turn costs the council even more.

The allowance offered in replacement of transport does not go anywhere near towards the actual cost of taxi which leaves no alternative but parents transporting the student, which takes 4 hours out of every day, 4 hours of work time, which leads to severe hardship when both parents are self employed. Living in a rural area where there is no accessible public transport we also have no alternative than to rely on a car, whether it be driven by taxi or parent.

The change in payments - 10 months to 11 months is good.



# Alternative Provision...

Respondents reported that children who were accessing alternative provision or EOTAS were unable to get transport and as a result were missing receiving any education as they are unable to get to the placement.

Some children within A2E have not had education this academic year due to taxis not been in place. I have seen first hand the impact this is having on the children and their families.

# SEND Team Communication Alignment...

Throughout the survey and through our conversations with the transport team the challenges within the SEND team have a huge adverse effect on transport and there is a need for better communication between the teams and a more joined up approach.

SEN need to communicate with transport in depth so that they're aware of what schools exist.

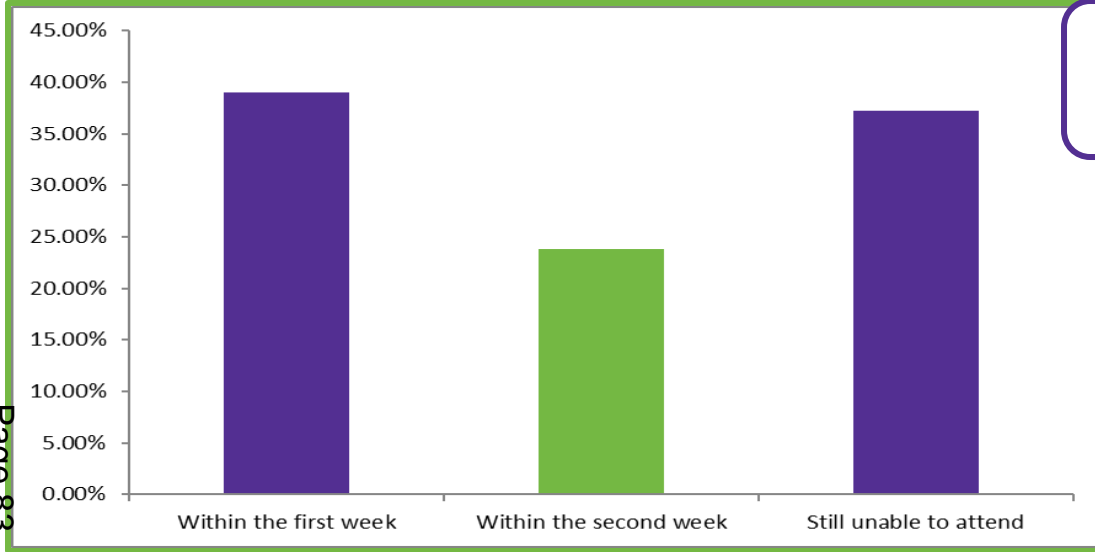
Surrey cc have a complete lack of joined up thinking.

SEN Team issues/failings caused late application which is unfair on the transport team.

This service was the only thing from Surrey CC that was on time. Actually before the expected timeframe. Impressed with the work done, well done transport team. Extremely efficient after dealing with EHCP procedures for more then. 1 year.

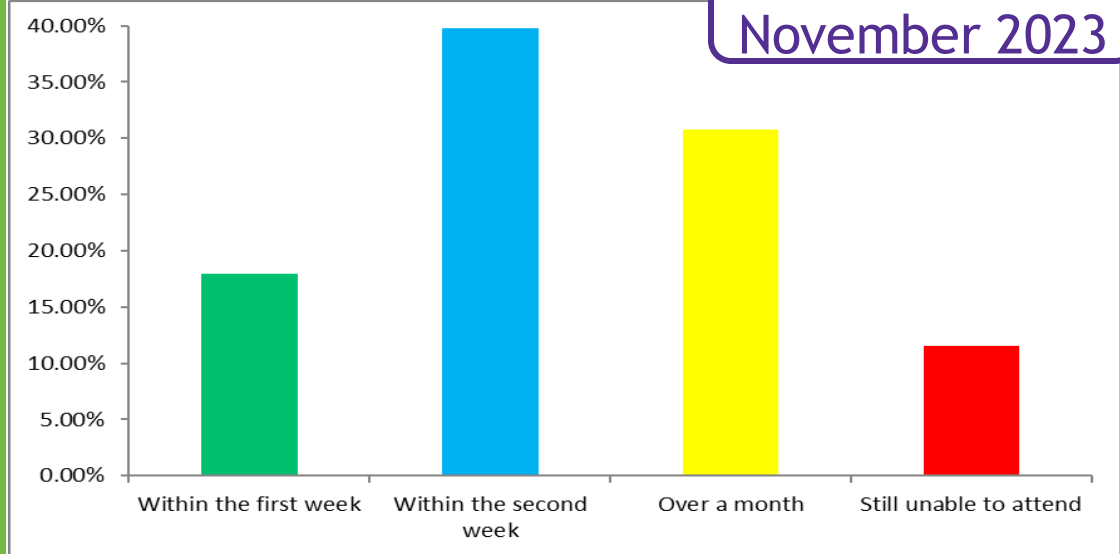
# How quickly were the challenges encountered resolved to enable your child to get to their education setting?

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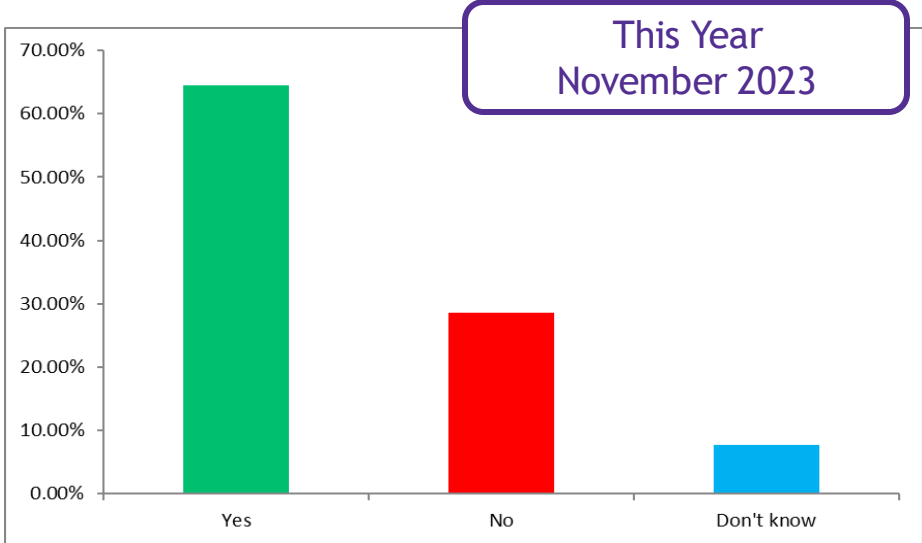
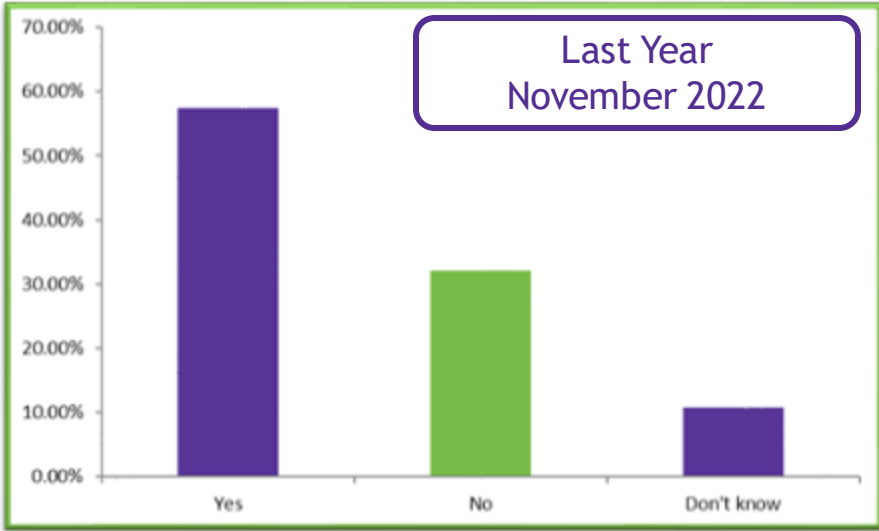
Last Year  
November 2022

It is important to note that the survey did not identify whether the respondents for this question were for post 16 or when they submitted their application. The final column 'still unable to attend' is likely to include both post 16 CYP and those whose applications went in during August.



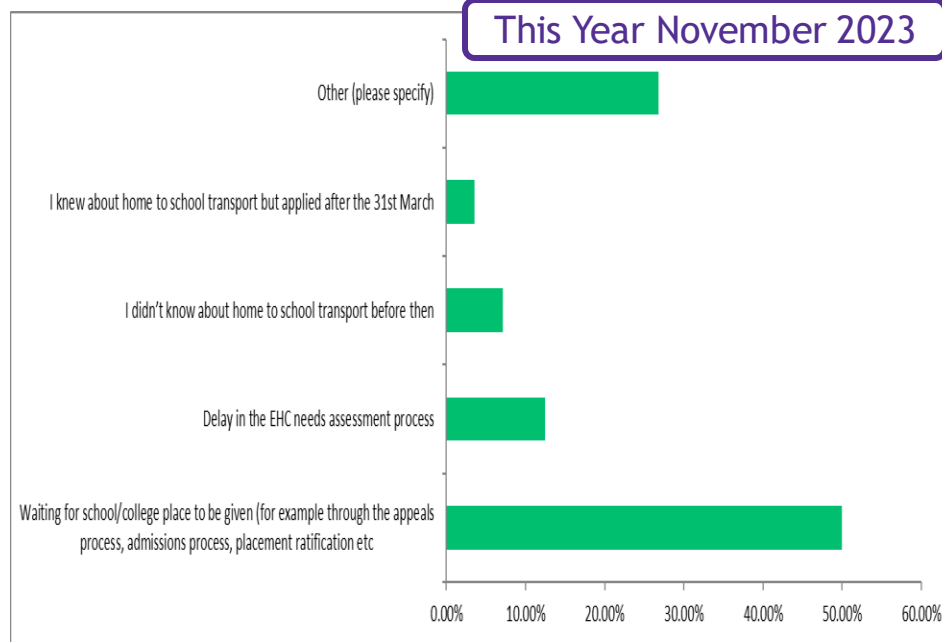
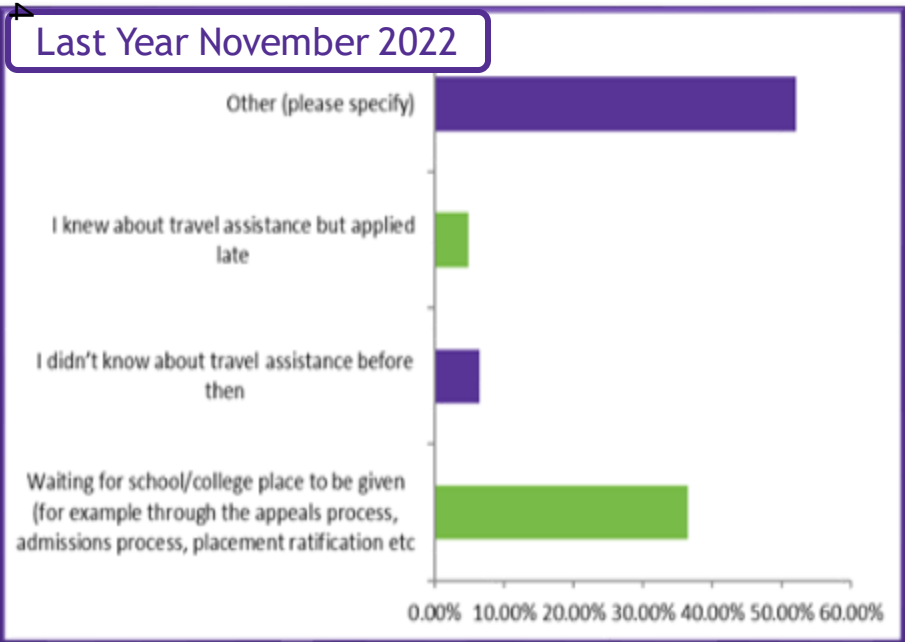
This Year  
November 2023

# Did you get your application in before 31st March 2022?



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# If your application went in after 31st March 2022 what was the reason?



# Appeals

Last year we heard from a number of families that they were being told to appeal if they couldn't accept an ITA.

Following our recommendation this is no longer being reported.

This year **82.39%** of respondent's said that they didn't need to appeal.

Those that did the majority indicated that their appeal was successful.

# IMPACT

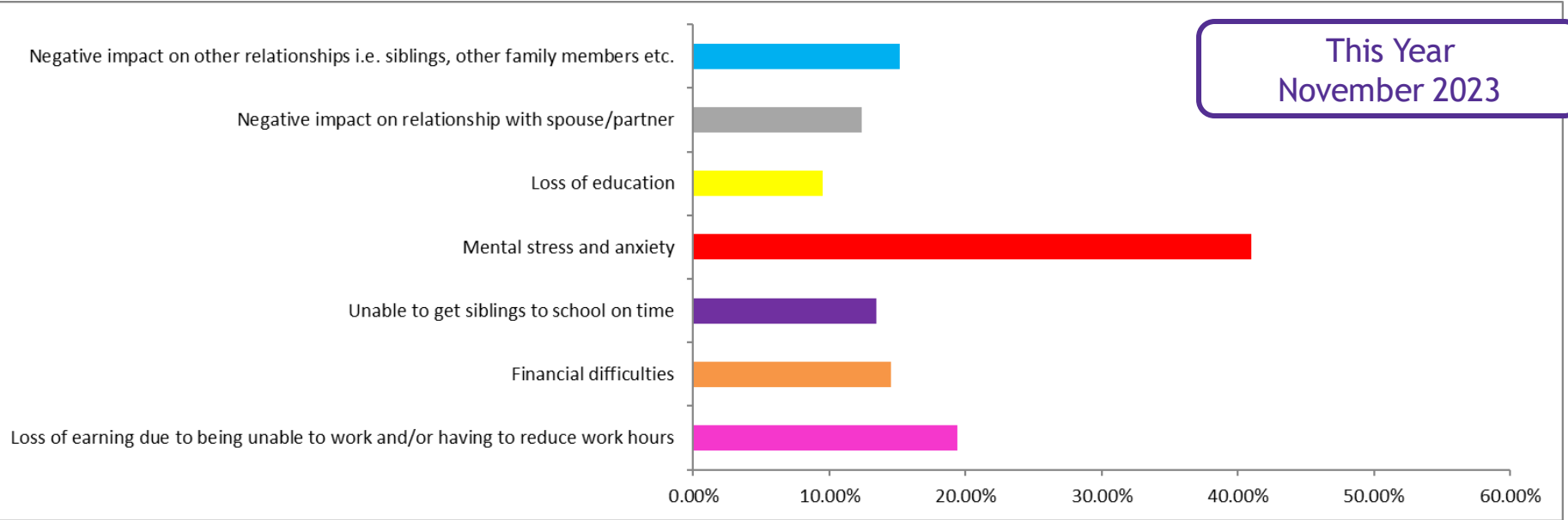
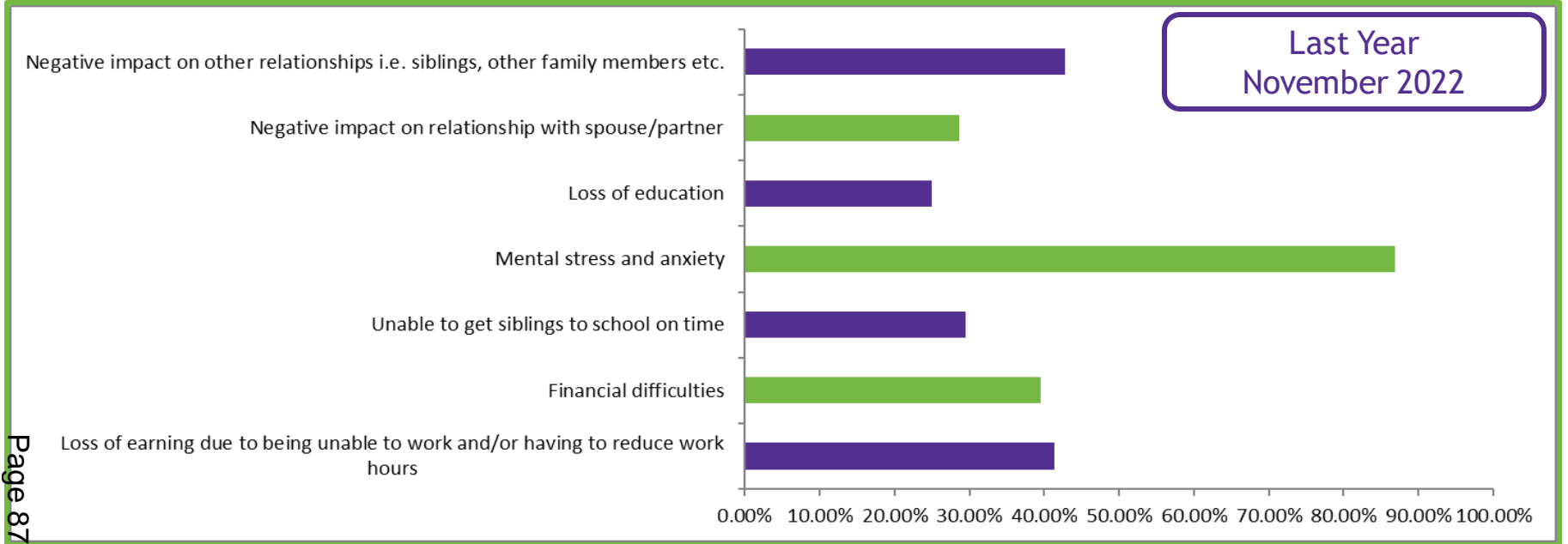
One of the key areas the survey highlighted was the impact that these transport issues had, on not only the child or young person but, their parent carers and the family as a whole.

This has had a huge impact on families:

- **Finances**
- **Mental health**
- **Relationships**
- **Loss of education**
- **Unable to work**

**This is almost identical to last years findings.**

# What impact have these travel assistance challenges had on your family?



Very distressing for my autistic daughter who really thrives when she knows what is planned and really struggles when everything is unpredictable.

Big issues with my full time job and spending a lot of time on the school run when I should have been at the office. I had to work evenings to make up the time

Child started to self harm due to more anxiety caused.



