


Notice of Meeting

Cabinet



<u>Date and Time</u>	<u>Place</u>	<u>Contact</u>	<u>Web:</u>
Tuesday, 29 October 2024 2.00 pm	Council Chamber, Surrey County Council, Woodhatch Place, 11 Cockshot Hill, Reigate, Surrey, RH2 8EF	Huma Younis or Sarah Quinn huma.younis@surreycc.gov.uk or sarah.quinn@surreycc.gov.uk	Council and democracy Surreycc.gov.uk  @SCCdemocracy

Committee:

Natalie Bramhall, Clare Curran, Kevin Deanus, Matt Furniss, Marisa Heath, David Lewis, Sinead Mooney, Mark Nuti, Tim Oliver, Denise Turner-Stewart, Maureen Attewell, Steve Bax, Paul Deach and Jonathan Hulley

If you would like a copy of this agenda or the attached papers in another format, e.g. large print or braille, or another language, please email Huma Younis or Sarah Quinn on huma.younis@surreycc.gov.uk or sarah.quinn@surreycc.gov.uk.

This meeting will be held in public at the venue mentioned above and may be webcast live. Generally the public seating areas are not filmed. However, by entering the meeting room and using the public seating area or attending online, you are consenting to being filmed and to the possible use of those images and sound recordings for webcasting and/or training purposes. If webcast, a recording will be available on the Council's website post-meeting. The live webcast and recording can be accessed via the Council's website:

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If you would like to attend and you have any special requirements, please email Huma Younis or Sarah Quinn on huma.younis@surreycc.gov.uk or sarah.quinn@surreycc.gov.uk. Please note that public seating is limited and will be allocated on a first come first served basis.

AGENDA

1 APOLOGIES FOR ABSENCE

To note any apologies for absence.

2 MINUTES OF PREVIOUS MEETING: 24 SEPTEMBER 2024

(Pages
1 - 6)

To agree the minutes of the last meeting as a correct record of the meeting.

3 DECLARATIONS OF INTEREST

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

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

NOTES:

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

4 PROCEDURAL MATTERS

a MEMBERS' QUESTIONS

The deadline for Member's questions is 12pm four working days before the meeting (23 October 2024).

b PUBLIC QUESTIONS

The deadline for public questions is seven days before the meeting (22 October 2024).

c PETITIONS

The deadline for petitions was 14 days before the meeting, and no petitions have been received.

- d REPRESENTATIONS RECEIVED ON REPORTS TO BE CONSIDERED IN PRIVATE**
- To consider any representations received in relation why part of the meeting relating to a report circulated in Part 2 of the agenda should be open to the public.
- 5 REPORTS FROM SELECT COMMITTEES, TASK GROUPS AND OTHER COMMITTEES OF THE COUNCIL** (Pages 7 - 24)
- To consider any reports from Select Committees, Task Groups and any other Committees of the Council. For Cabinet to consider the following reports:
- A. The Cabinet received a report from the Additional Needs and Disabilities Parent Carer Experience Task Group at its meeting on 24 September. A response from the Cabinet is attached.
- 6 LEADER / DEPUTY LEADER / CABINET MEMBER/ STRATEGIC INVESTMENT BOARD DECISIONS TAKEN SINCE THE LAST CABINET MEETING** (Pages 25 - 30)
- To note any delegated decisions taken by the Leader, Deputy Leader, Cabinet Members, Strategic Investment Board and Committees in Common Sub-Committee since the last meeting of the Cabinet.
- 7 CABINET MEMBER OF THE MONTH** (Pages 31 - 68)
- To receive an update from Natalie Bramhall, Cabinet Member for Property, Waste and Infrastructure.
- 8 LONDON ROAD GUILDFORD ACTIVE TRAVEL SCHEME - INDEPENDENT TECHNICAL ASSESSMENT OF SECTION 1 FOR CONSIDERATION TO PROCEED** (Pages 69 - 128)
- London Road, Guildford is an active travel scheme, funded by an Active Travel England grant. This report provides an update on the outcome of an independent technical review of section 1 on the proposed active travel corridor scheme from New Inn Lane to York Road along the A3100 London Road, Guildford.
- (The decisions on this item can be called-in by the Communities, Environment and Highways Select Committee)*
- 9 SURREY SAFEGUARDING ADULTS BOARD ANNUAL REPORT 2023/24** (Pages 129 - 212)
- Cabinet is asked to consider and note the Surrey Safeguarding Adults Board Annual Report 2023/24.

10 YOUR FUND SURREY APPLICATION- NEW ROWLEDGE VILLAGE HALL PROJECT, FARNHAM (Pages 213 - 220)

This report sets out the key information on the New Rowledge Village Hall, Farnham Your Fund Surrey (YFS) application, for the consideration of Cabinet.

(The decisions on this item can be called-in by the Communities, Environment and Highways Select Committee)

11 2024/25 MONTH 5 (AUGUST) FINANCIAL REPORT (Pages 221 - 228)

This report provides details of the Council's 2024/25 financial position, for revenue and capital budgets, as at 31st August 2024 (M5) and the expected outlook for the remainder of the financial year.

(The decisions on this item can be called-in by the Resources and Performance Select Committee)

12 EXCLUSION OF THE PUBLIC

That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting during consideration of the following items of business on the grounds that they involve the likely disclosure of exempt information under the relevant paragraphs of Part 1 of Schedule 12A of the Act.

PART TWO - IN PRIVATE

13 PUBLICITY FOR PART 2 ITEMS

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

Terence Herbert
Chief Executive
Published: 21 October 2024

MOBILE TECHNOLOGY AND FILMING – ACCEPTABLE USE

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Thank you for your co-operation.

QUESTIONS AND PETITIONS

Cabinet and most committees will consider questions by elected Surrey County Council Members and questions and petitions from members of the public who are electors in the Surrey County Council area.

Please note the following regarding questions from the public:

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

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**MINUTES OF THE MEETING OF THE CABINET
HELD ON 24 SEPTEMBER 2024 AT 2.00 PM
IN THE COUNCIL CHAMBER, SURREY COUNTY COUNCIL,
WOODHATCH PLACE, 11 COCKSHOT HILL, REIGATE, SURREY ,RH2
8EF.**

These minutes are subject to confirmation by the Cabinet at its next meeting.

*Tim Oliver (Chairman)
*Natalie Bramhall
*Clare Curran
*Matt Furniss
*David Lewis
*Mark Nuti
*Denise Turner-Stewart
*Sinead Mooney
*Marisa Heath
*Kevin Deanus

Deputy Cabinet Members:

*Maureen Attewell
*Paul Deach
*Steve Bax
*Jonathan Hulley

Members in attendance:

Bob Hughes, Chairman of the Resources and Performance Select Committee
Catherine Powell, Residents' Association and Independent Group Leader

**PART ONE
IN PUBLIC**

118/24 APOLOGIES FOR ABSENCE [Item 1]

There were none.

119/24 MINUTES OF PREVIOUS MEETING: 23 JULY 2024 [Item 2]

These were agreed as a correct record of the meeting.

120/24 DECLARATIONS OF INTEREST [Item 3]

There were none.

121/241 PROCEDURAL MATTERS [Item 4]

121/24 MEMBERS' QUESTIONS [Item 4a]

There were none.

122/24 PUBLIC QUESTIONS [Item 4b]

There were none.

123/24 PETITIONS [Item 4c]

There were none.

124/24 REPRESENTATIONS RECEIVED ON REPORTS TO BE CONSIDERED IN PRIVATE [Item 4d]

There were none.

125/24 REPORTS FROM SELECT COMMITTEES, TASK GROUPS AND OTHER COMMITTEES OF THE COUNCIL [Item 5]

The Cabinet Member for Children, Families and Lifelong Learning explained that the Select Committee had received a report in relation to home to school travel assistance. The Committee invited witnesses from the service to present their report on the progress made and the actions that they had taken to improve services for families, children and young people. The Committee had made some recommendations in relation to communications with families and travel allowances which had been well received by the service. A second report had been received from the Select Committee on the additional needs and disabilities parent and carer experience task group. There were a range of broad and quite far reaching recommendations made on the basis of the findings of that task group. These had only been received by the service last week and given that they are such broad recommendations and that there are so many repercussions in potential actions the service would take a little longer in responding to these. A written response to the recommendations would be sent to the Select Committee ahead of the next Cabinet with a finalised response being presented at the next Cabinet meeting. The Leader thanked the Task Group for their report.

RESOLVED:

That the Select Committee reports be noted and the recommendations considered.

126/24 LEADER / CABINET MEMBER/ STRATEGIC INVESTMENT BOARD DECISIONS TAKEN SINCE THE LAST CABINET MEETING [Item 6]

There were three decisions for noting. The Deputy Leader and Cabinet Member for Customer and Communities drew attention to the Farncombe Community Garden Hub which was a great example of Surrey County Council being able to fund and support a wonderful community garden project. This would be providing an all-weather facility which would be supporting our health and well-being agenda.

RESOLVED:

That the decisions taken since the last Cabinet meeting be noted.

127/24 CABINET MEMBER OF THE MONTH [Item 7]

An update was provided by the Cabinet Member for Environment. The following key points were made:

- The Cabinet Member stated that Surrey County Council had shown leadership on the environment. For the second consecutive year, Surrey had the highest number of green flag schools in England which now totalled 98 schools. The ECO schools programme is the largest education initiative of its kind in the world and 170 schools in Surrey worked towards achieving the green flag.
- The Council has a number of statutory duties towards adults and young people but had always found a way to deliver across the environment portfolio, often weaving it into the no one is left behind agenda, ensuring countryside access, social prescribing, reducing energy bills and enhancing nature. The Council now has 5 ecologists working for it and had created forums and community volunteering that has been absolutely fundamental to the environment portfolio.
- The Council had been successful in receiving £273,323.08 in the fourth round of grant funding for the tree planting programme. Consequently, the programme had now successfully achieved £1,234,694.77 of grant funding contributions since 2021.
- Since 2021 the council had received £14m of government funding to decarbonise council buildings and help residents who needed support. Surrey was one of the most successful local authorities in delivering Government funded fuel poverty schemes in the country. Surrey had also been the leading authority in delivering solar together, whereby residents are supported by the council to install solar power and reduce energy bills.
- The Nature recovery strategy was being developed and sets out a plan for the whole county on how we protect and enhance nature and wildlife and ensure we leave a beautiful county for the future. Work was also being undertaken around rights of way. A consultation was held earlier this year, which had more responses to any other consultation we've held as an authority. The Council would be working with resident groups and parish councils to improve our rights of way, empowering them more locally as well as seeking opportunities to connect them to the local walking and cycling infrastructure plans and our sustainable travel plans.

The Leader stated that the Council had signed a civic agreement with the University of Surrey, Royal Holloway University and the University of Creative Arts to progress the four key themes in the 2030 Community Vision. The Leader encouraged residents to recycle as much as they possibly can. Surrey had always been in the top 5 authorities for the best recycling rates but this was only at 55% and the government was pushing a target of 65% by 2035. The Deputy Cabinet Member to the Leader explained that a consultation had started on the future of the Basingstoke Canal Centre, everyone was encouraged to participate in this consultation to shape the future of the centre.

RESOLVED:

That the Cabinet Member of the Month report is noted.

128/24 2024/25 MONTH 4 (JULY) FINANCIAL REPORT [Item 8]

The Cabinet Member for Finance and Resources introduced the report which provided details of the Council's 2024/25 financial position, for revenue and capital budgets, as at 31st July 2024 (M4) and the expected outlook for the

remainder of the financial year. At M4, the Council was forecasting an overspend of £15.5m against the 2024/25 revenue budget. Directorates were working on developing mitigating actions to offset forecast overspends, to deliver services within available budgets. In order to ensure ongoing financial resilience, the Council holds a corporate contingency budget and over recent years has re-established an appropriate level of reserves. It was explained that one of the largest overspends £7.4m related to the Home to School Travel Assistance pressure. A Member and officer oversight group has been set up to review, monitor and target proposed mitigations.

With regards to capital, at M4, capital expenditure of £318.1m was forecast for 2024/25. This was £3.3m more than the re-phased budget. There were a number of reasons for the variances including additional infrastructure costs. There was a £0.8m variance under budget, caused by a further reprofile of the WAN / Wi-Fi refresh programme that had reprofiled spend into future years. The report also included a proposal to increase the maximum value of an individual capital project funded via the Your Fund Surrey Small Projects Fund from £50,000 to £100,000.

The Leader encouraged members to use their member allocations in supporting local community projects. The Council would be going out to consult the public on the budget for next year and welcomed residents views on where priorities should lie. There were a number of pots of money that the Council had received from central government that expire in March 2025, which include the Household Support Fund. The Council would be lobbying the Government heavily to keep those funds available longer term. There was also a national campaign from Local Government to seek a long term financial settlement rather than on an annual basis.

RESOLVED:

1. That Cabinet notes the Council's forecast revenue budget and capital budget positions for the year.
2. That Cabinet approves the changes to the Your Fund Surrey small project fund allocation to increase the maximum value of a single capital project from £50,000 to £100,000.
3. That Cabinet approves the proposed amendments to the current delegated authority levels for Your Fund Surrey large project fund to include Director level, in consultation with Cabinet Member for Customer and Communities, for projects up to £100k.

Reasons for Decisions:

This report is to comply with the agreed policy of providing a monthly budget monitoring report to Cabinet for information and for approval of any necessary actions.

(The decisions on this item can be called in by the Resources and Performance Select Committee)

129/24 EXCLUSION OF THE PUBLIC [Item 9]

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

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

130/24 PROJECT LIBRA [Item 10]

A part 2 report was presented by the Cabinet Member for Finance and Resources around the discontinuation of two discretionary services. The Chairman of the Finance and Resources Select Committee presented a report from the Select Committee stating that a number of briefings had taken place with officers on the issue. The recommendations in the report were agreed by the Cabinet. A separate part 2 minute would be done for this item.

RESOLVED:

See Exempt Minute E-17-24

Reasons for Decisions:

See Exempt Minute E-17-24

(The decisions on this item can be called in by the Resources and Performance Select Committee)

131/24 PUBLICITY FOR PART 2 ITEMS [Item 11]

It was agreed that non-exempt information may be made available to the press and public, where appropriate.

Meeting closed at 2.50 pm

Chairman

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CABINET RESPONSE TO THE REPORT OF THE CHILDREN, FAMILIES, LIFELONG LEARNING AND CULTURE SELECT COMMITTEE SELECT COMMITTEE

Item under consideration: Service response to Additional Needs and Disabilities Parent Carer Experience Task Group

Task Group Recommendations

1) Timeliness monitoring

The system used by Inclusion and Additional Needs teams needs to enable full monitoring of Key Performance Indicators:

- a) Develop a way SEND case managers can monitor the response times of parent and carer communications with Case Officers, and review performance monthly at Director level.
- b) Such monitoring may require a reduction of the multiple and varied means of contact to those which can be sent to a centralised database. This would enable communications to be distributed between colleagues to cover when the recipient is not at work.

2) Quality assurance

To mitigate a decline in quality during the clearance of the backlog, bring forward annual reviews due in the next 12 months to the earliest possible opportunity.

3) Staffing and training

The SEND workforce must be appropriately sized to meet demand and better equipped to cope with the challenges of the role:

- a) All officers in the Inclusion and Additional Needs teams should have compulsory (i) training in SEND legal obligations from IPSEA and (ii) training in neurodiversity and needs of families from a charity with lived experience, such as National Autistic Society.
- b) Increase the number of permanent, customer-facing Case Officers by 50% to 120, to help ensure EHCPs are both child-centric and timely.
- c) Revise the case officer job description so that it reflects the need for difficult and complex interaction with customers, to ensure recruitment is geared towards the needs of the role.
- d) Given that Case Officers are recruited from a diverse range of backgrounds, a more thorough induction in the first month of employment should include: (i) clear guidance in how staff are expected to deliver and what is held to be important, (ii) the Code of Practice, (iii) the self-presented real-life experiences of parents and carers to foster empathy and (iv) how to de-escalate aggression stemming from personal trauma.

- e) Make a level 3 qualification in SEND casework compulsory for all Case Officers to be completed in their first 12 months and provide them with appropriate study time to achieve this.
- f) Provide therapeutic supervision for Case Officers, a supported space in which they can reflect on the impact of the work on them.
- g) Award a new senior practitioner role to experienced and resilient Case Officers who display excellence in customer focus, who will move around Surrey quadrants and not be tied to a particular school-based area.

4) **Communication**

To make support for families more personal and easier to access:

- a) SEND case managers must improve the attention they give to parental experience. They should be trained in a person-centred approach to support, develop and spread good practice, and relieve pressure on the front line to afford Case Officers the time to consider how to communicate with parents and carers in a way that avoids conflict, and for example,
 - (i) Communicate through face-to-face conversations at every stage possible;
 - (ii) Individualise communication plans based on parental preference e.g. some prefer to hear from the case officer regardless of progress, while others do not want regular contact reporting no news;
 - (iii) Add a more personal and empathetic narrative to the holding response that emails will be responded to within 5 working days.
- b) The guide for parents and carers of children with AND should:
 - (i) Include a jargon-free explanation of the statutory EHCP process, making clear what roles different officers do at each step of the way;
 - (ii) Be distributed by schools termly with their newsletter (SEND Support Advisors to request);
 - (iii) Be digitally distributed by Member Services to all Surrey County Councillors to assist them in their casework and help in their role facilitating communication.
- c) Produce an easy-read version of the EGB Terms of Reference and automatically make available to parents and carers in good time before a Panel decision is due. Language should be simplified wherever possible to aid understanding, e.g. consider renaming EGB to clarify its purpose.

5) **Process**

The excessively complicated EHCP procedure needs to be improved, for example:

- a) Create more opportunities for co-production with families, including checking with parents before the EGB makes a decision that it is privy to all information expected.
- b) If, when the EGB is due to meet at the six-week statutory deadline to decide whether to assess, it looks like there is evidence is missing, it should be referred to a senior manager to decide whether it is fundamental enough to warrant postponement, if there is parental consent. This could avoid the longer delay of an appeal.
- c) The Task Group supports the exploration of AI technology to support with internal admin and free up Case Officers to focus on relational work, but stresses this should be non-customer facing. It recommends a comparison of performance before and after its introduction.

6) **Dispute resolution**

The SEND Service needs to address the high number of disputes being taken to tribunal and lost. For example, Tribunal Officers should familiarise themselves with case law and reflect on common causes of tribunals, in order to quickly ascertain which cases are worth pursuing and which are not.

7) **Training for schools**

SCC should lobby the Government to continue PINS in the future and should encourage more schools to take up the offer. SEN and building relationships with families should not be the sole responsibility of one person in a school. To achieve this:

- a) When the PINS programme ends, neurodiversity advisors in conjunction with FVS-facilitated parent groups should continue to work with schools to upskill ALL teaching staff (not just the SENCo, and including senior leadership) and help them to instil (i) a strong understanding of neurodiversity and inclusive education principles and mental health and (ii) the importance of engaging with parents and carers of CYP to incorporate their perspectives into classroom activities.
- b) Training should reflect that the primary needs of CYP aged 2-25 with SEN are autism and speech, language and communication, closely followed by social, emotional and mental health needs (SEMH) for six to 25-year-olds. Training should be varied to reflect the autistic spectrum, include Pathological Demand Avoidance (PDA), and be followed up by checking that knowledge taught has been acquired.
- c) Data on key indicators and outcomes of the PINS pilot needs to be collected and analysed to make an evidence-based plea to extend the DfE's programme funding beyond March 2025.

- d) The pilot's achievements need to be vigorously promoted amongst settings, involving families in its promotion.

Councillor Jeremy Webster, Chairman of the Additional Needs: Parent/Carer Experience Task Group

Cabinet Response:

Cabinet recognises the time and commitment the Additional Needs: Parent/Carer Experience Task Group have dedicated to understanding the challenges in the SEND system and acknowledges their suggestions for making further improvements to the service for the future.

Many of the Task Group's recommendations are already covered in the conclusions and recommendations of the internal SEND End-to-End review of the Education, Health and Care Plan (EHCP) statutory processes, (both the EHC needs assessment process and EHCP annual reviews), which was launched in May 2023 and has recently presented its findings.

The End-to-End review consisted of a wide range of stakeholder engagement activities and work with staff, to provide an in-depth exploration of the issues relating to the statutory EHCP process. The review stage allowed 720 individuals to participate across a range of engagement activities, enabling the development of a clear understanding of the issues from stakeholder perspectives. Although the review began in May 2023, during the review there have been continuous improvements and changes being made to the structure and service.

The scope of the review was focused on the SEND teams who produce EHCPs and complete annual reviews, the Learners' Single Point of Access who make the decision to assess, the SEND placement teams and the Tribunals and Quality teams.

The End-to-End review found that the statutory EHCP process needed streamlining as the process operates across several different teams and services, and processes can be disjointed; the four SEND teams are led through a separate quadrant management structure which does not support consistent practice with teams not consistently operating as a single SEND Service; the size of the current SEND teams is not sufficient to offer a person-centred approach with the level of communications parents and schools would like; and staff supervision and support needs strengthening.

The changes that have been made since May 2023 include:

- (i) an updated decision-making process with greater multiagency involvement and consistent recording of decisions
- (ii) SEND and linked teams working in a more integrated way, revised standard operating procedures
- (iii) strengthened quality assurance processes for EHCPs

- (iv) central SEND leadership team meetings with a single Assistant Director and Service Manager leading change and setting priorities and (vi) the enhancement of SEND staffing from 81 to 126 full time equivalent staff to reduce active case-holding and manage the backlog of assessments and annual reviews.

These changes have enabled the local authority to meet statutory timescales for EHC needs assessments at above national levels, have led to an improvement in the completion of annual reviews and a reduction in complaints that cite communication as a concern. However, more work needs to be done over the next 18 months to achieve our ambition that;

- The SEND teams become one service offering a consistent approach across the county
- Case Officers have the capacity to provide timely and informative communications with families and education providers and follow a relational approach
- All EHCPs are produced to a consistently high quality
- Disputes are avoided and resolved early, where appropriate

The work of the End-to-End review was presented at the meeting of the Children, Families and Lifelong Learning Select Committee on 12 September 2024. The report of the Children and Children, Families and Lifelong Learning Select Committee SEND task and finish group was presented at the same meeting.

As a number of the proposals from the task and finish group are already part of the End-to-End review work, Cabinet does not endorse proposals that are already underway or are proposed as a result of the work of the End-to End review. There are some proposals that Cabinet have accepted as they are new or additional tasks.

It is important to note that while many changes have already been implemented as part of the End-to-End review and the impact of this work is evident in performance data, it is not yet reflected in external perceptions of the work of the SEND service.

Some of the issues raised through the task group are beyond the scope of the End-to-End review. Some of the challenges identified by the task and finish group are system-wide concerns beyond the work of the SEND service.

1) Timeliness monitoring: Cabinet does not endorse this proposal

During the End-to End review there has been a revision of the communication protocol for the SEND teams, setting out clearer expectations for replies and response times, and this has been supported by person-centred communications training to help staff adopt a solution-focused approach.

Managers have always monitored the quality of case officer casework, and the End-to End review has put measures in place to strengthen the oversight of the work of Case Officers where complaints relate to lack of or poor communication.

The End-to-End review includes plans to move to a centralised telephone number for all contacts into the SEND system, with Case Officers and other staff using the Teams system to return calls. This will enable full monitoring of calls received and records of calls made in response.

In addition, there are plans to move to a group email box system, where Case Officers reply to families directly, but from a shared email system. Again, this will enable oversight of both timeliness and quality of responses. It will also enable teams to return contacts made during periods of officer absence.

Finally, work is underway for the longer-term development of both parent and carer and school portals, which would simplify communication pathways still further. This will also allow full oversight of the communications sent and received.

It is anticipated that, if testing is successful and these new systems are therefore agreed, the changes to the use of phones and emails could be introduced by Summer term 2025, with the portals being operational by the end of 2025. These dates are subject to procurement timetables and testing before implementation.

Cabinet does not endorse the recommendation as the actions required are already covered by proposals in the End-to-End review.

2) Quality assurance: Cabinet does not endorse this proposal

The quality of EHCPs is already regularly measured using a nationally recognised audit tool.

Audits take place each month of a sample of 10% of all newly issued EHCPs and there is also a bi-annual multi agency audit. The audit tool has standardised criteria which are applied to each section of the plan. An EHCP can only receive a good or outstanding judgement if all sections receive a good or outstanding grade. The majority of EHCPs issued are at least satisfactory and accurately describe need and education provision required to meet need, with 21% receiving a good or outstanding grade in May 2024 and 33% in July 2024.

The key areas of improvements identified through the audit work relate to a strengthening of the voice of the child or young person in Section A of an EHCP and the strengthening of health and social care sections. Work has already been conducted to address this with training and guidance being offered to health and social care colleagues alongside training to SEND staff. This work is being embedded and should begin to be reflected in good and outstanding judgements moving forward. We are anticipating that we will reach 50% of EHCPs with good and outstanding judgements for all sections of an EHCPs by end of December with the ultimate aim that all EHCPs will consist of sections which are good and outstanding.

While the quality of EHCPs is at least satisfactory we know that during the peak of the recovery plan, when over 1000 EHCPs were issued over a 3-month period, a minority of plans were issued with missing reports or typographical errors.

Where EHCPs were issued pending delayed reports (for example a MindWorks assessment) this was with the agreement of parents, and with the intention that this would enable support to be put in place quickly and agreement that as soon as any updated information was received, an early Annual Review meeting would take place and the EHCP would be formally amended, as appropriate. The process to make changes to an EHCP are set out in the SEND Code of Practice. To make changes first a review must be opened, changes made, and a new draft plan issued. Families have 15 days to respond to any suggested amendments. Once the final plan is issued after the review, this allows the parental right of appeal should they disagree with the content of the plan. Therefore, there are already plans in place to enhance EHCPs with missing information. To bring forward all 1,000 annual reviews would be unnecessary, require additional staffing or delay a proportion of the 12,000+ 'business as usual' annual reviews being completed.

There are times when a parent does not agree with the content of an EHCP. This may include a disagreement that advice contained in privately commissioned reports has not been included in an EHCP. In these cases, the SEND teams have made a judgement based on the balance of advice regarding what to include in an EHCP. It is not the quality of the EHCP that is the concern but rather a dispute regarding what has been included and where possible there is an aim to resolve disputes without recourse to Tribunal. However, this is not always possible.

There are also times when a school does not agree with an EHCP. This typically reflects a disagreement with the banded funding value associated with the EHCP rather than the content of the EHCP itself. Banded funding arrangements are made as part of the multi-disciplinary Education Governance Board panel process, using a descriptor framework that has been co-produced with settings. The decision making at this stage is not connected to the value of the banding, rather the needs identified in relation to the child or young person. The value attached to each of the bands in the framework are agreed in consultation with the Schools Forum.

There are currently a range of quality assurance measures in place at different points of the EHCP process reflecting improvements already made to the work of the SEND teams. This includes Senior Case Managers signing off a Summary of Assessment, the draft plan and the final plan. A multi-disciplinary panel reviews the summary of assessment and will raise any quality issues at that point (for example, incorrect interpretation of or missing information) and the draft plan is shared with families in advance of the final being produced. The End-to-End review includes further planned actions to strengthen quality assurance. This includes the use of digital assistant technology (AI) to undertake a first stage quality check at the summary of assessment phase, therefore, bringing an automated and precise approach.

The review also proposes to create capacity for co-production meetings with families in advance of panel meetings to reduce the possibility of misinterpretations or missing information.

This AI work began the proof-of-concept phase of design in September 2024 and will take a number of months to complete.

The work to co-produce EHCPs with families at an earlier stage in the process is also underway. The expected roll-out for this is from January 2025. Should the technology not yet be ready to support this work, the team will develop an interim manual method of ensuring the co-production is prioritised.

Finally, the work of the quality managers currently sits outside the core SEND teams, which can result in a disconnect between the audit process and actions arising from the audit learning. The End-to-End review proposes that the quality managers join the SEND service, enabling their work to be centred around EHCPs before they are issued and strengthen the training and development of staff in-house. This is being implemented in line with the planned structural changes to the SEND service with an anticipated date of March 2025, (subject to confirmation of the permanent appointment of the Director of Education and Lifelong Learning and consequent confirmation of Education and Lifelong Learning leadership roles and responsibilities).

3) Staffing and training: Cabinet accepts this recommendation in part

Consideration of right sizing the SEND teams has been an essential part of the End-to-End review work. In the summer 2023, during the End-to-End review, as part of the £15m 3-year investment from Cabinet, an additional 45 Case Officers were recruited into the SEND service. This has enabled the SEND Service to secure timeliness of EHCNAs and improve the completion of annual reviews, support staff wellbeing and to enhance communications with families and stakeholders.

i) There is already a thorough induction programme in place that includes the legal framework. Further updates to the current induction programme are being implemented from October 2024 and will be in place fully by the end of 2024. It is important to note that the legal framework consists of the Children and Families Act 2014 and the SEND Code of Practice 2015 and there can be discrepancies between the way the Act is interpreted by independent agencies such as parent advocates and how the Code of Practice advises Local Authorities to implement their statutory duties. Like all Local Authorities, SEND practice in Surrey is governed by the SEND Code of Practice.

The End-to-End review has found that some staff join the SEND teams with significant knowledge and understanding of the legal framework and others need more support to develop their understanding. The End-to-End review includes plans for the screening for knowledge and understanding of the legal framework during recruitment with the intention that staff will be offered the appropriate training pathway and this will be in place from early 2025.

Cabinet does not endorse the recommendation as the actions required are already incorporated into the End-to-End review.

ii) There is corporate mandatory training that SEND staff complete which provides them with an understanding of neurodiversity. Additionally, the workforce development workstream of the End-to-End review is planning to

include the lived experience of families in the revised training programme. Cabinet does not endorse the recommendation as the actions required are already incorporated into the End-to-End review.

The SEND teams' total establishment is 81 full time equivalent substantive Case Officers. As noted above this has been temporarily increased as part of the EHCP recovery plan.

Cabinet agrees that case-holding should be sufficient to allow a child- and family-centred approach. The exact numbers of staff needed to achieve this depend upon an evaluation of the impact of the system efficiencies realised by the End-to-End review and reviewed regularly in line with ongoing numbers within the EHCP cohort of children and young people.

The current estimated increase to staff cost based on the End-to-End review is £4,026,698. This is for 111 Case Officers and a Needs Assessment Team of 24, plus management staffing and changes within other areas of the service to improve the journey for families. This approach is different from a straight uplift to 120 Case Officers, as it includes skill mix and new management approach to the statutory tasks to be completed.

Accordingly, Cabinet does not endorse the recommendation that a flat increase in Case Officers on its own is required, rather that the service needs a mix of roles to meet the aspirations of the End-to-End review. Staffing will be reviewed over the coming quarter, supported by the development of a clear business case.

The proposal to increase staffing to support a more person-centred approach with increased engagement with families and schools requires careful consideration within the Council's overall budget planning process. If funding is not available, the service will need to prioritise meeting statutory duties in relation to the EHCP process.

The current timescale is March 2025 for the new structure to be adopted, with positions to be recruited to after this date, if funding and recruitment is agreed.