# Communication of Arrangements

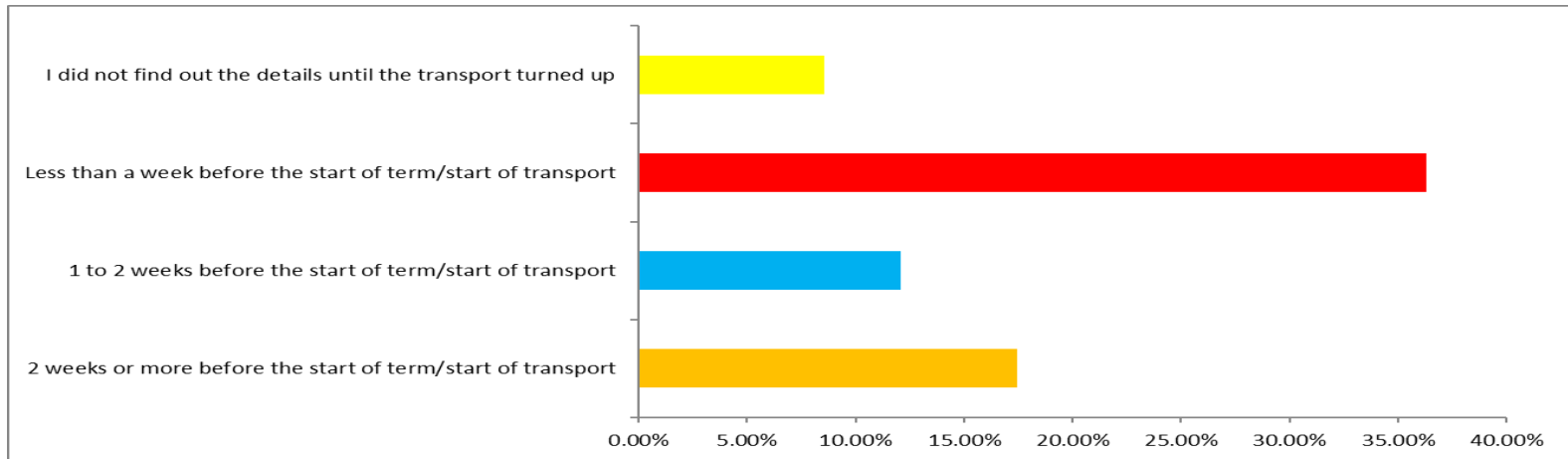
One of the key areas identified was the inconsistency and late communication of the specific transport arrangements for the start of term.

This was also reflective of the amount of contact we were receiving from families during August.

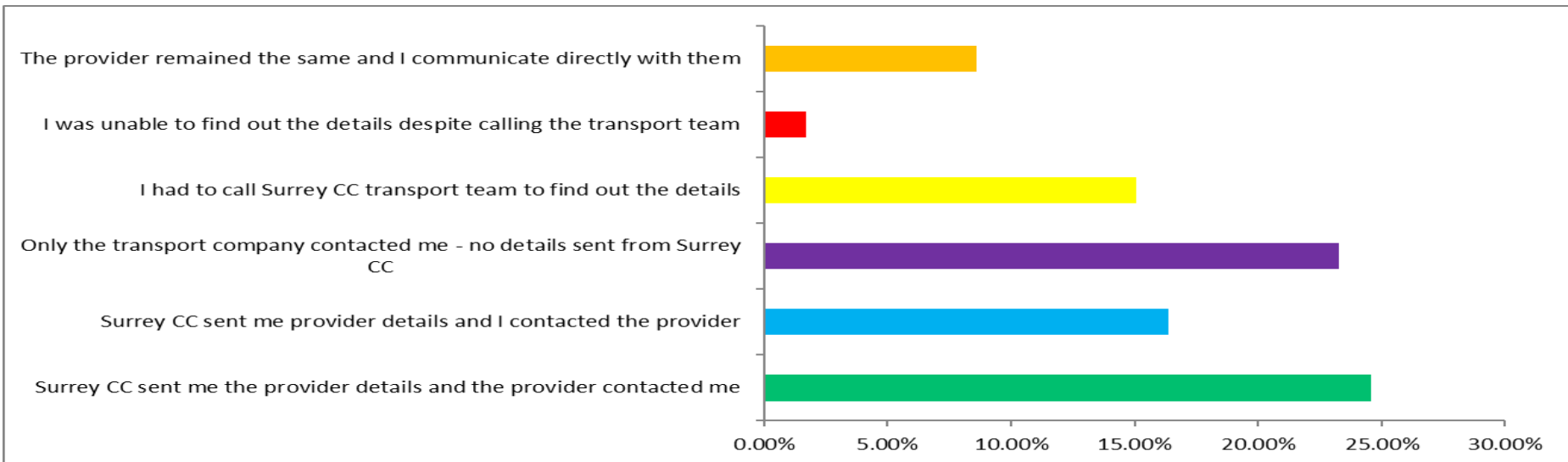
Many families still didn't know how their child was getting to school at the start of term, this caused huge anxiety and stress.

It is vital that parents are made aware of the arrangements in good time so that they are able to arrange a meet and greet with the driver and fully prepare their child or young person.

If your child/young person has contract home to school transport i.e. a taxi/minibus - when did you receive details of the arrangements such as transport provider, driver name, vehicle registration etc.



How did you find out the details for the arrangements of your child/young persons home to school transport?



# Communication...

When you email the transport team it can take a month for them to reply if they even bother, trying to claim travel allowance back is very difficult

First time around process was very stressful as had to appeal, second time more routine and this year SCC contacted us to say transport (taxi) was automatically agreed & no need to reapply. This was a massive relief and a very pleasant surprise.

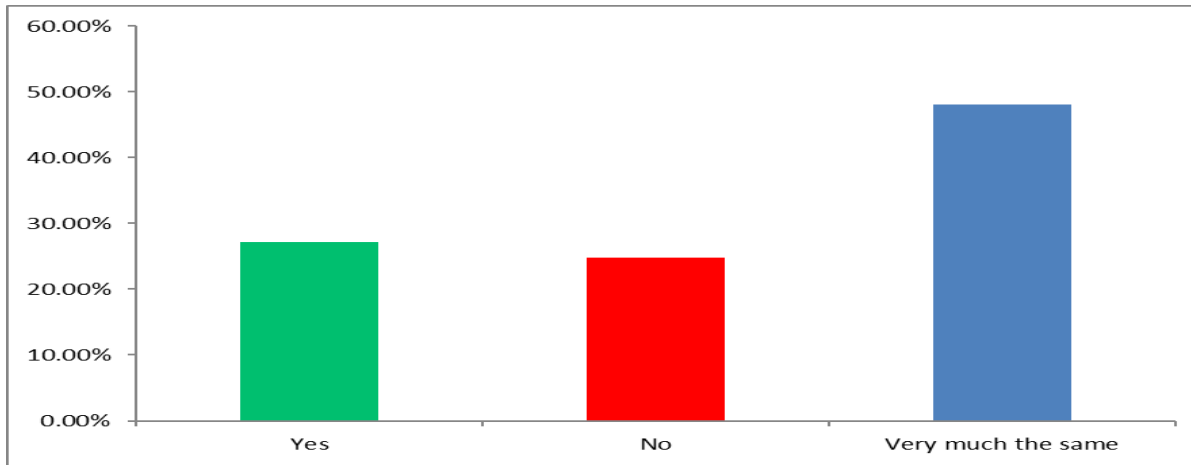
It was stressful waiting to hear about transport arrangements in September as I had to chase and only found out the details a few days before the start of term.

The travel team never replied our email. The telephone hotline was picked up by a call centre who could only read out information on the system, but had no idea about why things were delayed, which stage the process was at, etc. The staff at the call centre tried to be helpful but they couldn't except for making apologies. This is a very mean arrangement and it puts parents and the child in an uninformed and very helpless situation.

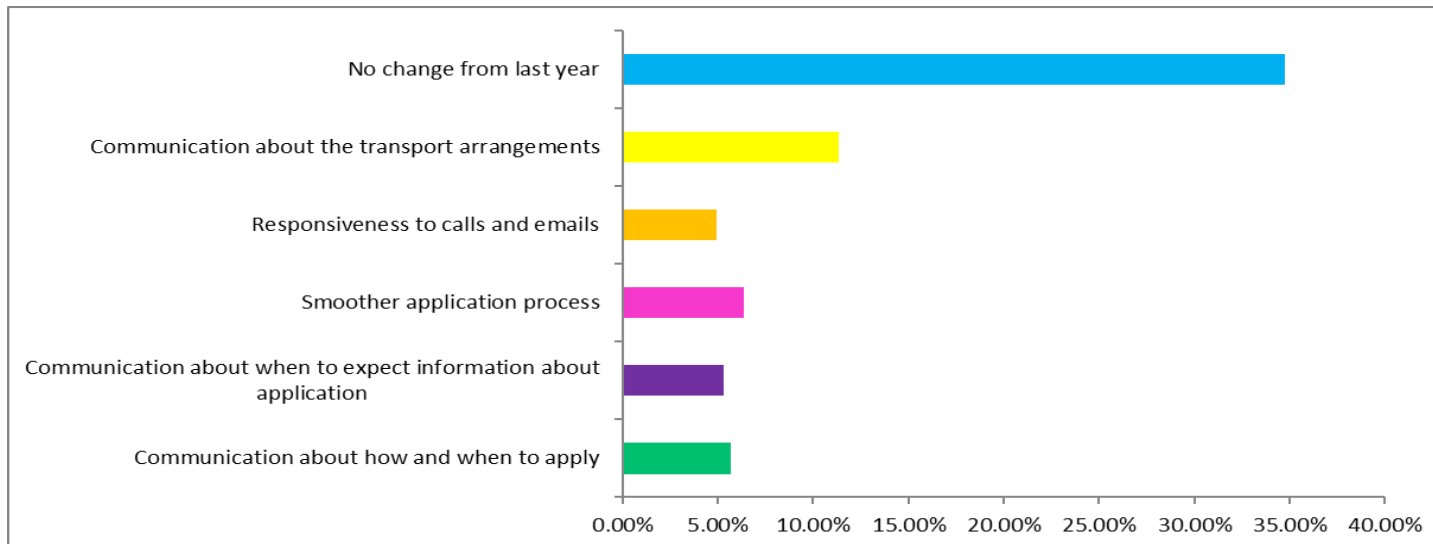
Took 2 escalations and once I was called by the resolution officer, she was fantastic & the taxi was in place within a week. My Son only lost 8 days.

More communication needed we had 1 day notice... Taxi companies barely found out before. The whole process should start much earlier.

## Has your experience of home to school transport been better this year in comparison with last year



## What would you say has improved most since last year?



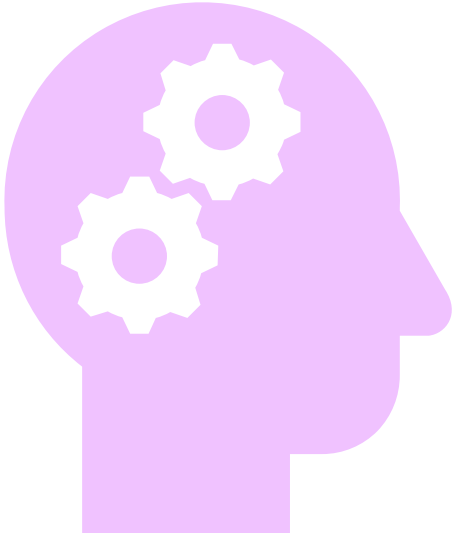
# What good looks like...

The team have been responsive to my emails. The application and appeals process are easy and straight forward. I am very happy with the service.

Not having to fight the transport department this year for transport has really meant a lot especially for our mental health.

The whole process was great. I had liked the info a bit sooner than I did but I had all the contacts info I needed and was very happy with that. My son loves the transport and I'm so glad that he was offered it as he enjoys going to school now

One of the key areas that we have seen a huge improvement in since last year was the commitment from the transport team to meet with us on a weekly basis over August, to update on progress, inform us of challenges and to look into specific cases or areas that we have been hearing about from families. This is a massive change to previous years and although the end of August through to early September was particularly challenging it was extremely helpful to be able to have this regular time to raise these issues and ensure the parent carer experience was being heard.



# Review of the Recommendations made in 2022

**Recommendation 1:  
November 2022**

To have clarity on the policy on Independent Travel Allowance (ITA) and assurance that the process is in line with statutory guidance - specifically:

- That unless a parent agrees to transport their child, the LA has to provide appropriate transport.
- Assurance that a parent who cannot accept an ITA in lieu of transport will not be asked to appeal the decision.

**UPDATE: November 2023**

We are pleased to report that this has now been actioned and we have not heard from any families in this situation.

**COMPLETE**

**Recommendation 2:  
November 2022**

For ALL families who accept an ITA to be paid for the 4 trips they make a day to transport their child or young person (CYP) to their setting NOT just when the CYP is in the vehicle. This ensures that they are not at a financial disadvantage to those who are transported in a LA funded vehicle.

Families who have been in receipt of an ITA since September have their allowance recalculated to reflect 4 journeys a day instead of 2 and are reimbursed the deficit based on the current calculation.

**UPDATE: November 2023**

We are delighted that this has been actioned - families have been reimbursed and the 4 journeys is now reflected in all communication that goes out to families.

**COMPLETE**

**Recommendation 3:  
November 2022**

To have clarity on the new arrangements for post 16 transport and an understanding of how extenuating circumstances are taken into consideration.

**UPDATE: November 2023**

Family Voice Surrey have been working on a parent guide with the home to school transport team and a separate post 16 parent guide which outlines this. The post 16 guide is not yet finalised and the under 16 guide is currently being amended to reflect how this summer period went.

**ONGOING**

**Recommendation 4:  
November 2022**

To have preparation for adulthood in mind for all young people and ensure families are aware of the independent travel training offer and can consider this for their young person where appropriate. To look at existing public transport routes and commission more routes to enable young people to travel independently if they are able to.

**UPDATE: November 2023**

We feel this is an area that still needs development. We are delighted that the LA is keen to raise more awareness of travel training but capacity issues of the current provider mean it is not always an option. We will be adding this to our new recommendations.

**ONGOING**

**Recommendation 5:  
November 2022**

To have clear guidance on how you intend to adhere to the recommended statutory timescales (max journey of 45 mins for primary and max 75 mins for secondary) whenever possible, and assurance that these times won't be exceeded by adding too many children to a route.

**UPDATE: November 2023**

We have heard from families through the survey that routes are still exceeding recommended journey times due to the amount of children on the routes. Therefore, this is an area that still needs work to find ways to ensure the recommended journey times are not exceeded. This also needs to link to the work within SEND as placement decisions need to factor in journey times and transport. This will be added to our new recommendations

**ONGOING**

**Recommendation 6:  
November 2022**

To have clear guidance for parent carers on when they should be applying for transport with clear timescales and key dates.

**UPDATE: November 2023**

This has improved - there is now clearer and more consistent communication to families including the key stage transfer letters. The parent guide outlines key dates in the process. The survey has revealed that there is still work to do in this area but we are pleased with the progress so far.

**ONGOING**



**Recommendation 7:  
November 2022**

To ensure parent carers are not penalised by not being given transport for the first term because they apply past the deadline through no fault of their own - when they don't have a named school or a finalised plan.

**UPDATE: November 2023**  
We are pleased to report that on the whole this has been actioned. The impact of the delays in communication from the SEND team and the EHC needs assessment delays do have a significant impact on how the transport team are able to process applications, but the transport team have had a real shift away from the term late application

**COMPLETE**

**Recommendation 8:  
November 2022**

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To have a clear and robust roadmap of how the current application/assessment and delivery processes are going to be significantly changed to ensure that families are not: - Left without transport at the start of term - That families are given a fair and timely decision - That families know the arrangements well ahead of the start of term so that they can prepare their child or young person.

**UPDATE: November 2023**  
Unfortunately this didn't happen in all cases and we had a significant amount of families who didn't have the details of their child's transport by the last week of the summer holidays and in some cases not by the start of the term. This caused great distress to families and should be a priority focus to prevent it happening next year. This will form one of our new recommendations.

**ONGOING**

**Recommendation 9:  
November 2022**

To develop a robust process where SEND, Admissions and transport work together and communicate effectively to ensure the experience for the family is joined up and seamless journey.

**UPDATE: November 2023**  
This is still a huge challenge and there is huge inconsistency in communication between SEND, SEND admissions and transport. This coupled with the current delays in the EHC needs assessment makes it very challenging for the transport team to plan effectively which impacts on parent carers experiences. This also impacts on journey times and more consideration from a SEND perspective needs to feed into this. This will form part of our new recommendations

**ONGOING**

**Recommendation 10:  
November 2022**

The transport team will ensure any changes in policy or practice are done in collaboration with Family Voice Surrey, the third sector and other key partners prior to implementation.

**UPDATE: November 2023**

Family Voice Surrey have been working closely with the H2ST team, particularly on the parent guide. We welcomed regular meetings in the summer to get updates and resolve cases. We are pleased to say there is a really good collaborative feel to our work together.

**COMPLETE**

**Recommendation 11:  
November 2022**

That all outstanding travel allowance payments are issued to parent carers, and all cases that are still waiting for travel assistance are resolved by the end of 2022.

**UPDATE: November 2023**

We are delighted to say that overall this has happened.

**COMPLETE**

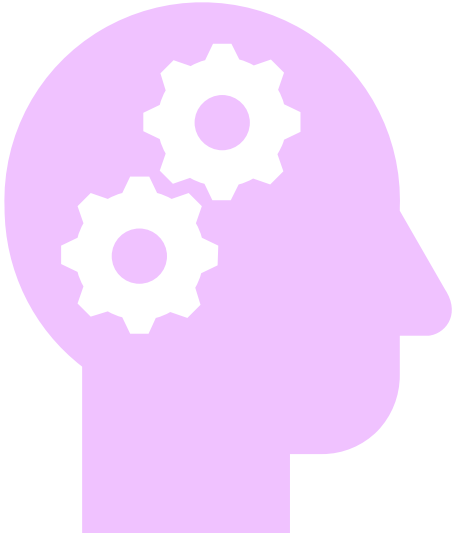
**Recommendation 12:  
November 2022**

The payment schedule for ITA is changed to September - June rather than October - July to ensure families who accept an ITA are not financially disadvantaged throughout September and October whilst waiting for the first payment to come through.

**UPDATE: November 2023**

We are delighted that following the last Select Committee meeting this was re looked at and as a result there are now payments over 11 months instead of 10 which is a really welcome change.

**COMPLETE**



# Recommendations: November 2023

## Recommendation 1: Timely Communication

(This includes previous recommendation 8)

To have a clear and robust roadmap of how the current application/assessment and delivery processes are going to be significantly changed to ensure that families are not:

- Left without transport at the start of term
- That families are given a fair and timely decision
- That families have regular communication and updates throughout the process at different stages of the year.
- That families are given clear and consistent information about the specific transport arrangements **at least 7 days before the start of term** so that they can prepare their child or young person.

To have a robust communication process which should include a central one point of contact email address and telephone number that parents can contact the transport team on. There should be clear timescales of when parents will receive a response. (e.g. 48 hours for a call back and 5 working days for an email) This information should be on the automated email response, displayed on the website and be on all communication sent out to parents. There should also be a clear escalation route included in this information should a response not be received within the specified timescales. There should also be a separate safeguarding contact method that can be used in situations where an urgent response is required. (More details on this are in recommendation 3)

## Recommendation 2: Safeguarding & Safety

To have a clear and transparent information available to families about the training and safeguarding checks drivers receive prior to driving children. This should also detail refresher training and checks

A clear and transparent process of how to report concerns about drivers or PA's or incidents with other children and the process that follows this. This should include clear timescales and how to escalate if this is not followed.

Clear steps and guidance on measures to keep children safe to include;

- Car seats
- Drivers use of mobile phones
- Seatbelts
- Information about a child passed to the driver

To implement a safeguarding contact line that parent carers and schools can report urgent safeguarding concerns about transport (driver or other occupants) These concerns should be responded to within 24 hours and dealt within 5 working days depending on the level of risk. Guidance should be put together to demonstrate how parents and carers and schools will be kept up to date and the process they will follow.

### **Recommendation 3: Collaboration and C ommunication**

(Previous recommendation 9)  
To develop a robust process where SEND, Admissions and transport work together and communicate effectively to ensure the experience for the family is joined up and seamless journey. This should include journey times being factored in to placement decisions and communicated with the transport team at the earliest opportunity

### **Recommendation 4: Journey Times**

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(Previous recommendation 5)  
To have clear guidance on how you intend to adhere to the recommended statutory timescales (max journey of 45 mins for primary and max 75 mins for secondary) whenever possible, and assurance that these times won't be exceeded by adding too many children to a route.  
  
This should include journey times being factored into placement decisions and communicated with the transport team at the earliest opportunity.

### **Recommendation 5: Consistency**

Information should be readily available to families about what to do in the instance that the child's driver changes suddenly or frequently.  
  
This should include:

- what should happen if there are changes
- How should changes be communicated to families (by who and within what timescales)
- What to do if there are frequent changes
- How to escalate concerns or request a change

**Recommendation 6:  
Alternative  
Provision and EOTAS**

Initiate a working party to ensure that children accessing alternative provision or EOTAS have transport in place this will ensure children who are receiving this type of provision are able to attend their education setting and receive the education they are entitled to without unnecessary delays. (Explore ITA's, SEND team budget, who is responsible)

**Recommendation 7:  
Independent Travel  
Allowance**

Complete a benchmarking exercise to look at other LA's and how much they reimburse families.

This could be an opportunity to increase the take up of an ITA, reduce financial hardship, build trust, reduce transport costs, reduce safeguarding concerns and support alternative provision

**Recommendation 8:  
Preparation for  
Adulthood**

(Previous recommendation 4)

To have preparation for adulthood in mind for all young people and ensure families are aware of the independent travel training offer and can consider this for their young person where appropriate. To look at existing public transport routes and commission more routes to enable young people to travel independently if they are able to.

# Next Steps

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Share the findings and recommendations with the Home to School Transport Senior Team on the 20th November 2023



Present the findings to the Select Committee on the 6th December 2023



Feedback findings to Family Voice Parent Carer members in January 2024

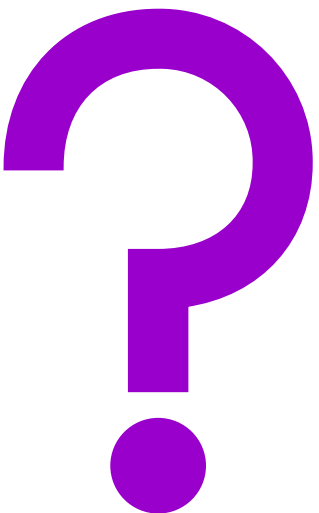


Meet with the transport team to discuss agreed recommendations and plan next steps by the end of January 2024



Re run the survey in October 2024 to compare the parent carer experience.

**Questions?**



WEDNESDAY 6<sup>TH</sup> DECEMBER 2023

## Scrutiny of 2024/25 Draft Budget and Medium-Term Financial Strategy to 2028/29

Purpose of report: Scrutiny of the Draft Budget and Medium-Term Financial Strategy

### Introduction:

1. Attached is a summary of the 2024/25 Draft Budget and Medium-Term Financial Strategy (MTFS), particularly focussing on the budgets for the Childrens, Families & Lifelong Learning Directorate (CFLL) and elements of the Customer and Communities Directorate (C&C) relating to this Select Committee.
2. The [2024/25 Draft Budget & MTFS to 2028/29](#) was presented to Cabinet on 28<sup>th</sup> November 2023. The Final Budget for 2024/25 will be approved by Cabinet in January 2024 and full Council in February 2024. It is good practice to, as far as possible, set out in advance the draft budget to allow consultation on and scrutiny of the approach and the proposals included. There will be no movements in the Draft Budget position until the provisional Local Government Finance Settlement is published, which is expected later in December, and the implications are considered.
3. The production of the 2024/25 budget has been developed through an integrated approach across Directorates, Corporate Strategy and Policy, Transformation and Finance, ensuring that revenue budgets, capital investment and transformation plans are all aligned with each Directorate's service plans and the corporate priorities of the organisation.

### Context:

4. Local Government funding remains highly uncertain, with a number of factors likely to result in significant changes to our funding position over the medium-term. The national economic environment influences the level of funding available to Local Authorities. Public Sector borrowing has been put under significant pressure by events over recent years, including government spending to combat Covid-19 and mitigate its impact on business and

individuals. This coupled with successive increases to interest rates and slow national economic growth, has had an impact on the UK economy.

5. The Local Government Financial Settlement for the current financial year, provided some strong indicators of the funding that would be made available for 2024/25. Since then, the economic position nationally has remained uncertain with high inflation sustained throughout the period. Many local authorities are highlighting significant difficulties in balancing the increasing cost of providing services against uncertain and limited funding streams. Funding remains highly uncertain past 2024/25 with many decisions being postponed past the current parliament. The Autumn Statement, due on 22 November, may provide some insight into potential funding to support local authorities experiencing unprecedented financial challenges. However, the first opportunity to understand in detail the direct impact of funding arrangements for the Council will be with the provisional settlement itself, which is expected in late December 2023, with a final settlement in January 2024.
6. The overall outlook for 2024/25 is one of significant challenge. While budget envelopes are increasing, in line with projected funding levels, substantial increases in the cost of maintaining current service provision and increased demand result in pressures increasing at a higher rate than forecast funding. These pressures relate to a number of factors occurring simultaneously, namely continued high levels of inflation, workforce and labour shortages, high interest rates and the ongoing impact of the pandemic. In addition, the Council continues to see increases in demand for services, and in the complexity of the cases, particularly within Adults and Childrens' social care. The ongoing impact of the high cost-of-living on residents is expected to further increase demand for key services. There is a national lack of sufficiency in children's social care places which results in extremely high costs. Material uncertainty also remains over the impact of the future Adult Social Care Reform proposals which are anticipated to put significant financial pressures on the Council over the medium term, well in excess of the funding being made available.
7. Although good progress has been made over the last few months, there remains a provisional budget gap for 2024/25 of £13.5m, driven primarily by significant inflation and the need to maintain the delivery of priority services experiencing significant demand pressures. Further actions will have to be agreed to close the gap, which will be extremely challenging given the level forecast. The level of Council Tax raised and the extent to which further efficiencies will need to be identified, will be dependent in part upon the Local Government Finance Settlement in December, and confirmation of District and Borough Council Tax Bases in January.
8. As well as a focus on closing the gap for 2024/25, we need to be prepared for what will continue to be a difficult financial environment over the next few years.

The Council recognises that tackling this gap will require a medium-term focus and a fundamentally different approach. We are focusing not only on 2024/25, but simultaneously looking to address the medium-term horizon.

<b>Engagement:</b>
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9. Over the summer of 2023, we engaged with residents and organisations across Surrey (such as voluntary, community and faith organisations) and with Members to inform the draft budget. The objectives of this engagement were to gather insight on which priority outcomes stakeholders wanted the Council to focus most on, their views on how the council approached the allocation of its budget, approaches to balancing the budget and circumstances under which they would support a Council Tax increase. A summary of the results is included in Annex A.
10. We gathered the views of over 1,600 stakeholders using a range of methods. Stakeholders most wanted us to focus resources on supporting the county's most vulnerable residents. There were some differences between what residents felt were most important compared with organisations. Residents want the Council to prioritise making road and pavement improvements, making communities safer and enhancing local public transport. Organisations preferred the council to concentrate spend on service areas that supported a preventative agenda, such as promoting better health and wellbeing and strengthened community networks.
11. Residents wanted us to allocate spending so that most people living in the county would benefit and marginally favoured expenditure with the long-term needs of Surrey in mind. Organisations suggested they would prefer that spending was targeted to support those residents most in need. Residents also wanted us to focus on approaches to balancing the budget that involved more collaboration with communities, such as equipping residents with tools and resources to support themselves, and less likely to support measures such as increasing fees and charges for previously free or subsidised services.
12. Residents indicated they would be most likely to support a Council Tax increase if it was intended to support the most vulnerable residents in Surrey or if all measures to streamline services had been exhausted. They were least likely to support an increase as an alternative to raising fees and charges. Some residents said they would not support a Council Tax increase under any circumstances, but some residents did not support this view, indicating there were some legitimate circumstances where an increase was justified.
13. We have also engaged closely with members, staff and partners to shape this Draft Budget and plan to continue engagement until early into the new year as the budget is finalised. We are currently consulting with residents and other stakeholders on the measures we are taking to balance the budget for 2024/25.

The results of this exercise will be reported to Cabinet and Council in January and February 2024.

14. Impacts of budget proposals, both positive and negative, are considered by services in a variety of ways, including through services' own consultation and engagement exercises and the use of Equality Impact Assessments (EIAs). EIAs are used to guide budget decisions and will be included in the final Budget paper alongside an overview of the cumulative impact of proposed changes. At Surrey, we consider impacts not just on the nine protected characteristics, but also other vulnerable groups, for example, those at socio-economic disadvantage, Gypsy, Roma and Traveller communities, those experiencing homelessness, and so on. An overview of impacts of efficiencies pertinent to the areas covered by this committee are included in Annex A.

### **Budget Scrutiny**

15. Annex A sets out the budget proposals for CFLL and C&C, including the latest calculated revenue budget requirement compared to the current budget envelopes based on the Council's estimated funding, the service budget strategy, information on revenue pressures and efficiencies and a summary of the Capital Programme. Each Select Committee should review in the context of their individual Directorates, exploring significant issues and offering constructive challenge to the relevant Cabinet Members and Executive Directors.
16. Members should consider how the 2024/25 Draft Budget supports the Council in being financially stable whilst achieving Directorate and Corporate priorities and the Council's Vision for 2030. The budget aims to balance a series of different priorities and risks with options on investment, efficiencies and increases in the rate of Council Tax. It is appropriate for the Committee to consider how successful the budget is in achieving this.

### **Conclusions:**

17. The provisional Local Government Finance Settlement in December, to be finalised in January 2024, will clarify the funding position for the Council. Once funding is clear, Directorate pressures, efficiency requirements, the level of Council Tax and the Capital Programme will be finalised.

### **Recommendations:**

18. That each Select Committee agrees a set of recommendations to the Cabinet, pertinent to their area, which will be reported to Cabinet in December 2023.

### **Next steps:**

19. Between now and February 2024, when the budget is approved by full council, officers and Cabinet Members will work closely together to close the current budget gap; challenge and refine assumptions and finalise the development of the Capital Programme.
  20. The recommendations resulting from Select Committee scrutiny process will be compiled and reported to the Cabinet meeting in December 2023.
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### **Report contact**

Nikki O'Connor – Strategic Finance Business Partner (Corporate)

### **Contact details**

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### **Annexes:**

Annex A: 2024/25 Draft Budget Report and Medium-Term Financial Strategy to 2028/29 – Scrutiny Report for CFLL and C&C.

Annex B: Draft Capital Programme 2024/25 – 2028/29

### **Sources/background papers**

- 2024/25 Draft budget and medium-term financial strategy report to Cabinet 28<sup>th</sup> November 2023

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# Children, Families & Lifelong Learning Select Committee

## Draft Budget 2024/25 and Medium Term Financial Strategy to 2028/29

6 December 2023

OUR PURPOSE

OUR PEOPLE

OUR ORGANISATION

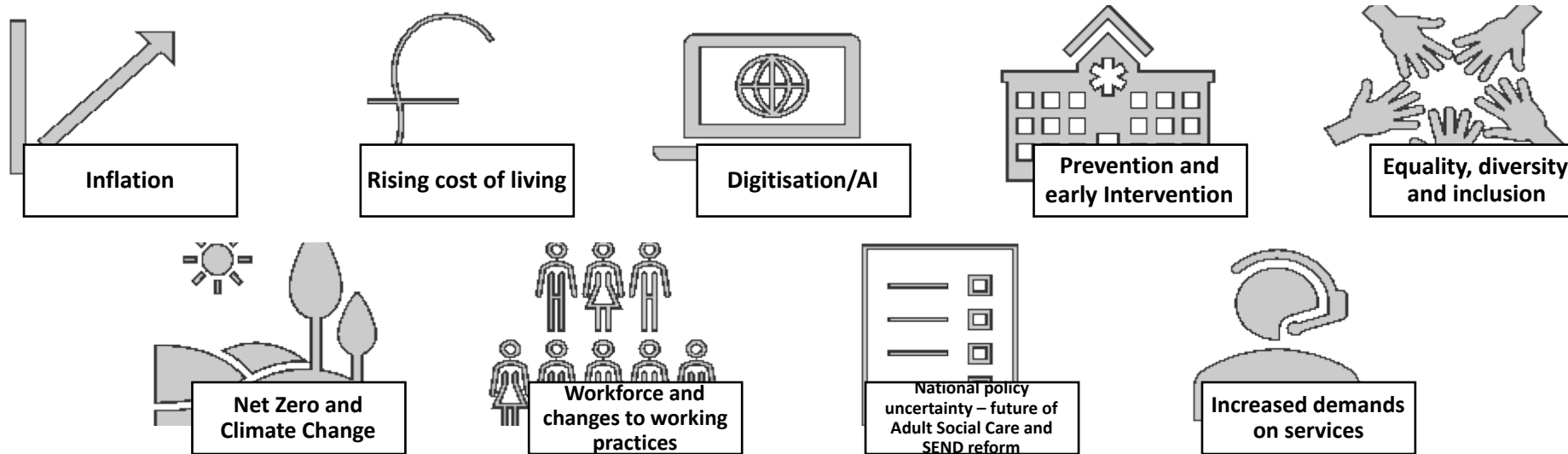
# Purpose & Content

Set out to Select Committee the 2024/25 Draft Budget and Medium Term Financial Strategy to 2028/29, including:

- Budget Setting Process
- 2024/25 budget gap
- Capital Programme Position
- 2024/25 – 2028/29 summary position
- Next steps
- Detailed Directorate progress

# Strategic Content

A number of drivers are influencing our operating context, including:



## Delivering priorities, ensuring no one is left behind

Our Organisation Strategy sets out our contribution to the 2030 Community Vision.

Our **four priority objectives** and guiding principal that **no one is left behind** remain the central areas of focus as we deliver **modern, adaptive and resident-centred services for all.**



# Budget Consultation & Engagement – Phase 1 approach

We have gathered robust insight from stakeholders while minimising costs to the council. Between September and October, we asked for views on priority outcomes, resource allocation, tactics for balancing the budget and circumstances under which a council tax increase would be supported.

How we gathered this insight

**1600 stakeholders** gave their views:

- 614 residents through a statistically representative survey of Surrey's adult population by age and gender.
- 891 residents through a Surrey Says open survey.
- **50 organisations** through a separate Surrey Says survey.
- **Over 100 residents at community events** already planned (e.g. Pride in Surrey)
- Open survey promoted through social media. Members and Community Link Officers also promoted it.

# Budget Consultation & Engagement – Phase 1 key messages



1. Supporting the **most vulnerable residents** is a top priority. Residents also want more investment in roads and pavements, community safety and public transport.
2. Some stakeholders completing the open survey found **prioritising outcomes difficult**.
3. Residents preferred spend to benefit all residents and focus on the future. Organisations preferred targeted spend for the most vulnerable.
4. Support for balancing the budget through **more collaboration** with residents and partners. Less support for increased fees and charges.
5. Residents more likely to support council tax increases to **protect spending on vulnerable residents** or where **options to streamline services exhausted**. Less support for increase as alternative to putting up fees and charges.
6. While some residents did not want a council tax increase under any circumstances, **a greater proportion did not agree with this view**.

More detail can be found in the Annex.



# Budget Consultation & Engagement – Next steps

- Services are considering how the Phase 1 feedback will **inform future service design** and development, e.g., how to meet residents' appetite for further collaboration.
- Phase 1 insight will also **inform how we communicate with residents** on how the council is responding to residents' and other stakeholders' priorities.
- We will be consulting on the draft budget's investment proposals and measures to close the budget gap. **A survey on Surrey Says will launch on 28 November 2023** and complete on 5 January 2024. All Members will receive a briefing pack and be encouraged to promote the survey to residents.
- Officers will share key messages to stakeholders and **gather feedback** through various user groups, e.g., Learning Disability user forums.
- Insight from this work will inform messaging for the final budget and **provide insight** for the planning and implementation of the 2024/25 efficiencies.

# Equality Analysis 2024/25 – Current Position

- As each draft efficiency proposal is still being developed the equality analysis included in the Annex of these slides is the **current position for each service**, and this is **likely to evolve** as more detail on plans to deliver on proposals is developed.
- **Early indications of potential impacts** of proposals have been included, along with any **planned mitigating activity**.
- Whilst the information included in the Annex identifies service-specific equality analysis, work is underway to understand the **cumulative equality impacts** of the 2024/25 budget as a whole. This also reflects the iterative nature of service-specific equality impacts and planned mitigating actions.

# Equality Analysis 2024/25 - Cumulative Analysis

## The main characteristics most likely to be disproportionately impacted:

1. Older adults and their carers, and adults of all ages with physical, mental health conditions and learning disabilities and their carers
2. Children and young people, including those with special educational needs and disabilities (SEND), and families
3. Staff and residents facing socio-economic disadvantage

## Emerging common mitigation themes:

- Use co-design, consultation and engagement methods to produce services that are responsive and focus on supporting people that need them most.
- Services will work to invest in preventative activity and early-intervention measures to help enable better outcomes earlier and avoiding having to resource high-cost intensive activity that leads to greater pressures on our budget.
- Work closely with strategic partners to mitigate impacts where relevant

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# Equality Analysis 2024/25 – Next steps

- Services will continue working on the Equality Impact Assessments for their efficiency proposals and full documents will be made available to review with the final budget papers.
- The final cumulative analysis report and completed EIAs will be made available for all Members when the budget is brought before Council in February.