- a) As part of the End-to-End review, role profiles are in development collaboratively with Family Voice Surrey and school/education setting representatives. The aim of this work is to ensure that the case officer job description more strongly emphasise stakeholder relationships, relational working and the need to effectively manage challenging conversations. The new job descriptions will be completed by the end of the autumn term 2024. Cabinet does not endorse the recommendation as the actions required are already incorporated into the End-to-End Review.

Cabinet recognises that the first month of an induction programme is vital.

The current induction programme is detailed below:

First Week

Policy – Lone working training, including team procedures and checklist
Hot desks and Room booking system
Clear desks
Whistle Blowing
Accident and incident reporting
Health and Safety Policy (overview) (inc. policies S-Net)
SCC Corporate Plan (functions, roles, responsibilities)
SEND Business Plan (functions, roles, responsibilities)
Procedures – Filing system, electronic filing, and naming convention format
Logging IT problems on IT Self service
How to use printers to be able to scan, print and photocopy
Booking training on Olive
Key relationships with others, building networks within the team and across the other quadrants and teams
Online learning - Information governance and information security
EYE's Read and Write Training on Olive
The corporate induction by the Information governance and info security e-learning
Mastering Microsoft Teams
Creating and managing a team (Email System and development team to find availability)
Introduction to Special Educational Needs and Disabilities (SEND) in Surrey
The Information governance and info security e-learning
Check in and review development plan
First Three Months
Policy – Freedom of information
Probationary arrangements
My Benefits
Disciplinary & Grievance
Equalities
Flexible working

Procedure – Complaints
Team Briefings from team meetings
Autism awareness
Suicide Awareness Training
Gypsy and Traveller awareness training
Effective Family Resilience incorporating Early Help assessments
EHCPs and all you need to know about how to contribute to the statutory process
Effective communication with children and families
Contextual safeguarding - an introduction for professionals in Surrey
Foundation model 1 multi agency safeguarding children – family resilience and family safeguarding
Child Sexual Exploitation Level 1
Unconscious bias training - leadership
Wellbeing at work
Procedures – Statutory assessment process including LSPA (weeks 1 – 6 of the process)
EHCP and Summary of assessment/ plan writing training
EHCP Governance panel request packs
Co-production meeting
Annual Review meeting and process
Transport process
Key stage transfer (KST) Admissions process
Mediation and appeals process
Send Admission process (Key stage transfer)
Placement stability process and guidance
In year placement process
NASEN Level 3 course
Restorative practice
Social care overview course
Managing health matters

- b) As previously noted, changes will be made to allow a more bespoke training package for staff joining the team. The current training offer already includes guidance on what staff are expected to deliver and priorities, the Code of Practice, how to de-escalate challenging conversations. There are plans to build the lived experience of parents into the plan. The additional training opportunities are being developed and will be available across 2025. Some aspects of the new packages will take slightly longer to implement as they involve external providers, for example the development of a new SEND apprenticeship route. Cabinet does not endorse the recommendation as the actions required are already incorporated into the End-to-End review.
- c) Currently there is a Level 3 training offer (NASEN) available to all case officer staff. The take up of the offer has been variable as pressures of work inhibit completion. Cabinet accepts that where staff do not already hold a level 3 SEN qualification that this should be mandatory and that time to complete training needs to be accounted for when right-sizing the service. The End-to-End review and Recruitment, Retention and Culture workstream are looking at which training pathways would best fit the needs of staff joining, with explorations into several qualification options, depending on the previous skills, experience and qualifications staff bring to the team. We anticipate mandatory training will be in place by March 2025, but this will be dependent on decisions that relate to the size of the service enabling sufficient time to complete the training alongside statutory work. Cabinet does not endorse the recommendation as the actions required are already incorporated into the End-to-End review.
- d) Cabinet accepts that it is essential that staff receive support when needed and recognises the challenging nature of the work. Currently, there is an expectation that staff have a regular 1:1 supervision meeting, with performance conversations taking place at least four times a year. This is in addition to regular team meetings that take place face-to-face during office days across the SEND teams. These conversations focus upon performance and casework in addition to wellbeing. However, it is recognised that dedicated time is needed to support the emotional impact of casework, utilising an evidence-based model. The End-to-End review workforce development workstream is developing a SEND supervision policy. This policy will ensure that time is dedicated to supportive reflections for all case staff, enabling time and space, within a structured framework, to talk through concerns and gain adequate support. Additionally, to ensure that we can offer this consistently across the casework teams, work is being undertaken to equip managers with the skills and training they need to support and to signpost available help as needed. This policy will be in place by the end of 2024. Alongside this work, the service will explore opportunities to develop support outside of the line management structure. This will need to be costed as part of the suggested service developments. Cabinet does not endorse the recommendation as the actions required are already incorporated into the End-to-End Review.

- e) Cabinet welcomes and accepts this recommendation. The suggestion of a Senior Practitioner will be added to the End-to-End review proposals and with a view to including in the role in the staff consultation and if supported and financially viable will be part of the new structure which has a current proposed start date of March 2025 (subject to confirmation of the permanent appointment of the Director of Education and Lifelong Learning and consequent confirmation of Education and Lifelong Learning leadership roles and responsibilities). Cabinet agrees with this recommendation.

4) Communication: Cabinet accepts these proposals in part

- a) Cabinet accepts that staff need ongoing training to support person-centred communications. There is Educational Psychology training for SEND team members in person-centred approaches planned as part of the launch of the new structure. A provisional date of March 2025 has been set for this, but it could be subject to change. This is being developed to supplement the whole team training in relational practice, that all staff have already received - which has been delivered via a rolling programme of training, which began in 2023. Further work is taking place to ensure this approach and practice becomes embedded in the culture of the service, moving from the administration of a process to a person-centred service. Cabinet does not endorse the proposal as the actions required are already incorporated into the End-to-End review.
 - (i) Face-to-face communications are part of the plan to use Microsoft Teams for communications at key stages of the EHCP process. Parent and carer drop-in sessions are also planned alongside an increase in the time Case Officers spend in schools and settings to facilitate more in-person meetings. These will be established once the consultations have taken place in relation to the proposed new SEND team structure and systems. Our target date for this is currently April 2025. Cabinet does not endorse the proposal as the actions required are already incorporated into the End-to-End review.
 - (ii) Communication plans are something that area teams have been rolling out during the recovery phase. For example, the SEND teams committed to providing all families a three-weekly update if their case was delayed during our recovery programme, but it was clear that whilst many welcomed this approach, for some it was not welcomed. The teams acted in accordance with the feedback received to respond to these differing needs. Cabinet does not endorse the recommendation as the actions required are already incorporated into the End-to-End review.
 - (iii) Cabinet accepts the recommendation to review wording in emails and auto-replies to be more friendly and person-centred in approach and will therefore request that the SEND teams change these. These changes will be made in co-production with Family Voice Surrey to

ensure the service is listening and responding to the views of families. This will be in place by the end of October 2024.

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b) (i) There is already a parent carer guide available on the local offer, aimed at helping families understand the SEND system. This guide was published in August 2023 following co-production with Family Voice Surrey. Although it does cover aspects of the Education Health Care Needs assessment, it is not specific only to the EHCP process. Cabinet accepts the proposal and will ask that a co-production group is convened to review the information available and enhance this guide as needed. This will be included in the End-to-End review workstream on developing communications. We will request this group is established by November 2024.

(ii) Information on the local offer is already shared with and available to schools for both their own use and for signposting to parents. However, we will ensure that schools are reminded about where to find information detailing the EHCP process as suggested in the next schools bulletin, with any further enhancements to the local offer to support understanding of the process, to be included in the school bulletins as appropriate. Cabinet accepts this proposal.

(iii) As above, we will ensure the current version is shared as a link, and any revised version when available early in the new year (2025). Cabinet accepts this proposal.

c) Cabinet accepts the proposal that there is an easy read guide to the decision-making process of the Education Governance Board and ensures that an accessible version of the terms of reference for decision making is available once the developments to the Education Governance Board process, planned as part of the End-to-End review, have been made. This will include a new name for the Education Governance Board. This will also be shared with Members as well as parents and carers via the local offer (with links specifically shared with parents prior to decision-making). This will be in place by March 2025.

5) Process: Cabinet does not endorse these proposals

A new process for Needs Assessment requests is being developed, which builds in the opportunity for co-production with families before both the request to assess panel, and the request to issue at the Education Governance Board. This is linked to the work on a digital assistant (AI) to support the administrative aspects of compiling a summary of assessment documentation, and the automation of first stage quality checks. This is a planned part of the re-shaped SEND service, subject to consultation. The roll out of the new system is planned to take place across 2025 in line with the development of the post-consultation proposed new service structure. Cabinet does not endorse the recommendation as the actions required are already incorporated into the End-to-End review.

- a) The End-to-End review includes three task and finish groups which started work at the beginning of the 2024 academic year (schools and settings, parents and carers, other advice givers) to look at the information the service needs to undertake the statutory 20-week assessment of needs process. This includes a co-produced request form, which will capture the details needed to complete each stage of the 20-week assessment process. Whilst we already have comprehensive guidance available to support request for assessment, we do not currently have a standard request system used by all requestors, this will support consistency of request and will reduce the number of times we need to ask for additional or missing information. This work will improve the quality of information available to panel. The service is not able to extend the statutory deadlines, so all work completed in relation to the request to assess stage must be completed within the first 6 weeks of an application being received. The task and finish groups will be meeting across the 2024-2025 academic year. This will then be followed by training and communications to school colleagues and families from Easter 2025 in order to have a new request for assessment process in place for the start of the 2025-2026 academic year. Cabinet does not endorse the recommendation as the actions required are already incorporated into the End-to-End review.
- b) The current plan in relation to the use of digital assistant (AI) technology uses the potential capability as an administrative aid to Case Officers; freeing up time for them to undertake more effective co-production work; initial quality checks (ensuring all sections are complete in line with statutory expectations) to ensure the work of Case Officers and Senior Case Manager checks are focused on the quality of the advice, rather than on basic spelling and content checks; and also mapping advice shared against current frameworks (Ordinarily Available Provision and the banding framework documents) to support any Education Governance Board decisions in the system. Cabinet does not endorse the recommendation as the actions required are already incorporated into the End-to-End review.

6) Dispute resolution: Cabinet does not endorse this proposal

Disagreements can arise at any stage of the Education, Health, and Care Plan (EHCP) process and can occur for a variety of reasons, from a decision by a local authority that an EHC needs assessment is not necessary, to a decision that an EHCP is not required after an assessment has been completed, or because a parent/carer or young person disagrees with the content or provision set out in a draft or amended EHCP. Appeals are brought by parents, carers and young people who wish to dispute council decisions about the content of Education, Health, and Care Plans (EHCPs).

Of 13,658 SEND tribunals registered by councils, nationally, in 2022/2, 98% were found in favour of parents, carers, and young people. Furthermore, the number of SEND tribunals being brought is rising with a 24% increase on 2022/23 figures.

Cabinet appreciates the desire for early resolution of appeals, this is why the pilot phase of the Mediation and Resolution team was introduced in January 2024 with a focus on the early resolution of appeals. To date the team has managed to resolve 53% of cases without them needing to progress to a tribunal hearing, with only 5% of cases progressing to hearing. The remaining 42% are ongoing and it is anticipated that resolution will be found in the majority of these cases.

There are of course times when the teams are unfortunately unable to find early resolution. In those instances, cases are allocated to Tribunal Officers. All Tribunal Officers have access to our regular team CPD sessions and access IPSEA training. The same training is available for the mediation and dispute resolution team. Tribunal Officers are all experts in case law and the legislation that applies to their cases and receive ongoing training and support regarding this. Advice is also forthcoming from the legal team if required for more complex cases. In Surrey, the Tribunal Officers take instructions from the SEND Teams. Where it is felt that a case needs to be reconsidered, recommendations are made, and further instruction sought.

When appeals are registered with Surrey County Council, they are triaged by a Quality Manager. Meetings are held with all area teams to discuss any new appeals. Fortnightly meetings with the area SEND and Inclusion teams allow for multi-agency case discussion and to clarify any instructions. Tribunal Officers also have weekly support and challenge slots with management within the team. Should they consider that a case needs a review, they complete the relevant paperwork which must be signed off by either the Senior Tribunal Officer or the Service Manager before it can be presented at Education Governance Board for review. Instructions regarding the defence of cases come from the SEND Teams.

Tribunal outcomes and themes are continuously analysed, where it is felt that learning can be taken from tribunal decisions. This is fed back to the area teams, as well as being disseminated during tribunal team meetings and individual feedback if required. Tribunal Officers will always advise area teams appropriately if they feel the LA's position needs to change based on either case law, legislation or previous tribunal outcomes. Therefore, while Cabinet recognises the need for early dispute resolution, it does not accept that this will be resolved by Tribunal Officers familiarising themselves with case law and reflection on common causes of tribunals, as this is already in place and does not endorse this recommendation.

7) Training for schools: Cabinet is unable to accept these proposals

The PINS project is an initiative that supports schools' knowledge and understanding of neurodiversity and how to meet needs. It builds upon an extensive programme of support offered as part of the All-age Autism Strategy and the wider schools' training offer from Surrey County Council. There is discussion already underway with NHS England to continue the funding for the PINS project. Should the funding be available from the Department for Education and NHS England, Cabinet supports the continued roll out and development of the work in this area. Data from the project is being used to support these discussions, using the impact evidence.

PINS is currently supporting 41 Surrey Primary schools, offering the equivalent of 5 days of training, resources and support. There is no financial cost to Surrey County Council or to Surrey Heartlands ICB for delivery of the PINS project. Parent participation groups are set up in all 41 schools.

The service has received self-evaluation data from all schools and parents including feedback from almost 1000 parents of pupils at the 41 schools. This is an excellent level of parental response and provides a good baseline for the experiences of parents of children in Surrey schools. The proportion of parents who identify their child as having additional needs and those that do not is 50:50, ensuring the service will be working with parents at every stage of the journey with regards to neurodiversity and inclusion.

Self-assessment criteria have been set by NHS England and the Department for Education to ensure consistency nationwide and evaluation data to be submitted in March 2025 will also be issued nationally. In addition, learning arising from PINS is being used to shape and influence ongoing work associated with the partnership plan for Neuro Diversity (ND) Transformation, All Age Autism Strategy, early intervention and prevention and supporting children to be educated and thrive in their community.

Regardless of the outcome of the talks with NHS England, Cabinet is committed to continuing to use the learning and development of the PINS project across the county. Plans are already in place for the development of the parent participation element of the neurodiversity pathway, and the project team are looking at other aspects that can be continued irrespective of the availability of funding.

Cabinet cannot accept the proposal as it is outside the control of the council; the initiative has already been recognised as a huge success to date and there is a commitment to share the impact widely. We thank the task and finish group for their recognition of this initiative.

Clare Curran
Cabinet Member for Children Families and Lifelong Learning
29 October 2024

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SURREY COUNTY COUNCIL**CABINET****DATE:** 29 OCTOBER 2024**LEAD OFFICER:** ASMAT HUSSAIN, INTERIM DIRECTOR OF LAW AND GOVERNANCE**SUBJECT:** LEADER/CABINET MEMBER/ STRATEGIC INVESTMENT BOARD AND COMMITTEE-IN-COMMON DECISIONS TAKEN SINCE THE LAST CABINET MEETING**SUMMARY OF ISSUE:**

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

RECOMMENDATIONS:

It is recommended that the Cabinet note the delegated decisions taken since its last meeting as set out in Annex 1.

REASON FOR RECOMMENDATIONS:

To inform the Cabinet of decisions taken by Cabinet Members, the Strategic Investment Board and the Committee in Common subcommittee under delegated authority.

DETAILS:

1. The Leader has delegated responsibility for certain executive functions to individual Cabinet Members and reserved some functions to himself. These are set out in Part 3, Table 2- Scheme of Delegation.
2. Delegated decisions are scheduled to be taken on a monthly basis and will be reported to the next available Cabinet meeting for information.
3. Annex 1 lists the details of decisions taken since the last Cabinet meeting.

Contact Officer:

Huma Younis, Committee Manager, huma.younis@surreycc.gov.uk

Annexes:

Annex 1 – Delegated Decisions Report

Sources/background papers:

None

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CABINET MEMBER DECISIONS

CABINET MEMBER FOR CHILDREN, FAMILIES AND LIFELONG LEARNING – 24 SEPTEMBER 2024

1. CONSULTATION ON ADMISSION ARRANGEMENTS FOR COMMUNITY AND VOLUNTARY CONTROLLED SCHOOLS FOR SEPTEMBER 2026

(i) Resolved:

The Cabinet Member authorised the Service Manager for School Admissions to go out to statutory consultation on the proposed changes to admission arrangements for community and voluntary controlled schools for September 2026, as follows:

- Reigate Priory School - reduction of Year 3 PAN from 150 to 120 (paragraphs 5 to 13)
- Audley Primary School – introduction of Year 3 PAN of 2 (paragraphs 14 to 16)

(ii) Reasons for decision

There is a statutory requirement to consult on admission arrangements every seven years, or sooner if there is a proposal to change any part of a school's admission arrangements. The local authority is proposing some changes to the admission arrangements for community and voluntary controlled schools and, as such, there is a statutory duty to consult on these changes. The consultation will also seek views on the admission arrangements for which there is no proposal for change.

CABINET MEMBER FOR PROPERTY, WASTE AND INFRASTRUCTURE DECISIONS – 24 SEPTEMBER 2024

2. DISPOSAL OF 16 BROOK HILL, OXTED, RH8 9LR

(i) Resolved:

The Cabinet Member:

1. Formally declared the asset surplus to operational requirements (in consultation with The Leader and Deputy Leader).
2. Approved the sale of 16 Brook Hill, Oxted, RH8 9LR to the party, at the price and subject to the conditions, noted in the Part 2 report. The sale is conditional upon the simultaneous surrender of the headlease held over the asset by HGR which has been agreed by the HGR Board.
3. Approved, in conjunction with the Leader, the acquisition of the leasehold interest held by HGR over the property at the premium noted in the Part 2 report. The premium for the surrender of HGR's interest is payable by the Council from the gross receipt and it is noted there is debt aligned to this asset, with both parties bearing their own costs and appointments of their own professional team.
4. Delegated authority to the Section 151 officer in consultation with the Director of Land and Property to finalise the transaction and enter into all associated legal agreements.

(ii) Reasons for decision

- Following an open marketing campaign of the vacant property known as 16 Brook Hill, Oxted RH8 9LR terms have been agreed to sell the freehold interest to the party, and at the price, noted in the Part 2 report.
- The asset was part of an early tranche of residential properties transferred by the Council to HGR in August 2020 with a premium paid by HGR to SCC for a head-leasehold interest. In accordance with the emerging Company Strategy to divest of certain assets, HGR have requested it be handed back to the Council and sold.
- The Cabinet Member is asked to formally declare the asset surplus to operational requirement under the Council's constitution.
- The property is not required for any operational purposes.

CABINET MEMBER FOR CUSTOMER AND COMMUNITIES – 24 SEPTEMBER 2024**3. YOUR FUND SURREY APPLICATION - CHRIST CHURCH GATEWAY PROJECT - YOUTH AND COMMUNITY CENTRE, WOKING****(i) Resolved:**

The Cabinet Member for Customer and Communities approved funding for the full amount requested of £495,000 comprised of:

- £495,000 of capital funding towards the development of a youth and community centre to be paid in staged payments, on evidence of spend
- Including 5% to be held by SCC until final evidence of income, expenditure, building control sign-off

(ii) Reasons for decision

This application has been the subject of a rigorous assessment process by officers, as set out in the body of this report. Officers consider the project to meet the aims and published criteria of the fund and to satisfy the requirements to award funding.

Christ Church Gateway Youth and Community Centre Project aims to provide a welcoming and supportive community space for all children and young people (CYP) of Woking to address the lack of youth provisions throughout the borough.

4. YOUR FUND SURREY APPLICATION - WONERSH BOWLING CLUB REBUILD, WAVERLEY**(i) Resolved:**

The Cabinet Member for Customer and Communities approved funding for the full amount requested of £135,625, comprised of:

- £135,625 of capital funding towards the development of a new pavilion to be paid in staged payments, on evidence of spend
- Including 5% to be held by SCC until final evidence of income, expenditure, building control sign-off

(ii) Reasons for decision

This application has been the subject of a rigorous assessment process by officers, as set out in the body of this report. Officers consider the project to meet the aims and published criteria of the fund and to satisfy the requirements to award funding.

The project aims to create a welcoming community space to support the health and wellbeing of its local community by providing physical and social activities.

CABINET MEMBER FOR HIGHWAYS, TRANSPORT AND ECONOMIC GROWTH - 24 SEPTEMBER 2024

5. COUNTYWIDE INTEGRATED TRANSPORT SCHEMES PRIORITISATION PROCESS AND 25/26 DELIVERY PROGRAMME

(i) Resolved:

The Cabinet Member approved:

- a) The proposed prioritisation process set out in Annex A of the report;
- b) The proposed ITS schemes to be funded from the planned 2025/26 Countywide Integrated Transport Scheme budget set out in the revised Annex B of the report; and
- c) To delegate authority to the Highways Engagement and Commissioning Manager to make any minor amendments to the schemes which may be required to ensure that the schemes are progressed, in consultation with the relevant Divisional Member and, where required, the Cabinet Member.

(ii) Reasons for decision

Cabinet established the Countywide ITS budget in February 2022, as part of changes to highway decisions, and requested that officers develop a prioritisation process for the fund. The prioritisation process has since been reviewed and amended by a cross-party Member Reference Group, and additional feedback recommendations, to ensure that no one is left behind and that all communities have an opportunity to access this programme of works. The revised prioritisation process now needs to be agreed so that schemes can be approved and progressed to the design and delivery stage.

6. REVISION OF THE CHARGE FOR SUSPENDING BUS STOPS IN SURREY

(i) Resolved:

The Cabinet Member agreed to:

1. Increase the charge to suspend a bus stop to £175 per day for a three-day maximum period, which will apply to all works promoters, developer works, utility works and other third party works, excluding those works undertaken by the County Council.
2. Introduce a new charge of £600 per bus stop per day for works that close a bus stop or take place at any bus stop without proper authorisation, which will apply to all works promoters, developer works, utility works and other third party works, excluding those works undertaken by the County Council.
3. Delegate the approval for further changes to the Director of Highways & Transport in consultation with the Cabinet Member.

(ii) Reasons for decision

Bus stop suspension charges were last increased in September 2017, when the Council raised them to the same level as neighbouring Transport for London (TfL). TfL have increased their charges, so to better align the Council's charges with TfL an increase is

proposed. The additional income will assist the Council to support the delivery and operation of the local bus network across Surrey.

NAME: Natalie Bramhall

PORTFOLIO: Property, Waste and Infrastructure

Capital Programme:

Capital Projects: Please see the separately shared Capital Projects Deck – to review delivered & under construction.

Investment Assets (HGPI & SCC):

HGPI – Winchester, former Debenhams:



The redevelopment of the former Debenhams is near completion. New tenants on the ground floor are at fit out stage ready to trade before Christmas. (Nandos, Five Guys & Pizza Express)

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With a new access to upper floors near completion, marketing will commence shortly.

The art deco glazing on the frontage has been preserved and Winchester Council are positive about the improvement to the High Street and the protection of the 'listed' archway to the cathedral.

SCC – Brightwells, Farnham:



Practical Completion of the development of this new retail and leisure commercial scheme occurred in September. Reel cinema is already open for trade and other tenants including restaurants, soft play areas and gyms are currently fitting out and due to open before Christmas. Since the cinema opened, prospective tenant demand has increased, and terms have been agreed with several exciting new tenants who will contribute to the success of the scheme as a new leisure destination within this previously underperforming area of the town. As a Town Centre regeneration scheme, Brightwells, along with the Council's plans for the Town Centre through the Farnham Infrastructure Programme, demonstrates how the Council is investing in the town, and supporting the local economy.

Disposals:

Coxbridge Farm: Planning promotion of the land, and subsequent planning consent was secured from Waverley BC for 320 houses, subject to 30% being affordable housing. The joint marketing of the land, with our incumbent farm tenant, will raise a total capital receipt for the Council of at least £30.5m, through phased payments from Cala Homes who secured the site. They are now progressing the scheme and submitted their detailed reserved matters for approval as they commence on site. The affordable housing element of the scheme will be acquired and managed by Vivid Homes with the tenure of those houses reflecting 30% shared ownership, 35% affordable rental and 35% social rented. The sale contract includes clauses to secure additional receipts where an enhanced planning permission may be secured.

7



Disposals: Overview 2019 to 2024:

- FY 24/25 the target is £26.1m with YTD actual of £3.67m. (Q4 process complete for majority)
- Over the past 5 years SCC capital receipts total £150m of assets, including former HQ in Kingston Upon Thames.
- **Forward Look: £55m of targeted receipts 2024+.**
Of the £55m targeted, £18m is contracted (deferred payments for the sale of Coxbridge Farm. **Quadrant Court**, Woking (65,000 sq. ft) is a significant disposal (approaching end of economic life) with offers to evaluate following marketing. Staff are relocating later this year across various offices including the recently acquired Grade A Victoria Gate office in Woking.
- **Surplus former care homes** sites - several are currently on the market.
- **Halsey Garton Residential** company houses are identified for disposal with 19 lower value assets declared surplus and planned to dispose via auction sales in the Autumn.
- **Acquisition - Children's Homes:** current bids (subject to due diligence) include two potential children's homes to support the '*cared for children's Programme*'.
- **Acquisition - Care Leavers:** A potential sixth property for care leaver accommodation which, if acquired, would complete this phase of the '*looked after children Programme*'

FM Contract – Macro

Phases 1 and 2 of the two Macro contract mobilisations were completed on 1 July 2024 and we are now engaged in a 6-month transition period to embed the contracts. The result has been the consolidation of our FM supplier base from 72 suppliers to Macro aimed at delivering customer-focused, value for money services, through an effective relationship, driven by a focused set of KPIs that ensure performance against SCC's strategic priorities.

The in-house team has reduced from 125 FTEs to a client team of 16 FTE team. The client team are focusing on enhancing customer experience aligned to the needs of the Service, whilst ensuring that Macro deliver to the required outcomes within agreed parameters, controlling cost, ensuring value for money, ongoing efficiencies and continuous improvement. System-generated MI based on supplier-fed information is providing insight, strategic decision making and innovation.

A new fit for purpose Service Desk is at the heart of the Macro model which provides a 'one stop shop' for the customer. A transition plan has been agreed between SCC and Macro prioritising actions and improvements which specifically focus on the Service Desk, operational and utilities savings, building compliance gaps as identified, integration of the Greener Future projects within a vastly expanded Minor Capital Works programme and streamlined processes, thereby driving efficiencies.

Land & Property Service receives accreditation for Health & Safety:

Land & Property achieved the ISO 45001 certification following a recent audit. This is an international safety accredited certificate, and a great achievement following 2 years of operational improvements.

The ISO 45001 occupational health and safety management system standard recognises organisations that provide safe and healthy workplaces by reducing the risks of work-related injury, as well as by continually improving their occupational health and safety (OH&S) performance.

The Land & Property service were able to demonstrate their commitment to safe, healthy, and sustainable work through an ISO British Safety Council comprehensive 2 stage audit.



Waste: Development of a Surrey Materials Recycling Facility

The Resource and Circular Economy Team are progressing a planning application and developing the business case for a Surrey Materials Recycling Facility (MRF) on council owned land adjacent to the Trumps Farm Landfill, Kitsmead Lane in Chertsey and close to the M3 motorway.

The MRF will sort kerbside collected recyclables into component streams of paper, glass, metals and plastics etc. The process will be largely mechanical using optical sorters and robotic technology.

The majority of kerbside collected recyclables are currently bulked at Surrey's waste transfer stations and transported to a MRF in Crayford, Kent. Having a MRF facility in Surrey will reduce transport and bulking costs

Site of proposed Surrey MRF - August 2024:



7

Development of a Reuse Hub adjacent to the Eco Park, Charlton Lane, Shepperton:

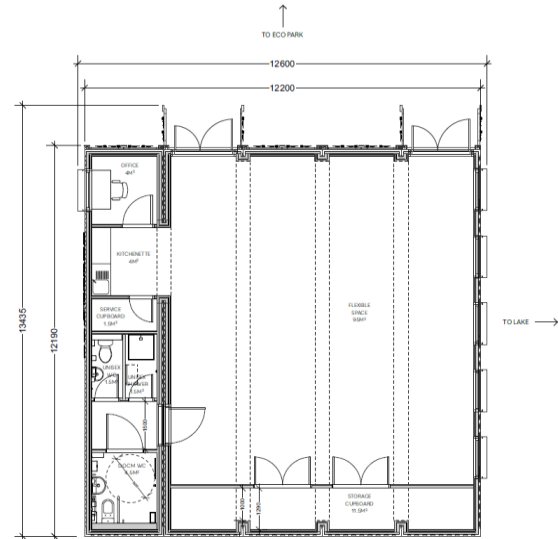
The Resource & Circular Economy Team are developing a proposal for a Reuse Hub on a site immediately adjacent to the Eco Park at Charlton Lane, Shepperton. The site is currently occupied by a residential property that has fallen into disrepair and will be demolished to make way for the Reuse Hub.

It is anticipated that the Reuse Hub will be used for some, or all, of the following activities:

- Bike and furniture workshops
- Repair café
- Training space
- Meeting room space
- Storage for reuse items
- Third sector access and warm welcome hub
- Youth centre
- Library of things
- Coordination of reuse activity and events

The Reuse Hub will be constructed from re-purposed used shipping containers and will comprise a multi-use space for reuse activities situated in a landscaped setting on the site of the former Ivydene cottage. A Planning application for the Reuse Hub will be made in Spring 2025 with procurement of the site clearance works, landscaping and buildings towards the end of 2025. It is expected that the hub will be completed and ready for use at the end of 2025/26.

Example of a building made from re-purposed shipping containers and proposed layout for the Reuse Hub:



7

Surrey's Recycling Rate

Surrey continues to perform well as a Waste Disposal Authority. Between Q1 and Q3 2023/24 Surrey's recycling rate was 55.7% which was the joint second highest recycling rate amongst 26 English Waste Disposal Authorities, sharing that honour with Devon and just behind Oxfordshire with a rate of 58.8%.

In the same period, we sent just 0.25% of our waste to landfill which ranked us 6th amongst 26 English Waste Disposal Authorities sending the least waste to landfill.

Finally, in terms of residual household waste collected per household, on average Surrey households generated 332.29 Kg of residual waste between Q1 and Q3 2023/24, putting us in 8th position for the lowest amount of waste generated per household amongst the 26 English Waste Disposal Authorities.

Infrastructure:

A320 North of Woking HIF

A different Contractor will be now procured to construct the main works. The tenders were returned on 10th October and these are now being assessed with a view to mobilise/commence works from November / December at the earliest. Works programme will be 18-months plus.

Advance statutory undertakers' diversionary works are complete, the remainder will be integrated into the Contractor's works programme.

In terms of landscaping work at Ottershaw, a post-civils works design is being jointly developed together with the County's consultant (Arcadis), including a bespoke planting/arbor/landscaping plan with illustrative images created, to share with the public in October.