# Budget Setting Process

- The Council bases its financial planning practices on a budget envelope approach, aimed to increase accountability and budget management responsibility.
- Funding projections over the medium-term are developed and Directorates are given a fixed envelope/target, proportionate to the expected size of the available budget.
- Directorates are tasked, with support from Finance, with costing the core planning assumptions and developing Directorate scenarios to identify pressures in their services across the medium term period - 2024/25 to 2028/29
- Directorates are then required to develop efficiency proposals to offset these pressures to ensure delivery within available resources.
- Monthly iterations are taken to the Corporate Leadership Team throughout the process
- Significant Member Engagement:
  - Regular informal Cabinet briefings
  - Cabinet/CLT Workshops (July, early September, late September)
  - All Member Briefings (June / Nov)
  - Select Committee Briefings (July / Oct) & sub group briefings focused on specific areas
  - Budget Task Group Workshops (July, Sept, Nov)

# 2024/25 Revenue Headlines

- Revenue budget envelope of £1.176 billion - £75m / 6.8% anticipated increase from 2023/24
- Increased Council Tax assumption of 1.99% Core Council Tax + 2% ASC Precept. Assumed 'roll over' of existing grant funding and £7.6m estimated additional ASC funding, in line with announcements.
- Pressures of £144m identified, continuation of higher rate experienced last year, reflecting the ongoing high inflationary environment.
- Investment areas including:
  - bus transport services - introduction of a half price travel scheme and expansion of the digital demand responsive transport.
  - highways and environment services, following the recommendations of the task and finish review, including refreshing road lines, additional investment in gulley cleaning, area stewards and grass-cutting.
  - preventative services including targeted early help and reunification of children back to their parental homes where safe to do so.
- £55m of efficiencies already identified.
- Reserves and contingencies considered at an appropriate/sustainable level given the high risk environment. Potential to utilise some reserves for one-off pressures/investment opportunities.
- **Remaining Budget Gap of £13.5m** in 2024/25

# 2024/25 Draft Budget Gap

The table below sets out the overall picture for the Council for 2023/24 against estimated funding

Pressures, efficiencies and funding will continue to iterate over December

In particular, funding estimates in respect of Government Grants, Council Tax and Business Rates estimates will be confirmed when the Provision Local Government Finance Settlement is delivered (expected before Christmas).

	Base Budget 23/24 Budget £m	Additional Funding Estimate £m	Identified Pressures £m	Identified Efficiencies £m	24/25 Draft Budget Requirement £m
Adults, Wellbeing & Health Partnerships	475.6		47.1	(24.0)	498.7
Children, Families & Lifelong Learning	249.8		39.9	(9.0)	280.7
Comms, Public Affairs & Engagement	2.2		0.5	(0.4)	2.3
Surrey Fire & Rescue Service	38.7		2.3	(0.7)	40.3
Customer & Communities	18.9		1.8	(1.3)	19.3
Environment, Transport & Infrastructure	152.8		26.4	(15.6)	163.6
Prosperity, Partnerships & Growth	1.6		0.1	(0.2)	1.5
Resources	80.1		5.2	(4.0)	81.4
Central Income & Expenditure	82.3		20.2	0.0	102.5
<b>Directorate Position</b>	<b>1,101.9</b>	<b>0</b>	<b>143.4</b>	<b>(55.2)</b>	<b>1,190.2</b>
Available Funding	(1,101.9)	(74.8)			(1,176.7)
<b>Remaining Budget Gap</b>	<b>0.0</b>	<b>(74.8)</b>	<b>143.4</b>	<b>(55.2)</b>	<b>13.5</b>

While the overall funding envelope is anticipated to increase by c£75m, the cost of delivering existing services is increasing at a faster rate. The identified pressures of c£143m result in a need to find efficiencies of c£69m, of which c£55m have been identified to date. Detailed pressures and efficiencies are set out in subsequent slides.

# Options to close the Draft Budget Gap of £13.5m

## Additional Government Funding

- Autumn Statement in 2022 provided indication of funding for 2023/24, including additional ASC funding. However, no certainty on detailed until December Local Government Settlement
- Significant uncertainty over Government funding into the medium term

## Identification of Additional Efficiencies/Cost Containment

- Directorates continue to look for further deliverable efficiencies, including areas to stop/delay activity
- Pressures continue to be reviewed to look for ways to contain cost/mitigate increases

## Use of Reserves

- Worked hard to re-build depleted reserve levels to improve financial resilience
- Current level of reserves is considered appropriate given assessment of the risk environment
- Any use of reserves should be for one-off expenditure rather than to meet ongoing budgetary pressures.

## Increase Council Tax

- Current budget assumptions are a 3.99% increase (1.99% core + 2% ASC Precept)
- Ability to raise core Council Tax by up to 3% without a referendum and an additional 2% ASC Precept
- Any increase equates to c£8.6m for every 1% rise

# 2024/25 – 2028/29 Capital Programme Headlines

## Capital Budget of £1.9 billion

- £1.3 billion Budget
- £0.6 billion Pipeline



- A thorough review of the Capital Programme has been undertaken. The inflationary environment and increasing interest rates have put pressure on the affordability of the capital programme.
- Aspirations remain high and the Draft Capital Programme continues investment in priority areas, however a number of programmes have needed to be re-scaled / value engineered to ensure affordability.
- The programme is deemed affordable and while it represents an increase in the revenue borrowing costs both in absolute terms and as a % of the net revenue budget (to c9% by 2028/29), it brings us in line with other similar sized authorities.
- The capital programme cannot continue to increase at this rate in perpetuity. If we continued to invest at these levels then the revenue pressure would become unsustainable and unaffordable. Therefore, a 'cap' on unfunded borrowing of £40m per annum has been worked to for increases in the overall programme. This is currently achieved in the Draft programme proposed, but needs to be maintained between the draft and final budget iterations.



# Medium Term Position

- There remains **significant medium-term uncertainty**
- Multiple single year settlements and uncertainty after the current Parliament, make medium term planning difficult.
- Fair Funding Reform will not be implemented until after the next general election. The longer the delay in implementation, the less certain we can be of the impact.
- **By 2028/29, the Medium-Term gap is estimated to be c.£245m / 22% of our net budget**
- Indicatively:
  - Directorate pressures of £418m and capital financing costs of £46m
  - Overall funding increase of £109m (assuming a 'flat' position immediately after fair funding reform due to anticipated transitional arrangements). Therefore, the full effect of funding reform not felt until beyond the end of the MTFS period
  - Offset by efficiencies identified so far of £109m
- Reserves have reached a sustainable level but maintaining financial resilience is key to weathering future challenges and given the current high risk operating environment.

# Next Steps

- Refine funding assumptions based on Provisional Local Government Finance Settlement in December.
  - Finalise efficiency proposals and consider further options to close the gap
  - Consultation with residents on draft proposals and Equality Impact Assessments
- Final Budget to Cabinet in January 2024 & Council February 2025
- Ongoing work to identify ways to close the medium term gap, including work through the Councils SWITCH Programme (Surrey Way Innovation Transformation & Change)



## Directorate Positions

- **Children, Families & Lifelong Learning**
- **Customer & Communities**



## **Annexes:**

- **Children, Families & Lifelong Learning**
- **Customer & Communities**



# CFLL - Directorate Budget Position

	2023/24	2024/25	2025/26	2026/27	2027/28	2028/29	Total
	£m	£m	£m	£m	£m	£m	£m
Brought forward budget	249.8	249.8	280.7	284.5	287.1	292.1	
Pressures		39.9	13.5	12.7	12.0	12.4	<b>90.5</b>
Identified efficiencies		(9.0)	(9.7)	(10.1)	(6.9)	(4.9)	<b>(40.6)</b>
<b>Total budget requirement</b>		<b>280.7</b>	<b>284.5</b>	<b>287.1</b>	<b>292.1</b>	<b>299.7</b>	
Change in net budget requirement		30.9	3.8	2.5	5.1	7.6	<b>49.9</b>
Share of funding gap and borrowing costs		(7.0)	2.1	2.3	2.1	2.0	<b>1.5</b>
<b>Reductions still to find</b>		<b>23.9</b>	<b>5.9</b>	<b>4.8</b>	<b>7.2</b>	<b>9.6</b>	<b>51.4</b>

2024/25 pressures capture inflationary prices across placements and home to school transport, exacerbated with increasing complexity of need, along with growing demand and rate increases for children with disability services seen in 2023/24 and forecast into the new year.

Continuation key strategic investments made in 2023/24 driving retention of workforce and further development of prevention services to help drive a more sustainable model of operation.

Efficiencies look to tackle difficult market conditions for placements at present along with more optimal school transport arrangements.

# CFL - Directorate Pressures

Pressure	Description	Category (please select)	Net Pressures					Total £m
			2024/25 £m	2025/26 £m	2026/27 £m	2027/28 £m	2028/29 £m	
Pay inflation	Corporately agreed pay award estimated at 4% in 24/25, 3% in 25/26 and 2% thereafter	Inflation	5.6	4.3	3.0	3.0	3.1	19.0
Re-unification team	Funded by one off funding, posts required to deliver ongoing financial benefits	Prevention	0.3					0.3
Quality assurance and performance	Staff requirements to increased demands, one off funding in 2023/24	Demand	0.8					0.8
Recruitment and retention - market supplements	Market supplements ongoing costs, one off funded in 2023/24	Prevention	1.3					1.3
Recruitment and retention - Pathways to Social Work	Restructuring of vacancies in the system currently mitigating agency pressures	Demand	1.0					1.0
Recruitment and retention	Additional costs of ASYE scheme, apprenticeships	Prevention	0.2	0.2	0.2			0.5
Early Help and family support	Intensive family support service ongoing requirement, one off funding in 2023/24	Service Enhancement	1.3	0.2				1.6
EHCP timeliness	The long term ongoing costs of being able to meet the timeliness of EHCP referrals	Demand			1.0			1.0
Children Looked After (CLA) Placements - Demand	Trajectory modelling of anticipated demand increases	Demand	1.1	1.7	2.1	2.6	2.6	10.2

# CFLL - Directorate Pressures - continued

Pressure	Description	Category (please select)	Net Pressures					Total £m
			2024/25 £m	2025/26 £m	2026/27 £m	2027/28 £m	2028/29 £m	
Children Looked After (CLA) Placements - inflation	Trajectory modelling of anticipated inflationary increases (5% in 24/25)	Inflation	4.6	2.3	2.5	2.6	2.8	14.8
Children Looked After (CLA) Placements - Historic pressure	Ongoing pressures in rates, partially offset by increased health and UASC funding	Inflation	10.1					10.1
Home to School Travel Assistance - Historic pressure	Projected overspend in 23/24 which will roll forward into 24/25	Inflation	2.0					2.0
Home to School Travel Assistance - Demand	Trajectory modelling of anticipated demand increases	Demand	1.7	1.6	1.5	1.5	1.6	7.9
Home to School Travel Assistance - Inflation	Trajectory modelling of anticipated inflationary increases (5% in 24/24)	Inflation	3.6	2.2	1.5	1.3	1.3	9.9
Special Guardianship Order rates Historic Pressure	Increase in rate in line with legislation to match foster carer rates	Inflation	1.7					1.7
Contract inflation	Assumed inflation on key contracts at 5% for 2024/25 based on current market projections	Inflation	1.9	0.9	1.0	1.0	1.0	5.8
Pay inflation (non SCC T&Cs)		Inflation	0.3					0.3
CWD packages of care - Historic demands	Increased numbers of CWD requiring support	Demand	1.5					1.5
Care Leavers Historic demand	Increased volumes of care leavers requiring accommodation and support.	Demand	1.0					1.0
<b>Total Pressures</b>			<b>39.9</b>	<b>13.5</b>	<b>12.7</b>	<b>12.0</b>	<b>12.4</b>	<b>90.5</b>

# CFLL - Directorate Efficiencies

			Efficiency							
Directorate	Efficiency	Description	2024/25 £m	2025/26 £m	2026/27 £m	2027/28 £m	2028/29 £m	Total £m	RAG Rating	Potential equality impacts
CFLL	Home to School Travel Assistance	Full year effect of efficiencies in 23/24 focused on route optimisation and reduction of solo vehicle use	(2.6)	(2.4)	(2.5)	(2.6)	(2.7)	(12.8)	Amber	Potential impacts on children with disabilities.
CFLL	Annual Procurement Plan	Estimated blended 10% reduction on contracts due for re-procurement in 24/25	(1.0)					(1.0)	Amber	Potential impacts (both positive and negative) on children, particularly those with disabilities.
CFLL	Children Looked After (CLA) Placements - Reunification	Dedicated team supporting social work practices to help children return home	(0.7)	(0.8)	(0.8)	(0.9)	(0.9)	(4.2)	Amber	Potential positive impacts on younger children, particularly those suffering with mental health issues
CFLL	Children Looked After (CLA) Placements - Early help and family support	Ability to reduce escalations of need for children and avoid entry to care	(0.0)	(0.3)	(0.4)	(0.0)	(0.0)	(0.7)	Green	No EIA required.
CFLL	Children Looked After (CLA) Placements - Adolescence	Collaborative working across teams targetted at avoidance of entry to care for teenagers.	(0.5)	(1.6)	(1.7)	(1.2)	(0.1)	(5.2)	Green	No EIA required.
CFLL	Children Looked After (CLA) Placements Coming home / big fostering	Stepping down children into fostering care from residential placements through targetted and supportive working	(0.5)	(0.5)	(0.3)	(0.3)	(0.1)	(1.7)	Red	Potential positive impacts on looked after children, particularly those with disabilities.
CFLL	Children Looked After (CLA) Placements - In-house residential development	Developing schemes and processes for increasing utilisation of existing residential capacity and Investment in 30 new in-house residential beds to help disrupt the market and meet demand in Surrey.	(0.6)	(0.4)	(0.4)	(0.3)	(0.0)	(1.7)	Green	Potential positive impacts, particularly for children with disabilities.
CFLL	Children Looked After (CLA) Placements - In House fostering	Looking a new models to maximise in house utilisation of carer capacity	(0.5)	(0.6)	(0.5)	(0.4)	(0.3)	(2.3)	Amber	No EIA required.

# CFL - Directorate Efficiencies - Continued

			Efficiency							
Directorate	Efficiency	Description	2024/25 £m	2025/26 £m	2026/27 £m	2027/28 £m	2028/29 £m	Total £m	RAG Rating	Potential equality impacts
CFL	Children Looked After (CLA) Placements - Permanence directive	Exploring early adoption avenues and promoting special guardianship arrangements through working with wider friends, family and foster carers.	(0.1)	(0.2)	(0.1)	(0.0)	(0.0)	(0.5)		No EIA required.
CFL	Children Looked After (CLA) Placements - Commissioning rates	Negotiation of rates with providers to develop strategic partnerships, looking at discount incentives for sibling groups, multiple placements	(0.3)	(0.0)	(0.0)	(0.0)	(0.0)	(0.3)		No EIA required.
CFL	Children Looked After (CLA) Placements - Inflation management	Review and challenge of inflationary uplifts, scrutinising cost bases of providers and their increase in cost base	(1.0)	(0.5)	(0.6)	(0.6)	(0.6)	(3.2)		No EIA required.
CFL	Care leavers Placements - Houses of multiple occupancy	Capital investment in 6 new 4 bed homes with floating support to reduce demands on supported accommodation at current rates	(0.2)	(0.2)	(0.1)	0.0	0.0	(0.5)		Mix of potential positive and negative impacts for care leavers.
CFL	Workforce strategies developing a permanent workforce	Reduce demand on agency and reduce agency pressures		(0.5)	(0.5)			(1.0)		No EIA required.
CFL	Early Help and family support	Targeted early help work with families to reduce demands on statutory case work	(0.5)	(1.0)	(1.6)			(3.1)		No EIA required.
CFL	Twin Track - contract efficiencies	Work being driven by Procurement to review contract value across the Council. Share of £2m target previously held in corporate I&E.	(0.4)	(0.4)	(0.4)	(0.4)		(1.6)		No EIA required.
CFL	Twin Track - Fees and charges	Work being driven by the Commercial team to review fees and charges. Share of £1m target previously held in corporate I&E.	(0.2)	(0.2)	(0.2)	(0.2)		(0.8)		No EIA required.
<b>CFL</b>	<b>Total Efficiencies</b>		<b>(9.0)</b>	<b>(9.7)</b>	<b>(10.1)</b>	<b>(6.9)</b>	<b>(4.9)</b>	<b>(40.6)</b>		

# Equality Analysis – Children, Families and Lifelong Learning (CFLL)



SURREY  
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Below is a list of CFLL efficiencies, grouped into themes, which are likely to have equality impacts. This information has been drawn from the emerging EIAs. More detail on the equality impacts will be shared with Members with the final Budget papers for 2024/25. Impacts highlighted in the EIAs will often reflect the type of service in focus and who it is designed to support. This therefore does not mean that these groups are being disproportionately impacted to preserve universal services to non-vulnerable groups at the expense of more vulnerable people.

Efficiency	Characteristics impacted (+ Positive impacts, - negative impacts)	Summary of potential impacts	Mitigations
<p>Page 55 Home to school travel assistance</p>	<p>+/- Children and young people with disabilities - Age</p>	<p>There is potential for positive and negative impacts on children and young people with disabilities, thanks to increased options for transport, and opportunities to develop independence skills. There is likely to be negative impacts to those aged 5-15 as well as children and young people with disabilities. There is also a risk of adverse impacts on children of a non-statutory age, who will no longer be eligible for free transport except for those with extenuating circumstances.</p>	<p>A range of mitigations are being put in place, including ensuring greater consultation with residents to better understand needs and ensure they are aware of changes. Also working with those affected to promote other means of transport to school</p>
<p>Houses of multiple occupancy</p>	<p>+/- Age +/- Children with disabilities - Race/ Ethnicity +/- Religion or belief</p>	<p>Some properties may have potential accessibility issues that might not immediately meet the needs of some young people with disabilities. Potential disproportionate impact on care leavers from different ethnic minorities or cultural backgrounds as living arrangements may make it harder to monitor wellbeing within HMOs, potentially making it harder to report instances of prejudicial behaviour or discrimination.</p>	<p>Ensure accessibility is considered as part of process for making properties ready. Provide messaging and support to help residents to spot any inappropriate behaviour and advise on how to report.</p>
<p>Coming Home/ Big Fostering</p>	<p>+ Children and young people + Sex + Race/ ethnicity + Religion or belief</p>	<p>We anticipate positive impacts for younger people moving to settings that provide better long-term outcomes. Increased choice of provision will benefit younger people with disabilities, children of different sexes, and children from different cultures, belief-systems and races/ ethnicities.</p>	<p>Enhance positive impact by working with providers and carers to secure placements for Surrey children, e.g., options for block booking as well as quality assuring new provision.</p>



# Equality Analysis – Children, Families and Lifelong Learning (CFLL)



Efficiency	Characteristics impacted (+ Positive, - negative impacts)	Summary of potential impacts	Mitigations
In-house residential development	<ul style="list-style-type: none"> <li>+ Age</li> <li>+ Disability</li> <li>+ Race/ ethnicity</li> <li>+ Religion or belief</li> <li>+ Socio-economic status</li> </ul>	<p>By enabling more children to be housed within the county, we anticipate a positive effect on children and young people of all ages, abilities, socio-economic backgrounds, ethnicities/ races, and religions/ beliefs. Benefits include children being closer to established connections, existing communities/ religious groups and being closer to friends and family.</p>	<p>Maximise the positive by ensuring that new provision is planned carefully to meet existing and emerging needs, that staff receive specialist high quality training to meet the children's care needs and providers and services work closely together to ensure the best possible outcomes for children.</p>
Page 11 of 17 Early help/ family support	<ul style="list-style-type: none"> <li>+ Age</li> <li>+/- Disability</li> <li>- Socio-Economic disadvantage</li> <li>+ Health</li> </ul>	<p>Positive impacts including long-term support and improvement in health outcomes for children and young people with disabilities. Potential for disproportionate impact on children and young people from socio-economically disadvantaged households.</p>	<p>Improved reporting and monitoring to make sure full picture of impacts is captured. The service will also explore co-delivery opportunities with other services.</p>
Annual Procurement Forward Plan	To be determined in relation to individual contracts.	Full equality analysis to be carried out on individual contracts as and when appropriate.	Commissioners will consider the findings of every EIA and the intention will be to adjust the service specification to mitigate impact to vulnerable groups.
Reunification	TBC	<p>Initial assessment of the service found no disproportionate impacts or equalities considerations. Further work is being done to collate demographic data on service users to better understand the potential benefits or negative impacts.</p>	<p>Further work is being done to understand the user base of the service to better assess impacts and measure performance on an ongoing basis. EIA to be reviewed in the new year and the mitigations will be dependent on the impacts identified.</p>

# CFLL – Capital Programme

CFLL Budget	2023/24 £000	2024/25 £000	2025/26 £000	2026/27 £000	2027/28 £000	2028/29 £000	Total Budget £000
Schools Basic Need	17,650	18,864	42,767	31,300	19,650	9,510	<b>139,741</b>
Recurring Capital Maintenance Schools	7,675	12,000	15,000	13,000	12,000	8,000	<b>67,675</b>
Alternative Provision Strategy (SEND)	5,150	13,533	20,073	3,631	-	-	<b>42,387</b>
SEND (Special Education Needs & Disabilities Schools )	40,100	60,818	70,260	9,279	-	-	<b>180,457</b>
Looked After Children Schemes (Care Homes & Care Leavers Accommodation)	4,641	14,665	10,350	4,236	-	-	<b>33,892</b>
Surrey Outdoor Learning & Development- High Ashurst (Additional facilities to site)	130	5,320	772	-	-	-	<b>6,222</b>
Brookham YC	200	2,533	500	-	-	-	<b>3,233</b>
Revolved formula capital - schools	1,031	1,031	1,031	1,031	1,031	-	<b>5,155</b>
Adaptions For Children With Disabilities	753	624	500	500	500	500	<b>3,377</b>
Foster carer grants	525	363	210	210	210	210	<b>1,728</b>
Education Management System	125	384	-	-	-	-	<b>509</b>
<b>Childrens Services</b>	<b>77,980</b>	<b>130,135</b>	<b>161,463</b>	<b>63,187</b>	<b>33,391</b>	<b>18,220</b>	<b>484,376</b>

The capital programme includes the significant investment of the safety value to develop sufficient local school places for children and young people with additional needs and disability.

The programme also includes investment in new homes creating additional capacity to help meet the sufficiency strategy for both children looked after and care leavers.



**Customer & Communities**  
**(this Committee is responsible for Culture & Registrations)**



# C&C - Directorate Budget Position

	2023/24	2024/25	2025/26	2026/27	2027/28	2028/29	Total
	£m	£m	£m	£m	£m	£m	£m
Brought forward budget	18.9	18.9	19.3	20.2	20.8	21.6	
Pressures		1.8	0.9	0.7	0.7	0.7	<b>4.7</b>
Identified efficiencies		(1.3)	(0.0)	0.0	0.0	0.0	<b>(1.4)</b>
<b>Total budget requirement</b>		<b>19.3</b>	<b>20.2</b>	<b>20.8</b>	<b>21.6</b>	<b>22.3</b>	
Change in net budget requirement		0.4	0.8	0.7	0.7	0.7	<b>3.4</b>
Share of funding gap and borrowing costs		(0.3)	0.2	0.2	0.2	0.2	<b>0.3</b>
Reductions still to find		0.1	1.0	0.9	0.9	0.9	<b>3.7</b>

The Directorate has had to identify £1.3m of efficiencies to offset the £1.8m pressures. These are guided by the following principles: Maximise income in 2024/25 by setting rate increases equal to inflation (or more where the market allows) and driving income generation from other sources where possible; Prioritise the continuation of operational services and offers we have strongly committed to as part of our strategy – for example, a network of 52 libraries and support for Your Fund Surrey; Ensure we can continue to build on the new capabilities we have developed for the future design of the organisation for example Customer Services, local engagement and community-based prevention; Consideration of the statutory duties and requirements that relate to C&C services; Consideration of efficiencies already made in recent years across C&C services.

# C&C - Directorate Pressures

Pressure	Description	Net Pressure					Total £m
		2024/25 £m	2025/26 £m	2026/27 £m	2027/28 £m	2028/29 £m	
Pay Inflation	Estimated cost of pay inflation modelled at 4% 24/25, 3% 25/26 and 2% 26/27, 27/28 & 28/29	1.0	0.8	0.6	0.6	0.6	3.5
Non-pay inflation (2%)	Non-pay inflation (2%)	0.1	0.1	0.1	0.1	0.1	0.7
Libraries - Income	Declining income levels on the High Street and temporary effect of refurbishment	0.4	(0.1)				0.3
Trading Standards - Income	Income has reduced, including the impact of Covid-19, and expected to recover over the MTFS period. SCC share 0.66%	(0.0)	(0.0)	(0.0)	0.0		(0.1)
Customer Services	Customer practice lead to support the Council's customer services	0.1					0.1
Libraries staffing	Adjustment to reflect the agreed structure of the service	0.2					0.2
<b>Total Pressures</b>		<b>1.8</b>	<b>0.9</b>	<b>0.7</b>	<b>0.7</b>	<b>0.7</b>	<b>4.7</b>

# C&C – Proposed efficiencies

		Efficiency						RAG Rating	Potential equality impacts
Efficiencies built in	Description	2024/25 £m	2025/26 £m	2026/27 £m	2027/28 £m	2028/29 £m	Total £m		
Maximising our income	Generate additional income through uplifts to fees and charges and increased volumes.	(0.5)	(0.0)	0.0			(0.6)		No EIA required
Reduce costs whilst maintaining strategic direction	Consistent application of vacancy factor, recognising the levels of staff turnover	(0.1)					(0.1)		No EIA required
Targeted reductions	Variety of measures to reduce spend including removal of flexible in year VCFS support budget and efficiencies in Coroner processes	(0.1)					(0.1)		No EIA required
Further income maximisation	Generate further additional income through uplifts to fees and charges and increased volumes across C&C services	(0.1)					(0.1)		No EIA required
Customer Services non staffing efficiency	Small reductions and efficiencies in non staffing budgets	(0.0)					(0.0)		No EIA required
VCFS Infrastructure organisation grants	Shared reduction across the different VCFS infrastructure organisation grants	(0.1)					(0.1)		Potential for disproportionate impact so an EIA is required
Libraries and Cultural Services	Adjustments to Library staffing patterns, plus reductions to the cultural events budget.	(0.1)					(0.1)		Aspects of this efficiency have a potential for disproportional impact so an EIA is required
Rationalisation of staffing	Staffing and management rationalisation across C&C services including Trading Standards, Community Investment & Engagement, Communities & Prevention, and Libraries & Culture	(0.3)					(0.3)		Potential for disproportionate impact so an EIA is required
<b>Total Further Proposed Efficiencies</b>		<b>-1.3</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>-1.4</b>		

# Equality Analysis- Customer and Communities (C&C)

Below is a list of C&C efficiencies, grouped into themes, which are likely to have equality impacts. This information has been drawn from the emerging EIAs. More detail on the equality impacts will be shared with Members with the final Budget papers for 2024/25. Impacts highlighted in the EIAs will often reflect the type of service in focus and who it is designed to support. This therefore does not mean that these groups are being disproportionately impacted to preserve universal services to non-vulnerable groups at the expense of more vulnerable people.

Efficiency	Characteristics impacted (+ Positive, - negative impacts)	Summary of impacts	Mitigations
Sunday opening pilot concluded in one library	- Age	Based on the makeup of service users, it is likely there will be disproportionate impacts of changes to the service on certain age groups (those aged 65 and over and those who are under 18).	A full equality analysis is being produced, with mitigating activity clarified when likely impacts are identified.
Rationalisation of staff	- Age - Sex	Whilst the exact details of the posts or roles to be identified haven't been decided yet, women and people over the age of 50 are over-represented in staff in C&C.	Full equality analysis to be completed as more details about how this will be delivered are confirmed. Mitigating activity will be clarified when likely impacts are identified.
Reduction in grants for VCFS infrastructure organisations	- Socio-Economic disadvantage - Age - Race/ ethnicity - Religion or belief - Sexual orientation	Whilst the full equality implication are still being considered, there is the potential for this to adversely impact the support that is offered to residents and staff who are socio-economically disadvantaged. It is also anticipated that there may be impacts on children and young people, residents from black and minority ethnic backgrounds, people who observe certain religions or beliefs and support for residents based on sexual orientation.	Mitigating actions to be identified as part of the more comprehensive equality analysis. Work is underway to engage with VCFS organisations to better understand how planned activity can be implemented and what mitigations are required.

# C&C – Capital Programme

The Directorate has capital investment plans to transform the libraries. The Directorate also oversees the corporate Your Fund Surrey capital investment programme.

The 2024-2029 capital pipeline and budget contains £23.2m (£10.7m budget) investment to enable the libraries transformation programme. This is a five-year programme of work to modernise library settings across Surrey to:

- Enable libraries to meet the changing needs of communities;
- Support wider strategic priorities; and
- Ensure library assets are fit and sustainable for the future.





# Phase 1 budget engagement

## Detailed results



**SURREY**  
COUNTY COUNCIL

# Stakeholders' priorities for SCC - ranking

Through the representative survey of 614 Surrey adults, by age and gender, they were asked to rank the importance of 11 outcomes the council is working towards over the next five years. Residents prioritised better roads and pavements, making communities safer and providing better care for adults and children. Organisations prioritised care for adults and children, health and wellbeing and stronger community relations.

Residents' priorities (1 = most important, 10 = least important)	Organisations' priorities (1 = most important, 10 = least important)
<ol style="list-style-type: none"> <li>1. Better roads and pavements</li> <li>2. Making communities safer</li> <li>3. Providing care for adults and children</li> <li>4. Better public transport</li> <li>5. Reducing waste and increasing recycling</li> <li>6. Protecting and enhancing the countryside and biodiversity</li> <li>7. Supporting local businesses</li> <li>8. Reinvigorating town centres and high streets</li> <li>9. Access to education and skills</li> <li>10. Promoting better health and wellbeing</li> <li>11. Stronger community relations</li> </ol>	<ol style="list-style-type: none"> <li>1. Providing care for adults and children</li> <li>2. Promoting better health and wellbeing</li> <li>3. Stronger community relations</li> <li>4. Access to education and skills</li> <li>5. Better public transport</li> <li>6. Making communities safer</li> <li>7. Protecting and enhancing the countryside and biodiversity</li> <li>8. Better roads and pavements</li> <li>9. Reinvigorating town centres and high streets</li> <li>10. Reducing waste and increasing recycling</li> <li>11. Supporting local businesses</li> </ol>

# Stakeholders' priorities for SCC - themes

Themes below came from the 891 residents who responded to the Surrey Says open survey exercise. N.b. survey respondents were self-selecting, so are not representative of Surrey's population.

**Difficulties prioritising:** Some stakeholders felt all outcomes were important and did not feel they should have to choose between them. Some reflected this was due to interconnectedness between outcomes.

"Such difficult choices for us and those making final decisions. They're all important."

"By supporting individuals to achieve in life, this will have knock-on effects in other areas".

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**Demands for transport improvements:** Including more, and better, public transport, enhanced road quality and more facilities and infrastructure for cyclists. Some residents wanted to use their cars more easily, while others wanted more incentives to reduce car use.

"Dangerous roads and pavements lead to accidents which result in health issues for constituents..."

"...Public transport must be improved if we are to move away from the current dependency on cars..."

**Tackling climate change:** Many residents said SCC's highest priority should be responding to the climate emergency, motivated by fear of the impact of climate change on current and future generations.

"As the above outcomes are about the Surrey community, however there will be no communities if we (residents, councillors, governments) globally do not do anything about climate change now, our children's children will suffer because we did nothing to combat this."

**Supporting the most vulnerable:** A consistent theme across stakeholders was a desire to support residents least able to support themselves. This cut across community safety, care for vulnerable adults and children and improved health and wellbeing.

"...the divide between those who can afford to live, and those who can't and need help is growing."

"People's health and wellbeing and care is so important and has a huge influence on so many aspects of how well society can function..."

# Use of resources

We asked stakeholders how SCC should allocate resources. Most residents were more likely to support allocation to benefit all communities and a small majority wanted this focused on longer-term future resident needs.

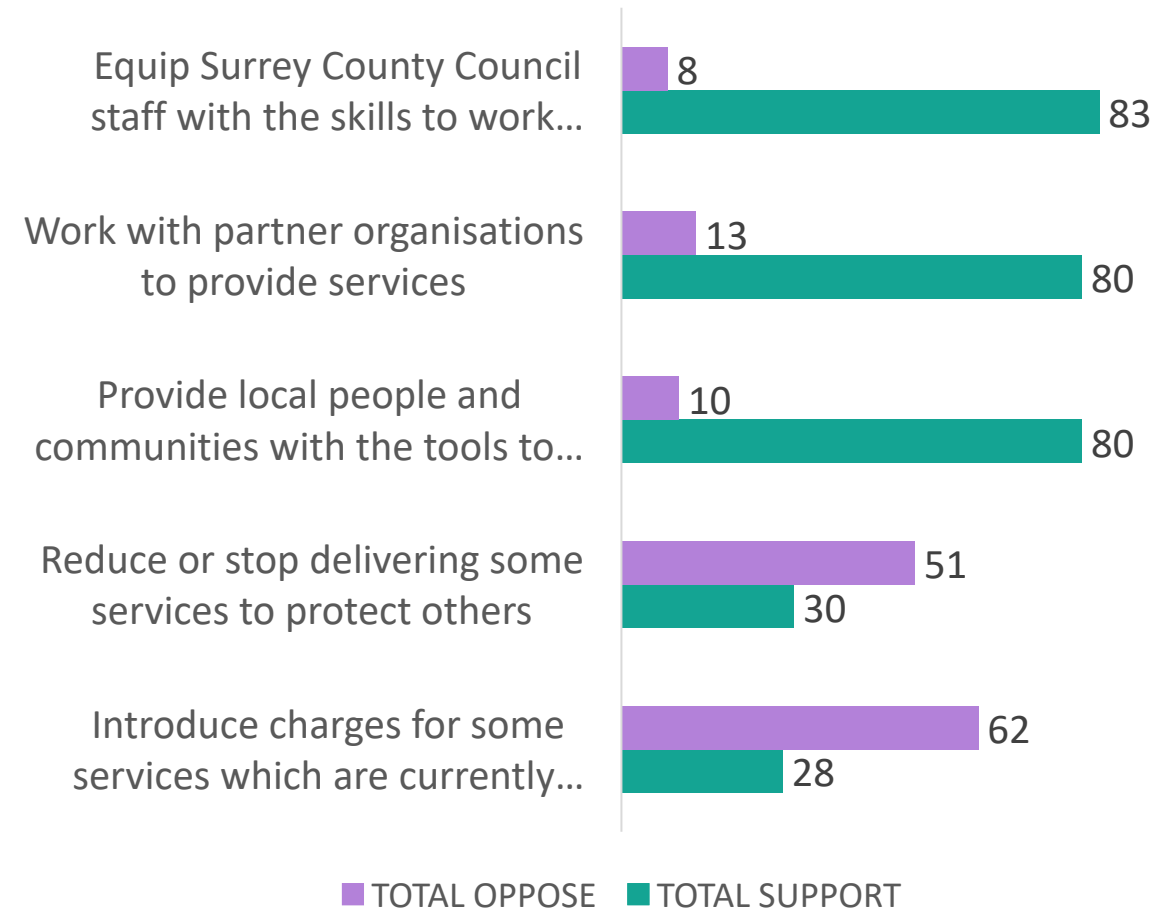
- 58% of residents wanted resources to be allocated for the benefit of the majority of residents in Surrey.
- 33% wanted resources allocated to services that benefitted those with the greatest needs. Respondents aged 18 to 25 and organisations were more likely to support this view.
- 65% of residents wanted resources to be allocated equitably across all areas of Surrey.
- 32% supported resources being targeted in places with the highest number of people in poor health. Respondents aged 18 to 25 and organisations were more likely to support this view.
- 47% of residents thought resources should be allocated with the long-term future needs of residents in mind. 65% of organisations that responded agreed with this.
- 45% felt allocation should focus on residents' current needs. People aged 65 and over were more likely to support this view compared to other age groups.

Source: representative (by age and gender) survey of 614 Surrey adults

# Approaches to balancing the budget

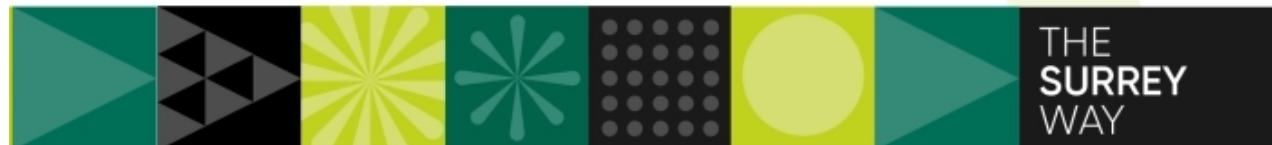


Approaches to balancing the budget (% , n=614)



- Residents were asked about the extent to which they would support or oppose tactics the council could use to help balance the budget.
- Most residents support SCC equipping staff with the skills to work together with communities and partners to deliver services across Surrey (83%); working with partner organisations to provide services (80%); and providing local people and communities with the tools to support others and set and deliver local priorities (80%).
- In contrast, most residents opposed the idea of reducing or stopping delivering some services to protect others (51%) and the introduction of charges for some services which are currently free/subsidised (62%).