A308 Corridor Scheme

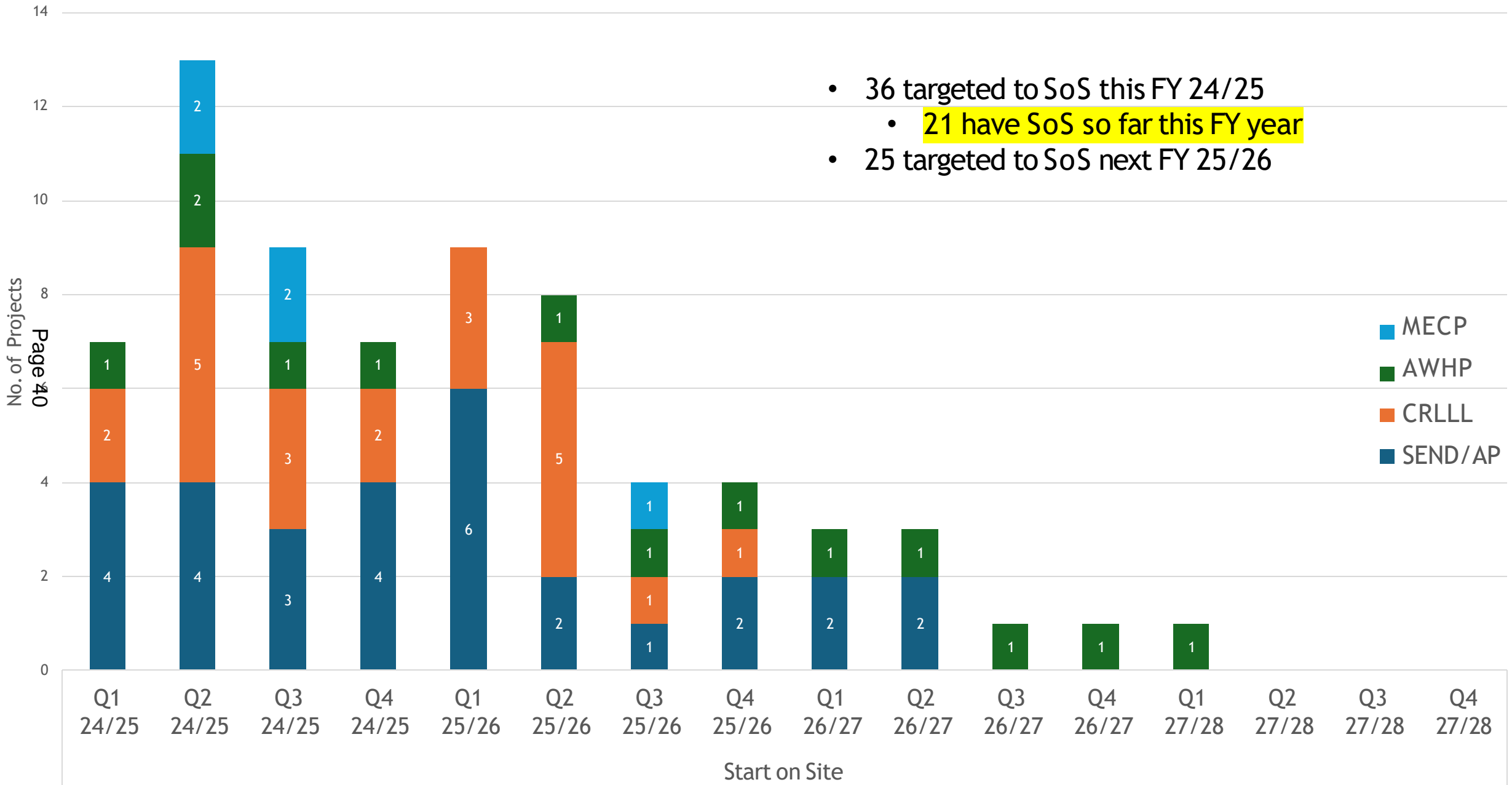
This major scheme is being designed and delivered in a series of phases. The scheme consists of improvements to large traffic signals with The Black Dog signals complete and The Shears junction nearing completion. CCTV and Variable Message signs are being installed. Future phases include a cycleway alongside the A308. The scheme has 50% funding from Spelthorne Borough Council through CIL- totalling £5m.



The Black Dog Traffic Signal Improvement

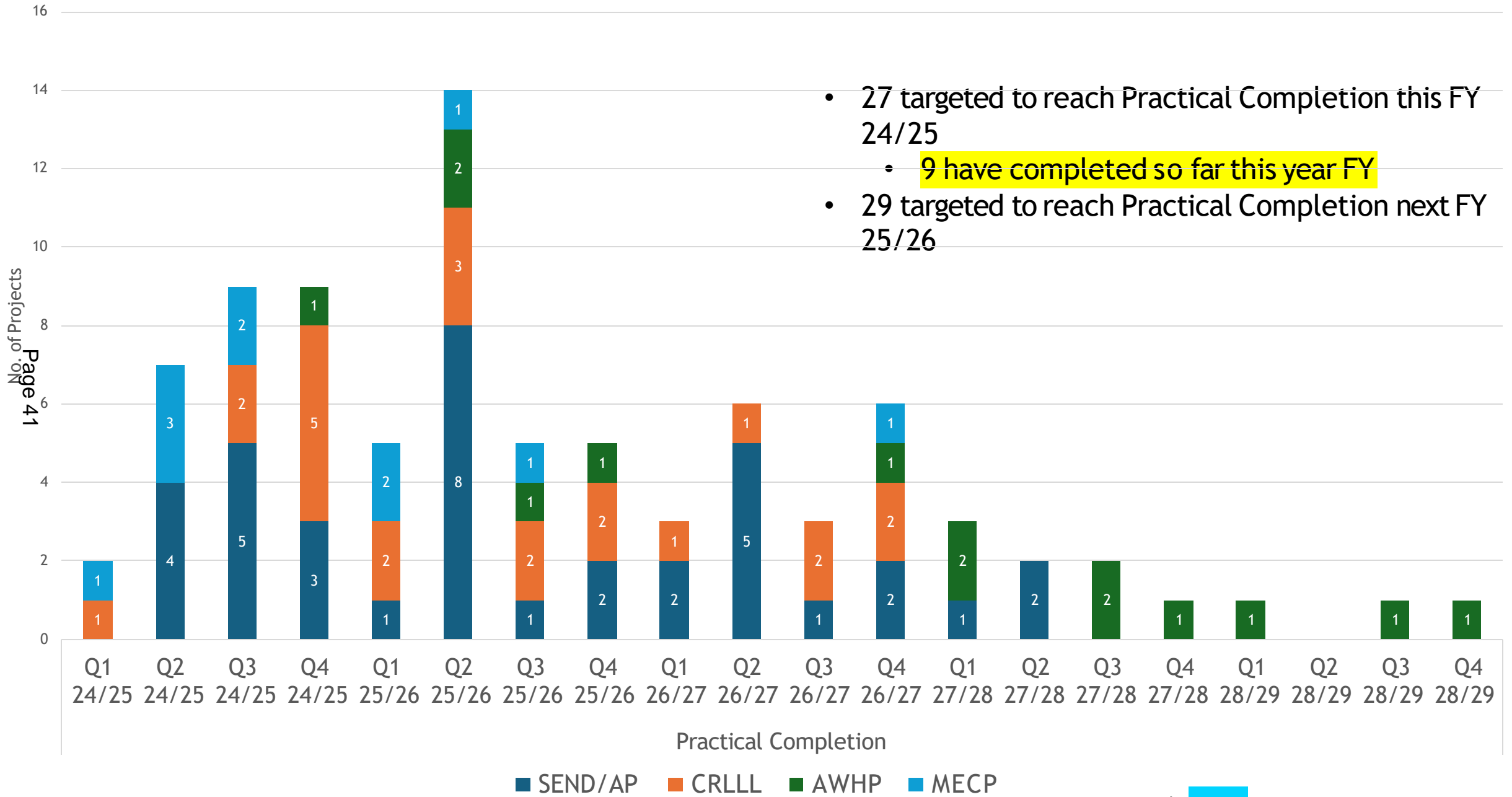
**Cabinet Member for Property, Waste and Infrastructure
Capital Projects Update October 2024**

Capital Projects Start on Site (Oct 24 Data)



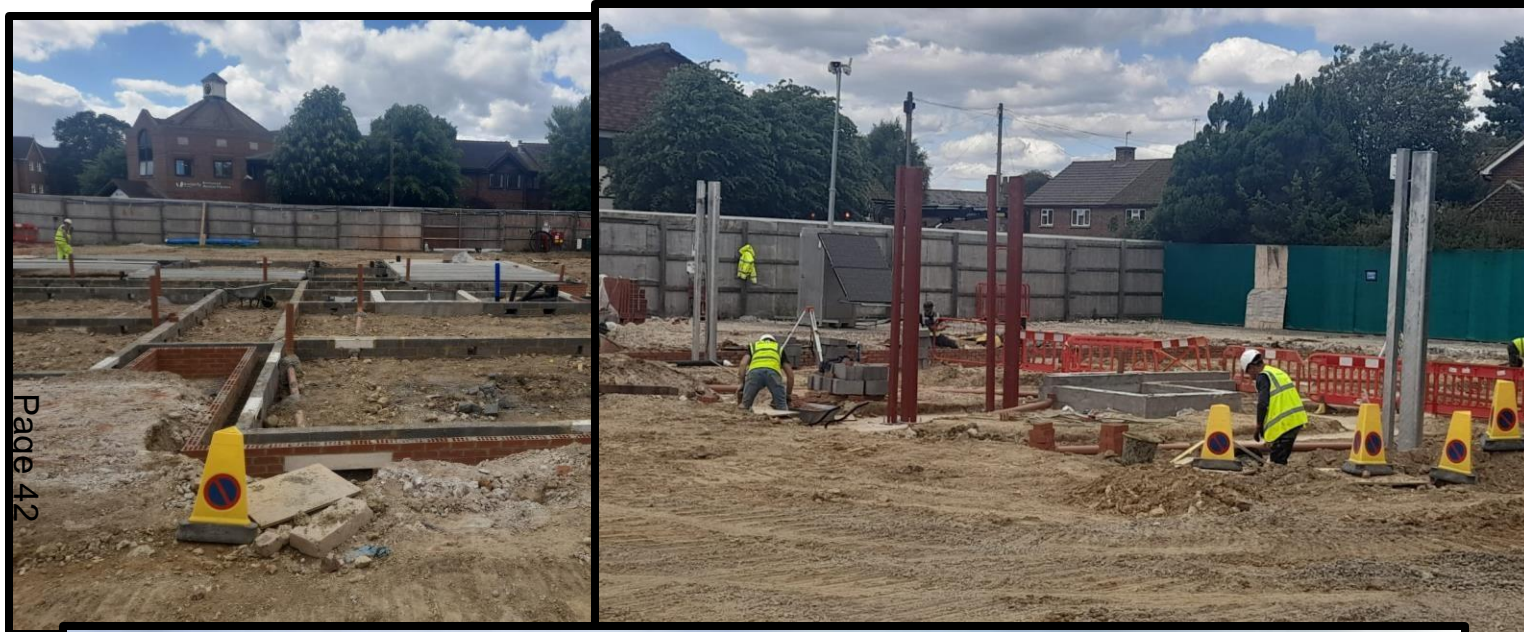
- 36 targeted to SoS this FY 24/25
 - 21 have SoS so far this FY year
- 25 targeted to SoS next FY 25/26

Capital Projects Practical Completions (Oct 24 Data)



- 27 targeted to reach Practical Completion this FY 24/25
 - 9 have completed so far this year FY
- 29 targeted to reach Practical Completion next FY 25/26

Right Homes, Right Support AWHP Key Achievements Highlights



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Supported Independent Living Former Horley Library Reigate s Banstead Borough

Contractor : Neilcott Construction limited

Start on Site: May 2024

Target Practical Completion: July 2025

Purpose: The scheme is designed to allow working adults with a learning disability and/or autism to maintain and/or develop their independence and be part of the community. The scheme includes 2 x 5 bed town houses and 6 x 1-bedroom flats as part of Surrey County Council's "Right Homes, Right Support" strategy.

Cost £8.24m

Right Homes, Right Support AWP Key Achievements Highlights



Short Breaks Lakers Woking Borough

Contractor : Neilcott Construction Limited

Start on Site: Feb 2024

Target Practical Completion: Feb 2025

Purpose: High quality Short Breaks accommodation for working age adults with learning disabilities and/or autism. The scheme includes 8 ensuite bedrooms and communal facilities as part of Surrey County Council's "Right Homes, Right Support" strategy.

Cost £5.77m

Right Homes, Right Support AWP Key Achievements Highlights



Page 44

Supported Independent Living Former Manor School Woking Borough

Contractor : Neilcott Construction Limited

Start on Site: August 2024

Target Practical Completion: Sept 2025

Purpose: Supported Independent Living accommodation in the form of two 5-bedroom townhouses and six 1-bedroom flats. The development will provide homes for sixteen working-age adults with learning disabilities and/or autism, as part of Surrey County Council’s “Right Homes, Right Support” strategy.

Cost £8.5m

Right Homes, Right Support AWP Key Achievements Highlights



Extra Care Housing Colebrook Reigate s Banstead Borough

Contractor : Goody Demolition.
Main Contractor TBA

Target Start on Site: Under DBFO, Main Contractor on Jan 2027.

Target Practical Completion: Demolitions to complete Oct 2024.
Main construction proposed completion with DBFO Oct 2028.

Purpose: Colebrook Day Centre for independent living for adults with a spectrum of care needs. Outline planning consent for indicatively 120 units scheduled for October 24 Planning Committee. This is part of Surrey County Council's "Right Homes, Right Support" strategy. Cost £3.1m

Right Homes, Right Support AWHP Key Achievements Highlights

Extra Care Housing Birchlands Runnymede Borough

Contractor : Goody Demolition.
Main Contractor TBA

Target Start on Site: Main contractor proposed start on Site under DBFO Oct 2026.

Target Practical Completion: Demolitions completed. Main construction proposed completion with DBFO April 2028.

Purpose: Outline planning consent indicatively proposed 48 extra care apartments (45 x 1 bed, 3 x 2 bed) independent living for adults with a spectrum of care needs as part of Surrey County Council’s “Right Homes, Right Support” strategy.

Cost £3.1m

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Right Homes, Right Support AWHP Key Achievements Highlights



Extra Care Housing Orchard Court Tandridge District

Contractor : Goody Demolition.
Main Contractor TBA

Target Start on Site: Main Contractor proposed Start on Site with DBFO arrangement April 2027

Target Practical Completion: Demolition completed; Main construction proposed completion with DBFO Oct 2028.

Purpose: Independent living for adults with a spectrum of care needs. Outline planning achieved. This is part of Surrey County Council's "Right Homes, Right Support" strategy.

Cost £3.1m

Mainstream Schools Key Achievements Highlights



Mainstream Education Woolmer Hill Secondary School Waverley Borough

Contractor : OCD Construction Ltd

Completed: September 2024 - currently in defects liability for 12 months.

Purpose: The Secondary school took on 900 additional pupils for Sept 2023 and therefore required additional supporting and teaching spaces. A new teaching block, Drama Studio C lift, food pod C replacement hard play area.

Cost: £7.5m

Mainstream Schools Key Achievements Highlights



Mainstream Education Bishop Wand Secondary School Spelthorne Borough

Contractor : MCS Construction

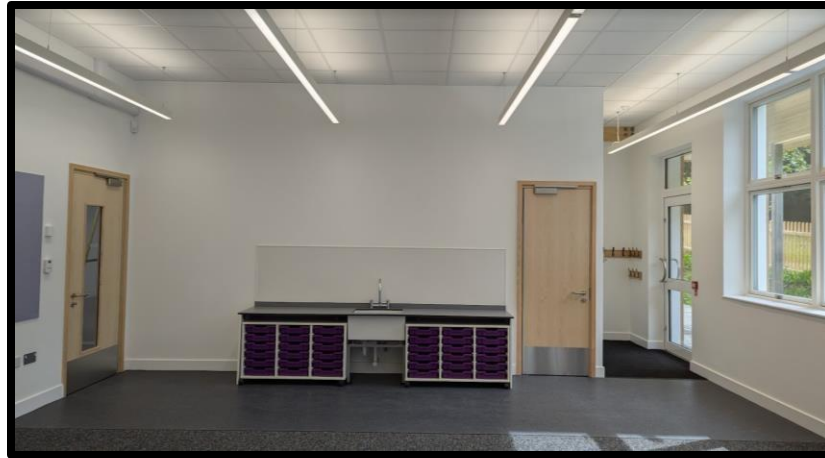
Completed: April 2024 currently in defects liability.

Purpose: New Dining, Classrooms and Science wing teaching block for 1 form extension. Highway works still to be completed.

Cost: £5.5m



Mainstream Schools Key Achievements Highlights



**Mainstream Education
St Peter s St Paul
Primary School
Tandridge District**

Contractor: EW Beard
Construction

Completed: Sept 2024
currently in defects liability.

Purpose: New Teaching Block
for 120 new Places expansion
to the existing school.

Cost: £4.5m

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Corporate Parenting Key Achievements Highlights



Corporate Parenting Children's Homes Walton s Epsom Shaw Family Contact Centre

Contractor : EW Beard Construction

Completed:

Epsom April 2023

Walton May 2023

Shaw Family Contact Centre August 2023

Defects liability completed 2024.

Purpose: The new purpose-built homes C contact centre can accommodate up to ten children and young people between them at any one time, with rooms for overnight staff too.

Cost £5.5m rebuilding 2 Community Children's Homes C £1.8m Shaw Family Contact Centre.



Corporate Parenting Key Achievements Highlights



Corporate Parenting Applewood Respite Centre Epsom and Ewell Borough

Contractor: EW Beard Construction

Completed: July 2024 currently in defects liability

Purpose: Short Breaks respite care home for children with disabilities and Learning difficulties. Refurbishment, upgrade and new side extension for larger kitchen facilities.

Cost: £1.6m



Corporate Parenting Key Achievements Highlights



Corporate Parenting Dorking Children's Home Mole Valley District

Contractor: Stepnell Limited

Commenced: September 2023

Proposed completion: October 2024

Purpose: New construction of a 6-bedroom children's home with a 3-bedroom annex to support specialist needs for children with Autism

Cost: £4.2m



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Corporate Parenting Key Achievements Highlights



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Corporate Parenting Faircroft Children's Home Elmbridge Borough

Contractor: Stepnell Limited

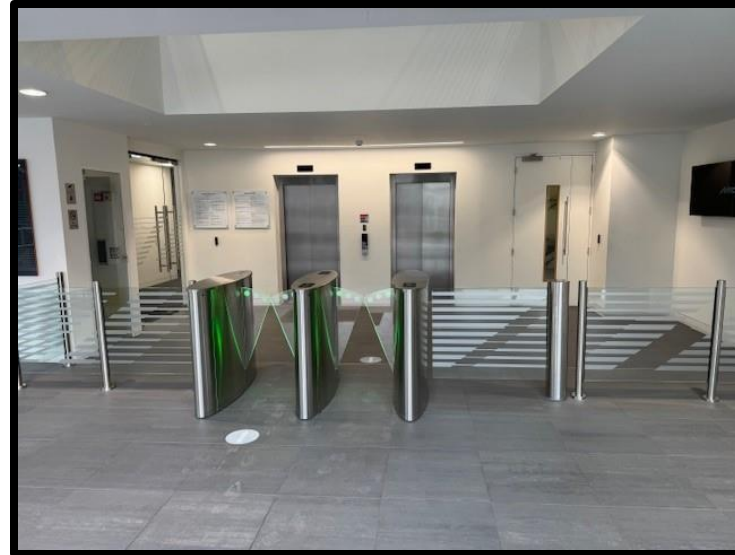
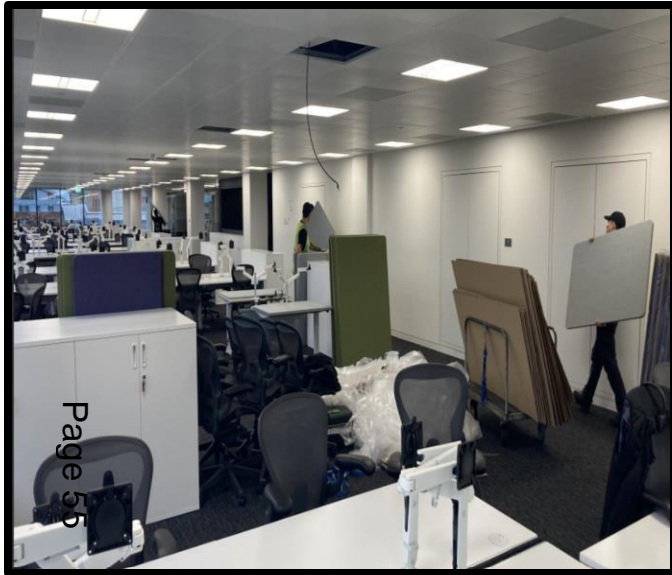
Commenced: July 2024

Proposed completion: May 2025

Purpose: New construction of a 6-bedroom children's home with a 3-bedroom annex.

Cost: £3.5m

Corporate Resources Lifelong Learning Key Achievements Highlights



Agile Programme Victoria Gate Woking Borough

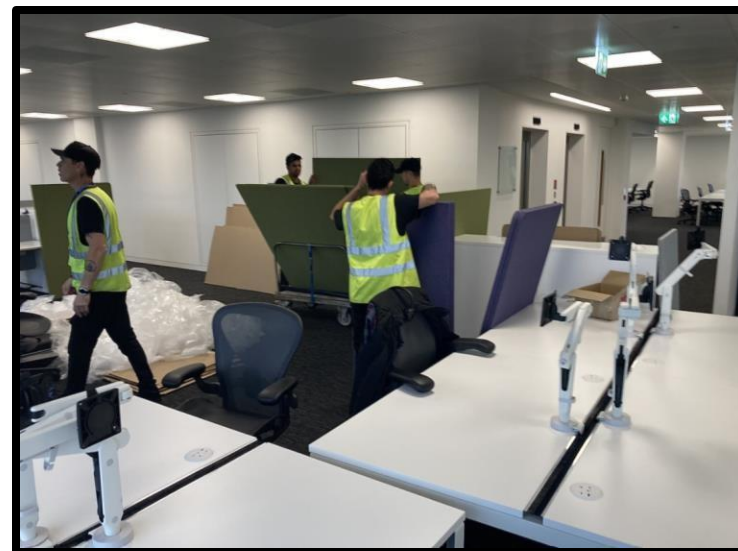
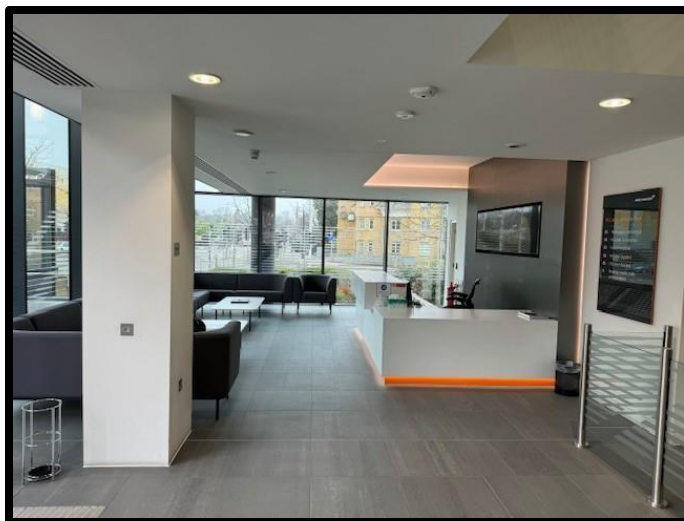
Contractor: Main contractor TBA currently In procurement

Commencement: Main contractor for structural works Phase 2 commences in Dec 24.

Proposed completion: Phase 1 construction works scheduled for PC on 7th October. Phase 2 currently targeted to complete in Spring 25.

Purpose: Site Works MEP C furniture fit out, structural work to include a lift from ground to basement level. Working to move around 2000 staff.

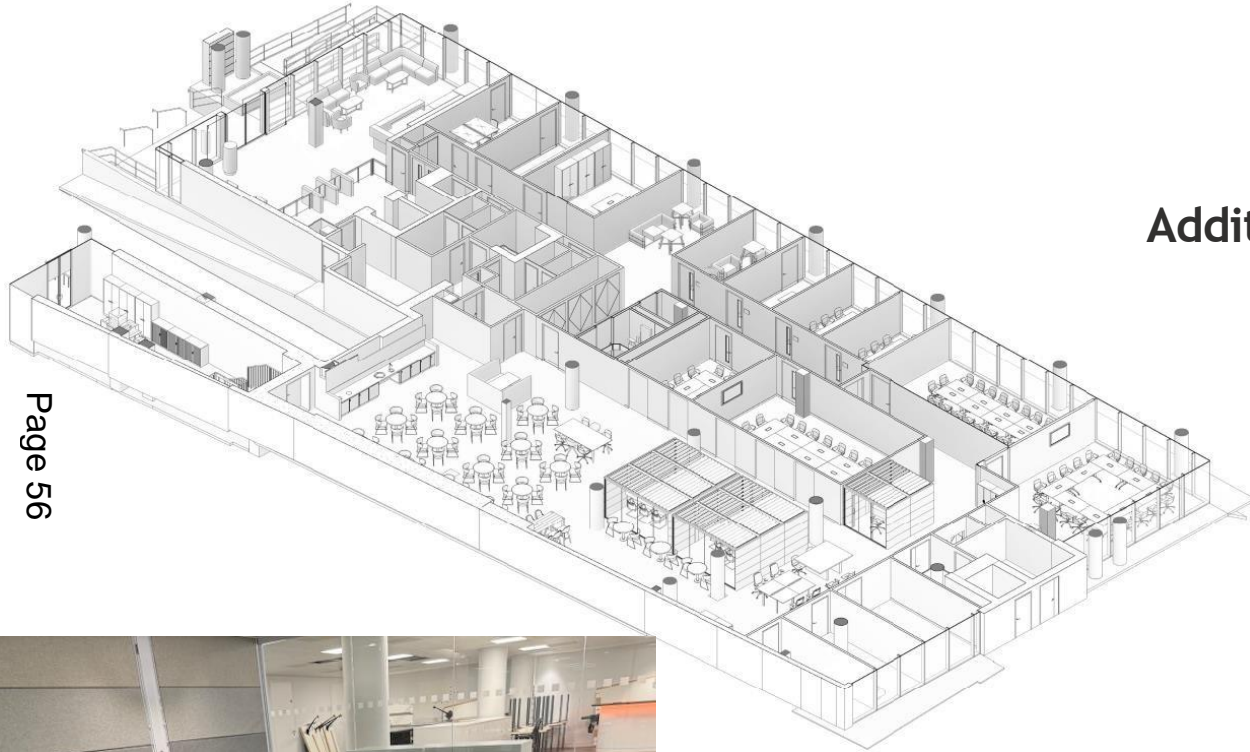
Cost: £6.5m (Endorsed by Property Panel to go to Capital Programme Panel Oct 24)



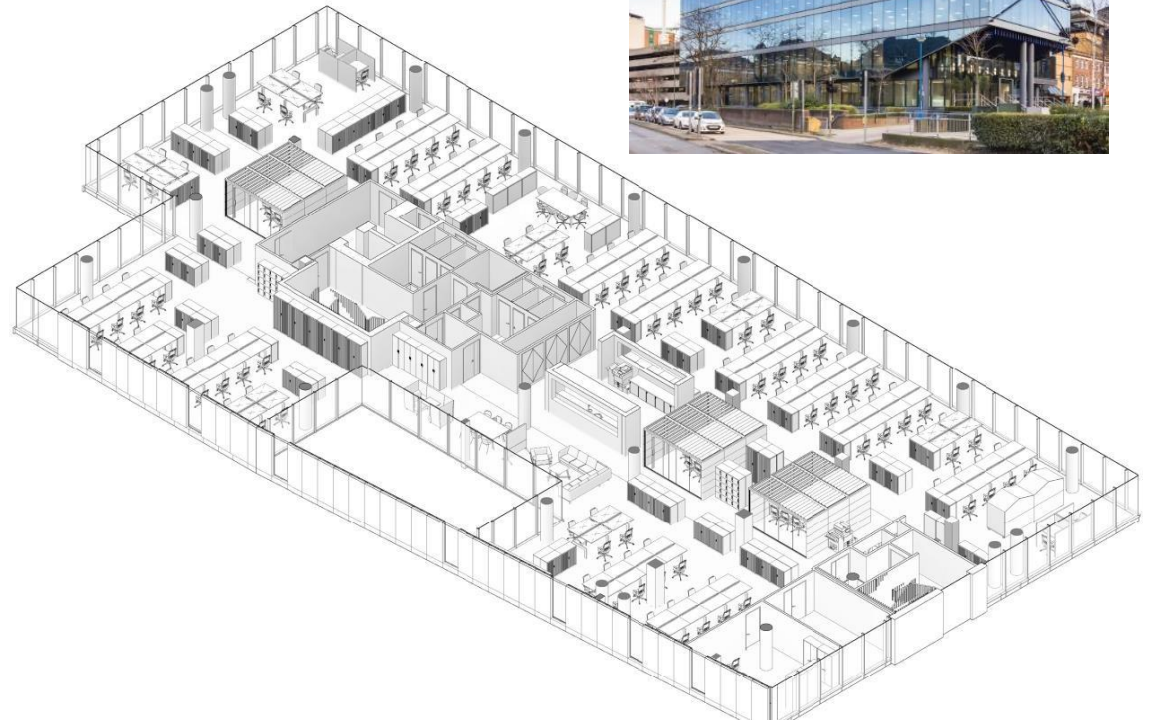
Corporate Resources Lifelong Learning Key Achievements Highlights



**Agile Programme
Victoria Gate
Woking Borough
Additional Photos Layout**



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Corporate Resources Lifelong Learning

Key Achievements Highlights



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Surrey Fire's Rescue Service Reigate Fire Station Reigate and Banstead Borough

Contractor: Neilcott Construction Limited

Commencement: October 2024 - decant completed

Target completion: October 2025

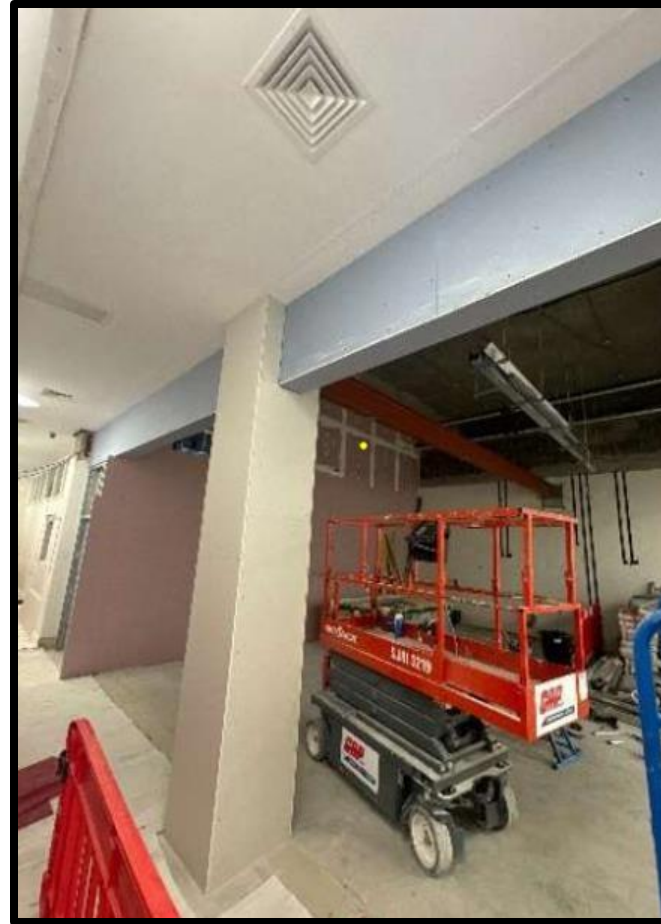
Purpose: Decant from temporary fire station (see photos) to temp facility to allow vacant possession. Redevelopment of fire station facilities.

Cost: £8.1m



Corporate Resources Lifelong Learning

Key Achievements Highlights



Libraries Transformation Programme

Woking Library

Woking Borough

Contractor: Neilcott Construction Ltd

Commencement: July 2024

Target completion: December 2024

Purpose: Refurbish and enhance the existing library facilities.

Cost: £2.1m

Corporate Resources Lifelong Learning Key Achievements Highlights



Hubs Programme Weybridge Hub Elmbridge Borough

Contractor: Neilcott Construction Limited

Commencement: June 2024

Target completion: Phased Occupation from April 2025.

Purpose: The Weybridge Hub will include a modern library, a space for targeted youth support, accessible community spaces for hire and other commercially lettable space. External building refurbishment, expansion of ground floor and extension of rear courtyard and a full refit of all interiors.

Cost: £8.7m



Corporate Resources Lifelong Learning

Key Achievements Highlights



Highway Depots Merrow Salt Barn Guildford Borough

Contractor: Ed Burton Contractors Ltd

Commencement: April 2024

Target completion: October 2024

Purpose: Construction of a new Salt Barn for Merrow Depot to store salt for the gritting of Surrey's busy roadways infrastructure. The barns are designed to keep the salt in perfect condition and the round structures ensure there is no wastage. Tall doorways to enable the off-loading of salt deliveries to take place within the barns.

Cost: £1.7m



Corporate Resources Lifelong Learning

Key Achievements Highlights



**Highway Depots
Godstone Salt Barn
Tandridge District**

Contractor: Ed Burton Contractors Ltd

Commencement: August 2024

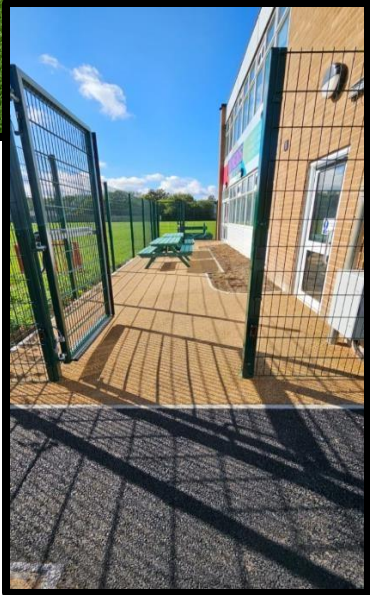
Proposed completion: March 2025

Purpose: Construction of a new Salt Barn for Godstone Depot to store salt for the gritting of Surrey's busy roadways infrastructure. The barns are designed to keep the salt in perfect condition and the round structures ensure there is no wastage. Tall doorways to enable the off-loading of salt deliveries to take place within the barns.

Cost: £2.5m



SEND/Alternative Provision Key Achievements Highlights



**SEND Programme
Philip Southcote
Main Site s Hydrotherapy Pool
Elmbridge Borough**

Contractor: Morgan Sindall

Commencement: October 2023

Proposed completion: February 2025

Purpose: Increased secondary provision by 1FE with 7 new classrooms and supporting spaces. Construction of a new block, demolition of existing modular C temporary accommodation. New staff car parking

Cost: £11.1m

SEND/Alternative Provision Key Achievements Highlights



SEND Programme Philip Southcote Satellite site Epsom s Ewell Borough

Contractor: Colours Construction Ltd

Commencement: May 2024

Completion: August 2024 now in 12 months defects liability period.

Purpose: Internal refurbishment and adaptation of existing capacity for a new 20 place specialist satellite provision for Philip Southcote for children with Moderate Learning Difficulties (MLD)

Cost: £1.3m



SEND/Alternative Provision Key Achievements Highlights



**SEND Programme
St Matthews CofE School
Reigate s Banstead Borough**

Contractor: TG Escapes Ltd

Commencement: Jan 2024

Completion: July 2024 currently in 12 months defects liability period.

Purpose: New build SEN Block extension for additional mainstream units for Autistic children.

Cost: £1.8m

SEND/Alternative Provision Key Achievements Highlights



SEND Programme Stepgates Community School Runnymede Borough

Contractor: TG Escapes

Commencement: March 2024

Completion: September 2024 - currently
in 12-month defects liability period

Purpose: Remodel and refurbishment and
new build extension of Stepgates
community school for 8 additional
mainstream SEN unit places (21 overall).

Cost: £2.6m

SEND/Alternative Provision Key Achievements Highlights



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SEND Programme The Abbey School Waverley Borough

Contractor: OCD Construction Ltd

Commencement: August 2023

Completion: September 2024- currently in 12-month defects liability period

Purpose: Remodel and new build extension for permanent accommodation for 60 additional specialist school places for children aged 11-16 years with Moderate Learning Difficulties (MLD).

Cost: £7.4m

SEND/Alternative Provision Key Achievements Highlights

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Freemantles School Woking

Contractor : Morgan Sindall

Completed: October 2023, defects liability period to be completed end of October 2024

Purpose: Secondary C further education facility has expanded the school's accommodation by a total of 72 additional places for children with complex social communication needs.

Cost £16.1m

SEND/Alternative Provision Key Achievements Highlights



SEND Provision Freemantles School Satellite site Former Ripley Primary School Guildford Borough

Contractor: Colours Construction Ltd

Completed: August 2024, currently in 12-month defects liability period.

Purpose: Refurbishment and adaptation of the Former Ripley Primary School site to provide temporary satellite provision for Freemantles School creating 54 additional specialist school places for autistic children with complex needs.

Cost £0.9m

SURREY COUNTY COUNCIL

CABINET



DATE:	29 OCTOBER 2024
REPORT OF CABINET MEMBER:	MATT FURNISS, CABINET MEMBER FOR HIGHWAYS, TRANSPORT AND ECONOMIC GROWTH
LEAD OFFICER:	OWEN JENKINS, INTRERIM EXECUTIVE DIRECTOR- HIGHWAYS, INFRASTRUCTURE AND PLANNING
SUBJECT:	LONDON ROAD GUILDFORD ACTIVE TRAVEL SCHEME – INDEPENDENT TECHNICAL ASSESSMENT OF SECTION 1 FOR CONSIDERATION TO PROCEED.
ORGANISATION STRATEGY PRIORITY AREA:	TACKLING HEALTH INEQUALITY / ENABLING A GREENER FUTURE / EMPOWERED AND THRIVING COMMUNITIES

Purpose of the Report:

London Rd, Guildford is an active travel scheme, funded by an Active Travel England grant. It has progressed through the design and decision-making process as three separate identified sections.

The scheme was previously considered for decision in February 2024. At this meeting, the decision was taken to proceed to delivery on Section 2 and carry out an independent technical review on Section 1 to enable future decision making on its delivery.

This report provides an update on the outcome of an independent technical review of section 1 on the proposed active travel corridor scheme from New Inn Lane to York Road along the A3100 London Road, Guildford.

Recommendations:

It is recommended that Cabinet:

1. Notes the contents of the independent technical review of section 1 and its conclusions concerning whether the scheme complies with current design guidance.
2. Proceeds with the construction of Section 1 –based on the strength of support from the local community, alongside the conclusions of the independent technical review.

Reason for Recommendations:

- Following the Leader decision on 27th February, officers were asked to review the design of section 1, specifically the use of the road by large vehicles and the shared use path. Officers engaged an independent professional engineering organisation to undertake a technical review focusing on the points of concern highlighted through the community engagement. That review concludes that the design allows HGVs to safely pass and that the shared use paths comply with LTN 1/20 guidance.

- Proceeding with the delivery of section 1 following the outcome of the independent technical review will enable key links to be made with existing walking and cycling routes and key local destinations. Enhancing the infrastructure at this location also contributes to the delivery of important policy priorities for the County Council, including the ambitions of the Local Transport Plan 4 (LTP4) and achieving the county's net zero carbon target by 2050.
- Active Travel England, who is the government's executive agency responsible for making walking, wheeling and cycling the preferred choice for everyone to get around in England have also reviewed the scheme. As well as funding the scheme, they have endorsed the design of the scheme.

Executive Summary:

8

Background

1. In 2023, Surrey County Council adopted its fourth Local Transport Plan (LTP4). This Transport Plan sets out the Council's transformational and ambitious roadmap to deliver the required carbon reduction targets set out in the Climate Change Delivery Plan, whilst supporting the county's communities and economy to thrive and ensure no one is left behind. The LTP4 is therefore a significant component of the Council's contribution to the delivery of the county's net zero carbon target by 2050.
2. A delivery programme of a range of activity and infrastructure is helping the Council to realise its LTP4 ambitions. For example, the Council is making improvements to local bus travel, has reviewed road safety policies, and is delivering new infrastructure across the county to enable residents to make more sustainable travel choices. The scheme also contributes to Guildford Borough Councils local plan, as London Road is a key corridor link to a strategic development site.
3. Whilst many of these changes can be delivered as part of the Council's wider road and transport network responsibilities, there are certain changes in which the Council seeks to engage with the community to gather views as to the changes proposed. In the case of active travel schemes, this engagement is not statutory but good practice – and some external funding such as that the Council has received from Active Travel England, sets expectations around such engagement.

The scheme

4. The scheme itself was identified in several Guildford transport studies by Guildford Borough Council and Surrey County Council from 2015 as follows:
 - Guildford Cycling Plan (Surrey County Council, 2015);
 - Guildford Borough Transport Strategy (Guildford Borough Council, 2017); and
 - Guildford Cycle Routes Assessments report (Guildford Borough Council, 2020)
5. On this basis, the London Road scheme was submitted to Active Travel England for funding as part of the Government's active travel programme which funded schemes across England. Funding was received, which meant the scheme was fully funded by Government grant monies to construct segregated footways and cycleways along the length of the scheme. including converting Boxgrove Roundabout to a Dutch style roundabout which gives priority to pedestrians and cyclists over vehicles.
6. The proposed scheme is split into three sections.

- Section 1: New Inn Lane to Boxgrove Roundabout;
 - Section 2: Boxgrove Roundabout; and
 - Section 3: Boxgrove Roundabout to York Road
7. Community engagement was held for 12 weeks from September to December 2023 and 995 individual submissions were provided for each of the three sections of the scheme. The results for Section 1 from New Inn Lane to Boxgrove Roundabout, when asked 'To what extent do you agree that the design of Section No. 1 contributes to the safety of pedestrians and cyclists and vulnerable road users, were as follows:
 - 50% agree the design of Section 1 positively contributes to the safety of pedestrians, cyclists, and vulnerable road users
 - 31% disagree with the statement
 - 19% neither agree nor disagree / Don't know
 8. At the Leaders decision meeting on 27th February 2024, it was agreed to commence with section 2 and not to proceed with section 3. It was also agreed to defer a decision on section 1, subject to a further design review informed by comments received through the engagement to ensure that the scheme considers the needs of all road users.
 9. Specifically, the Leader indicated at the meeting that further review work was required to consider the concerns raised through the community engagement about large vehicles passing safely and possible encroachment on the shared use path through the narrower sections.
 10. Therefore, officers engaged Arup, an independent professional services company, to undertake a design review of section 1 focusing on the short length of narrower shared use path that specifically looked at the following:
 11. The proposed carriageway lane widths and the potential to result in conflict between heavy goods vehicles (HGVs) using the road and pedestrians/cyclists using the footway.
 12. The safety of the short length, approximately 70m, of the scheme where constraints mean that 1.8m width shared use paths are proposed.

Outputs from the independent technical review

13. The proposed shared use path is a minimum of 1.8m width and adequate for two adults walking side-by-side or for a double buggy including additional elbow room. It is also wide enough such that a wheelchair user and a pedestrian can pass one another. Therefore a 1.8m width is acceptable in principle to accommodate the needs of a diverse range of pedestrians as well as people on bikes.
14. The width of the shared use path should lead to lower cyclist speeds and the relatively straight alignment would afford ample visibility. Cycle numbers would be manageable even with significant future growth within the available width.
15. The scheme replaces advisory on-carriageway cycle lanes with off-carriageway cycle tracks and cyclists would be at footway level with kerb protection from road traffic thereby offering safer facilities to people on bikes.
16. The scheme proposes trafficked lane widths throughout the scheme, including adjacent to the sections of reduced width shared used paths, are each 3.25m, giving an overall width of 6.5m throughout.

17. In the UK, HGVs and buses are the widest vehicles on the roads with an assumed 2.55m width although this does not account for elements such as wing mirrors that extend out from the vehicle body. Including wing mirrors indicates an overall vehicle width of approximately 3.0m.
18. Therefore, given a road width of 6.5m and vehicle width of 3.0m maximum it indicates that two HGVs can pass each other safely without their wing mirrors encroaching on the shared use path.
19. In conclusion, the technical review finds that the principle of the reduced width shared use paths for short stretches of Section 1 is acceptable. There may be an element of discomfort and giving way when users are passing one another, albeit an infrequent occurrence. The design of the reduced width shared use paths need to recognise this discomfort and minimise the risk of conflict as much as possible. Suggested measures are:
- no street furniture within these sections to maximise the effective width
 - Coloured surfaces that highlight shared use
 - markings to indicate “bikes are guests” symbols on the path surface
 - pedestrian symbols on the paths and ‘share with care’
 - ‘slow’ markings on the path.
 - Ladder & tramline tactile paving would be required at the start and end

SHARED USE PATHS:

20. Surrey currently has over 128 miles of shared use paths, where pedestrians and cyclists share space, with 25% of the shared paths equal to or less than 1.8metres in width and 11% of the shared paths with widths between 1.8 metres to 2.0 metres.
21. This scheme has around 40% shared use path with the average width over 3 metres, with a 70 metres stretch with a width of 1.8 metres, which as referenced in the Arup report complies with guidance.

STAKEHOLDER MEETING:

22. A meeting was held on 11th September 2024 with representatives of the stakeholder group to discuss the Arup report. Varying views were exchanged about the Arup report and the scheme in general, with written comments submitted, which are annexed to this report.
23. We have received submissions commenting on the Arup report from;
- County Councillor George Potter
 - George Abbot school
 - Guildford Borough Council
 - a. London Road Action Group
 - Guildford Bike User Group
 - Oliver Greaves
 - Surrey Coalition of Disabled People

- Zoe Franklin MP for Guildford

These submissions are shown within Annex 2

24. With specific reference to the letter from the Surrey Coalition of Disabled people concerns, shared spaces are not in any way unique to this scheme, or to Guildford as they have existed for decades in Surrey as well as across the UK, so this scheme is not proposing anything that doesn't already existing in Surrey. However, we will work continue to work with the coalition in the design of shared use paths.
25. Surrey Coalition of disabled people raised objections to the original floating bus stop proposal and following discussions with the Coalition and SCC's Passenger Transport Group, we decided to provide shared use facilities at all the bus stops.
26. At four of the bus stops, cyclists will be routed to the rear of the bus shelter. This is similar to the current arrangement at the Burpham Shops bus stop opposite the BP Garage. There has been no personal injury accident at this bus stop over the period Jan 2014 to February 2023.

27. Officers approached the Director of Inspections from Active Travel England to gain their perspective on the Arup report. They stated;

"The width of the short section of reduced shared space is below the stated minimum in LTN 1/20 of 3m. However, given the site constraints and the lack of parallel alternatives the choice becomes binary: either you accept a compromise, or you end the provision. Given that the rest of the route is of high quality and should attract a lot of new users as well as serving the schools, then ATE would advise, that you do not end the provision. If you did do dismount or rejoin carriageway signs, then the result may be that they were ignored or that people encouraged to ride by the rest of the route would move into hazardous on-carriageway conditions. We therefore support your conclusions".

"In conclusion it is fair to say that you have no easy solution but you can make the compromise as safe and as comfortable as possible. ATE are not here to make delivery decisions or insist on guidance being followed. We exist to support authorities reach the best design quality outcomes. For this reason, we support you in your suggested approach".

28. ATE have suggested a coloured strip of paving to indicate the edge of the path and improved signage for the shared use path to ensure all users are aware that the space is shared. It is also proposed to use markings that indicate that bikes are guests on the path and must yield to pedestrians.,
29. George Abbot secondary school who support the scheme have committed to an educational programme for pupils at George Abbot about using the shared use path. Surveys undertaken by pupils consistently indicates that safer facilities would lead to greater walking and cycling amongst pupils and reduce car usage

Risk Management and Implications:
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30. The proposal to implement improvements to A3100 from New Inn Lane to Boxgrove Roundabout is a positive contribution to achieving Surrey County Council's LTP4 objectives. The detailed design will balance the needs of all road users to deliver safer journeys for the travelling public which is of paramount importance.

Financial and Value for Money Implications:

31. The funding for this scheme is provided by a grant from Active Travel England (ATE) following a competitive bid process. The funding for the scheme costs to date have been wholly funded by Active Travel England who have been informed throughout of the design proposals and the community engagement.
32. Section 1 will be wholly funded by ATE grant following the design reviews previously mentioned.

Section 151 Officer Commentary:

33. The Council continues to operate in a very challenging financial environment. Local authorities across the country are experiencing significant budgetary pressures. Surrey County Council has made significant progress in recent years to improve the Council's financial resilience and whilst this has built a stronger financial base from which to deliver our services, the cost of service delivery, increasing demand, financial uncertainty and government policy changes mean we continue to face challenges to our financial position. This requires an increased focus on financial management to protect service delivery, a continuation of the need to deliver financial efficiencies and reduce spending in order to achieve a balanced budget position each year.
34. In addition to these immediate challenges, the medium-term financial outlook beyond 2024/25 remains uncertain. With no clarity on central government funding in the medium term, our working assumption is that financial resources will continue to be constrained, as they have been for the majority of the past decade. This places an onus on the Council to continue to consider issues of financial sustainability as a priority, in order to ensure the stable provision of services in the medium term.
35. The costs of the scheme are expected to be met from Active Travel England grant funding. As such the Section 151 Officer supports the recommendation.

Legal Implications – Monitoring Officer:

36. The Infrastructure Act 2015 ("the Act") provided for the setting of a Cycling and Walking Investment Strategy for England.
37. The Government's first cycling and walking investment strategy, ("CWIS1") was published in 2017 and set out ambitions, objectives, aims and targets. It also detailed available financial resources, governance arrangements, performance indicators and future plans.
38. As required by the Act, a second strategy ("CWIS2") sets out the objectives and financial resources for the period April 2021 to March 2025.
39. The Government's 2020 Gear Change Plan set out cycling and walking aims and led to the creation of Active Travel England an organisation resourced to ensure that future investment in active travel infrastructure is delivered to a high standard and supported by evidence led behaviour change programmes.
40. Equality and inclusion are golden threads that run through CWIS2 as well as Gear Change and the Cycle infrastructure design guidance (LTN 1/20) A proactive and inclusive approach to engagement and support are promoted including consideration

of people with protected characteristics and also the needs of urban and rural communities and health and economic disparities.

41. LTN 1/20 provides that there will be an expectation that local authorities will demonstrate that they have given due consideration to that guidance when designing new cycling schemes and, in particular, when applying for Government funding that includes cycle infrastructure. The guidance contains tools which give local authorities flexibility on infrastructure design and sets a measurable quality threshold to achieve when designing cycling schemes. It also provides that in rare cases where absolutely unavoidable a short stretch of less good provision will be appropriate, rather than jettisoning an entire scheme which is otherwise good. This scheme meets the approval of met the approval of the Director of Inspections of Active Travel England and given that the majority of the route meets the guidance criteria, may be considered to be such a rare case.

Equalities and Diversity:

42. The County must abide by its Public Sector Equality Duty (s149 of the Equality Act 2010) when exercising its public functions. There is a requirement when deciding upon the recommendations to have due regard to the need to advance equality of opportunity for people with protected characteristics, foster good relations between such groups, and eliminate any unlawful discrimination. These matters are dealt with in the London Road Equality Impact Assessment (EQIA). Subject to the recommendations of this report being agreed, the EQIA will be reviewed to ensure it reflects any further development of the designs for Section 1.

Other Implications:

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

Area assessed:	Direct Implications:
Public Health	The Council remains committed to its aspirations to achieve net zero carbon emissions by 2050 and it is recognised that to achieve this goal, greater choice needs to be offered for sustainable transport options including schemes such as this. However, the delivery of such schemes needs to be with the support of the communities impacted.

What Happens Next:

44. The outcome of the decision at this meeting will be reported on the Council’s website and key stakeholders will be contacted on the outcome.
45. Residents and businesses will be informed of the decision through Surrey County Council’s website and social media. Prior to any construction works starting, should

the scheme proceed, advance notification will be provided to impacted residents and road users.

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Annexes:

Annex 1 – ARUP A3100 Burpham to Boxgrove Roundabout Technical Review

Annex 2 - Stakeholder group comments

will be feasible to maintain the carriageway width at 6.5m, thus overcoming this concern. The second specific concern to be assessed in this review is:

- i. The safety of the short length of the scheme where constraints mean that 1.8m width shared use paths are proposed.

The review team have worked independently of SCC officers to identify if there are any problems or issues with the proposed scheme in the context of the targeted concern listed above. Based on the information provided, this technical review considers whether the proposed active travel scheme would be better than the existing situation for pedestrians and cyclists.

Methodology

The first stage of the review looks at the existing road (section 2): function, traffic flows, traffic speeds and collisions. Section **Error! Reference source not found.** describes the proposed scheme.

To address the targeted concern, the review team has researched published documents to identify design criteria for shared use paths. Section 4 looks at shared use paths and section 5 at narrow shared use paths adjacent to a carriageway. Finally, section 6 presents the conclusions.

Precedent schemes/other examples are not included in this note due to the difficulties in comparing design approaches across different contexts and locations. For example, even if an existing road has the same physical characteristics, it may have different traffic flows and user numbers.

Figures, tables and references are either appended or listed at the rear of this note.

EXISTING CONDITIONS

The highway function

The scheme runs along an A-road and the Department for Transport refers to A-roads as major roads intended to provide large-scale transport links within or between areasⁱ. In practice, the A3100 functions as a distributor road between the A3, suburban areas and Guildford town centre. There are side road junctions, a few direct accesses, bus stops and no on-street parking. The road is suburban in character, with properties set back from the edge of the road and tree canopies overhanging the footways. At the northern end of the road, there is a supermarket and small parade of shops. A 30mph speed restriction is in place and on-carriageway cycle lanes run in both directions along Section 1, either advisory or mandatory.

Traffic flows

In May 2021, SCC commissioned several traffic counts along the A3100, comprising manual turning counts, automatic link counts and pedestrian crossings. The counts were during school term time. Travel restrictions due to the Covid pandemic had been lifted although people were still being encouraged to work from home. The 12-hour flow, 7am-7pm, along Section 1 is about 7,300 vehicles in each direction. HGVs/buses number up to 150 each way and cyclists up to 100, i.e. 2% HGVs and 1% cyclists. The peak cycle flow in one direction is 25 cyclists an hour in the morning rush period.

SCC provided May 2024 linear pedestrian and cyclist counts at four discrete locations (sites) along the A3100. Counts took place over a continuous 12-hour period (7am-7pm) on both a weekday and a Saturday. Tables 1-8 summarise the flows at four locations:

Site 1 at the road crossing just north of the Anchor & Horseshoes (Table 1 and Table 2)

Site 2 between Kingpost Parade and Aldi (Table 3 and Table 4)

Site 3 Abbotswood north junction (Table 5 and Table 6)

Site 4 Highclere junction (Table 7 and Table 8)

The strategic modellingⁱⁱ for the scheme highlights potential re-routeing of road traffic with the scheme in place with a reduction in trips on the A3100 forecast.

Traffic speeds

Traffic surveys on behalf of SCC recorded vehicle speeds on the A3100 between the junctions with Boxgrove Avenue and Ganghill, i.e. within Section 1, for two weeks in May 2021. The mean speed was 29mph and the 85th percentile speed was 33mph. A considerable proportion of drivers along the A3100 are exceeding the 30mph speed limit and 15% are driving at speeds in excess of 33mph.

Collisions

SCC's web page for the schemeⁱⁱⁱ shows how many collisions have taken place along the entire stretch of road. The data refers to collisions where someone was injured and excludes damage-only incidents. A total of 111 casualties are recorded over ten years 2012-2022. This is all road user types: pedestrians, drivers, passengers, etc. Of these 111 casualties, 35 were cyclists, which is 32% ($\frac{35}{111}$). All the cyclists sustained slight injury, meaning medical treatment was required but no hospital stay.

Over the five years 2018-2022, nine cyclists on the A3100 were casualties out of a total of 30, i.e. 30% ($\frac{9}{30}$). For 2018-2022 on urban roads across Surrey, Department for Transport statistics^{iv} show that 15% of casualties are cyclists. Given that in May 2021 cyclists accounted for 1% of traffic along the A3100, cyclists currently using the A3100 carriageway have historically been disproportionately involved in collisions and vulnerable to sustaining injury.

SCHEME PROPOSALS

The proposed scheme for Section 1 is based on a 6.50m width carriageway with adjacent demarcated footway/cycle tracks. As noted in MfS2^v, "UK practice has generally adopted a standard lane width of 3.65m ... Narrower lanes will be appropriate in many circumstances, particularly in built-up areas, resulting in carriageways that are easier for pedestrians to cross and encouraging low traffic speeds without causing a significant loss of traffic capacity."

Section 1: Burpham to Boxgrove roundabout, but excluding the roundabout itself, involves:

Upgrade of the existing advisory cycle lanes to off-carriageway segregated one-directional cycle tracks, with shared use facilities being provided for pedestrians and cyclists in a few sections where the available width of highway land is inadequate.

Improvements to the existing footways including resurfacing.

Improvements to five bus stops along the route including the provision/replacement of bus shelters and the provision of a shared use space for pedestrians, bus passengers and cyclists. There would be signage and markings in place to route cyclists behind the bus shelter and pedestrians/bus users in front.

Upgrade of the existing uncontrolled crossing just south of Ganghill junction to a controlled toucan (pedestrian/cyclist) crossing.

Improvements to the junctions with Kingpost Parade, Highclere, Abbotswood (north and south) and Boxgrove Avenue to facilitate crossing by cyclists.

Upgrade of the existing crossing facilities for pedestrians and cyclists on all arms of New Inn Lane/Burpham Lane and Woodruff Avenue/Weylea Avenue to parallel (zebra and cyclist) crossings.

Figure 3 shows a typical cross-section along the scheme.

SHARED USE PATHS

Proposed scheme

Principle of shared use paths

'Shared use paths' in the context of the scheme refers to the off-carriageway facilities that both pedestrians and cyclists would use without any separation or demarcation for different user types. Most of the scheme would provide separate spaces, either demarcated with kerbs or fully segregated with a grass verge. Arup's brief is to look at the shared use paths only and not demarcated or segregated paths.

LTN 1/20^{vi} advises that: "In urban areas, the conversion of a footway to shared use should be regarded as a last resort ... Actual conflict may be rare, but the interactions between people moving at different speeds can be perceived to be unsafe and inaccessible, particularly by vulnerable pedestrians. This adversely affects the comfort of both types of user, as well as directness for the cyclist ... Shared use may be appropriate in some situations, if well-designed and implemented. Some are listed below:

Alongside interurban and arterial roads where there are few pedestrians [A];

At and around junctions where cyclists are generally moving at a slow speed ... including in association with Toucan facilities [B];

In situations where a length of shared use may be acceptable to achieve continuity of a cycle route [C]; and

In situations where high cycle and high pedestrian flows occur at different times [D]."

Considering the points above in turn:

[A] LTN 1/20 considers 300 pedestrians per hour as a threshold above which greater widths should be used to reduce conflict. Pedestrian numbers along this section of the A3100 are fewer than 300 per hour. The highest number recorded in the May 2024 counts is an hourly peak of 147 pedestrians at the signalised crossing just south of the junctions with Weylea Ave and Woodruff Ave (Table 1 refers).

[B] On each approach to these shared use stretches, there is an uncontrolled junction within 100m of the shared use section beginning. Cyclists would have to move at slower speeds to navigate the interactions with other users including pedestrians and turning vehicles.

[C] Accepting the road corridor is constrained in places by property boundaries to the rear of the footways, considering these stretches as “shared” would provide a continuous off-carriageway cycling route, albeit not to the recommended minimum standard.

However, [D] LTN 1/20 considers 300 pedestrians and/or 300 cyclists per hour as a threshold for shared used paths above which recommendations involve either enhanced facilities and/or increased facility widths. Counts commissioned by SCC in May 2024 show a combined cyclist and pedestrian hourly peak of 173 (Table 1 and Table 2).

The principle of shared use paths for stretches of Section 1 is therefore acceptable based on LTN 1/20 criteria and the numbers of users.

Width of shared use paths

LTN 1/20 recommends a minimum width of 3.0m for a two-way shared use path carrying up to 300 pedestrians and up to 300 cyclists per hour.

As noted in Section 1.1, the scheme relies on the availability of land within the highway boundary. Arup’s brief is focused on locations where the path would be 2.0m width or less but excluding bus stops, in summary:

- i. Northbound for approximately 45m between ch 0+460 and 0+505; minimum width 1.8m.
- ii. Southbound for approximately 39m between ch 0+505 and 0+466; minimum width 1.8m.

Concerns arising from the narrow shared use paths are:

what width do pedestrians need?

what width do cyclists need?

what about pedestrians and cyclists at the same time?

is there a risk of pedestrians being in a collision with cyclists?

What width do pedestrians need?

Footways need to be wide enough for pedestrians to pass one another and keep clear of edge boundaries. Figure 5 shows diverse types of users and the widths needed to comfortably navigate a pedestrian facility.

The Department for Transport's *Inclusive Mobility* guidance^{vii} advises that where it is not feasible to provide a 2m width of footway due to physical constraints that "a minimum width of 1500mm could be regarded as the minimum acceptable under most circumstances, as this should enable a wheelchair user and a walker to pass each other".

The proposed shared use path is a minimum of 1.8m and adequate for two adults walking side-by-side or for a double buggy including additional elbow room. It is also wide enough such that a wheelchair user and a pedestrian can pass one another. Therefore a 1.8m width is acceptable in principle to accommodate the needs of a diverse range of pedestrians.

What width do cyclists need?

Cycle facilities need to be wide enough for a variety of cycles including cargo cycles and tricycles. Figure 6 shows the different vehicle dimensions as set out in LTN 1/20. (Figure 7 from the Cycle Design Manual is also included for additional context.)

LTN 1/20 (5.2.1) advises that: "A typical cyclist is about 0.8m wide at the shoulder (or handlebar) and needs at least 0.2m for balance to keep a straight line when in motion at over 7mph. This gives a typical space profile of around 1.0m for a moving cyclist on a standard bicycle ... Cyclists travelling side by side (on a level surface) require a minimum space of 1.0m each plus 0.5m separation between them," (2.5m total).

The cycle facilities proposed along the A3100 are intended to be one-way, including the shared use paths, and would be signed accordingly. However, there may be occasions when a cyclist seeks to overtake another cyclist travelling in the same direction.