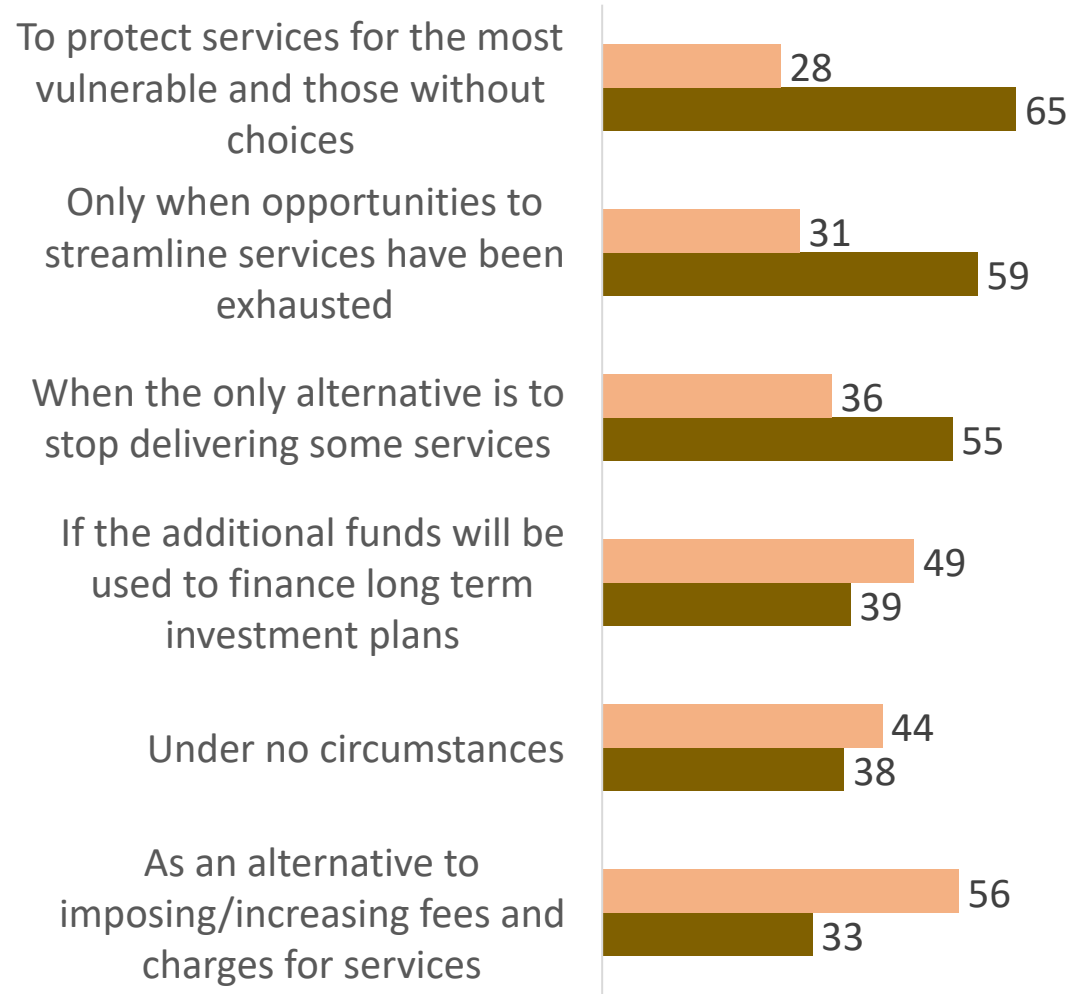
Source: representative (by age and gender) survey of 614 Surrey adults



# Council tax

- Residents were also asked to indicate the circumstances under which they would support or oppose an increase in council tax.
- The two scenarios that were most supported, and least opposed, were when opportunities to streamline services have been exhausted and to protect services for the most vulnerable and those without choices.
- The most opposed scenario was as an alternative to imposing/increasing fees and charges for services (56%).
- 38% of respondents indicated that council tax should not be raised under any circumstances, however, a larger proportion oppose this view (44%).

Circumstances for increasing Council Tax (%  
n=614)



■ TOTAL OPPOSE ■ TOTAL SUPPORT

Source: representative (by age and gender) survey of 614 Surrey adults



## Draft Capital Programme

Project	Outturn 2022/23 £m	Reset Budget 2023/24 £m	Draft Budget - MTFS					Total Draft Budget - MTFS £m
			2024/25 £m	2025/26 £m	2026/27 £m	2027/28 £m	2028/29 £m	
<b>BUDGET</b>								
Highway Maintenance - Core Programme	40.0	43.9	40.0	40.0	40.0	40.0	40.0	<b>200.0</b>
Highway Maintenance - Enhanced Programme	7.4	36.0	30.0	30.0	-	-	-	<b>60.0</b>
Local Highways Schemes - Core Programme	3.0	0.7	5.3	3.0	3.0	3.0	3.0	<b>17.3</b>
Local Highways Schemes - Enhanced Programme	5.4	7.2	9.7	9.7	-	-	-	<b>19.4</b>
Highway Maintenance - Signs	0.2	0.5	0.6	0.4	0.4	0.4	0.4	<b>2.2</b>
Bridge/Structures Maintenance	4.5	7.8	10.8	8.2	8.2	8.2	8.2	<b>43.6</b>
Flooding & drainage	0.9	1.3	2.7	1.7	1.7	1.7	1.7	<b>9.5</b>
Drainage Asset Capital Maintenance/Improvements	0.9	1.0	-	-	-	-	-	-
Safety Barriers	0.2	1.9	2.5	1.5	1.5	1.5	1.5	<b>8.6</b>
Illuminated Street Furniture	1.9	2.0	1.9	0.5	0.5	0.5	0.5	<b>3.9</b>
External funding	0.1	1.2	1.2	1.2	1.2	1.2	1.2	<b>6.0</b>
Traffic signals	2.8	3.3	3.5	3.3	2.4	2.4	2.4	<b>14.1</b>
Street Lighting LED Conversion	3.7	1.6	-	-	-	-	-	-
School road safety schemes	-	0.8	1.0	1.0	-	-	-	<b>2.0</b>
Road Safety Schemes	0.9	0.2	0.2	0.4	0.5	0.5	0.5	<b>2.1</b>
Road Safety - Surrey Police funded digital cameras	0.2	0.2	-	-	-	-	-	-
Road safety - speed management	-	0.5	1.1	1.1	-	-	-	<b>2.2</b>
Road Safety Schemes (Developer funded)	-	0.0	-	-	-	-	-	-
A217 Reigate to Horley Safer Roads scheme	-	0.1	0.0	-	-	-	-	<b>0.0</b>
A25 Dorking to Reigate Safer Roads Fund 3 (dft funded)	-	0.1	0.5	0.8	0.5	-	-	<b>1.8</b>
Smallfield Safety Scheme (CIL)	0.0	0.2	0.1	-	-	-	-	<b>0.1</b>
Real Time Traffic Monitoring (Traffic Studies)	0.1	0.1	0.0	-	-	-	-	<b>0.0</b>
Ultra Low Emission Vehicles - Buses	0.0	5.9	10.5	-	-	-	-	<b>10.5</b>
Ultra Low Emission Vehicles - RTPI for buses	0.0	0.2	0.3	0.3	0.3	0.3	-	<b>1.2</b>
Ultra Low Emission Vehicles - bus priority	0.0	0.2	1.5	3.5	2.0	1.9	-	<b>8.9</b>
Ultra Low Emission Vehicles - Community Transport - Third Sector	0.5	1.1	1.8	1.4	1.5	-	-	<b>4.7</b>
Replacement Vehicles	0.2	0.3	0.2	0.2	0.2	0.2	0.2	<b>0.8</b>
Active Travel (both EATF & future)	2.8	0.4	1.1	-	-	-	-	<b>1.1</b>
Active Travel Tranche 3*	-	0.8	4.4	-	-	-	-	<b>4.4</b>
Surrey Quality Bus Corridor Improvement	0.4	0.3	0.4	-	-	-	-	<b>0.4</b>
Other - (Grant Funded Speed Cameras, ANPR at CRCs, Traffic Systems)	0.1	0.2	-	-	-	-	-	-
Rural Speed limits	0.1	0.2	-	-	-	-	-	-
LEP Funded Schemes Electric Vehicle Charging Point Pilot Study	-	0.0	-	-	-	-	-	-
Local Enterprise Partnerships (LEP) Funded Schemes	2.0	1.5	0.1	-	-	-	-	<b>0.1</b>
Task & Finish - flooding & drainage	-	-	7.3	5.2	5.2	5.2	5.2	<b>28.1</b>
Task & Finish - road maintenance	-	-	0.1	0.1	0.1	0.1	0.1	<b>0.5</b>
Task & Finish - tree planting (& removals)	-	0.7	1.5	0.8	0.3	0.3	0.3	<b>3.2</b>
Air Quality A3 National Highways scheme - Electric Towns and Cities initiative	-	-	0.5	0.5	-	-	-	<b>1.0</b>
<b>Highways and Transport</b>	<b>78.3</b>	<b>121.9</b>	<b>140.8</b>	<b>114.8</b>	<b>69.4</b>	<b>67.3</b>	<b>65.2</b>	<b>457.5</b>

Project	Outturn 2022/23 £m	Reset Budget 2023/24 £m	Draft Budget - MTFS					Total Draft Budget - MTFS £m
			2024/25 £m	2025/26 £m	2026/27 £m	2027/28 £m	2028/29 £m	
<b>BUDGET</b>								
Surrey Flood Alleviation - River Thames	4.0	8.0	8.0	20.0	30.0	30.0	35.0	123.0
A320 North of Woking and Junction 11 of M25	6.6	2.6	34.6	-	-	-	-	34.6
Farnham Infrastructure Programme Town Centre - Quick Wins	0.2	0.4	1.5	-	-	-	-	1.5
EV infrastructure	0.6	0.3	0.0	-	-	-	-	0.0
Kerbside Charging solutions	-	0.1	0.0	-	-	-	-	0.0
Surrey Infrastructure Plan (SIP) - Weybridge town centre package	0.3	0.5	4.3	-	-	-	-	4.3
SIP: A308 Modernisation	0.2	1.3	3.8	3.8	-	-	-	7.6
SIP - Tongham Village & Ash Improvements	-	0.4	0.7	-	-	-	-	0.7
SIP - Croydon Road Regeneration, Caterham	-	0.5	1.0	-	-	-	-	1.0
SIP - Shelve Hill, Tadworth Flood Reduction	-	0.3	2.2	-	-	-	-	2.2
SIP - Horley Town Centre revitalisation programme	-	0.8	2.2	-	-	-	-	2.2
SIP - Three Arch Junction Improvements	-	0.4	1.8	1.7	-	-	-	3.5
SIP - Guildford Ebike Scheme	-	0.5	0.8	0.2	0.1	-	-	1.1
Infrastructure - Smaller Schemes	0.2	-	-	-	-	-	-	-
Major Projects	0.3	-	-	-	-	-	-	-
<b>Infrastructure, Planning and Major Projects</b>	<b>12.4</b>	<b>15.9</b>	<b>61.1</b>	<b>25.6</b>	<b>30.1</b>	<b>30.0</b>	<b>35.0</b>	<b>181.8</b>
Surrey Flood Alleviation - Wider Schemes	3.9	2.7	4.4	7.9	5.9	5.7	3.8	27.7
Basingstoke Canal	0.1	0.3	0.4	0.4	0.4	0.4	0.4	1.8
Basingstoke Canal - Externally Funded	0.0	0.1	0.5	-	-	-	-	0.5
Public Rights of Way	-	0.8	0.7	0.7	0.7	0.7	0.7	3.7
Public Rights of Way - Externally Funded	0.8	0.1	-	0.0	0.1	0.1	0.1	0.2
Improving Access to the Countryside	0.3	0.1	0.2	0.0	0.0	0.0	0.0	0.4
Woodland Creation (Tree Planting)	0.0	0.0	0.1	-	-	-	-	0.1
Woodland Creation (Tree Planting) Bid 2	0.2	0.2	-	-	-	-	-	-
Treescaping	0.1	0.1	-	-	-	-	-	-
Treescaping Bid 2	0.1	0.1	-	-	-	-	-	-
Waste Recycling Initiatives	0.0	0.2	0.2	-	-	-	-	0.2
Closed landfill sites	0.1	0.0	0.1	0.1	0.1	0.1	0.1	0.3
Greener Homes LAD contribution	0.1	0.3	0.0	-	-	-	-	0.0
Greener Homes LAD3 (sustainable warmth)	1.8	2.9	-	-	-	-	-	-
Home upgrade grant (sustainable warmth)	1.2	0.7	-	-	-	-	-	-
Home Upgrade Grant 2	-	1.0	9.5	-	-	-	-	9.5
Grow Back Greener	-	-	0.1	0.1	-	-	-	0.1
Greener Homes LAD Grant Funded Scheme	1.2	-	-	-	-	-	-	-
External Funding	0.0	-	-	-	-	-	-	-
Rights of Way Structures	0.1	-	-	-	-	-	-	-
Greener futures 2030 - PSDS3a	0.0	-	-	-	-	-	-	-
AONB - Access Programme	0.2	-	-	-	-	-	-	-
<b>Environment</b>	<b>10.0</b>	<b>9.5</b>	<b>16.1</b>	<b>9.2</b>	<b>7.1</b>	<b>7.0</b>	<b>5.0</b>	<b>44.4</b>



Project	Outturn 2022/23 £m	Reset Budget 2023/24 £m	Draft Budget - MTFS					Total Draft Budget - MTFS £m
			2024/25 £m	2025/26 £m	2026/27 £m	2027/28 £m	2028/29 £m	
<b>BUDGET</b>								
Surrey Fire - Purchase of New Fire Engines & Equipment	2.2	5.4	4.9	5.2	2.8	5.6	1.6	<b>20.1</b>
Fire - Making Surrey Safer – Community Resilience	0.2	0.3	0.3	0.3	0.3	0.3	0.3	<b>1.5</b>
Trading Standards Replacement Vehicles	-	0.1	-	-	-	-	-	-
Fire - Joint Fire Control	0.1	0.3	-	-	-	-	-	-
Fire - New Build IT	-	-	0.0	0.0	-	-	-	<b>0.0</b>
Emergency Planning Replacement Vehicles	0.0	-	-	-	-	-	-	-
Fire - Joint Transport Project	-	0.1	-	-	-	-	-	-
<b>Surrey Fire &amp; Rescue Service</b>	<b>2.5</b>	<b>6.0</b>	<b>5.3</b>	<b>5.5</b>	<b>3.1</b>	<b>5.9</b>	<b>1.9</b>	<b>21.6</b>
<b>INFRASTRUCTURE</b>								
Schools Basic Need	15.9	17.6	18.9	42.8	31.3	19.7	9.5	<b>122.1</b>
Recurring Capital Maintenance Schools	7.3	7.7	12.0	15.0	13.0	12.0	8.0	<b>60.0</b>
Recurring Capital Maintenance Corporate	12.0	8.0	15.0	19.0	17.0	17.0	14.0	<b>82.0</b>
Agile Office Estate Strategy - Spokes fit-out (Quadrant Court replacement)	0.1	0.4	0.2	-	-	-	-	<b>0.2</b>
Agile Woodhatch / Dakota (office enhancements )	1.0	0.2	-	-	-	-	-	-
Surrey Outdoor Learning & Development- High Ashurst (Additional facilities to site)	0.5	0.1	5.3	0.8	-	-	-	<b>6.1</b>
SEND (Special Education Needs & Disabilities Schools )	21.4	40.1	60.8	70.3	9.3	-	-	<b>140.4</b>
Alternative Provision Strategy (SEND)	0.9	5.2	13.5	20.1	3.6	-	-	<b>37.2</b>
Caterham Hill Library	0.0	-	-	5.6	-	-	-	<b>5.6</b>
Bookham YC	1.2	0.2	2.5	0.5	-	-	-	<b>3.0</b>
Libraries open access (extended hours of access to library facilities)	-	0.0	0.0	-	-	-	-	<b>0.0</b>
Looked After Children Schemes (Care Homes & Care Leavers Accommodation)	5.7	4.6	14.7	10.4	4.2	-	-	<b>29.3</b>
ASC Supported Independent Living - Learning Disabilities phase 1	1.7	2.8	21.1	-	-	-	-	<b>21.1</b>
ASC Extra Care Housing Phase 1a	4.2	0.1	0.1	0.0	-	-	-	<b>0.2</b>
ASC Extra Care Housing Phase 1b	-	1.5	-	-	-	-	-	-
ASC Extra Care Housing Phase 2	-	2.1	-	-	-	-	-	-
Temporary Mortuary (storage facility)	0.9	0.1	-	-	-	-	-	-
Winter Maintenance Depot (Godstone & Merrow Salt Barns)	0.2	3.0	1.0	-	-	-	-	<b>1.0</b>
Pendell GRT Transit Site for Gypsy, Roma & Travellers	0.4	0.1	1.1	-	-	-	-	<b>1.1</b>
Weybridge Hub	-	0.9	5.8	1.8	0.2	-	-	<b>7.8</b>
Hubs - Staines Hub	-	0.5	-	-	-	-	-	-
Depots - Godstone Redevelopment	-	0.5	-	-	-	-	-	-
SFRS - Fire Station Reconfiguration (Reigate, Chobham, Godstone, Lingfield)	-	1.5	-	-	-	-	-	-
Sunbury Hub**	-	0.9	10.7	6.5	0.3	-	-	<b>17.5</b>
Libraries Transformation Phase 1	-	2.1	10.7	-	-	-	-	<b>10.7</b>
Decarbonisation PSDS Phase 3a (Net Zero - Solar PV, Air Source Heat Pumps)	2.7	1.5	-	-	-	-	-	-
Woodhatch Master Planning	0.1	-	-	-	-	-	-	-
Priority School Building Programme - Cranleigh	0.3	-	-	-	-	-	-	-
Countryside	0.1	-	-	-	-	-	-	-
PSBSP2 - Tadworth School	0.0	-	-	-	-	-	-	-
Wray Park	-	0.1	-	-	-	-	-	-
Fire Risk Assessments	-	0.1	-	-	-	-	-	-
Greener Futures Property Schemes	0.0	-	-	-	-	-	-	-
<b>Land and Property</b>	<b>76.3</b>	<b>101.8</b>	<b>193.5</b>	<b>192.6</b>	<b>78.9</b>	<b>48.7</b>	<b>31.5</b>	<b>545.2</b>