Applying the dimensions above indicates that the faster cyclist would have to wait for a safe opportunity beyond the narrow shared use path in which they could overtake. It should also be acknowledged that there may be occasions when a cyclist, intentionally or unintentionally, travels against the flow. This is a general risk regardless of the available infrastructure and, again, one of the cyclists would have to yield to the other.

However, the width of the proposed facilities should lead to lower cyclist speeds and the relatively straight alignment would afford ample visibility.

Cycle numbers would be low, even with significant future growth (the current peak is about 30 cyclists an hour), and a minimum space profile of 1.0m off-carriageway would be achieved throughout the scheme.

The scheme replaces advisory on-carriageway cycle lanes with off-carriageway cycle tracks and cyclists would be at footway level with kerb protection from road traffic. Research^{viii} shows that kerb-separated cycle infrastructure reduces injury odds substantially. Compared to no infrastructure, the study found that protected cycle infrastructure reduced odds of injury

by 40-65% in the morning commute, whereas advisory lanes increased injury odds by 34%. Even with a short section of narrow shared use path, the scheme should be safer for cyclists than the existing situation.

What about pedestrians and cyclists at the same time?

Conflict on shared use paths can arise between pedestrians and cyclists where there is:

a significant speed differential between users;

insufficient width for users to pass each other safely, there being too many users for the facility type provided;

or a combination of these factors.

It is for these reasons that LTN 1/20 (Table 6-3) recommends a minimum width of 3.0m for shared use paths carrying up to 300 pedestrians and 300 cyclists per hour for two-way traffic.

Research^x shows that cyclists alter their behaviour according to the density of pedestrians: as pedestrian flows rise, cyclists tend to ride more slowly and where they become very high cyclists typically dismount. It should therefore rarely be necessary to provide physical calming features to slow cyclists down on shared use routes.

Figure 5 sets a 0.6m width for a single pedestrian and 0.7m for a wheelchair user. An additional 0.2m to facilitate users passing each other gives the minimum 1.5m width stated in *Inclusive Mobility* ($0.6\text{m} + 0.7\text{m} + 0.2\text{m} = 1.5\text{m}$).

As noted above, a cyclist requires a typical space profile of around 1.0m, which includes 0.2m for balance. Although there are differential speeds between pedestrians and cyclists, a cyclist (1.0m) and a single pedestrian (0.6m) with considerate use by both parties would be able to pass each other without stopping on the narrow shared use paths (1.8m).

Similarly, if a wheelchair user (0.7m) and a cyclist (1.0m) seek to pass each other on a narrow shared use path, a 0.1m buffer would be available. While passing could physically be accommodated, it would not be comfortable and one party may decide to give way to the other. The May 2024 counts show up to three wheelchair users a day on each footway, and the instances when a wheelchair and cyclist are using the narrow shared used paths at the same time will be rare.

Is there a risk of pedestrian/cyclist collision?

Table 9 shows the latest national road traffic collision statistics available from the Department for Transport. The reported data does not distinguish between collisions on- or

off-carriageway, but the majority ($\frac{2}{3}$) of collisions between a pedestrian and a cyclist result in minor injury.

Most pedestrians, over 97%, sustain injury in a collision with a motor vehicle. Whilst pedestrians can be intimidated by sharing space with cyclists, for example due to cycling speeds and close passing, the collision statistics show that actual risk of a collision is improbable.

This is reflected in national design guidance, with LTN1/20 acknowledging that actual conflict between pedestrians and cyclists on shared use paths is rare.

8

The narrow shared use paths apply to two lengths both of which are shorter than 50m. With up to 147 pedestrians and about 30 cyclists an hour, and even allowing for growth in numbers, usage of these two sections is relatively low and users should only experience occasional conflict.

NARROW SHARED USE PATHS ADJACENT TO THE CARRIAGEWAY

As noted above, the proposed trafficked lane widths adjacent to the sections of narrow shared used paths are each 3.25m.

Figure 4 shows typical vehicle dimensions. The maximum width of a vehicle in the UK is 2.55m, although there are exceptions such as refrigerated lorries. Cars are typically 1.8m width but new cars such as sports utility vehicles (SUVs) can be wider.

In the UK, design vehicles include cars, refuse vehicles, buses and articulated lorries. HGVs and buses are the widest with an assumed 2.55m width although this does not account for elements such as wing mirrors that extend out from the vehicle body (figure 4 refers). Including wing mirrors indicates an overall vehicle width of approximately 3.0m.

Based on the figures above, opposing HGVs/buses would be able to pass with 350mm clearance between each HGV and the nearside kerb if they are centred in their lane:

3.25m lane – 2.55m HGV excluding wing mirrors = 0.70m clearance in total for each lane

$0.70/2 \approx 0.35\text{m}$ on the nearside of each HGV ($\approx 0.70\text{m}$ between vehicles)

The clearance falls to 125mm considering wing mirrors:

3.25m lane – 3.00m HGV including wing mirrors = 0.25m clearance in total for each lane

$0.25/2 \approx 0.125\text{m}$ on the nearside of each HGV ($\approx 0.25\text{m}$ between vehicles)

Note: these clearance dimensions have been updated, however, this does not change the overall findings of this technical review.

This indicates that two HGVs can pass each other safely without their wing mirrors encroaching on the shared use path.

POTENTIAL CONTINGENCY MEASURES

The technical review finds that the principle of narrow shared use paths for short stretches of Section 1 is acceptable.

There may be an element of discomfort and giving way when users are passing one another, albeit an infrequent occurrence. The design of the narrow shared use paths need to recognise this discomfort and minimise the risk of conflict as much as possible. Suggested measures are:

- no street furniture within these sections to maximise the effective width
- advanced warning (road markings and signs)
- surface treatments that encourage considerate use whilst retaining the effective working width (examples in figure 8 **Error! Reference source not found.**)
- use of attractive materials including natural stone setts and flags, block paving and clay pavers^x
- cycle symbols on the path surface to remind users that it is shared
- pedestrian symbols on the paths and 'share with care' if feasible (subject to traffic signs regulations and local policy)
- 'slow' markings on the path.

Ladder & tramline tactile paving would be required at the start and end of the shared use paths in accordance with published guidance^{xi}.

CONCLUSION

Provision of the active travel scheme from New Inn Lane to York Road along London Road, Guildford would result in road that is safer and more accessible for children, pedestrians and cyclists travelling around Guildford, for now and in the future.

Section 1 of the A3100 scheme is partially constrained by the non-availability of publicly-owned land. In response to SCC's public engagement, this technical note reviews the safety of the short length of the scheme where constraints mean that 1.8m width shared use paths are proposed.

The review notes that a considerable proportion of drivers along the A3100 are exceeding the 30mph speed limit and 15% are driving at speeds in excess of 33mph.

While cyclists account for 1% of traffic, they accounted for 30% of casualties between years 2018-2022. Cyclists on the A3100 have historically been disproportionately involved in collisions and vulnerable to sustaining injury, which indicates a need for improvements to the road environment.

The scheme proposes to repurpose the existing highway, to provide safer cyclist facilities and encourage a shift from car dependency to sustainable modes of travel.

The review finds that the principle of shared use paths for stretches of Section 1 is acceptable based on LTN 1/20 criteria. Short sections of the shared use paths, for about

50m each side, would be 1.8m width. Instances when users need pass each other on the narrow paths would be infrequent with up to 147 pedestrians and 28 cyclists an hour.

Passing could be physically accommodated within the available width although it may be briefly inconvenient. The actual risk of collision is improbable, as shown by national statistics.

The paths would be suitable for pedestrians to walk side-by-side and/or pass each other, for a wheelchair user and a pedestrian to pass one another and for a cyclist to pass a pedestrian without stopping.

8

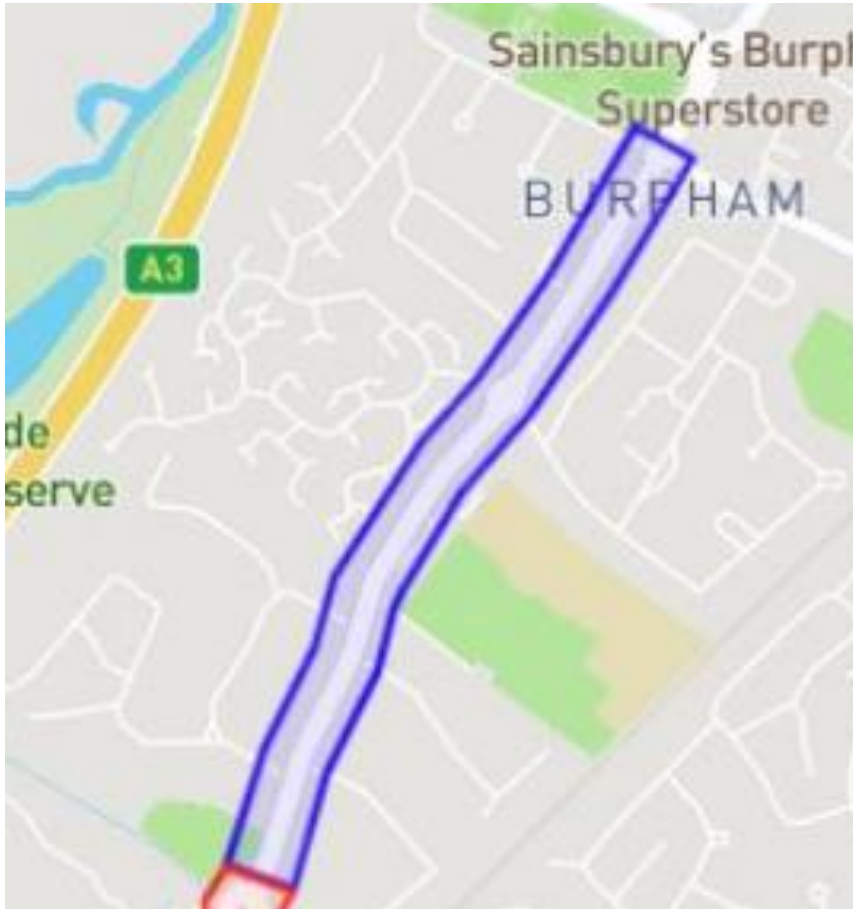
While a wheelchair user and a cyclist could physically pass each other, it may not be comfortable, but this would be a rare occurrence given that there are currently up to three wheelchair users a day on each footway. Similarly, for two cyclists to pass each other, one cyclist would be required to yield to the other, but this would also be infrequent with a current number of up to 30 cyclists an hour.

Assessment of the narrow shared use paths adjacent to the highway finds that the road space would be adequate for HGVs/buses to pass one another. Wing mirrors should not encroach on the shared use paths.

Usage numbers are low but the design of the narrow shared use paths needs to recognise the potential for inconvenience and minimise any perceived conflict as much as possible. Suggested measures subject to SCC's policies and preferences include signs, road markings and contrast pavement.

Research indicates that replacing advisory on-carriageway cycle lanes with a kerb-protected off-carriageway facility should reduce odds of injury for cyclists. The review concludes that, even with a short section of narrow shared use paths, the proposed scheme should be safer for cyclists than the existing situation.

Figures

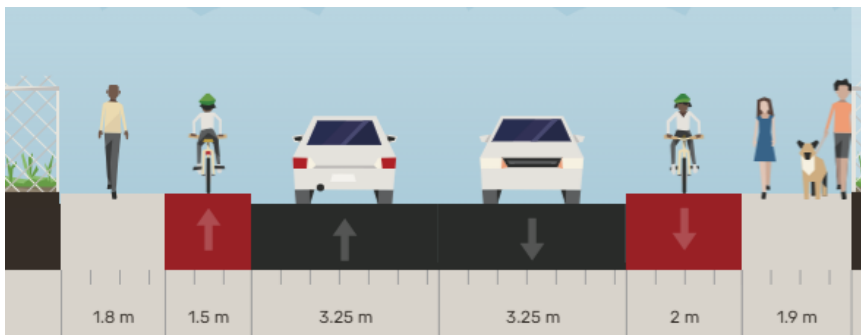


Section 1 (blue zone indicated) starts from the roundabout junction between New Inn Lane and London Road in Burpham, stretching to the Boxgrove roundabout.

Image and description © Engagement Activity Feedback Report
Figure 1 Scope of review



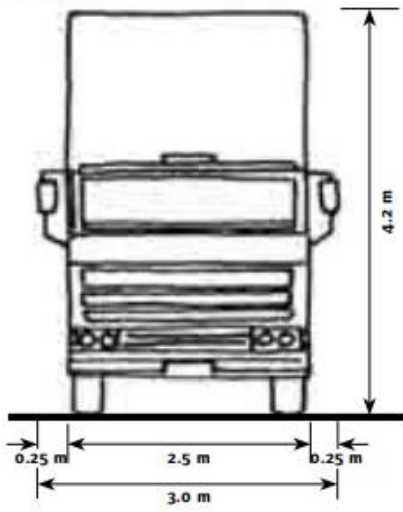
© sketched based on Bing Maps
 Figure 2 Extent of narrow shared use path



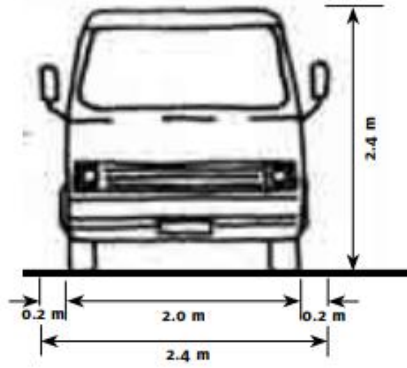
The off-carriageway facilities vary in width but these dimensions are typical for the scheme.

© sketched using Streetmix.net
 Figure 3 Typical cross-section

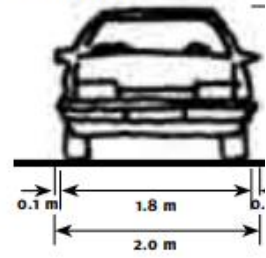
Lorry



Van/mini bus

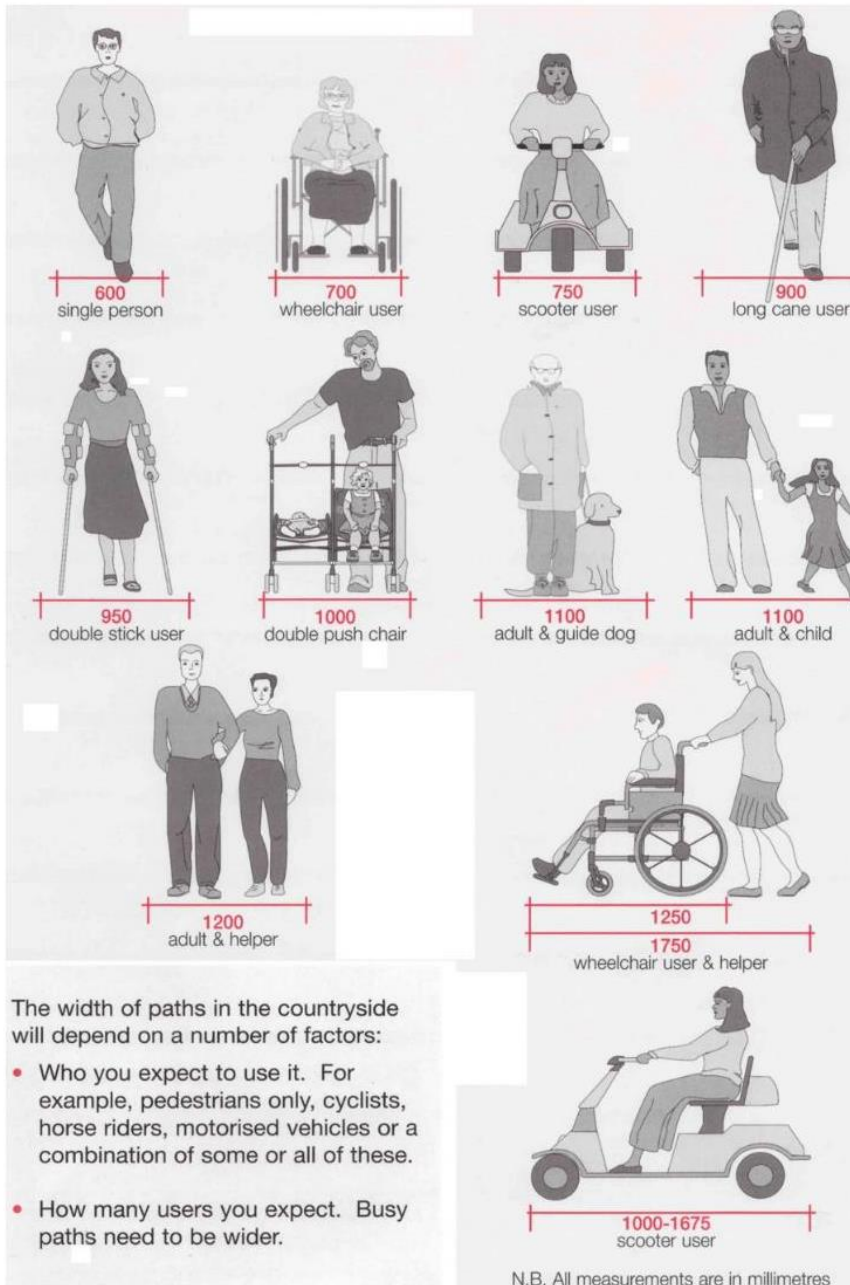


Family saloon



© MfS^{xii}

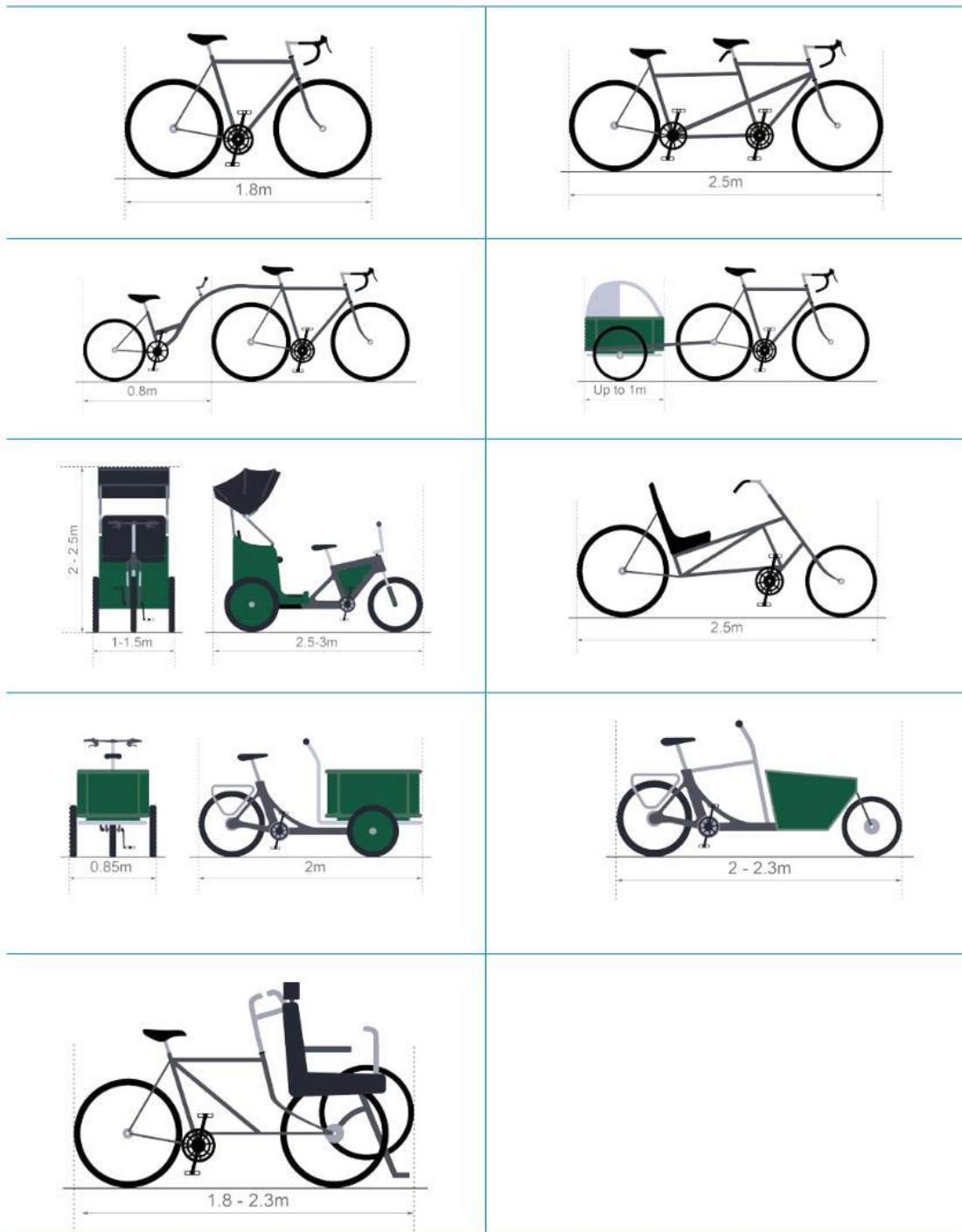
Figure 4 Road users and widths






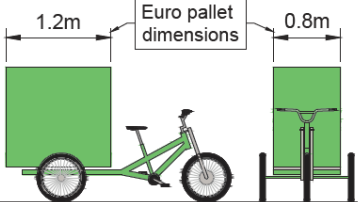
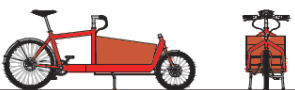

Whilst the Fieldfare Trust guidance is principally concerned with rural paths, this graphic nicely illustrates the widths needed by diverse types of users to comfortably navigate their way.

Additional width, i.e. elbow-room, may be necessary if there are high vertical faces alongside a path, such as walls or fences.

© The Fieldfare Trust :Ltd
Figure 5 Pedestrian users and widths

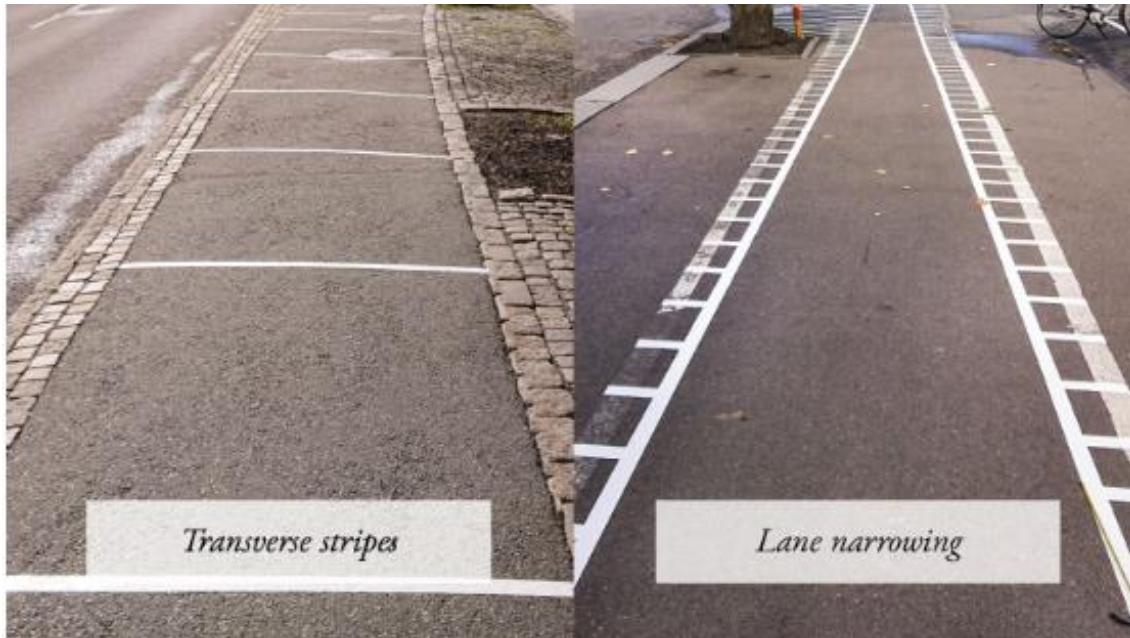


© LTN 1/20, Department for Transport
 Figure 6 Cycle users and widths

Standard Bicycle	Wheelchair Bicycle	Child Trailer Bicycle
 <ul style="list-style-type: none"> • 1.8m length • 0.65m width • 1.65m turning circle 	 <ul style="list-style-type: none"> • 2.65m length • 0.66m width • Additional turning circle requirements up to 3.2m 	 <ul style="list-style-type: none"> • Additional turning circle requirements up to 3.2m • Trailer attached (up to 1.3m long)
Cargo Bicycle	Front Loading Cargo Bicycle	Tricycle / Handcycle
 <ul style="list-style-type: none"> • Trailer can be attached (extra 1.6m long) 	 <ul style="list-style-type: none"> • 2.0m - 2.5m • Up to 0.85m wide • Additional turning circle requirements up to 2.65m 	 <ul style="list-style-type: none"> • Additional turning circle requirements up to 2.65m • Lower eye height for visibility • Lower clearance to kerbs and other objects

© Source: Cycle Design Manual^{xiii}

Figure 7 Typical types and dimensions of cycle vehicles



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Figure 8 Visual nudges to slow cycle speeds

Tables

Table 1 Site 1 - Pedestrian Count Summary

Site 1 (Pedestrians)						
	Location 1 (Move 1+2)		Location 2 (Move 3+4)		Location 3 (Move 5+6)	
	Tuesday	Saturday	Tuesday	Saturday	Tuesday	Saturday
12 Hour Total	295	253	280	213	577	323
Busiest Hour	15:00-16:00	09:00-10:00	08:00-09:00	09:00-10:00	15:00-16:00	17:00-18:00
Busiest Hour Total	59	34	50	33	147	51
Busiest 15 min Period	15:00-16:00	09:15-09:30	08:00-08:15	09:30-09:45	15:15-15:30	17:00-17:15 17:45-18:00
Busiest 15 min Period Total	33	15	19	12	110	15

8

Table 2 Site 1 - Cyclist Count Summary

Site 1 (Cyclists)						
	Location 1 (Move 1+2)		Location 2 (Move 3+4)		Location 3 (Move 5+6)	
	Tuesday	Saturday	Tuesday	Saturday	Tuesday	Saturday
12 Hour Total	53	37	23	45	101	73
Busiest Hour	08:00-09:00	09:00-10:00; 10:00-11:00; 15:00-16:00	16:00-17:00	10:00-11:00	08:00-09:00	10:00-11:00
Busiest Hour Total	15	6	7	9	28	11
Busiest 15 min Period	5:15-15:30	15:45-16:00	16:30-16:45	11:30-11:45	08:15-08:30	10:15-10:30 13:00-13:15
Busiest 15 min Period Total	8	6	3	4	15	5

Table 3 Site 2 - Pedestrian Count Summary

Site 2 (Pedestrians)						
	Location 1 (Move 1+2)		Location 2 (Move 3+4)		Location 3 (Move 5+6)	
	Thursday	Saturday	Thursday	Saturday	Thursday	Saturday
12 Hour Total	330	165	712	336	959	807
Busiest Hour	15:00-16:00	11:00-12:00	15:00-16:00	10:00-11:00	15:00-16:00	10:00-11:00
Busiest Hour Total	71	27	141	52	127	104
Busiest 15 min Period	15:15-15:30	12:15-12:30	15:15-15:30	10:00-10:15	15:30-15:45	11:15-11:30
Busiest 15 min Period Total	34	9	77	18	48	34

Table 4 Site 2 - Cyclist Count Summary

Site 2 (Cyclist)						
	Location 1 (Move 1+2)		Location 2 (Move 3+4)		Location 3 (Move 5+6)	
	Thursday	Saturday	Thursday	Saturday	Thursday	Saturday
12 Hour Total	67	51	35	43	69	75
Busiest Hour	08:00-09:00	10:00-11:00	08:00-09:00	16:00-17:00	08:00-09:00 15:00-16:00 18:00-19:00	16:00-17:00
Busiest Hour Total	17	8	9	10	12	16
Busiest 15 min Period	08:00-09:00	11:15-11:30	08:00-08:15	07:30-07:45 15:00-15:15 16:00-16:15 16:45-17:00 18:15-18:30	18:00-18:15	18:15-18:30
Busiest 15 min Period Total	11	4	5	4	8	6

Table 5 Site 3 - Pedestrian Count Summary

Site 3 (Pedestrian)				
	Location 1 (Move 1+2)		Location 2 (Move 3+4)	
	Thursday	Saturday	Thursday	Saturday
12 Hour Total	361	235	243	138
Busiest Hour	10:00-11:00	11:00-12:00	15:00-16:00	15:00-16:00
Busiest Hour Total	90	27	52	19
Busiest 15 min Period	10:15-10:30	12:00-12:15	15:15-15:30	15:45-16:00
Busiest 15 min Period Total	81	10	31	8

Table 6 Site 3 - Cyclist Count Summary

Site 3 (Cyclist)				
	Location 1 (Move 1+2)		Location 2 (Move 3+4)	
	Thursday	Saturday	Thursday	Saturday
12 Hour Total	60	59	36	24
Busiest Hour	08:00-09:00	18:00-19:00	15:00-16:00; 16:00-17:00	12:00-13:00; 13:00-14:00
Busiest Hour Total	13	10	7	4
Busiest 15 min Period	08:15-08:30	18:00-18:15	18:00-18:15	10:00-10:15 11:15-11:30 13:15-13:30 14:00-14:15 14:30-14:45 17:00-17:15
Busiest 15 min Period Total	8	5	5	2

Table 7 Site 4 - Pedestrian Count Summary

Site 4 (Pedestrians)						
	Location 1 (Move 1+2)		Location 2 (Move 3+4)		Location 3 (Move 5+6)	
	Tuesday	Saturday	Tuesday	Saturday	Tuesday	Saturday
12 Hour Total	144	150	205	151	247	181
Busiest Hour	15:00-16:00	10:00-11:00	08:00-09:00	17:00-18:00	15:00-16:00	17:00-18:00
Busiest Hour Total	27	21	37	21	46	24
Busiest 15 min Period	15:15-15:30	09:30-09:45	08:00-08:15 15:15-15:30	11:00-11:15 13:45-14:00 17:15-17:30	15:15-15:30	11:30-11:45
Busiest 15 min Period Total	16	11	20	9	27	11

Table 8 Site 4 - Cyclist Count Summary

Site 4 (Cyclists)						
	Location 1 (Move 1+2)		Location 2 (Move 3+4)		Location 3 (Move 5+6)	
	Tuesday	Saturday	Tuesday	Saturday	Tuesday	Saturday
12 Hour Total	25	31	12	18	11	16
Busiest Hour	16:00-17:00	09:00-10:00	07:00-07:15	14:00-15:00	07:00-08:00	13:00-14:00
Busiest Hour Total	5	7	4	4	4	4
Busiest 15 min Period	15:15-16:30 17:30-17:45	09:45-10:00	07:00-07:15	13:30-13:45 14:00-14:15	07:00-07:15	13:30-13:45
Busiest 15 min Period Total	3	4	2	2	2	2

Table 9 Pedestrian casualties by vehicle type 2018-2022

Vehicle that hit the pedestrian	Killed		KSI		All casualties	
	Average number per year	%	Average number per year	%	Average number per year	%
Pedal cycles	2	0.6%	142	2.3%	419	2.8%
Motor cycles	11	2.8%	277	4.5%	849	78.9%

Vehicle that hit the pedestrian	Killed		KSI		All casualties	
	Average number per year	%	Average number per year	%	Average number per year	%
Cars	278	68.8%	4,699	77.4%	14,973	3.4%
Buses or coaches	19	4.7%	222	3.7%	643	7.1%
Light goods vehicles	34	8.5%	445	7.3%	1,350	3.0%
Heavy goods vehicles	47	11.6%	145	2.4%	273	1.4%
Other or unknown vehicles	12	3.0%	143	2.4%	478	2.5%
All vehicles	404	100.0 %	6,073	100.0 %	18,987	100.0 %

Source: RAS0601: Reported road casualties by road user type and vehicle involved, Great Britain, Department for Transport

References

DOCUMENT CHECKING

	Prepared by	Checked by	Approved by
Name			
Signature			

References

All guidance, technical standards and legislation referred to in this document are available on line.

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- ⁱⁱ *Boxgrove Roundabout and A3100 Strategic Modelling Summary Note*, Surrey County Council, April 2023
- ⁱⁱⁱ [London Road, Burpham - Active Travel Scheme](#), Surrey County Council, Reviewed: 18 Apr 2024
- ^{iv} [Custom download for accidents in Surrey](#)
- ^v *Manual for Streets 2*, The Chartered Institution of Highways & Transportation, 2010 (MfS2)
- ^{vii} *Inclusive Mobility - A Guide to Best Practice on Access to Pedestrian and Transport Infrastructure*, Department for Transport, 2021
- ^{viii} *Cycling Injury Risk in London: Impacts of Road Characteristics and Infrastructure*, Adams, Thomas and Aldred, Rachel, Transport for London (2020)
- ^{ix} *Active Travel Act Guidance*, Welsh Government, July 2021
- ^x [Healthy Streets for Surrey](#), Surrey County Council, updated 15 June 2023
- ^{xi} *Guidance on the Use of Tactile Paving Surfaces*, Department for Transport, December 2021
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Stakeholder Group comments

County Councillor George Potter

I wish to place on record my formal support for the latest proposed plans for an active travel scheme along the London Road from New Inn Lane to the Boxgrove roundabout. As the county councillor for two thirds of the route, and as borough councillor for the entire area in question, I have followed the scheme closely and been heavily involved in discussions and engagement throughout, and I am of the firm belief that progressing with the scheme will be of immense benefit to residents, the majority of whom will welcome the scheme.

I will be the first to state that Surrey County Council's initial handling of proposals for the scheme was inadequate, especially the announcement with just six week's notice of a proposed eight month closure of the main road in the area, and the lack of engagement with the local community on the specifics of the proposals.

However, I must also give credit where credit is due, and since the initial public backlash to the proposed road closure I have been very impressed by the concerted effort made by the team to remedy the initial mistakes through robust, detailed and extensive public engagement. All of the areas of genuine concern have been fully explored and addressed over the past 18 months. The prolonged daytime one way closure of London Road has been removed and replaced with a new schedule of works designed to avoid traffic disruption. Safety concerns around floating bus stops and narrow lane widths have been thoroughly, and independently, investigated and addressed. Stakeholders have been consulted and engaged with repeatedly to obtain their views on the scheme. Relevant Department of Transport guidance has been demonstrably followed, and the consultation with residents on the revised scheme was exemplary, including letters written to all residents, multiple public drop-in sessions, detailed designs available for examination, and even including virtual reality models of the scheme to allow people to examine the proposals from a first person perspective. The fruits of this labour have been the results of the consultation which showed that residents in the area are in favour of the scheme by a margin of 5:3, which is something reflected in conversations that I have had with residents myself over the past year.

But it is also worth remembering the reasons why this scheme is needed in the first place. Burpham is very fortunate to have many local amenities within a comfortable walking distance of almost all residents; ranging from supermarkets to independents shops to schools to green spaces to dentists. Unfortunately, however, Burpham is divided into four quarters by the busy traffic on the London Road, Clay Lane and New Inn Lane, and lacks any safe pedestrian routes to connect these four quarters together, meaning that many people feel unsafe to walk or cycle to the amenities that are in very easy distance of my house. Indeed, people have often lamented to me that they do not feel safe sending their children to make the 10 minute walk to their local primary school simply because it is too dangerous for them to cross the busy main roads. But this active travel scheme will fix that by creating widened footpaths along the London Road and introducing new controlled crossing points along the London Road and at all directions at the key roundabouts which currently split apart the local area.

Additionally, the scheme will bring major improvements to cyclist safety along a route which is officially a key cycle route (as well as a key transport corridor in the Local Plan) but which has been repeatedly identified as being dangerous and inadequate for cyclists in official reports such as the 2019 Guildford Cycle Routes Assessment. It has been well established, for years at this point, that the London Road is inadequate for cyclists, and this has been reinforced by high accident rates for cyclists on the road. Additionally, the Local Plan contains a site allocation for 1,800 new homes at the end of London Road, a planning application for which is expected in January, and it has long been clear in transport plans that the only way these houses can be accommodated is through increased active travel along the London Road. This proposed active travel scheme is therefore essential both for the safety of existing residents and for enabling the delivery of much needed housing.

No scheme will ever be perfect, and every scheme will always have its detractors. However, I have seen firsthand how the county council has bent over backwards to seriously consider, address and resolve every single legitimate concern that has been raised. From floating bus stops to travel times to lane widths to footpath widths, there has not been a single concern or objection raised which has not been carefully addressed. While a minority remain opposed to the scheme, the majority of residents are happy that the main initial cause of concern (the roadworks) have been fully addressed, and the only concerns still being raised by opponents of the scheme are either simply a belief that money shouldn't be spent on cyclists (which would mean a complete waste of the funding already secured and the money already invested in the scheme) or a refusal to believe that the multiple engineers and independent safety assessors involved have done their jobs properly.

By contrast, the scheme has the active support of myself as the main divisional member, the support of both borough ward councillors, the support of the local secondary school (where a student survey found that hundreds of pupils would want to cycle to school if the scheme went ahead), of the bus companies, of the emergency services, of parents and of cyclists, as well as the official support of the transport and planning policy team at Guildford Borough Council. Other groups that were originally opposed to the original proposals for the scheme, such as the Burpham Community Association and local business owners, are now neutral as a result of their concerns having been addressed.

The journey of this scheme has been far from easy, and there are undoubtedly lessons that can be learned from the uproar and public backlash the scheme drew at the beginning. But I can now safely say that the majority of residents in my community want the scheme, and that the scheme will be a major improvement to the safety of my community. From the parents who will now be able to walk their children to school and the park, to the cyclists who will no longer have to squeeze into narrow painted lanes next to lorries, to residents in the retirement flats who will now be able to safely cross the road to the local shops, this scheme will benefit the entire community. By contrast there is no longer anyone who will be inconvenienced by the scheme. The lanes are wide enough for motor vehicles, the pavements are wider for pedestrians and businesses will no longer face the loss of trade due to road closures during construction.

This scheme will also fit incredibly well with other work recently carried out by the county council, such as the Local Cycling and Walking Infrastructure Plan (LCWIP) and the launch of the Guildford ebike hire scheme, which will see docking bays located along the London Road.

To have come so far and to have done so much work would make it a tragedy were Surrey County Council to decide to now abandon the scheme, and to do so would also undermine

other key pieces of work which are all predicated on cycling and walking improvements taking place along the London Road.

No scheme will ever be perfect or without any detractors, but this is a good, carefully thought out, carefully considered scheme, which the majority of local people can either actively support or at least have no active objection to. Please make all the effort and engagement, by so many, worthwhile by going ahead with this scheme and improving the lives of people across the area which I am so privileged to represent.

George Abbot School

Tim Oliver OBE
Leader of Surrey County Council
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Cockshot
Hill
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RH2 8EF

5 September 2024

Dear Mr Oliver,

Thank you for the invitation to the London Road Active Travel Stakeholder Group meeting next week. I shall be in attendance. Ahead of that, I wanted to write to reiterate the full support of George Abbot School for the full implementation of the A3100 active travel scheme from New Inn Lane to York Road, along London Road. I have read the full Arup technical review and note that this section is a vital distributor road between the A3 and all regions of our town. As such, it is vital to safeguard safe travel for all our users.

As you will recall from my previous letter of 5 December 2023, we have 2000 students and 205 staff; for this large community it is currently dangerous to cycle to George Abbot School utilising this stretch of the London Road. Indeed, I note that Arup confirm that cyclists currently using the A3100 carriageway have historically been disproportionately involved in collisions and are vulnerable to sustaining injury. This stretch of road serves one of the biggest schools in the country – we are in the top 10% of school sizes. It must be a priority to facilitate safe cycle ways for 2000 children in this area of our town. It is also a priority to facilitate greener travel approaches for a generation who are poised to make the seismic change necessary, to begin to reverse the environmental damage that we currently witness, worldwide.

I hope that Surrey will press ahead in pursuit of this project. Arup clearly states that two HGVs can pass each other safely without any impact on the small sections of shared use path. A number of pedestrians on this section of the road are students at our school and we will work with them to understand the principles of shared use, giving way and navigating the different way of using the public space. Young people are highly adaptable and more than capable of utilising the pathways safely. They will be supported in this, through the page of suggested measures offered by Arup (page 8 of the report), all of which we would fully support.

The findings of the Arup report are clear. Provision of the active travel scheme in this section of the London Road would result in a road that is safer and more accessible for children, pedestrians and cyclists travelling around Guildford, for now and in the future. As such, George Abbot restates our continued support for the project and our continued call for brave leadership from the council in this matter.

Kind regards,



Kate Carriett
Headteacher

Tim Oliver OBE
Leader of Surrey County Council
Woodhatch Place
11 Cockshot Hill
Reigate, Surrey
RH2 8EF

7 October 2024

Dear Mr Oliver,

Thank you for inviting a submission from George Abbot School to be considered at Cabinet on 29 October 2024.

George Abbot School's Sustainability Policy recognises that climate change is fundamentally the largest, and most complicated socio-economic and environmental issue that humans have yet faced; this issue is going to need investment, ambition and change on an unprecedented scale. We note that Surrey's Climate Change Strategy sets a target for Surrey to become net-zero carbon by 2050.

George Abbot champions sustainable principles for students and recognises our role as vital educators in changing attitudes and raising ambition. George Abbot envisions a sustainable school community with climate justice and the protection of nature at its core. We want to minimise our impact on our local community and to coexist peacefully with our neighbours.

It is with this in mind that we have been part of the stakeholder engagement group for the London Road Active Travel Scheme which would run from New Inn Lane to Boxgrove roundabout on the A3100. We understand that any large infrastructure project inevitably creates some disruption during its construction phase and appreciate that this remains a concern for members of our local and school community. In this regard, we have also noted and appreciate SCC's plans to minimise this disruption.

The safety of our school and local community is a priority. We have therefore followed with close attention the concerns that have been raised regarding the width of the carriageway lanes and the safety of the short length of the scheme where 1.8 m widths are shared use paths. We have read the ARUP report of June 2024 which states that SCC's revised plan overcomes the former concern. The ARUP report also clearly states that provision of an active travel scheme in this section of the London Road would result in a road that is safer and more accessible for children, pedestrians and cyclists travelling around Guildford for now and the future.

It is without doubt that the provision of safer local infrastructure in support of sustainable travel in our community is fully in line with the school's work on sustainability and our recognition of the Climate Emergency. In fact, we recognise the potential impact that our 2000 strong student body alongside 215 members of staff transiting to and from school daily has in terms of contributing locally to congestion and air pollution as well as globally to climate change. It is therefore a moral imperative for us to support any project, deemed safe and effective, which works to guide our community on a more sustainable pathway.

As we see it, the potential benefits for our school and local community from this project are great. In addition to a reduction in cyclist vulnerability along the London Road, a modal shift, however small, will have positive impacts on air pollution and congestion - with associated benefits for the local economy. Students, staff and others who cycle will experience the physical and mental health

Guildford Borough Council

Ahead of the Cabinet Member decision on whether to proceed with the New Inn Lane to Boxgrove Roundabout section of the London Road, Burpham - Active Travel Scheme, Guildford Borough Council (GBC) would like to reiterate our stance on the scheme.

8

The proposals for the scheme align well with both national and local priorities. Nationally, the proposals align with the Department for Transport's 'Gear Change – A bold vision for walking and cycling' and 'Decarbonising Transport – A Better, Greener Britain'. Likewise, the proposals align with SCC's Local Transport Plan 4 (LTP4) which sets out a clear sustainable travel hierarchy, giving priority to the least polluting modes of transport. In relation to the 'active travel and personal mobility' policy area, the policy statement advocates for:

“The prioritisation of walking and cycling over less sustainable modes, as in the sustainable travel hierarchy through the delivery of facilities which make active travel (for example on foot, by bicycle, scootering) more convenient, pleasant, and safe. This will enable more active journeys, bringing many transport, health and environmental benefits. Such facilities include an integrated and high-quality network of cycle routes and footpaths across the county, segregated from general traffic wherever possible. Elsewhere roads can be made more people-friendly through better design, giving more space to active travel modes, and lowering speed limits where appropriate.”

In terms of alignment with GBC policy, within our new Corporate Plan 2024-34, Priority 1 states our ambition to become '[a] more sustainable borough', with the following outcomes:

- We are a carbon neutral council by 2030 and the wider borough is net zero by 2050
- Cleaner air that supports the health and wellbeing of residents and visitors

One of the ways we will achieve this outcome is by “[s]upport[ing] the delivery of the routes and infrastructure which make up the Local Cycling and Walking Infrastructure Plan, in order to increase and improve opportunities for sustainable transport.”

Likewise, we have an adopted Climate Change Action Plan with an action to “[s]upport SCC to develop and implement a Guildford Local Cycling and Walking Infrastructure Plan for a network of walking and cycling routes across Guildford Borough, ensuring a high-quality network of routes which accommodate a variety of users.” The relationship between the scheme and the Local Cycling and Walking Infrastructure Plan is detailed further below.

There is established scheme precedent, with a proposal for pedestrian and cycle improvements along the section of A3100 London Road between the Boxgrove Roundabout and York Road junction included in SCC's Town Centre Transport Package (TCTP), which went through consultation in 2015. GBC have supported this objective through support of the TCTP.

The scheme would partially realise the walking and cycling elements of 'Scheme SMC6' in the Infrastructure Schedule of the Local Plan: Strategy and Sites (2015-2034) (LPSS). The Sustainable Movement Corridor is intended to provide a priority pathway through the urban area of Guildford for buses, pedestrians and cyclists, serving existing and new communities. The proposals are adjacent to Gosden Hill Farm, allocated as a strategic site in the LPSS.

The GBC Strategic Development Framework Supplementary Planning Document highlights the key active travel connections between Gosden Hill Farm and the communities of Burpham and Merrow, including along the A3100 London Road.

The proposed connections are included in the mapped network for 'Policy ID10: Delivering a Comprehensive Guildford Borough Cycle Network' as part of GBC's Local Plan: Development Management Policies. The mapped network, now adopted into the Policies Map, shows London Road as a primary route.

The recently endorsed Guildford Borough Local Cycling and Walking Infrastructure Plan, a partnership piece of work, has utilised this foundation and includes the A3100 London Road in the network plan. The section of London Road between the Upper High Street and York Road is a Phase 1 scheme which is intended to link into the wider A3100 London Road scheme. At the time of LCWIP development this was proceeding.

As such, whilst the County Council appears to have declined to proceed with other funded sections of the London Road scheme, discussions will necessarily continue between GBC, SCC and the developer of the Gosden Hill Farm site to ensure the appropriate mitigation is provided to make the forthcoming proposals acceptable in planning terms. Policy ID9 and the LCWIP will be used to guide these discussions. Therefore, enhancements to walking and cycling infrastructure may still need to come forward, as part of this development proposal.

To conclude, the notion of pedestrian and cycle improvements to the London Road corridor is one that has been subject to consultation, debated, and adopted into policy. There now appears to be technical evidence to its suitability and it is hoped that the Highway Authority will now agree to proceed with the New Inn Lane to Boxgrove Roundabout proposals.

London Road Action Group

Introduction/Executive Summary

This paper has been compiled in response to a Technical Paper by Arup Professional Services commissioned by Surrey County Council to look at safety issues in Section 1 of the Active Travel Scheme for London Road in Guildford specifically related the adequacy of carriageway widths (given the existing volumes of traffic), and to shared use paths being restricted in width through limitations imposed by the availability of land within the highway boundary.

It is disappointing that SCC thought it adequate to address serious safety concerns by seeking a desktop exercise only, given that the reasons for the review were due to expressions of public concern, in the interpretations of the design guidance. It is equally disappointing that the exercise conducted by Arup considered only the data provided by SCC Highways and accepted that without question.

It is not surprising, therefore, that – given the same incomplete information was assessed - similar conclusions were reached. The real world is very different from the theoretic world assessed in the Arup Report – and real world conditions outweigh any argument that the active travel scheme will improve the safety of *any* users of London Road.

Even in the theoretic world the Arup Report has many inadequacies, in that it has not researched current guidance at the time of publication; it fails to address the most up to date advice from Active Travel England; it omits consideration of their policies, their desire for achieving best practice and their commitment to work with local authorities which we note has not been reciprocated by SCC.

The Tasking of Arup by SCC

Without access to the actual terms of the task set by SCC for Arup, it is only possible to comment on what Arup achieved. However, in noting the text of the Leader's Decision, it seems that the review was narrower than it ought to have been. It says:

“... subject to further design review informed by comments received through the engagement to ensure that the scheme considers the needs of **all** road users...”

There is nothing of significance in Arup's report that properly investigates the effects on traffic flow, balked by in-carriageway bus stops, leading to potentially increased congestion, associated pollution, and the creation of rat-running through side streets.

The effect on those users of London Road, who would not have an option of active travel, has been overlooked.

Accuracy and Adequacy of Research

The following sections, because of the limitations of the task set, concentrates on what Arup achieved.

Data Used

- Arup quotes accident statistics that use data including Boxgrove and New Inn Lane roundabouts. The inclusion of the roundabouts was not relevant to this review of Section 1, and data was readily available that referred only to the safety of London Road itself, as is the subject of the report. ¹
 - **This showed either a lack of awareness on the part of the reviewer, or that he/she had been misled.**
2. Arup states: “SCC advises that the scheme relies on the availability of land within the highway boundary.” “However, SCC has reviewed the scheme and is now of the view that it will be feasible to maintain the carriageway width at 6.5m, thus overcoming this concern.”

There are several places along the route of Section 1, where drawings made available during public review indicate that carriageway widths were less than 6.5m. The assertion from SCC that this has been addressed has gone unremarked by Arup, but no evidence has been reported of a review of the effects of such amendments compared to previously publicly presented drawings.

- **Unless there have been purchases of land bordering the highway in these locations, this can only further exacerbate the narrowness of any adjacent shared path².**

Available Current Guidance

There is concern that the current proposals have not been reassessed using the Active Travel England Route Check User Manual, published in February 2024, prior to the setting of the Arup tasking. Given the text contained therein, and concerns expressed by a Commons Select Committee, it is interpreted that this publication is to ensure that all future schemes are compliant with the objectives set for Active Travel England, as agents of the Department for Transport. The expression of concern by the CSC appears to have emanated from the many schemes throughout the country that have been ridiculed and forced to be amended or withdrawn. The expenditure of £2.3 billion has not been properly accounted for, because of inadequate oversight.³

In spite of the publication of this latest guidance, seemingly based on learned experience of the inadequacies of the implementation of several cycling facilities in other parts of the country, SCC have gone so far as to dismiss reference to this latest document and to deny its relevance.⁴

Why is the Active Travel England Route Check User Manual Relevant?

According to its introduction, the Active Travel England Route Check User Manual is intended for use throughout the scheme design process in order to identify critical issues and other problems at the feasibility stage and design them out in later stages before construction.⁵ It states:

“A key design principle listed on page 21 of Gear Change is that “cyclists must be separated from pedestrians”. LTN 1/20 builds on this on pages 9 and 67 and states that “in general, shared use facilities in streets with high pedestrian or cyclist flows should not be used and, in urban areas, the conversion of a footway to shared use should be regarded as a last resort”.

The Manual also clearly makes the point that it is not intended as a theoretical approach to fitting facilities into limited available space:

“... it also accounts for the **user experience** of people walking and wheeling, including people with disabilities.”

Effect of Arup’s Failure to Assess Against Route Check Manual Guidance

By failing to assess SCC’s scheme against the latest guidance material, Arup have overlooked some fundamental tenets of ATE’s Policies and Best Practice.

ATE Policies

PO01. Are cyclists separated from pedestrians?

PO03. Does the route feel direct, logical and intuitive to understand for all road users?

PO06. Does the route join together, or join other facilities together, as part of a holistic, connected network?

PO01. Are cyclists separated from pedestrians?

According to Surrey County Council 45% of the cycle route in Section 1 is shared with pedestrians.⁶ The reason for ATE placing this policy as their No 1 issue is, as they state:

“Shared-use provision affects the attractiveness and desirability of the route, particularly for pedestrians and people with disabilities.”

This is a strong opinion, factually-based on research carried out by ATE’s Director of Inspection, when reviewing the effectiveness of the London Cycle Network.⁷ He concludes:

- *“a local authority focus on mixing cyclists with pedestrians on footways serves to reduce the propensity to cycle”*
- *“... doing something that is well meaning but misguided for cycling seems to reduce the propensity to cycle beyond the ‘do nothing’ scenario”*

Notwithstanding any debate about the scale of usage by pedestrians and cyclists, this guidance is powerful, from both the safety and economic standpoints. It was a crux matter highlighted by the “user experience” of the local population, particularly with the increasing use of e-bikes, electric scooters and cargo bikes.

The extensive use of shared paths has been inadequately addressed in Arup’s report, in failing to understand their effects do not increase the propensity for cycling.

2. PO03. Does the route feel direct, logical and intuitive to understand for ALL road users?

The Cyclist Perspective

The aim of the introduction of enhanced cycling facilities is to treat cyclists as vehicles. On all occasions, where they are forced to share paths with pedestrians, they are not being treated as such, because they have to follow the pedestrian route. Interruptions to smooth flow at uncontrolled junctions occur because the shared path does not follow the direct course of vehicular traffic.

This interruption to directness also happens at all bus stops, whether they are called floating bus stops, bus stop bypasses or merely a transition from a dedicated, segregated track to a

shared one. Pedestrians waiting, alighting or disembarking create a hazard to a direct route and interfere with progress.

The Pedestrian Perspective

Apart from the above-mentioned issue at bus stops, there are many videos online which demonstrate the hazards experienced by pedestrians, both able-bodied and with disabilities, of fast travelling cyclists badly negotiating mixed user scenarios. Learned experience over many years has created an intuitive expectation for public transport

users that crossing to and from a footway only requires awareness of other pedestrians, and a lack of expectation of cyclists on what was, hitherto, a footway.

Collisions may result, which, though not necessarily causing serious injury or death, can be extremely debilitating. Unlike all collisions involving vehicles, there is no legal requirement to report cycling incidents, and statistics about pedestrian/cyclist collision rates are potentially unreliable as a result.

Recent observations in the City of York (reinforcing user experience alongside Stoke Park) have demonstrated that whereas there is an intuitive understanding by pedestrians of the boundaries between vehicular traffic and footways, the definition of separation between cyclists and pedestrians is so weak that meandering is prevalent. Numerous occasions were observed, even on supposedly segregated tracks, when passing cyclists caused startle, because pedestrians were in the incorrect lane. Clearly this effect would be greater when shared paths were present.

The Motorist Perspective

A belief exists that once a dedicated, kerbed cycle track exists outside the carriageway boundary then the required Highway Code separation of 1.5 metres for a motorist to pass a cyclist is no longer applicable. Despite repeated attempts to obtain clarification on the interpretation of the Highway Code, the matter has been steadfastly ignored by DfT. RoSPA suggested that for the comfort of cyclists the required 1.5 metres should continue to be observed. This logic of continuing to achieve the required space is unlikely to be inferred by motorists, since the cyclist does not share the same carriageway space, and the hazard to cyclists from vehicles in close proximity on 3.25 metre carriageways beside cycle tracks with no buffer zone, will continue.

The 6.5 metre road width for private vehicles may be adequate, but for HGVs and coaches a narrow gap between mirrors (assessed by Arup as 170mm), at permitted closing speeds up to 60mph, has the potential for “kerb-hugging”, further discomfoting pedestrians and

cyclists. According to the Chartered Institution of Highways & Transportation (CIHT) the separation for all passing vehicles should be 0.75 – 1.0 metres.⁸

The route does not feel direct, logical and intuitive to understand for ANY road user.

3. PO06. Does the route join together, or join other facilities together, as part of a holistic, connected network?

With the cancellation of Section 3, the isolated Section 1 does not directly join with any other network, and so fails the test of being: “a key part of rolling out high-quality walking, wheeling and cycling infrastructure in line with local LCWIPs and national ambitions. New infrastructure that connects to existing routes and desirable destinations is more likely to be used and will return more benefits on investment.”

It will not return a benefit on investment.

Interpretation and Implementation of Best Practice

Much of the content of Arup’s report reads as a review of the development of the standards published in LTN 1/20. It attempts to justify SCC’s design by indicating that where possible it meets Absolute Minimum Standards, and where it doesn’t there may be leniency. This kind of approach invokes an expectation of near-perfect human performance, and makes no allowance for human error.

Anyone with experience of working in environments that demand assessments of safety risks, will recognise that it is essential that margins are incorporated to make allowance for human behaviour and ability. Allowances have to be built in to allow for human error, whether inadvertent or deliberate. The extent of these margins depends on the outcome of any hazard.

1. Road Widths

Arup reports: “The scheme runs along an A-road and the Department for Transport refers to A-roads as major roads intended to provide large-scale transport links within or between areas. In practice, the A3100 functions as a distributor road between the A3, suburban areas and Guildford town centre.” “UK practice has generally adopted a standard lane width of 3.65m ...” but SCC have declared that, despite the purpose of the A3100 as an arterial route to and from the A3, and notwithstanding the volume of traffic it supports, it may be declared as a “**Type 1(b) – Avenue**”⁹, justifying its standard lane width to be reduced to 3.25 metres.

Even in its existing state the A3100 from New Inn Lane to Boxgrove is compromised by highway width constraints, and does not fully meet either the standard (best practice) 3.65 metres in places, or even 3.25 metres in some places. If a consistent carriageway width of 6.5 metres is to be imposed, then the design of specific cycle tracks alongside need to compensate by offering widths that employ best practice. It may be noted that in the more appropriate accident statistics for the scope of the report, the current cycle lane design has resulted in only 1 serious injury to a cyclist in 10 years.

2. Cycling and Walking Facilities incorporating Best Practice

LTN 1/20 declares 2 levels of standard for widths for the design of cycle tracks and footways – a Desirable or Recommended Minimum and an Absolute Minimum. It has to be inferred that the former standard defines best practice, and that only where this is not achievable should designs resort to an Absolute Minimum (i.e. “absolute” should mean no further reduction in standard.)

As previously highlighted, when assessing risk, the use of Absolute Minimum standards should only be contemplated where other protective margins exist, and a series of combinations of Absolute Minimum standards make no allowance for sub-optimal human performance.

Examples where Lack of Best Practice has not been fully Justified by Arup 3.

Buffer Zones

Best practice suggests a separation of 0.5 metres between carriageway and cycle track. SCC has not incorporated a buffer zone anywhere on the route. **Arup makes no mention.**

4. Segregated Cycle Track

Best practice suggests a width of 2.0 metres, but even in the 55% of the route that is not shared, the design by SCC fails to achieve this figure in numerous areas. Where this shortcoming exists, as mentioned above, there is no compensating buffer. **Arup makes no mention.**

5. Shared Pedestrian and Cycle Tracks

All relevant guidance documents acknowledge that facilities that require pedestrians and cyclists to share the same space “must/should” (the term used depends on the source quoted) only be created as a last resort. This statement clearly exemplifies shared usage

is a shortfall from best practice. There is no compensating buffer on any shared use track, **again not mentioned by Arup.**

If, in order to provide route continuity, the “last resort” of shared space becomes necessary, then best practice recommends 3.0 metres width, for up to 300 cyclists per hour. [Note that this does not say “at least 300 cyclists per hour”, so it covers from 1 to 300.]

Shared space allows for bi-directional movement of pedestrians, even if cycling is deemed uni-directional. [However, many local users observe frequent, illegal cycling on pavements along the route on sides opposite to normal traffic flow].

Further reduction of recommended width for shared use tracks is deemed acceptable by Arup, based on low pedestrian and cyclist usage. This logic runs counter to the guidance from ATE that: “Shared-use provision affects the attractiveness and desirability of the route, particularly for pedestrians and people with disabilities.” **The**

Arup conclusion seems to refute the entire purpose of encouraging greater active travel.

6. The Highway Code Conundrum

Despite several enquiries to many different addresses, no answer could be obtained about the policy, rationale or reason for the Highway Code to declare:

Rule 64: You **MUST NOT** cycle on a pavement.

It can only be inferred that this recognises there is a risk to pedestrians from cyclists. Yet when shared tracks exist, without any demarcation between users, it remains defined as a cycle track and cyclists have the right to cycle amongst pedestrians – Rule 62.

Recent legal cases involving collisions between cyclists and pedestrians have highlighted that there is a lack of law to cover a cyclist’s duty of care. A local authority, being made aware of the highlighted risks to pedestrians, needs to proceed with caution when transferring a perceived risk to cyclists in carriageways, to a risk to pedestrians in shared tracks.

Conclusion

As highlighted in the foregoing, the apparent mindset of the Arup report author reflects that of the SCC designers, and the report reads more as a theoretical justification of the project, rather than a critical analysis, involving local, real-world experience.

Furthermore, it relies heavily on earlier guidance (LTN 1/20) that has led to strong criticism in government about its effectiveness of increasing active travel. It has not taken into account the need for considering the latest publication with amplified policies and applying best practice.

The A3100 London Road between New Inn Lane and Boxgrove is too limited in highway space (in places) to permit the incorporation of best practice designs of cycling facilities, without severely compromising user safety below current standards. Also, the need to make use of such extensive sections of shared paths does not increase the propensity for increasing cycling.

Arup has exhibited a lack of acknowledgment of the latest published guidance, or the need for adherence to it. The ATE Route Manual has all the hallmarks of having been based on experience of failed or compromised cycling schemes in other parts of the country.

An abandonment or comprehensive rethink is required.

Embedded Details

1 Table to show accidents and casualties on A3100 London Road, Burpham, excluding the Boxgrove Roundabout and the New Inn Roundabout, from 2012 to 2022 inclusive. (Taken from London Road, Burpham - Active Travel Scheme - Surrey County Council (surreycc.gov.uk))

Year	Total accidents	Serious accidents	Total casualties	Serious casualties	Total cyclist accidents	Total cyclist casualties	Total serious cyclist accidents
2012	3	0	4	0	1	1	0
2013	5	0	8	0	2	2	0
2014	7	2	14	2	1	1	0
2015	3	1	4	1	0	0	0
2016	2	1	4	1	1	1	1
2017	8	2	8	2	3	3	0
2018	4	1	7	1	1	1	0
2019	2	0	2	0	1	2	0

2020	0	0	0	0	0	0	0
2021	3	0	3	0	1	1	0
2022	4	0	5	0	2	2	0
Totals	41	7	59	7	13	14	1

2 Examples of Pinch-points

Example 1

One of the main areas of concern, as clearly stated at several is the narrow part of the road (adjacent to Windy Cottage). Highway space is actually less opposite The Emporia.