Project	Outturn 2022/23 £m	Reset Budget 2023/24 £m	Draft Budget - MTFS					Total Draft Budget - MTFS £m
			2024/25 £m	2025/26 £m	2026/27 £m	2027/28 £m	2028/29 £m	
<b>BUDGET</b>								
Devolved formula capital - schools	- 0.3	1.0	1.0	1.0	1.0	1.0	-	4.1
Adaptions For Children With Disabilities	0.1	0.8	0.6	0.5	0.5	0.5	0.5	2.6
Foster carer grants	0.1	0.5	0.4	0.2	0.2	0.2	0.2	1.2
Education Management System	0.4	0.1	0.4	-	-	-	-	0.4
School Kitchens	0.1	-	-	-	-	-	-	-
Culture: Libraries PIC/Library Kiosks	0.1	-	-	-	-	-	-	-
Early Years - Developer Funded	0.0	-	-	-	-	-	-	-
Schools Expenditure Funded By Income	2.2	-	-	-	-	-	-	-
<b>Childrens Services</b>	<b>2.7</b>	<b>2.4</b>	<b>2.4</b>	<b>1.7</b>	<b>1.7</b>	<b>1.7</b>	<b>0.7</b>	<b>8.3</b>
Adults Capital Equipment	1.7	1.5	1.5	1.5	1.5	1.5	-	6.0
ASC In house capital improvement scheme	-	-	0.2	0.1	0.1	-	-	0.4
ASC Major Adaptions	-	0.1	-	-	-	-	-	-
<b>Adult Social Care</b>	<b>1.7</b>	<b>1.6</b>	<b>1.7</b>	<b>1.6</b>	<b>1.6</b>	<b>1.5</b>	<b>-</b>	<b>6.4</b>
<b>PROPERTY</b>	<b>80.6</b>	<b>105.8</b>	<b>197.6</b>	<b>195.9</b>	<b>82.3</b>	<b>51.9</b>	<b>32.2</b>	<b>559.9</b>
IT&D Hardware (incl accessibility equipment)	0.2	3.9	6.7	1.7	0.2	0.8	5.4	14.9
WAN / Wifi Refresh	3.0	1.8	2.7	0.4	0.1	0.5	-	3.6
IT&D Infrastructure (incl storage, processing & cyber security)	1.0	0.1	1.3	0.8	1.7	0.2	1.5	5.4
Digital Business & Insights Programme - ERP Replacement	10.2	3.0	-	-	-	-	-	-
Replacement of the Corporate Phone System	1.1	0.1	0.1	0.1	0.1	0.1	1.0	1.5
Data Centre maintenance, renewals & replacements	-	0.1	0.1	0.1	0.1	0.1	0.1	0.5
Open Access Technology in Surrey Libraries	-	0.2	0.2	-	-	-	-	0.2
Agile Workforce Transformation	- 0.0	-	-	-	-	-	-	-
<b>IT&amp;D</b>	<b>15.5</b>	<b>9.2</b>	<b>11.1</b>	<b>3.1</b>	<b>2.1</b>	<b>1.7</b>	<b>8.0</b>	<b>26.0</b>
Gatwick Diamond Crawley	0.0	-	-	-	-	-	-	-
Farnham Town Centre	0.0	-	-	-	-	-	-	-
<b>Commercial</b>	<b>0.0</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
Your Fund Surrey	2.9	10.0	20.0	10.0	-	-	-	30.0
<b>TOTAL BUDGET</b>	<b>202.3</b>	<b>278.3</b>	<b>451.9</b>	<b>364.1</b>	<b>194.2</b>	<b>163.8</b>	<b>147.3</b>	<b>1,321.3</b>
<b>TOTAL PIPELINE</b>	<b>-</b>	<b>57.5</b>	<b>118.3</b>	<b>222.2</b>	<b>127.8</b>	<b>59.6</b>	<b>53.3</b>	<b>581.1</b>
<b>TOTAL CAPITAL PROGRAMME</b>	<b>202.3</b>	<b>335.9</b>	<b>570.2</b>	<b>586.3</b>	<b>321.9</b>	<b>223.4</b>	<b>200.6</b>	<b>1,902.4</b>

\*Expenditure in 2022/23 on Active Travel Tranche 3 is included in the Active Travel (both EATF & Future) line.

\*\*Expenditure in 2022/23 on Sunbury Hub is included in the Bookham YC line.

Figures are rounded to 1 decimal place, so on occasions will show as £0.0m where less than £100,000.

CHILDREN, FAMILIES, LIFELONG LEARNING AND CULTURE  
SELECT COMMITTEE



Wednesday, 6 December 2023

## CHILDREN'S HOMES – OFSTED REPORTS PUBLISHED SINCE THE LAST MEETING OF THE SELECT COMMITTEE

**Purpose of report:** The Select Committee will receive Ofsted reports on Surrey County Council-run Children's Homes in its agenda, as part of a communications plan agreed in June 2022.

### Recommendation:

That the Select Committee reviews and notes the attached report, asking questions as appropriate.

### Next Steps:

The Select Committee will receive further reports as they are published.

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### Report contact

Julie Armstrong, Scrutiny Officer

### Contact details

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# SC040642

Registered provider: Surrey County Council

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home is owned and operated by a local authority and provides care for up to five children. The home provides care for children with social and emotional difficulties. Two children were living at the home at the time of the inspection.

The manager registered with Ofsted in September 2020.

### Inspection dates: 6 and 7 September 2023

**Overall experiences and progress of children and young people, taking into account**      **good**

How well children and young people are helped and protected      good

The effectiveness of leaders and managers      good

The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 15 February 2023

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/02/2023	Full	Good
27/04/2021	Full	Outstanding
10/12/2019	Full	Outstanding
21/11/2018	Full	Good

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

Children are cared for by committed staff with whom they share positive relationships. Staff spend time to get to know children and to understand the things that are important to them. This has helped to strengthen the relationships between children and staff.

Children make good progress in different areas of their lives that is helped by the support they receive from staff. For example, one child's engagement with education was encouraged by staff and this contributed to them gaining qualifications. Another child, who previously had poor engagement with education, engaged with a tutor during the summer. Children have also begun to form trusting relationships with staff and have been willing to speak about personal matters, such as their mental health. The consistency in staff's approach has influenced positive progress for both children.

Staff work effectively with external professionals and have formed positive relationships with the children's parents. A social care professional said that staff were very understanding and supportive towards a child following their move to the home. Furthermore, the staff continue to work with the child's parent to help the child to settle in the home.

Staff are proactive when supporting children. They creatively seek the children's views in different ways. The staff have acted on the children's preferences regarding activities. Both children recently enjoyed a holiday with staff, during which they got involved in several outdoor activities of their choice. The children are supported with their plans for the day, whether this be staff accompanying them to go shopping or supporting with transport for family time. A child has also been supported with enjoying their own cultural practices. This means that staff ensure that children are provided with positive day-to-day experiences in line with their wishes.

A priority for staff is ensuring that there is ongoing work with the children to enhance their understanding of risks and keeping safe when out in the community. In addition, staff ensure that both children are provided with opportunities to develop their independence skills. For example, the children are encouraged to cook alongside staff, they practise their budgeting skills, and take responsibility for keeping their bedrooms tidy.

Children live in a well-maintained home that is comfortable and welcoming. Their bedrooms are well personalised with photos of children and their family members as well as other personal belongings. A child said that although they would prefer not to be in care, living in the home is good and the staff are nice.

## **How well children and young people are helped and protected: good**

Staff have a good understanding of the children's individual needs and risks. They are guided by children's plans and ensure that the children receive consistent care. Children's plans are regularly reviewed and are developed with input from involved professionals. This ensures that actions to support the children continue to meet their changing needs.

When children go missing from the home, staff take appropriate action in line with their plans to ensure their safety. Staff ensure that serious concerns for children are shared with the professional network and that risk assessments and safety plans are updated collaboratively. Attempts are made to debrief with the children following incidents. In some instances, this has led to children being supported to understand the potential risks they are exposed to and them reflecting on their behaviours.

Staff are mindful that some behaviours children present are a result of past trauma. Consequently, they are non-blaming in their approach and instead seek to understand the situation from the children's point of view. Staff balance their nurturing approach with instilling appropriate boundaries for children. They have the children's best interest at heart and are strong advocates for them. For example, when a child expressed thoughts of harming themselves, staff worked with health professionals and were instrumental in arrangements made for the child to access therapeutic input. Staff actions contribute to the children becoming increasingly safe.

Staff know children well and are aware of potential triggers for each child. A social care professional reported that staff are well equipped to manage challenging situations and use de-escalation techniques to resolve conflict. The skilled staff adapt their approaches effectively to meet the children's individual needs, which contributes to a feeling of well-being and security for the children.

Children are cared for by staff with whom they share positive relationships. A child said that they would feel comfortable to speak to staff if they were unhappy about any issues. Pre-employment checks in place help to ensure that only suitable applicants are employed to work in the home.

## **The effectiveness of leaders and managers: good**

The registered manager strives to ensure that children's needs are well met, and that risks are well managed. The progress that children make is monitored and staff are supported with influencing further progress. The registered manager has delayed admitting new children to the home. She has shown due consideration to new referrals, alongside the needs of the children in the home. This demonstrates her commitment to ensure that the needs of the children in the home remain a priority.

Leaders and managers ensure that staff are well supported and equipped to carry out their role effectively. Staff are supported through reflective group discussions



and individually in supervision sessions. Managers are readily available to offer support to staff when this is needed. Staff reported that they feel well supported by their managers and shared positive experiences of being helped to progress to senior roles.

In fulfilling the aim of providing good-quality care to children, leaders and managers ensure that staff have training relevant to meet the children's needs. This is supplemented by regular input from a forensic psychologist and a child and adolescent mental health services professional. Consequently, staff understanding of the children's complex needs and how best to support them has been enhanced.

The importance of the children's views being actively sought and actioned is reinforced by the registered manager. To support this aim, the manager has implemented different ways in which the children's participation is encouraged. This includes key-work sessions, fortnightly children's meetings, and general conversations outside of these forums. Leaders and managers have influenced a staff team whose members are tactful and seize opportunities to engage with children as they are presented. The children in the home are shown that their views matter, and consequently they feel valued.

Leaders and managers have a good understanding of the home's strengths and areas for development. Key areas of focus are staff recruitment and upskilling the current staff team. While managers ensure that staff are well equipped for their roles, the training matrix and supervision log were not up to date. This could lead to training and supervision not being completed when due.

Leaders and managers promote diversity. Staff have open conversations with the children about diversity and equality issues and use this as opportunity to instil positive thinking. A child has been encouraged to celebrate and enjoy their cultural traditions and foods.

## **What does the children's home need to do to improve?**

### **Recommendation**

- The registered person should ensure that records demonstrate that staff can access appropriate facilities and resources to support their training needs, and that they understand the key role they play in the training and development of staff in the home. Records relating to staff supervision should also be kept updated. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.11)

### **Information about this inspection**

Inspectors have looked closely at the experiences and progress of children and young people, using the social care common inspection framework. This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'.

## Children's home details

**Unique reference number:** SC040642

**Provision sub-type:** Children's home

**Registered provider:** Surrey County Council

**Registered provider address:** Quadrant Court, 35 Guildford Road, Woking, Surrey GU22 7QQ

**Responsible individual:** Lisa Wade

**Registered manager:** Rebecca Hanifan

## Inspector

Sasha Reid, Social Care Inspector

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CHILDREN, FAMILIES, LIFELONG LEARNING AND CULTURE  
SELECT COMMITTEE



Wednesday, 6 December 2023

## PERFORMANCE OVERVIEW

**Purpose of the report:** The Select Committee is apprised of the latest CFL performance information, which consists of:

- (a) Key indicators in children's social care measuring progress made in Ofsted recommendations following the January 2022 inspection of Surrey Local Authority Children's Services;
- (b) Key indicators relating to the additional needs strategy and EHCP timeliness recovery plan;
- (c) Turnover of social workers and foster carers to measure progress in the Children's Recruitment, Retention and Culture Workforce Planning Strategy;
- (d) External assessments of all areas within the Committee's remit.

<b>Recommendation:</b>
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Members review the performance information.

<b>Next Steps:</b>
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The Select Committee will use the performance overview to inform Committee business.

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# Children's Social Care Key Indicators

Metrics - KPI component	What is the KPI/Target where applicable	What is the statistical benchmark for National/Comparable LAs		Figure for: August	August RAG	Figure for: September	September RAG	Figure for: October	October RAG	RAG Narrative
Number of CSPA contacts received	N/A	N/A		3448		4383		4374		There was the expected drop in contacts in August in line with school's closure, and the slight spike when they reopened. The volume of contacts throughout 2023 to date has remained consistent within established patterns.
Number and percentage of contacts progressed to social care	N/A	N/A		384 11%		564 13%		483 11%		Going back to Q1 in 2022 we also have consistency in the volume of cases progressed to social care within a 5% margin between 10% -15%. Follow up contacts on existing cases has remained at 1% throughout, suggesting that in nearly all cases initial responsiveness allays referrers concerns. On average 23% of cases progressed to social care are taken though a MAP process and 82% initiate a single assessment
4.2 Re-referrals to Children's Services	15 - 20%	24%	23%	20%	G	17%	G	18%	G	The Re-referral rate is below target, although August saw an increase to the upper range of the margin. 270 families were re-referred in this Quarter. In the year to date this indicator has remained consistently within the range set
4.3 Proportion of Assessments completed within 45 working days	100%	90%	88%	73%	R	86%	R	94%	A	Assessment activity had been significantly adrift from our expectations and from benchmark authorities. One of the aims of the move away from the Quadrant model was to give a clearer line of sight for performance within a defined service and September & October's outturn shows the initial impact of that focus with significantly improved performance. Data in this initial period of transition clearly shows the areas where improvement is needed as well those areas where practice appears strong. Service Managers had been asked to make this area a service priority, to ensure authorisation pinch points are addressed and to ensure that assessments are closed at the point where work has been done. Sustaining change is a service priority.
5.2 Number of Children in Need	N/A	N/A		1964		1954		1843		
5.2 Child In Need Visits up to date	100%	N/A		79%	R	81%	R	83%		There is variance across service areas with CWD more likely to visit CIN in time at 89%, whilst FST performance is still variable in this area with FST South having better timeliness at 83%. Assessments (58%) and Children Looked After (24%) with smaller numbers of children in scope are not achieving timely visits for the majority of children. With LAC there is a question about why children in care are falling within the scope of this indicator which is being explored. Individual AD's have put local action plans in place to bring rigour to management oversight and challenge.
6.2 Proportion of S47 Enquiries with an outcome of Initial Child Protection Conference	N/A	38%	37%	26%		28%		24%		620 children were subject to Sec.47 investigations in the Quarter and 173 were taken to an ICPC. This suggests that too many families are taken through a Sec. 47 but matters are resolved through the work undertaken as part of the investigation process or it is felt that many families can be responded to under CIN processes. For those families who are taken to an ICPC, 90% of Conferences lead to a CP Plan. This suggests that where an ICPC is a recommendation from Sec. 47, for most children this is the correct outcome. Surrey takes significantly fewer children to ICPC than comparator authorities but this is in line with the FSM approach to work with families under CIN wherever safe to do so.

6.3 Child Protection volumes and rate	N/A	34.4	41.4	682 25.7		635 24.0		623 23.5		There has been a small increase on the number of children being placed on a CP Plan compared to the previous Quarter but not at a rate to suggest a significant change in threshold interpretation or increase in child need. There is a seasonal increase in referrals as schools near the end of term and anxiety about some families becomes heightened
6.4 Initial Child Protection Conferences held within timescale	100%	86%	83%	84%	R	74%	R	86%		This indicator had seen improvement over the quarter as management action to ensure early notification of the need for a Conference became effective. The fall back in performance in September relates to that late notification issue which doesn't allow the partner agencies to prepare reports in the timeframe available and the ability of the Reviewing Service to provide Chairs within the short timeframe available. The Service Manager IRS is working with operational colleagues to address this with improvement in October.
6.5 Child Protection Plan repeat in 2 years	10% - 15%	N/A		16%	R	9%	R	24%	R	Repeat Plans within two years suggests that improvements seen that enabled step-down have not been sustained. Activity to encourage families to see continued involvement with children's services through Child in Need processes as a positive is being progressed. The Chairs Service has worked with operational teams to ensure that recommendations to Conference around step down evidence that all work has been completed and families are at the right stage for ending CP oversight. This recent spike in October relates to a sibling group of seven children, half the monthly total, and two X two siblings coming back onto a CP plan.
6.6 Review Child Protection Conferences held within timescale	100%	95%	93%	96%	A	99%	A	99%	A	As has been referenced previously the Independent Reviewing Service is much more in control of the outcomes for this indicator and the higher performance reflects this. When target is not achieved this is usually because of sickness or other issues that required the Review to be postponed.
6.7 Proportion of children subject to a CP Plan for over 24 months	2%	2.4%	2.0%	3.1%	R	3.3%	R	4.2%	R	This KPI seeks to avoid children being subject to Plans over the long term without a clear strategy to either step down to CIN or to enter PLO. Currently we are over target at 4.2%. This group of children who are on Plans for this length of time can be on Supervision Orders & the multi-agency network believe that a CP Plan needs to continue, are still in a Public Law Outline process or as is the case for 2 children have recently entered care and will be taken off a CP Plan at the next Review Conference.
6.8 Children subject to a CP Plan seen in the last 10 working days	100%	N/A		87%	R	85%	R	88%	R	As with CIN Visits on time there is fluctuating performance against this indicator with variable performance over the quarter. There are again clear differences within individual service areas that allow for a much more targeted response to be deployed where improvement is most needed and AD's are working with Service Managers to respond to local variations, with an expectation of performance being noticeably improved which is still not delivered when set against the target expectation.



Metrics - KPI component	What is the KPI/Target where applicable	What is the statistical benchmark for National/Comparable LAs		Figure for: August		August RAG	Figure for: September		September RAG	Figure for: October		October RAG	Narrative to attach to the RAG ratings
7.1 Number of Looked After Children and rate per 10k	N/A	43.7	67	1026	38.7		1026	38.7		1017	38.4		There is no indicator attached to this metric. There is an overall decrease. The new Section 20 Accommodation Panel seeks to look at alternatives to care entry for children, harnessing other resources to enable children to stay with family where family dysfunction is the primary reason for children being at risk of care entry.
7.1 Number of Care Leavers	N/A	N/A		833			825			820			
7.2 Looked After Children with up to date Reviews	100%	N/A		97%		A	97%		A	95%		A	The majority of children in care have timely Reviews but most delay is at the first Review which is held within 4 weeks of accommodation and relates to allocation capacity within the social work and IRS teams. As seen above at point of subsequent reviews, timeliness is achieved
7.3 Looked After Children statutory visits	100%	N/A		95%		A	94%		A	95%		A	Performance although below our aspirations for looked after children is stronger than other performance areas. 95 out of 1018 children did not have their most recent visit take place on time. Most of these late visits are within the non-LAC teams which will be an area of focus for the responsible AD for Corporate Parenting.
7.7 Looked After Children Initial Health Assessments completed	100%	N/A		90%		A	89%		R	90%		A	Performance is in line with National & Stat neighbour averages but below our aspirations for children and young people. Initial timeliness can be affected by late notification of care entry and this issue is being addressed by local management. Both Initial & Review Health Assessments continue to be affected by health staffing issues. A core group of adolescents and older young people who refuse health assessment will be an ongoing area for review
7.8 Looked After Children Review Health Assessments completed	100%	92%	91%	92%		A	91%		A	90%		A	
7.9 Looked After Children Dental Checks completed - in care more than 1 year	100%	50%	40%	87%		R	88%		R	85%		R	Although not meeting our performance expectations locally, work is significantly better than national/stat neighbour benchmarks. Examination of data shows that most who have not had dental checks sit within the 11-18 cohort at 114 young people. UASC young people within this cohort are more likely to have accessed dental review at 80%.
7.13 Looked After Children Short Term Placement Stability	9%	9.3%	9.0%	10.5%		R	9.8%		A	10.3%		R	Short term stability has seen some minor fluctuation over the quarter but is in line with stat/national benchmarking. Some of this is related to the late entry cohort who may have a number of placements before a stable home environment is secured. At October 105 young people had had 3 or more placements within the previous 12 months. Some children may have one or more emergency/short term placements before a permanent home is secured and for a small number of young people, difficulties in stabilising challenging behaviours can lead to repeat placement breakdowns. Most children however have stable homes with consistent carers
7.14 Looked After Children Long Term Placement Stability	75%	65%	70%	69%		A	69%		A	69%		A	Long term stability appears more likely when young people are retained "in County" and performance against this indicator has been stable over the quarter. Greater use of the Family Group Conferencing Service to support family care options support this indicator going forward.

7.15 Looked After Children placed over 20 miles from Surrey	20%	27%	16%	33%	R	33%	R	34%	R	The majority of children and young people at 681 are cared for within Surrey or immediate neighbours, but sufficiency within County remains a negative factor within this indicator with 341 children being cared for out of county. Although for some children in need of specialist care the right setting will be at a distance, for many the disruption to family and friendship links has immediate & longer term impact on emotional health and attachments. Many foster carers are at a stage where they are considering retirement and to respond to the current shortfall and plan for carers aging out, there is an ambitious recruitment plan for fostering over the next two years, as well as new residential units coming on stream and ongoing work to re-evaluate capacity within the current in-house fostering provision.
7.6 Personal Education Plans – Quality Termly	100%	N/A		77%						This information will be available in the next report
7.12 Pathway plans – Looked After Children	100%	N/A		91%	A	95%	A	100%	G	The majority of young people without a Pathway Plan are that group at 16 who have not transitioned from a LAC Care Plan in a timely way. Following concerted action the latest figure is 100% compliance
8.2 Care Leavers in Contact with Surrey	95%	N/A		92%	A	92%	A	94%	A	Contact with Surrey remains high, although under our aspirational target. There is minor fluctuation, but most Personal Assistants have had 2-way contact with young people at 737 out of 802
8.3 Proportion of Care Leavers aged 17-18 in suitable accommodation	100%	92%	91%	88%	R	83%	R	86%	R	In this age range there is some variability with Surrey performing less well than comparators in the Quarter. Unsuitable accommodation can be custody or in the case of some UASC hostel type accommodation. The AD for LAC & Leaving Care is focusing on this cohort to bring about measurable change.
8.3 Proportion of Care Leavers aged 19-21 in suitable accommodation	90%	87%	88%	95%	G	93%	G	94%	G	Care Leaver accommodation suitability remains at very good levels, although below our aspirational Surrey target, it is above that of statistical neighbours. This indicator suggests that the majority of young people are in accommodation that is of a good standard and is meeting their needs. The bi-monthly Accommodation Panels looking at young people's needs is one strand of how quality is maintained. Where accommodation is unsuitable this can be custody as for 2 young people or other types of accommodation which does not correspond with the pathway plan.
8.4 Proportion of Care Leavers aged 17-18 in education, employment and training (EET)	75%	66%	65%	72%	A	65%	R	70%	A	This indicator suggests that a core group of young people are not accessing employment, education, or training opportunities. There is no significant difference between 16-18 & older young people in this group. NEET clinics will continue to operate under the new corporate parenting structure with a focus on timely interventions to address NEET status, alongside support from the Post 16 education advisor from the virtual school about relevant opportunities. A targeted range of support is provided by community partners
8.4 Proportion of Care Leavers aged 19-21 in education, employment and training (EET)	65%	54%	52%	62%	A	61%	A	62%	A	
9.2 LAC Missing Children Going Missing in the Month	N/A	85	10880	51		44		52		Most young people who go missing are between 15 and 18 and the majority are resident in children's homes or semi-independent provision. Males and females are as likely to go missing within Surrey but males are twice as likely to go missing out of county than females. There is no significant disparity month on month.
10.1 Child Supervision recorded to timescale	95%	N/A		85%	A	79%	R	81%	A	Supervision on children's case records continues to show variance with some service areas logging 90% and 87% whilst others are adrift at 58% & 54%. Team manager availability is responsible for some of the issues, but some service areas with small supervision loads are not performing as well as would be expected. Director and AD's have re-emphasised the need to record supervision in a timely way.

Timeliness of EHCPs completed in 20 weeks	60% (Interim target)		26%	R	22%	R	14%	R	<p>As anticipated, timeliness has fallen this month as the overdue requests are cleared at an accelerated rate. We expect to see timeliness remaining at low levels during the rest of the calendar year before returning to levels on a par with national from spring 2024. Due to a delay in the contract for some of the external EP resource and in onboarding some of the agency SEND case officers, we are making changes to the profile of the recovery work.</p>
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# HOW DO WE MEASURE THE IMPACT OF OUR PARTNERSHIP?



## Quantitative and qualitative impact summary data

This is the agreed summary of KPIs to be monitored termly by the Additional Needs and Disabilities Partnership Board. We have a more comprehensive data set to support this, which is aligned to each of the seven priority areas.

Priority	Measure	Target	Previous	Latest	Direction of travel	Notes
<b>Early Identification &amp; Support</b>	SEN support notifications	n/a	36 (Oct 22)	114 (Oct 23)	↑	Monthly
	Early Years Development checks	69%	71.3%	73.4%	↑	Quarterly
<b>Inclusion in Education and Community</b>	Number of Children missing education	n/a	95 (Sept 23)	101 (Oct 23)	↑	Monthly
	Proportion of pupils with EHCP who are persistently absent	37.3%	30.5% (HT1 22/23)	28.2% (HT1 23/24)	↓	Half termly
	Proportion of pupils on SEN Support who are persistently absent	32.7%	21.1% (HT1 22/23)	22.9% (HT1 23/24)	↑	Half termly
<b>Joint Commissioning, Sufficiency and Evaluation</b>	Waiting time – SLT, patients waiting over 18 weeks	0	161 (Aug 23)	118 (Sep 23)	↓	Monthly
	Number of MindWorks referrals	n/a	1764 (Aug 23)	2980 (Sep 23)	↑	Monthly
	Waiting list – MindWorks (ND pathway) - no. of working days until first appointment	tbc	171 (Aug 23)	181 (Sep 23)	↑	Monthly
<b>Systems and Practice</b>	Timeliness of EHCP assessments (completed in 20 weeks)	60% interim target	14% (Sept '23)	12% (Oct '23)	↓	Monthly
	Number of overdue EP advice requests	646	880 (Sept 23)	729 (Oct 23)	↓	Monthly
	Number of overdue EHCPs (inclusive of the cases with an overdue EP advice request)	tbc	1095 (Sept 23)	1107 (Oct 23)	↑	Monthly, includes completed cases not yet recorded
	Overall % EHCPs graded good or outstanding	-	37% (Spring '23)	32% (Summer '23)	↓	Termly
	% of CYP with an up to date Annual Review	-	-	49% (Sept 23)	-	Monthly
	No. of complaints as % of EHCPs	-	5.4% (2022)	5.0% (2023)	↓	Stage 1 Complaints
	No. of active tribunals	-	281 (Sept 23)	300 (tbc - Oct23)	↑	Monthly

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## Surrey Foster carers turnover data

Information is supplied annually to Ofsted in the form of a prescribed data-set.

Collection year	Total Number of households at 31 <sup>st</sup> March	Number of places at 31 <sup>st</sup> March	Number of Family and Friends households
2018	388	658	
2019	377	643	
2020	393	656	109
2021	398	662	113
2022	397	660	122

(Source: Ofsted Fostering Data Set Return)

Fostering Households approved by fostering panel in year	2020-2021	2021-2022	2022-2023 (to 31/03/23)	2023-24 (to 21/11/2023)
General foster carer	31	21	18	11
Friends and family carer	50	41	37	24
Fostering to adopt carer	2	4	-	
Short breaks – children who are also looked after carer	1	2	-	
Short breaks – children who are not otherwise looked after carer	3	0	-	
<b>Total</b>	<b>88</b>	<b>62</b>	<b>55</b>	<b>35</b>

(Source: Surrey Fostering Panel Case Data)

Collection year	Total Number of households resigned or deregistered by fostering panel	Number of mainstream fostering households	Number of connected person fostering households
2020-2021	42	11	31
2021-2022	38	24	14
2022-2023	47	31	16
<b>2023-2024</b>	<b>43</b>	<b>26</b>	<b>17</b>

(Source: Surrey Fostering Panel Case Data)

Deregistration reason – Household number	2022-23	2023-24 (to 21/11/2023)
Resigned due to retirement	11	6
Resigned due to change of circumstances	14	12
Resigned due to difficulty fulfilling the fostering role	3	
Resigned as child no longer looked after (Special Guardianship obtained / Adoption Order )	8	3
Resigned due to impact of fostering on emotional well-being	1	
Resigned as child no longer in their care	5	3
Resigned following standards of care investigation	1	
Deregistered by the service as no longer suitable to foster	4	
Child returned home (planned move)		7
Placement Breakdown		4
Staying put/Supported Lodgings		7
Becoming Shared lives carers for previously fostered child		1

(Source: Fostering Service exit interviews and Fostering Panel Case Data)

<b>Special Guardianship Order's made</b>	<b>2022-23</b>	<b>2023-24</b> <b>(to 21/11/2023)</b>
Number of children who have had an order made in financial year..	<b>59</b>	<b>22</b>

### **National Statistics – Fostering in England April 22 – March 223**

Ofsted's statistical release covers 146 Local Authority fostering services and 282 Independent Fostering Agencies (IFA) for 1 April 2021 to 31 March 2022. It includes data about fostering households, foster carers, retention, recruitment and capacity.

There is an upward trend in fostering provision provided by family and friends households. Family and friends households made up 27% of all Local Authority fostering households as at 31 March 2022, an increase from 21% in 2017-18. Family and friends households accounted for 60% of households approved in-year that were still active on 31 March 2022, up slightly from 56% in 2017 to 2018. This type of household made up 60% of deregistration's by Local Authorities in the 2021 to 2022 period

#### **Data for Figure 1: Number of fostering households by type and sector as at 31 March, over the last 5 years**

<b>Sector</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
<b>Family and friends (LA)</b>	6,930	7,310	8,045	7,855	8,400
<b>Mainstream (LA)</b>	22,395	21,885	21,495	20,845	19,835
<b>Mainstream (IFA)</b>	15,125	15,345	15,830	15,205	15,170
<b>Total</b>	44,450	44,540	45,370	43,905	43,405

Since 2021, there have been year-on-year net decreases in the number of mainstream fostering households in both the IFA and LA sectors (figure 2).



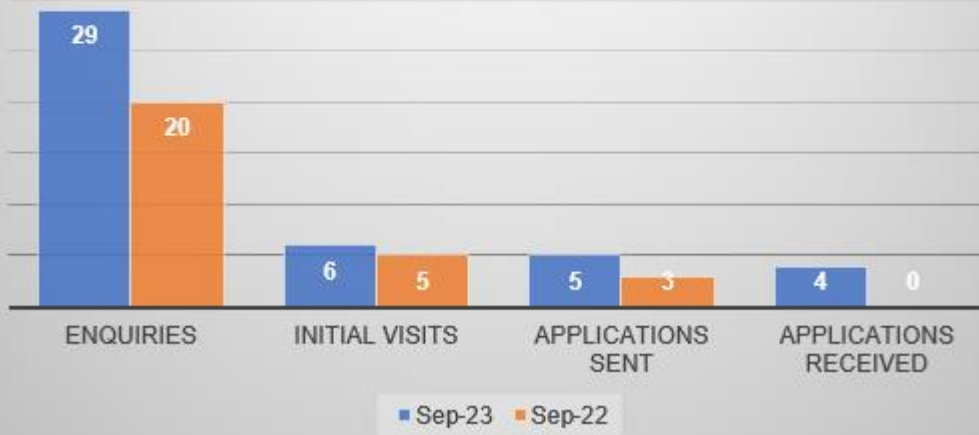
Data for Figure 2: Year-on-year net change in mainstream fostering households by sector over the last 5 years

Sector	2018 to 2019	2019 to 2020	2020 to 2021	2021 to 2022	2022 to 2023
IFA	360	220	485	-625	-35
LA	-220	-510	-390	-650	-1,010

Surrey Recruitment Stats 2022/2023 comparison for October



## Comparison September 2022 & September 2023



## External Assessments

Area	Assessor	Situation in 2021	Situation in 2023
Children's services	Ofsted	Inadequate ( <a href="#">May 2018</a> )	<b>Requires improvement</b> ( <a href="#">Mar 2022</a> )
Youth offending team	HM Inspectorate of Probation	Inadequate ( <a href="#">Aug 2019</a> )	<b>Good</b> ( <a href="#">Mar 2022</a> )
In-house children's homes (Table 1)	Ofsted	70% Good or Outstanding	<b>78% Good or Outstanding</b>
Schools and AP (Tables 2 & 3)	Ofsted	Maintained: 96.1% Good or Outstanding Academies: 90.1% Good or Outstanding	Maintained: <b>96.7% Good or Outstanding</b> Academies: <b>89.0% Good or Outstanding</b>
SEND (local area inspection)	Ofsted & CQC	<b>Progress in 4 of 5 areas of weakness</b> identified in <a href="#">2016 (May 2019)</a>	Not yet published
Adult learning	Ofsted	Good ( <a href="#">Jun 2016</a> )	<b>Good</b> ( <a href="#">Jun 2022</a> )

Table 1: **SCC children's homes** as of November 2023

SCC children's home	Previous inspection	Most recent inspection
SC405933	Good ( <a href="#">Apr 2022</a> )	<b>Good</b> ( <a href="#">May 2023</a> )
1230411	Good ( <a href="#">Jul 2021</a> )	<b>Good</b> ( <a href="#">Jun 2023</a> )
SC370703	Improved effectiveness ( <a href="#">Interim Mar 2022</a> )	<b>Good</b> ( <a href="#">Mar 2023</a> )
SC040633	Outstanding ( <a href="#">May 2021</a> )	<b>Good</b> ( <a href="#">Mar 2023</a> )
SC040638	<b>Inadequate</b> ( <a href="#">Sept 2022</a> )	Monitoring visit <a href="#">Oct 2022</a>
SC040631	Requires improvement <a href="#">Nov 2022</a> )	<b>Requires Improvement</b> <a href="#">Jun 2023</a>
SC040642	Good ( <a href="#">Feb 2023</a> )	<b>Good</b> ( <a href="#">Sep 2023</a> )
SC068827	Inadequate ( <a href="#">Dec 2022</a> )	<b>Good</b> ( <a href="#">Mar 2023</a> )
SC045408	Good ( <a href="#">Nov 2022</a> )	<b>Good</b> ( <a href="#">May 2023</a> )

### Non-SCC children's homes housing Surrey children as of November 2023

Ofsted grade	Percentage of homes in England	Number of Surrey children affected
Outstanding or Good	93.3%	111
Requires improvement	4.4%	4
Not yet inspected	2.2%	2

NB In addition three children are housed in homes in Wales/Scotland, inspected by the Care Inspectorate.

## Schools and Alternative Provision

Who runs what in the sector as of October 2023:

	Primary	Secondary	Special	PRU
Maintained	151 (51%)	10 (17%)	12 (48%)	5 (63%)
Academies	148	48	13	3
Total	299	58	25	8

Table 2: Ratings for maintained schools

**Ofsted Monthly Management Information: Data Tables**  
 1 = Outstanding | 2 = Good | 3 = Requires Improvement | 4 = Inadequate.

Table Name: 31 Oct 2023 | Data taken at end of: October 2023

Show Data As:  No. of Schools |  No. of Students | School type at time: (All) | Current School Type: (Multiple values)

Surrey										
	Overall effectiveness <sup>1</sup>					Total	Inspected	Good or Outstanding	As a Percentage (G or O   R or I)	
	1	2	3	4	Not been inspected					
Nursery	2	2				4	4	4	100.0%	
Primary	17	128	4	1	1	151	150	145	96.7%	3.3%
PRU	2	3				5	5	5	100.0%	
Secondary	3	6	1			10	10	9	90.0%	10.0%
Special	7	5				12	12	12	100.0%	
Grand Total	31	144	5	1	1	182	181	175	96.7%	3.3%

All Local Authorities										
	Overall effectiveness <sup>1</sup>					Total	Inspected	Good or Outstanding	As a Percentage (G or O   R or I)	
	1	2	3	4	Not been inspected					
Nursery	237	134	9	2		382	382	371	97.1%	2.9%
Primary	1,310	7,689	690	49	9	9,747	9,738	8,999	92.4%	7.6%
PRU	30	130	9	3		172	172	160	93.0%	7.0%
Secondary	81	483	68	8		640	640	564	88.1%	11.9%
Special	214	319	22	8		563	563	533	94.7%	5.3%
Grand Total	1,872	8,755	798	70	9	11,504	11,495	10,627	92.4%	7.6%

Table 3: Ratings for academies including free schools

**Ofsted Monthly Management Information: Data Tables**  
 1 = Outstanding | 2 = Good | 3 = Requires Improvement | 4 = Inadequate.

Table Name: 31 Oct 2023 | Data taken at end of: October 2023

Show Data As:  No. of Schools |  No. of Students | School type at time: (All) | Current School Type: (Multiple values)

Surrey										
	Overall effectiveness <sup>1</sup>					Total	Inspected	Good or Outstanding	As a Percentage (G or O   R or I)	
	1	2	3	4	Not been inspected					
Primary	28	105	10	5		148	148	133	89.9%	10.1%
PRU	3					3	3	3	100.0%	
Secondary	12	33	2		1	48	47	45	95.7%	4.3%
Special	4	2	4	2	1	13	12	6	50.0%	50.0%
Grand Total	47	140	16	7	2	212	210	187	89.0%	11.0%

All Local Authorities										
	Overall effectiveness <sup>1</sup>					Total	Inspected	Good or Outstanding	As a Percentage (G or O   R or I)	
	1	2	3	4	Not been inspected					
Primary	1,011	5,054	615	253	92	7,025	6,933	6,065	87.5%	12.5%
PRU	27	90	21	15	9	162	153	117	76.5%	23.5%
Secondary	441	1,692	363	157	62	2,715	2,653	2,133	80.4%	19.6%
Special	134	218	36	39	59	486	427	352	82.4%	17.6%
Grand Total	1,613	7,054	1,035	464	222	10,388	10,166	8,667	85.3%	14.7%

NB Academies may not have been inspected since converting.