It also includes a bend with sufficient curvature to increase the swept path of all vehicles considerably.

Any conclusion which ignores this is missing the point.

The information in Table 1 below which was collected in 2022. It is still current and easily verifiable.

Table 1: Dimensions of London Road adjacent to Windy Cottage looking 'southbound' i.e., towards Guildford

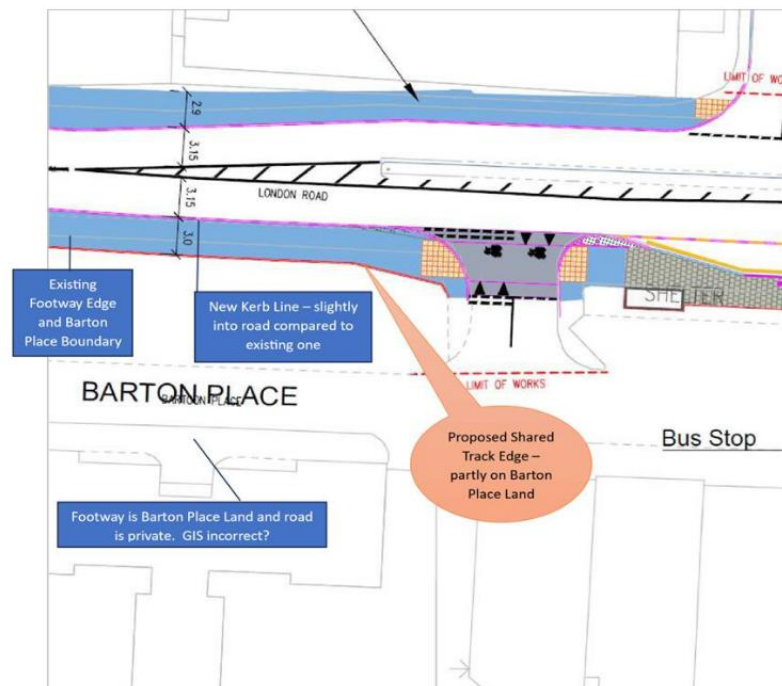
Publicly accessible land with foot/cycle path	Wall	Foot path	Cycle lane	'Northbound' Carriageway	White 'Centre' Line	'Southbound' Carriageway towards Guildford	Cycle Lane	Foot path	Windy Cottage
		1.54m	1.0m	3.3m	0.1m	2.9m	0.73m	1.5m	

Watching bus and lorry traffic it is clear that with the current road width, particularly southbound, maintaining a course such that the wing mirrors between the cycle lane and the 'centre' line leaves minimal clearance on the straight parts of the road and is physically impossible on bends. Most vehicles cross both lines when negotiating the bend approaching the first Abbotswood junction. Even northbound there is very little clearance.

Example 2

8

Barton Place (part of Land Registry title SY 173174) appears already to have been subsumed to create a shared path, though latest check of Land Registry shows no transfer of title, or part thereof.



3 Recommendations of the Commons Select Committee report of November 2023, which states:

Despite spending over £2.3 billion on active travel infrastructure between 2016 and 2021, DfT knows far too little about what this spending has achieved. To properly protect taxpayers' money, and make sure future spending decisions are fully informed, DfT needs

to do much more work to improve the evaluation of active travel schemes and how the delivery of cross-government benefits from active travel, including health benefits, are identified, tracked and communicated. Public concerns around safety remain a barrier to more people taking up active travel.

4 SCC stated in an email on 15 April 2024, when asked about working with ATE and its current guidance:

- Active Travel England Route Check User Manual – This tool was recently published and is for used (sic) to evaluate new schemes as part of the bidding process to ATE. We undertook an (sic) route check audit at the time of the bid using a predecessor to the route check tool provided by ATE as part of the bid.

5 1.2 The Route Check is used by ATE for assessing the design quality of linear schemes. However, it may also be used by local authorities and others wishing to assess the design quality of schemes against ATE's quality criteria.

1.3 When ATE uses the Route Check to assess the design quality of active travel infrastructure, the main goal is not to pass or fail schemes. Rather, its primary purpose is to remind designers of key active travel policies, promote best practice and prompt discussions about design solutions.

1.4 The Route Check is also intended for use throughout the scheme design process, meaning that you can identify critical issues and other problems at the feasibility stage and design them out in later stages before construction.

6 London Road, Burpham - Active Travel Scheme - Surrey County Council
(surreycc.gov.uk)

7 Cycling infrastructure in London (cycling-embassy.org.uk)

8 Section Three.pdf (ciht.org.uk)

Guildford Bike User Group

G-Bug's final comments on the London Road Active Travel Scheme are as below :

- Guildford current and future cyclists want this scheme to go ahead so that cycling along London Road is safer please
- The Arup Report concludes that the road width of 6.5m is not a concern for HGVs to pass each other. There will also be no more conflict between vehicles and bikes on the carriageway, a bonus for local drivers.
- The Arup report states that shared use paths for stretches are acceptable, which GBug fully supports and we recommend some 'Share with Care' signage and road markings along the shared sections.
- Surrey Police had no records of any injuries from the shared use paths on London Road for the last 5 years. In the whole of Surrey, there were only 3 pedestrians injured by a bicycle in 2022 [Source Fol request to Surrey Police]. The dangers are not from bicycles, The danger to pedestrians is from cars, 3,600 pedestrians in Surrey were killed or seriously injured in 2023.
- At the Stakeholder meeting concerns were raised about the Shared Use sections of cycle path by Yasmine Broome regarding possible conflict between the visually impaired and disabled people. Gbug replied that cyclists would respect wheelchairs and visually impaired people with a white stick and take more care. Again we stress that shared use paths are working safely all over the country.
- Guildford BC want this scheme especially as they need the Sustainable Movement Corridor for the Gosden Hill Farm site, I refer you to their letter dated 11th Sept 2024.

- Guildford Cycle Route Assessments Report May 2020 includes the scheme in the Cycle Network.
- SCC's consultation survey showed a clear majority with 50% in favour of the scheme and 20% against

- SCC have spent approx. £1m on this scheme so far please ensure it goes ahead

- Local schools and Emergency services fully support the scheme - their is demonstrably widespread and broad support.

- The new Bikeshare scheme with Beryl Bikes in Guildford needs this scheme to go ahead - £1m investment from SCC, but then no improvements for cycling options for Guildford residents.

- The 35 cyclists injured along the London Road in the last ten years want this scheme, cyclists are 1% of the traffic but 30% of the accidents, this is a dangerous road please make it safer! These 35 casualties have cost Surrey £939,400. source: <https://mycouncil.surreycc.gov.uk/documents/s81642/Cabinet%20Report%20Safety%20Camera%20Policy.pdf>]

The only people opposed to this scheme are local car drivers acting 'conservatively with a small c' resisting any changes to their neighbourhood. These days it is far too easy to object and block any forward progress with negative comments. Now is the time to move forward, no more filibustering from the opposition please, let's get on and build this, and many more, Active Travel Schemes such that Guildford becomes a safer place. G-Bug – The Guildford Cycle Campaign www.g-bug.org

Oliver Greaves

Background

This note has been prepared ahead of the Stakeholder meeting on 11 September 2024, at which Section 1 of the contemplated A3100 Active Travel Scheme will be discussed.

This follows the decision taken on 27 February 2024 by Surrey County Council (“SCC”) to

“Defer a decision on Section 1 subject to further design review informed by comments received through the engagement to ensure that the scheme considers the needs of all road users, with further consideration to be given by the Leader at a future date.”

SCC have circulated a report prepared by ARUP dated 7 June 2024 and said it is intended to inform the final recommendations for the Cabinet Member Decision meeting on 24th September 2024.

8

Most Issues Have Not Been Addressed And Were Outside The Scope of ARUP’s Report

ARUP’s report does not assess the scope set out in the Leader Decision. Instead, it has a very limited scope, as it sets out in 1.2 of the report – assessing only one specific concern (a er SCC had decided lane widths and potential for conflicts did not need to be reviewed by ARUP):

“ (ii) The safety of the short length of the scheme where constraints mean that 1.8m width shared use paths are proposed.”

Importantly, the report does not assess the needs of all road users and there are 12 significant areas that we believe remain outstanding (set out below).

Conclusion

As well as the outstanding areas, the ARUP report indicates much lower cycling usage levels than originally advised by SCC as a justification for the overall scheme. ARUP counted an average of 57 from 7am-7pm vs 230 a day originally communicated by SCC.

Therefore we believe a full economic appraisal using the Active Mode Appraisal Toolkit needs to be undertaken to see if Section 1 s II meets the criteria. This would be in line with the UK Government approach, who published in February 2024 that schemes above £750,000 should submit a full economic appraisal, in response to Parliamentary concerns over poor value for

money of ATE schemes. ARUP's count equates to annual benefit of only £1,780 from 7am-7pm (assuming original % increase), which surely cannot justify a c.£1.5-2m+ investment.

We therefore do not see how it is possible to proceed with Section 1 at the 24 September Cabinet meeting, and in absence of the outstanding issues being addressed, or the decision deferred again pending their resolution, Section 1 needs to be cancelled.

Major Issues Not Addressed

Annex I to the Decision Report of 27 February highlighted a number of issues, notably:

“significant concerns about the scheme's feasibility, questioning the justification for its implementation and highlighting fears of increased congestion and compromised safety. Key issues include:

- Space and safety: Scepticism about whether the design can safely accommodate the intended benefits, especially concerning shared pathways and crossings.
- Impact on local residents and traffic: Worries about construction disruptions, the long-term effects on local traffic flow, and the scheme's potential to worsen air quality.
- Questioning the need: A strong sentiment that existing infrastructure is adequate or that improvements could be achieved through simpler, less intrusive measures.”

We believe the following should have been conducted in addition to the ARUP report:

- 1) Study specifically addressing the needs of motorists. Motorists are the main users of Section 1 and their needs have not been assessed
- 2) Revised traffic modelling to assess the impact of the Section 1 now that Section 3 has been cancelled. Congestion was a very significant concern. With a more limited route, the extent of diversions is likely to be different to that originally presented

-
- 3) Air pollution and greenhouse gases study. Pollution was frequently raised as a concern during the engagement, no report has been produced and added congestion is likely to lead to worse air quality and more greenhouse gas emissions.
 - 4) Updated analysis on scheme usage. ARUP's report indicates a significantly lower level of cycling than the figures originally anticipated by SCC. The daily levels indicate it is only c.25% of figures previously provided. This highlights serious questions over whether the prospective benefits still justify the impact
 - 5) Updated cost benefit analysis. A full economic appraisal using the Active Mode Appraisal Toolkit to see if Section 1 meets the criteria. There have been significant changes to the scheme since first considered and value for money was a significant concern in the original engagement. On 14 February 2024 the UK Government said schemes above £750,000 should submit a full economic appraisal, in response to Parliamentary concerns over poor value for money of ATE schemes
 - 6) Analysis of revised design v Active Travel England guidelines. Active Travel England states its Route Check is intended for use throughout the Scheme Design process
 - 7) Analysis on pedestrian impact for Section 1 as a whole. ARUP were not instructed to assess this. The prior engagement noted significant concerns from pedestrians about the proposed shared cycle/pavements. ARUP frequently note best practice is not being followed for Pedestrians due to space constraints
 - 8) Specific dynamics surrounding school children. Most of the pedestrians are unaccompanied school children. Given they commonly walk in groups, often looking at their phones, this introduces a significant factor about behaviour and suitability of design. SCC also expected many of the new cyclists to be school children, who are less experienced. Whilst ARUP have talked about specific groups such as wheelchair users, they failed to include a detailed discussion about this topic
 - 9) Bus stop impact. A major concern about the delays caused by buses needing to slow and stop in the carriageway rather than pull off to the side has not been addressed or assessed
 - 10) Analysis covering local impact, including disruption. Residents and local businesses voiced numerous complaints which need to be considered. This should cover both the long

term and the anticipated disruption (including congestion and diversion routes). The expected Gosden Hill development nearby is likely to significantly increase the traffic along the route and should be evaluated

11) Alternatives to Section 1. Part of the rationale frequently expressed by SCC was the importance of a continuous cycle lane into central Guildford. With Section 3 cancelled this is no longer the case. Alternative routes or designs may now therefore be better

12) Detailed assessment of impact of road narrowing. ARUP's report contains errors and highly questionable assertions about safety of separation distances between HGVs and the kerb. We do not believe 170mm between HGVs and 125mm from an HGV to a pedestrian/cyclist is fine, but dangerously close. Hence it seems strange this point was not considered in much greater depth by SCC, given the potential for accidents, delays and the section no longer being fit for the needs of all road users

Surrey Coalition of Disabled People.

Wednesday 18th September 2024

Dear Tim,

We are strongly opposing the proposals of the London Road Active Travel Scheme to build shared spaces at bus stops and on the pavement in Burpham. Blind, visually impaired, disabled, older and vulnerable bus passengers should be able to get on and off the bus independently directly from/to the pavement as they have always done. They should not have to cross cycle lanes or step into a cycle lane to get on and off a bus.

Active travel schemes have and are being introduced across the UK to accommodate cycle lanes, with many schemes that include changes to existing bus stops. This is where the bus stop is separated from the pavement by cycle lanes, which runs in-between the pavement and the bus stop.

There are two key designs:

- Floating bus stops where bus passengers have to cross a cycle lane to a bus island to catch the bus
- Shared use bus boarders / Copenhagen bus stops are where bus passengers have to step into a live cycle lane to get on and off the bus

-
- There are also a number of variations of designs with new ones like at Lea Bridge in Hackney now turning the pavement into a cycle lane at the bus stop, where the pavement disappears, and pedestrians have to cross the cycle lane onto the bus boarder, in order just to walk up the pavement.

These designs are not safe or accessible for blind, visually impaired, older and many vulnerable groups of bus passengers and they never will be. They create a new barrier to accessing public transport independently and we're against these being introduced in Surrey.

In Denmark the injuries to bus passengers caused by cyclists went up from 5 to 73 after the Copenhagen style bus stop design was introduced¹ and in 2016 a Copenhagen style bus stop was removed in Islington in London as it did not take into account the safety and accessibility needs of blind and visually impaired bus passengers, as explained in Appendix A

In 2014, a report by Arriva the bus company stated that 40% of drivers had witnessed passengers being hit by cyclists and 88% had witnessed passengers having near misses with cyclist at bus stops with cycle lanes.

Transport for London (TfL)'s own research into the matter — commissioned by Mayor of London Sadiq Khan in March found that during 2020, 2021 and 2022, five pedestrian casualties involving cyclists and one involving an e-scooter occurred within the extent of the bus stop bypass, based on the collision descriptions. One of the six appears to have been at the designated zebra crossing, as far as we can tell from the collision descriptions. Three of the five pedestrian casualties involving cyclists were serious and two were slight. The pedestrian casualty involving an e-scooter rider was slight ³

Although the data shows a small number of people, that have been injured at a shared space bus stop, we are concerned that other incidents took place that weren't necessarily reported. In the same report recording 24 hours of rush hour video at eight sites — found that 60 per cent of cyclists did not stop to let pedestrians cross at floating bus stops with zebra crossings.³ Imagine how many Disabled people could have been injured!

Please find below an example of a bus user that has been hit by cyclists at bus stops reported in the press and on social media:

In July 2014 Emma Wex was hurt badly as she attempted to board a bus

Emma followed her grandmother on the bus and got hit by a cyclist. An 18-year-old woman who came rushing high-speed downhill on the bike path and hit the teenage girl who was

entering the bus. Emma had seven stitches and got a big tear under one eye. In addition, two ribs were broken and Emma Wex had concussion.

Shared spaces at bus stops in Surrey puts our Disabled community at risk. Many of our members have experienced a floating bus stop/shared space in other areas such as London and reported how dangerous they have found them.

London has become a no-go area for many disabled people particularly those with a visual impairment and we do not wish to see Surrey going the same way. Our members are very independent and travel throughout Europe by public transport but are unwilling to travel in London because of floating bus stops and shared spaces. If people lose their independence this could also have implications for social care.

One Disabled person reported the experience of using a floating/shared space bus stop terrifying and felt he had to move from his home in London. Please see reference 4 to access the news article. ⁴

Please keep our Disabled community safe and stop the development of these proposals.

We of course will be very happy to discuss further.

Best wishes

Nikki Roberts

CEO, Surrey Coalition of Disabled People

Appendix A

Islington Tribune Article Cycle lane that pedestrians branded dangerous is axed. Cycle lane that pedestrians branded dangerous is axed

Published: 4 March, 2016 by JOE COOPER

THE Town Hall has agreed to remove a raised cycle lane between the pavement and the road which has been branded “terrifying” by visually impaired people. The lane has been raised to the level of the pavement so cyclists are not impeded by buses stopping. But Tufnell Park barrister Olav Ernstzen points out that it puts vulnerable pedestrians in danger by forcing them to step into the cycle lane. Cyclists racing home along New North Road pass inches from people stepping off buses at the stop at Elizabeth Avenue, Canonbury. “It’s wrong in so many ways,” said Mr Ernstzen, who is chairman of Healthwatch Islington. “On a common-sense level or from an equality impact assessment perspective this fails.” Mr Ernstzen said bus travel was vital for the independence of disabled people in the borough.

“It’s also a worry for parents with a baby in a buggy, wheelchair or mobility scooter users and people just coming home with shopping,” he added. “Cyclists have the choice of putting pedestrians at risk or, if they choose to go outside the bus where they now have less room, putting themselves at risk.” The cycle lane is on the way to Moorfields Eye Hospital. Elizabeth Jones, who set up Talking News Islington, said: “When I step off the bus I put my stick first. If that got caught in a cyclist’s wheel there could be a pile-up.” The council has agreed to remove the raised lane after admitting to Mr Ernstzen that it had not followed its own equalities policy. Transport chief Councillor Claudia Webbe said: “Our designs here could have been better as it is clear that Mr Ernstzen’s needs were not considered. “The council has listened to the concerns and I have requested the removal of this ‘shared space’ and a better solution for cycle safety that does not disadvantage bus passengers, particularly those who are disabled.”

References

1. https://www.researchgate.net/publication/237524182_Bicycle_Tracks_and_Lanes_a_Before-After_Study
2. <https://politiken.dk/danmark/forbrug/art5527002/Kaos-ved-busstoppsteder-Passagerer-bliver-torpederet-af-cyklister>
3. [Leaked documents suggest "low risk" of cyclist collisions at "floating bus stops", as blindness campaigners urge safety action on design | road.cc](#)
4. [London transport: Floating bus stops are terrifying - campaigner - BBC News](#)

Zoe Franklin, MP Guildford Constituency

Dear Cllr Oliver and Furniss

I am writing in relation to the London Road Active Travel Scheme as I understand that a final decision will shortly be made on whether / how to go ahead and as Guildford constituency’s new MP I wanted to share my support and thoughts ahead of this.

Firstly, I note that the active travel scheme, if it goes ahead, will deliver a key part of the planned sustainable movement corridor which is intended to provide a west-east link across Guildford, and improve safety for cyclists and pedestrians on a route where cyclists are 30% of road accident casualties despite being only 1% of road users. The fact that this scheme will help deliver both Surrey County Council and Guildford Borough Council’s net zero and environmental aspirations and improve road safety, continuing the project seems a win win for the councils and residents alike.

I recognise that the original proposals for the scheme met with significant opposition due to the proposed 5-month one-way closure of London Road, at very short notice, as well as due to safety concerns with some aspects of the design. However, I applaud yourselves and the Surrey County Council team for responding to this concern by pausing the scheme, setting up a stakeholder group of local representatives (such as residents associations, the schools, the

bus companies, local councillors, the Surrey Coalition of Disabled People, etc) to discuss concerns and feedback on the design, and then completely re-designing the scheme.

Following this redesign, it was very encouraging to see an extensive public engagement last autumn on your re-designed scheme, followed by further improvement of the design as a result of feedback. It was also excellent to see that in the public consultation 50% of people supported the plans for the section through Burpham, compared to 31% against. I note that after the redesign Surrey County Council decided to defer a decision on the Burpham phase of the scheme due to further safety concerns being raised by some stakeholders and commissioned an independent safety review from Arup.

I understand that the independent Arup report has concluded that the scheme is completely safe, follows the relevant guidance, and would be a major improvement to safety for all road users along the route.

Given the conclusions of the Arup report and that the scheme would provide major benefits to local residents, especially by providing much-needed safe pedestrian crossings across busy roads in the centre of Burpham, as well as encouraging more sustainable forms of travel, and given that the scheme clearly has significant public support and that any safety concerns have been completely and fully addressed, it would be disappointing should all the effort which has gone into this scheme be wasted through cancellation or further delay. Many of my constituents have been questioning what will happen with this scheme, and they deserve an answer.

I would like to end by expressing my support for the scheme and hope that you will decide to implement the Burpham section of the scheme in full, for the sake of the safety of residents and for the many residents in Burpham who would like to walk or cycle to their local schools or shops but currently feel it is too dangerous to do so.

I look forward to seeing the consideration of this scheme at your next county council cabinet meeting, and I hope you can offer assurance that the excellent potential of this scheme to benefit the local community will not be wasted.

Thanks and regards,

Zöe

Zöe Franklin

Member of Parliament for Guildford Constituency

House of Commons, London, SW1A 0AAs

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SURREY COUNTY COUNCIL**CABINET**

DATE:	29 OCTOBER 2024
REPORT OF CABINET MEMBER:	SINEAD MOONEY, CABINET MEMBER FOR ADULT SOCIAL CARE
LEAD OFFICER:	CLAIRE EDGAR, EXECUTIVE DIRECTOR – ADULTS, WELLBEING AND HEALTH PARTNERSHIPS
SUBJECT:	SURREY SAFEGUARDING ADULTS ANNUAL REPORT 2023/24
ORGANISATION STRATEGY PRIORITY AREA:	NO ONE LEFT BEHIND / TACKLING HEALTH INEQUALITY / EMPOWERED AND THRIVING COMMUNITIES

Purpose of the Report:

The Surrey Safeguarding Adults Board (SSAB) is a statutory multi-agency Board with responsibilities set out in the Care Act 2014.

The Board is chaired by an independent chair, Teresa Bell.

There is a statutory duty for all Safeguarding Adult Board's to publish an annual report.

To support the transparency of the work of the Safeguarding Adults Board, the Annual Report 2023/24 is presented to Cabinet (Annex 1).

Recommendations:

It is recommended that:

1. Cabinet considers and notes the attached Surrey Safeguarding Adults Annual Report for 2023/24.

Reason for Recommendations:

This recommendation demonstrates that the Council is fulfilling its statutory requirement under the Care Act 2014 in having established a Safeguarding Adults Board in its area.

It will support the SSAB to be transparent by providing information to the public on the performance of the Board and its strategic plan.

Executive Summary:

1. Surrey has had a Safeguarding Adults Board (SAB) in place for over a decade with the Board being statutory since the implementation of the Care Act in April 2015. The primary duty of the SAB is to ensure that the main statutory

agencies work together to improve practice which protects and promotes the safety of adults at risk of abuse and neglect in Surrey.

2. The Board would like to support elected Members, as community leaders, to have a good understanding of the range of abuse and neglect issues that can affect adults and of the importance of balancing safeguarding with empowerment, as required by the Care Act (Section 14.193 of the statutory guidance). It is anticipated the Annual Report will increase that understanding.
3. The report highlights the work of the Board over the past year in relation the strategic priorities.
 - Prevent Abuse and Neglect.
 - Improve the management and response to safeguarding concerns and enquiries.
 - Learn lessons and shape future practice.
4. The report also includes data from Surrey County Council Adult Social Care, Surrey Police, NHS Providers, HMP Probation Service and Trading Standards. SSAB agencies were asked to contribute to the report and highlight their achievements and challenges within the 2023/24 year in relation to their safeguarding adult's work.
5. Key learning includes the importance of multi-agency collaboration between health services, police, housing, and social care to address complex safeguarding issues, including domestic abuse, self-neglect, and mental health challenges. Safeguarding Adults Reviews highlighted recurring themes such as neglect and mental health crises, emphasising the need for early intervention and coordinated agency responses. Training initiatives, which engaged over 835 participants, reinforced safeguarding practices, particularly focusing on Making Safeguarding Personal.
6. Key outcomes include strengthened safeguarding responses due to improved collaboration across agencies, leading to better management of complex cases. Enhanced training programs resulted in 97% participant satisfaction, with improvements in safeguarding awareness. The implementation of SAR recommendations will support the development of more effective responses to safeguarding concerns and increased engagement across the county. These efforts will establish a stronger foundation for proactive safeguarding measures in the future.

Consultation:

7. The Annual Report is a description of the Board's activities and challenges faced during the year. As a multi-agency report, members of the Board were invited to contribute.

Risk Management and Implications:

8. There are no implications within this report.

Financial and Value for Money Implications:

9. The current annual contribution agreed across partners for the Surrey Adult Safeguarding Board (SAB) is £348,065. The pooled budget is managed by Surrey County Council. Currently the County Council contributes £117,500 (£34%), Surrey Heartlands Integrated Care Board £117,450 (34%), Surrey Police £79,000 (22%) and the remaining £34,655 (10%) is funded by District & Borough Councils and other health organisations in Surrey.
10. Expenditure of the Board includes costs for the Independent Chair, support staff, Safeguarding Adults Reviews, training, conferences, awareness raising, etc. If the Board's costs exceed the budget in a given year, then partners would be asked to make additional contributions in line with their funding shares, although this is very unlikely to happen based on past experience.
11. In 2023/24 £260,569 was spent on the Board's activities, which represented an underspend of £88,036 against the £348,065 of contributions received from partners. This amount was carried forward in the pooled budget alongside surplus funds from previous years. In total this meant at the end of the 2023/24 financial year there was £262,135 of funding held in the pooled budget to cover the costs of the SAB in future years. It is anticipated that some of this funding will need to be used to cover SAB costs in 2024/25 above the annual contributions received from partners, including costs of Safeguarding Adults Reviews that commenced in previous years. The use of the remaining surplus funds will be confirmed by partners through the SAB's agreed governance, which could include returning some funding to partners in line with the % funding contributions to the SAB.

Section 151 Officer Commentary:

12. The Council continues to operate in a very challenging financial environment. Local authorities across the country are experiencing significant budgetary pressures. Surrey County Council has made significant progress in recent years to improve the Council's financial resilience and whilst this has built a stronger financial base from which to deliver our services, the cost-of-service delivery, increasing demand, financial uncertainty and government policy changes mean we continue to face challenges to our financial position. This requires an increased focus on financial management to protect service delivery, a continuation of the need to deliver financial efficiencies and reduce spending in order to achieve a balanced budget position each year.
13. In addition to these immediate challenges, the medium-term financial outlook beyond 2024/25 remains uncertain. With no clarity on central government funding in the medium term, our working assumption is that financial resources will continue to be constrained, as they have been for the majority of the past decade. This places an onus on the Council to continue to consider issues of financial sustainability as a priority, in order to ensure the stable provision of services in the medium term.

14. There are no significant financial implications arising from this report. The pooled budget arrangement for the operation of the Board is a good example of effective joint working across Surrey and given constrained public sector funding it will be important that all partners continue to contribute their agreed funding shares. The Section 151 Office can confirm that Surrey County Council's funding share is planned for within the Council's Adult Social Care budget.

Legal Implications – Monitoring Officer:

15. S43 Care Act 2014 requires a local authority to set up a Safeguarding Adults Board to help to protect adults who have needs for care and support and who are experiencing or at risk of abuse and neglect. The Care Act 2014 Schedule 2 (4)(1) requires the Safeguarding Adults Board to publish an annual report summarising the work that has been done by the Board, this report demonstrates to the Cabinet this duty is being met.

Equalities and Diversity:

16. The publication of the report will have a positive impact on residents with different protected characteristics by making the activities of the Board more transparent. This is particularly important as safeguarding affects many people with protected characteristics.

17. An Equality Impact Assessment (EIA) is not required for this Report.

Other Implications:

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

Area assessed:	Direct Implications:
Corporate Parenting/Looked After Children	No significant implications arising from this report
Safeguarding responsibilities for vulnerable children and adults	No significant implications arising from this report
Environmental sustainability	No significant implications arising from this report
Compliance against net-zero emissions target and future climate compatibility/resilience	No significant implications arising from this report
Public Health	No significant implications arising from this report

What Happens Next:

19. The Board's Annual Report once accepted by Cabinet will be circulated/ actioned as below:

- Published on the Surrey Safeguarding Adults Board website.
 - Circulated with the Surrey SAB newsletter.
 - Distributed to:
 - Chief Executive of the Council and Leader of the Council
 - Board members for them to cascade within their own agencies
 - The Police and Crime Commissioner
 - The Chief Constable
 - Healthwatch Surrey
 - Presented to the Health and Wellbeing Board by the SAB Independent Chair
-

Report Author: Surrey Safeguarding Adults Board Administrator – Dena Kirkpatrick
surreysafeguarding.adultsboard@surreycc.gov.uk

Consulted:

As a multi-agency report all members of the Board were invited to contribute.

Annexes:

Annex 1 – SSAB 2023/24 Annual Report

Sources/background papers:

- Care Act 2014
 - Care and Support Statutory Guidance Issued under the Care Act 2014 by the Department of Health
 - Association of Directors of Social Services: Safeguarding Adults: Advice and Guidance to Directors of Adult Social Services, March 2013
 - Surrey Safeguarding Adults Board Strategic and Annual Plan
-

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Surrey Safeguarding Adults Board



Annual Report 2023-24

www.surreysab.org.uk

Message from the Chair



Welcome to the SSAB annual report for 23/24. Our annual report shows what the Board aimed to achieve during April 2023 to March 2024 and what we have been able to achieve. It provides a summary of who is safeguarded in Surrey, in what circumstances and why. This helps us to know what we should be focussing on for the future in terms of who might be most at risk of abuse and neglect and how we might work together to support people who are most vulnerable to those risks.

9 During this year, the SSAB made a commitment to a strategic direction which emphasises how safeguarding risk might be managed nearer to the point at which it is identified and by applying more active multi-agency approaches. Most importantly, for our work to be informed by people's lived experience, whether as carers or people with care and support needs. We want to be confident that the work we do as a partnership can and will make a positive difference to people's lives and we recognise that no single agency can create an effective safeguarding system by itself.

Safeguarding Adults Reviews (SARs) are a statutory duty for SABs when an adult in its area dies because of abuse or neglect, whether known or suspected, and there is concern that partner agencies could have worked more effectively to protect the person at risk. During the past year the Board has been managing a high number of SARs, over half of which were agreed in 2022, to be undertaken jointly with a Domestic Homicide Review process (DHR) and are due to be published in the coming year. The SSAB is committed to achieve more timely and effective ways in which to share and implement our learning from reviews and this has led to a revision of the local SAR process. The appointment of a SAR Coordinator in the last quarter of the year, working alongside our SAR Subgroup Chair and partner representatives, has been hugely helpful in bringing this ambition closer to reality.

This report contains a summary of the three SARs which were published during this year. The recommendations from these reviews have individual action plans which are monitored by the Board to ensure improvements are made as needed and inform priorities for our business plan. Our SARs evidenced some common themes: self-neglect, domestic abuse and responding to multiple and complex needs. This report highlights some of the

Message from the Chair cont.

ways in which SSAB partners have worked together to keep improving and refining our response to these issues.

The Board also needs to be assured that safeguarding adult practice is accessible to all the communities living in Surrey. Our engagement work to extend the SSAB's reach across the county has been accelerated through this year following the appointment of our Partnership Officer. This has enabled further promotion and understanding of the Board's work with communities, neighbourhoods and faith groups, to raise awareness of types of abuse and neglect and of adult safeguarding.

9

A very successful virtual conference was held during adult safeguarding week. Surrey Police gave a valuable opening session on their approach to adult safeguarding and investigations followed by contributions from partner agencies and national speakers, with major themes being professional curiosity, trauma informed practice and learning from safeguarding adult reviews. Throughout the year, a number of webinars and other events were run, with strong take-up from across the partnership.

SSAB partner agencies have reported on their work throughout the year, both as individual organisations and together in partnership, providing assurance that they continue to meet their safeguarding responsibilities during these ever more challenging times. I am very privileged to work with partners who demonstrate such commitment to achieving the best outcomes for adult safeguarding. I would like to thank the chairs and members of the subgroups, who work tirelessly to progress our shared priorities for adult safeguarding and also my colleagues in the SSAB core team, for their dedication and support. Last, but by no means least, I would like to take this opportunity to acknowledge the work of all practitioners, managers and carers who are committed to keeping people safe in Surrey.

This report of our work together over the last year evidences a commitment to effective partnership working, which provides a sound basis to approach our priorities for reducing the risks of abuse and neglect in Surrey. I look forward to continuing to progress our ambitions in the coming year.

Teresa Bell, Independent Chair
July 2024

Surrey's Local Context

Surrey is the 5th largest Local Authority in England, based on resident numbers, with a population of just over 1.2 million people (2021 Census data).

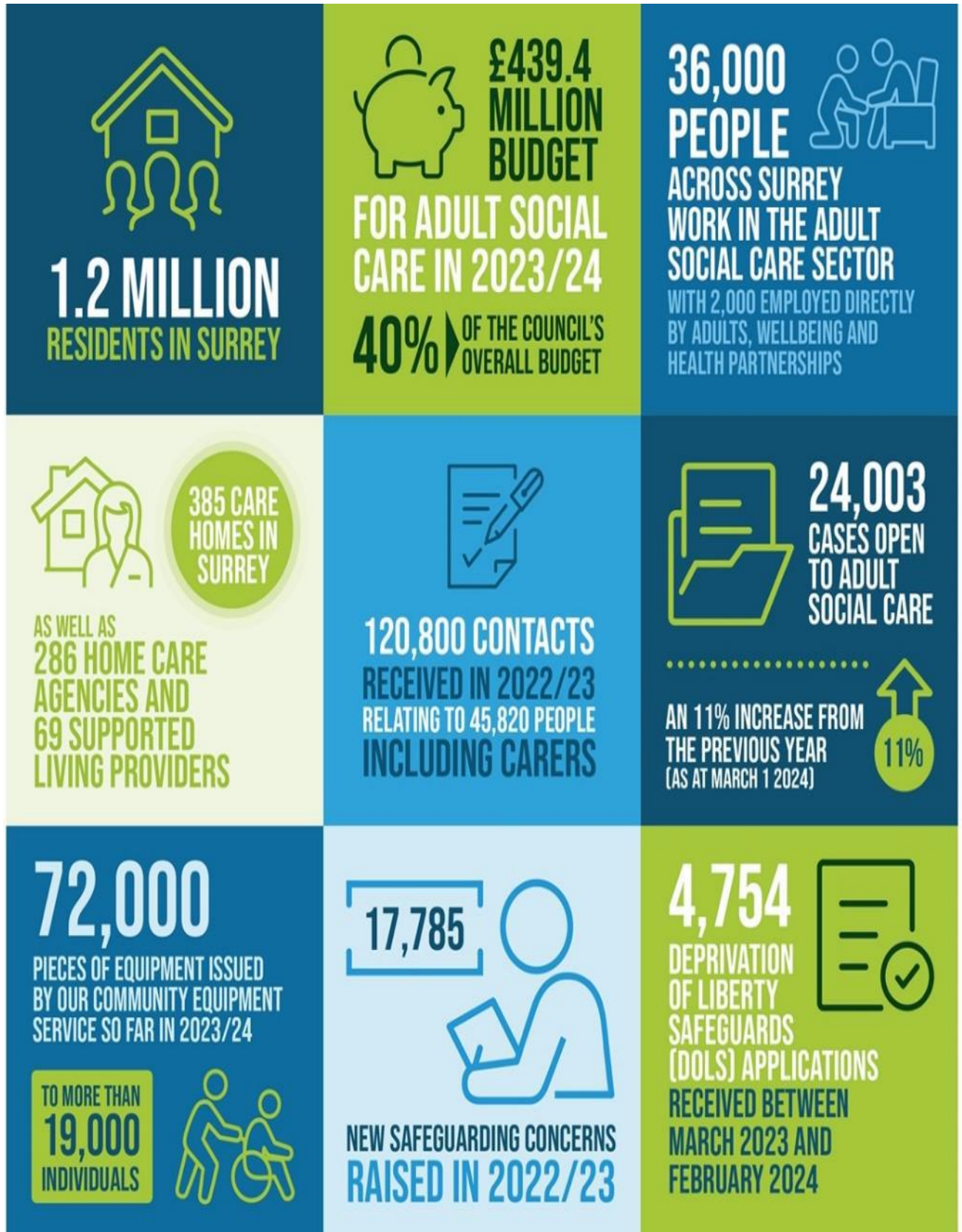
In Surrey, there is a two-tier system of local government, the county council (upper-tier local authority) and the 11 district and borough councils (lower-tier local authorities).

The composition of Surrey ranges from significant urban areas to north and rural areas to the south of the county. This creates a variety of needs across the county and the challenge of responding in a way that is relevant to each area.

In addition to a growing population, Surrey is becoming more diverse with 6% more residents in 2021 identifying as ethnic groups other than White British compared with 2011. A similar increase was seen between the 2001 and 2011 censuses and shows the shifting populations within Surrey.



Surrey's Local Context



Our Story



Safeguarding Adults Boards (SABs) were established under The Care Act 2014.



The Care Act 2014 Statutory Guidance stipulates that:

The main objective of a SAB is to assure itself that local safeguarding arrangements and partners act to help and protect adults in its area who meet the criteria set out below.

The safeguarding duties apply to an adult who:

- has needs for care and support (whether or not the local authority is meeting any of those needs).
- is experiencing, or at risk of, abuse or neglect.
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.



The three core duties for SABs are to:

1. Publish a Strategic Plan.
2. Publish an annual report.
3. Undertake Safeguarding Adult Reviews.



Transparency– the SAB leads a learning culture where best practice is identified. This will be shared and recommended, and where concerns are identified these will be communicated appropriately.

Our Story



Work collaboratively with other boards to ensure consistent messages and practice. This will include working in partnership to produce policies, campaigns and training courses that reflect the risks posed to adults with care and support needs.



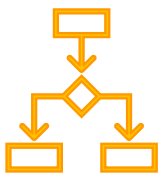
Engage with the voluntary and community sector to strengthen preventative work and to broaden our understanding of who is most at risk of abuse and neglect in Surrey.



Help improve the quality of referrals for safeguarding concerns by supporting agencies to consider their practice through audits, reviews, peer learning and feedback from people with lived experience. To consider their referral processes and by working with the Local Authority to develop a feedback loop.



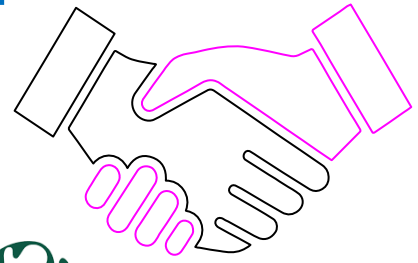
Provide guidance to adults with care and support needs, their families and carers, on the safeguarding process so they know what to expect and how they can be involved.



Make safeguarding personal by placing people at the heart of our work, ensuring their involvement in developing and agreeing their desired outcomes.

Partnership

The Safeguarding Adults Board (SAB) is a strategic partnership group made up of senior staff from statutory, voluntary and independent sector agencies.



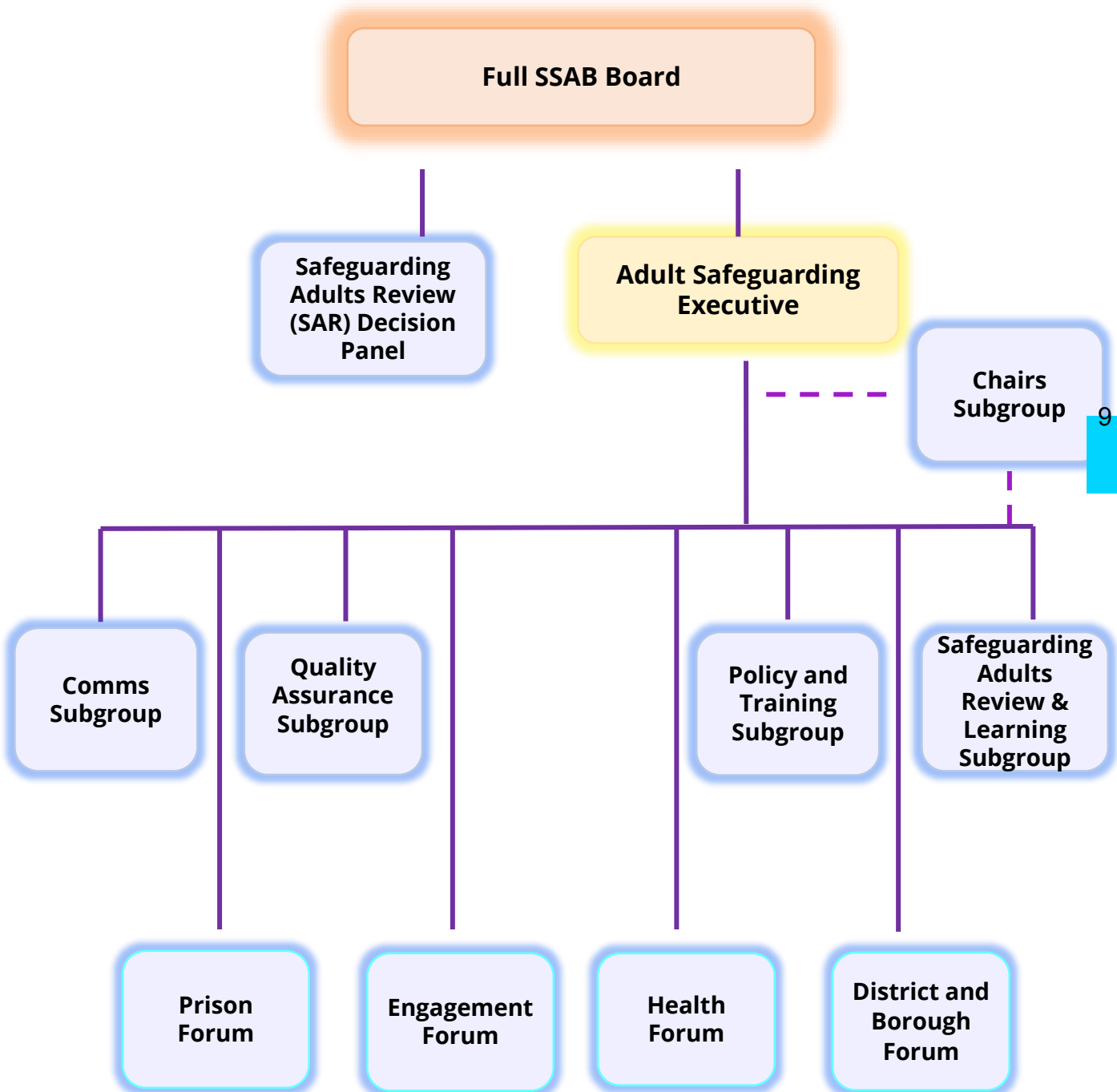
The Board is facilitated by an Independent Chair and supported by a small team.



Frimley Health and Care



Board Structure



How the Board works

Full Board

- The Surrey SAB meets four times a year, consisting of multi-agency statutory and non-statutory partners as well as representatives from voluntary organisations.
- The SAB works in accordance with the Care Act 2014 to agree on strategic safeguarding adults' work.
- Provides direction to all subgroups.

Adult Safeguarding Executive (ASE)

- Drives the work of the SAB between meetings
- Discusses “emerging” issues or “stuck” issues

9 Chairs Group

Brings all the chairs of the subgroups together.

- Discusses emerging issues or stuck issues from their subgroup.

Safeguarding Adults Review (SAR) Decision Panel

- Considers SAR referrals, against the Care Act 2014 section 44 criteria.

Communications Subgroup

- Oversees the communication strategy of the of the Board.
- Oversees the Board publication materials.

Quality Assurance Subgroup

- Request and receives the QA data from agencies.
- Scrutinises the QA data from partners, identifies areas of best practice and/or concern.
- Raises questions on data received.

Policy and Training Subgroup

- Oversees the multi-agency safeguarding training of the Board.
- Oversees the multi-agency policy and procedures.

SAR & Learning Subgroup

- Manages the reviews once they are commissioned.
- Leads on sharing the lessons from reviews.

Prison Forum

- To provide a forum for discussion of key issues for all Prisons in Surrey.

District & Borough Forum

- To provide a forum for discussion of key issues for all District & Borough Safeguarding Leads in Surrey.

Engagement Forum

- To help to establish better engagement with all organisations across Surrey.

Health Forum

- To provide a forum for discussion of key issues for both NHS and private health providers in Surrey.

SSAB Work in 2023/24

The SSAB developed a new [3-year Strategic Plan](#) at the start of 2022.

The priorities identified in the three-year strategic plan (2022-25) for the Surrey SAB are:

➤ **Prevention and Awareness**

We will deliver a preventative approach and will raise awareness of safeguarding adults across our partners and communities.

➤ **Communication and Engagement**

We will engage and learn from organisations, including the many voluntary sector agencies as well as the Adult and their families or carers in Surrey.

➤ **Quality and Improvement**

We will seek assurance from agencies and use that information to strengthen our safeguarding adults work.

➤ **Reflection and Learning**

We will reflect upon learning from statutory reviews and good practice using this to inform new ways of working.

The SSAB subgroups developed individual work plans as to how these priorities would be taken forward.

The following pages sets out what the SSAB has achieved against each of the priorities over the year.

Priority 1: Prevention and Awareness



During 2023/24 the SAB continued to raise awareness by providing multi-agency training which is detailed further from Pg 32.



Work continues, on the SAB website following the update in 2022/23 to make it easier to find information for both agencies and members of the public.



The SSAB webinar series continues to grow with sessions becoming more regular and covering a variety of topics which is detailed further on Pg 35.



The SSAB's outreach has extended through the year, with our engagement forum having over 50 members from a wide range of agencies in Surrey.



SSAB resources were strengthened for agencies to use in their own community networks. This included virtual resources e.g. videos, leaflets etc.

Priority 1: Prevention and Awareness



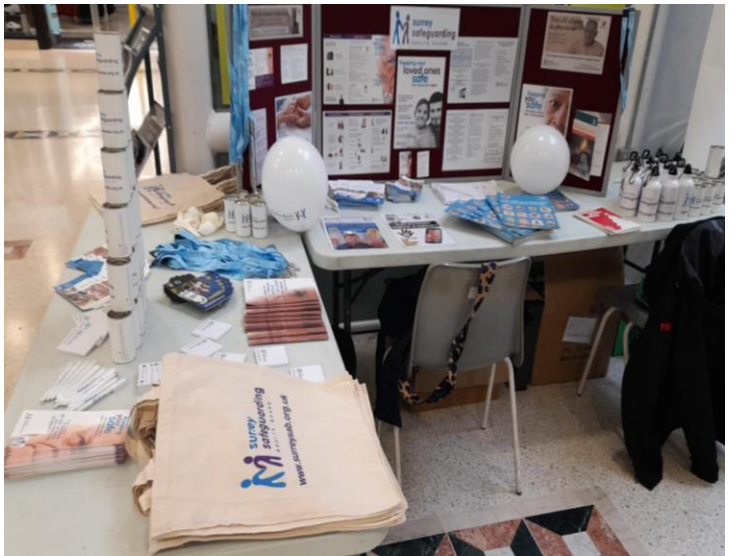
The SSAB fully supported [Safeguarding Adults Week](#) during November 2023, with a number agencies using SSAB resources to have within their own settings.

The SSAB attended several session througho⁹ Safeguarding Adults Week, at various locations across Surrey including:

- Surrey University Campus, Guildford.
- Action for Carers
- Belfry Shopping Centre, Redhill.



Following the appointment of the new Partnership Officer, the SSAB was able to increase its awareness raising via social media, and to increase the presences of the SSAB by extending and engaging with a wider variety of agencies in Surrey.



Priority 1: Prevention and Awareness



The SSAB is aware of the high number of safeguarding concerns in relation to neglect/acts of omission and within the 22-25 Strategic Plan it was agreed that the SSAB highlight these issues and develop stronger mechanisms to address these.



A key achievement over the 23/24 year was the agreement to establish establishing a SAR Coordinator role.

This role will take the lead on all SARs and joint DHRs, where appropriate review different methods for a carrying out a SAR, to extract the learning as quickly as possible.



The SSAB core team engaged with many organisations within Surrey as well as nationally and attended many multi-agency meetings to ensure that the SAB is engaged with aligned work streams as well as meeting with key personnel

- Domestic Abuse Management Board
- Surrey Adult Matters Steering Group
- Sexual Abuse Management Board
- Domestic Homicide Review Oversight Group
- Anti-Slavery and Human Trafficking Partnership
- Domestic Abuse Executive
- LeDeR¹ (Frimley and Surrey Heartlands ICB)
- National SAB Managers Network
- Surrey Safeguarding Adults Advisors

Priority 1: Prevention and Awareness



The SAB had presentations from both Surrey Heartlands ICB and Frimley ICB on their annual LeDeR reports to hear the themes identified from LeDeR reviews. A number of themes link with Board work and is being incorporated into the task and finish group regarding avoidable safeguarding concerns, particularly in relation to choking.



Regular meetings took place with Surrey Safeguarding Children Partnership to look at areas where work could be taken forward together, this relationship continues to be strengthened.

The Boards Prison forum was extended to a joint forum for the SSAB and SSCP.



Relationships were strengthened with the Health and Wellbeing Board with both board managers having regular contact to consider areas of commonality, including domestic abuse, adults with multiple disadvantages and the SAB is connected with relevant workstreams for these.



The SSAB recognised the importance of links with District & Borough Housing. A housing lead is now a member of the SAB representing all District & Borough Councils across Surrey. Links were also established with the Surrey Chief Officer's Housing Association who agreed to disseminate information to housing providers as well as have updates from any SARs.

Priority 2 : Communication and Engagement



The SSAB works with other boards including the Health and Wellbeing Board and Safeguarding Children Partnership to ensure that resources are shared, and county wide communications coordinated.



The SSAB's newsletter is subscribed to by over 4,500 people. This newsletter included an update of the work the SSAB has been undertaking as well as advertising events and resources available. The newsletter is added to the website on a quarterly basis.

9



Autumn 2023 Newsletter

👉 **SAVE THE DATES!** 👈

SSAB Adult Safeguarding Conference - November 2023

The Surrey Safeguarding Adults Board (SSAB) are pleased to announce that we will be holding our adult safeguarding conference on Wednesday 22 November 2023. The conference will be a great way to share information and identify local priorities for safeguarding adults and share our vision to ensure they live a life free from fear, abuse and neglect.

As we continue to build on our 2022-2025 strategy, it will be a fantastic opportunity for senior leaders through to frontline practitioners across the County to refresh their commitment to safeguarding adults and expand their networks. Throughout the day we hope you will be able to interact with each other, engaging by taking part in informative keynote sessions which will hopefully enable you to understand and channel ideas surrounding safeguarding adults.


As the event will be virtual we hope that all agencies will be able to attend and participate in the day. Booking for this event will be advertised on the SSAB website shortly, so please hold the date in your diaries until then.

Safeguarding Adults Week 20-26 November 2023

Safeguarding Adults week is taking place from Monday 20 – Sunday 26 November 2023. Along with our conference, the Surrey Safeguarding Adults Board (SSAB) will be raising awareness of important safeguarding issues and themes across the week.

The SSAB is supporting this with its own resources, as well as those from the Ann Craft Trust.

Priority 2 : Communication and Engagement

 The SSAB held its 2023 conference, on 22 November during Adult Safeguarding Week, attended by over 400 people from a variety of agencies across the county including frontline practitioners to senior managers.

9

The day was arranged so that attendees could come and go, without commitment to attend all day. There were six sessions throughout the day covering:

- ❖ Session 1 - Our Approach to Adult Safeguarding and Investigations by Surrey Police.
- ❖ Session 2 - Professional Curiosity by Research in Practice.
- ❖ Session 3 - Unexplained injuries, neglect and acts of omissions by Surrey County Council.
- ❖ Session 5 - Learning from safeguarding reviews by SCIE
- ❖ Session 6 - The future for safeguarding adults in Surrey by the SSAB independent Chair.

There were also sessions arranged throughout the day for online networking for all attendees.

Each of the sessions were well received and well attended.

Sessions were recorded separately to enable those who were unable to attend the day/ a particular session to be able to watch the recording and have access to the slides which are available on the [SSAB Website](#).

Priority 2 : Communication and Engagement



Surrey Safeguarding Adults Board Conference Agenda



WEDNESDAY 22ND NOVEMBER 2023 | 09:30 - 16:30

This conference will be hosted virtually via MS teams - [click here to register](#)

09:30 - 09:45	Welcome Speech and Introductions by Teresa Bell, SSAB Independent Chair
09:45 - 10:45	Session 1 - Our Approach to Adult Safeguarding and Investigations by Surrey Police
10:45 - 11:05	Breakout Rooms and Networking Session
11:05 - 12:05	Session 2 - Professional Curiosity by Emily Smith, Research in Practice
12:05 - 12:30	Lunch and Networking Session
12:30 - 13:30	Session 3 - Unexplained injuries, Neglect & Acts of Omission by Debbie Potts, Surrey County Council
13:30 - 14:30	Session 4 - Domestic Abuse, Mental Health, and Trauma informed Practice by Dr Asha Patel, Innovating Minds CIC
14:30 - 14:35	Tea/ Coffee Break
14:35 - 15:35	Session 5 - Learning from Safeguarding Adult Reviews by Alison Ridley, SCIE
15:35 - 16:15	Session 6 - The future for Safeguarding Adults in Surrey by Teresa Bell, SSAB Independent Chair
16:15 - 16:30	Closing Remarks by Teresa Bell, SSAB Independent Chair

surreysafeguarding.adultsboard@surreycc.gov.uk

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Priority 3: Quality and Improvement



The SSAB agreed arrangements for quality assurance of adult safeguarding across the partnership through a self-assessment survey.



9

The associated questionnaires incorporate specific areas for assurance based on the SSABs priorities and strategic plan e.g. neglect and acts of omission. A bespoke QA questionnaire was developed with the prisons in Surrey.



The assurance arrangements expanded to include agencies including private health providers and hospices.



Capturing the adult's experience, especially in relation to Making Safeguarding Personal and Advocacy requirements is a key component of Safeguarding Adults work. The SSAB receives quarterly reports from Surrey County Council Adult Social Care in respect of this. The analysis of this data indicated that there were areas for improvement in relation to ensuring formal advocacy for adults and the Board held a session for all partners to raise their understanding of the requirement for this.

Priority 4: Reflection and Learning



The SAB continued focus on learning from SARs both local and national as a partnership by holding workshops as part of Board meetings. SAB members considered questions and how learning can be taken back to their agency.

9



The SAR learning summary was updated following feedback from partners. Partners recognised the importance of the summary to assist in ensuring the wider dissemination of the learning from reviews within their agency. Good practice was recognised as a key aspect and this area has been strengthened within the learning summary documentation.



The importance of connecting with national networks including the Safeguarding Adults Chair network, Board managers network, SE ADASS network, SANN and Police networks was recognised. Partner leads were identified who will feed back to relevant subgroups on emerging issues and collective actions. Emerging themes from national networks were discussed and disseminated as appropriate.

Priority 4: Reflection and Learning



The SAR & Learning subgroup continued to take forward the recommendations from the National Analysis of SAR Reviews. The SAR tracker is continually updated with criteria to better assist the SSAB in capturing information. All reviews are added to the SAR National Library; a repository for all SARs.

9



In June 2023, a learning event was held following the publication of the Peter SAR in September 2022.

This included presentations from key agencies involved in Peters case: Health, Adult Social Care and Hope Hub, with an introduction and lesson from national best practice from the independent author.

Agenda

Welcome – Sarah McDermott SSAB Board Manager

Introduction to the Review Fiona Bateman (Author)

Agency presentations

- Health - especially role of GP and specialist where cognitive decline suspected (Dr Raja Badrakalimuthu, SABP)
- SCC Adult Social Care – Clement Guerin (Head of Safeguarding)
- Surrey Adult Matters – Julie Shaw (Senior Partnership and Programme Manager)
- Hope Hub - Mags Mercer/Camilla Spicer (Chief Executive/Head of Service Delivery)

Questions

Lessons from national best practice for frontline staff and team managers (Fiona Bateman)

Thank you and end (Sarah McDermott)

SSAB Forums

Engagement Forum

The Engagement forum has now been established for three years, meeting six monthly. The membership of this group continues to expand. Agencies who attend have found value in not only connecting with the work of the SSAB but also connecting with other agencies within Surrey. The forum looked at the following areas; Making good safeguarding concerns in Surrey and feedback from MASH, supporting of Safeguarding Adults Week, highlighting the Boards conference, gaining the voice of the adult, SSAB Updates including the annual report, SARs, webinar series, agencies feedback in relation to SSAB leaflets, the website and the resources that the SSAB has to offer, extending the invitation to join the SSAB Communications group.

Health Forum

The Health forum met six monthly and, having extended the membership to include private health providers, has been very productive. It has ensured that the health system in Surrey is kept updated on the work of the SSAB as well as allowing for peer support between NHS and private health providers. The Health forum covered the following areas over the year; NICE Guidance on Advocacy, MASH update presentation, LPS, Surrey Suicide Prevention Strategy Safeguarding Concerns Referrals to ASC, Patient Safety Incident Response Framework (PSIRF) (NHS Serious Incidents currently Section 22 current SSAB policy and Procedures).

SSAB Forums cont.

District & Borough Forum

This forum meets quarterly and covered both the work of the Surrey Safeguarding Children Partnership (SSCP) and the Surrey Safeguarding Adults Board (SSAB). Key areas that this forum covered over the year included; Development Session on Neglect (Adults and Children), Domestic Homicide Update, Learning from Reviews, Policy Updates, SSCP/ SSAB QA, Updates from the SSAB including Conference, Webinars and engaging with District & Boroughs to support the SAB with Safeguarding Adults Week and communication with residents.

Prison Forum

The SSAB continued to strengthen engagement with the five prisons in Surrey. This remains a joint SSAB/ Surrey Children Partnership forum which is strengthening the work of the prisons in Surrey in relation to Safeguarding Adults and Children.

At times attendance from all the prisons has been variable, however those that attend find it valuable. The forum not only includes the prisons but also agencies who work within the prison setting, including health care, SCC Adult Social care prison team and provider services and Surrey Heartlands ICB. Over the past year the forum considered; Concern referral process in prisons, NHSE benchmarking, Working Together 2023, HM Inspectorate of Prison Inspections and how the SSAB can support these within Surrey, learning from SARs and Prison and Probation Ombudsmen reviews.

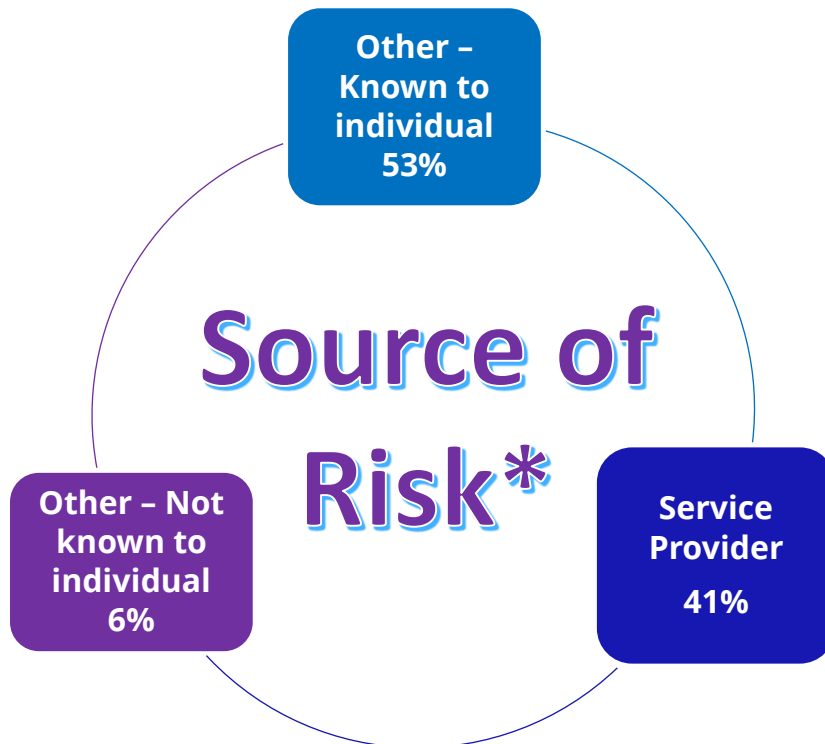
Adults in Surrey Data

Care and Support needs*

This shows the primary support need for adults for whom the safeguarding concern relates to and for those cases that met the criteria for a Section 42 safeguarding enquiry. Most adults who are the subject of a safeguarding enquiry have a need for physical support. There was a slight decrease in those concerns where the primary support was not known from 40% in 2022/23 to 37% this year.

	Physical Support	Sensory Support	Learning Disability	Memory and Cognitive	Social Support	Mental Health	Not Known
Safeguarding Concern	34%	1%	11%	4%	3%	10%	37%
S42 Safeguarding enquires	38%	1%	12%	5%	2%	9%	33%

* Source: SAC SG1d



* Source: SAC SG2b

This shows the analysis of where the risk originates, based on concluded S42 safeguarding enquires, with the main source of risk coming from people known to the individual.

What Abuse is happening?

This information comes from concluded Section 42 adult safeguarding enquiries

Types of Risk

Figure 10 proportions of risk for section 42 enquiries



9 County Council



data taken from [Microsoft Power BI](#) – see page 13 for breakdown by abuse type

Type of Abuse*	2022/23	2023/24
Discriminatory Abuse	0.3%	0.4%
Domestic Abuse	7.3%	6.9%
Financial or Material Abuse	7.0%	8.1%
Modern Slavery	0.1%	0.1%
Neglect and Act of Omission	33.3%	35.3%
Organisational Abuse	15.8%	14.9%
Physical Abuse	18.9%	17.0%
Psychological Abuse	12.3%	12.3%
Self-Neglect	2.6%	2.4%
Sexual Abuse	2.1%	2.2%
Sexual Exploitation	0.2%	0.3%

* Source: SAC SG2

The biggest change since 2022/23 was in Neglect and Acts of Omission, which remains the largest category and saw an increase from 33.3% to 35.3%. There was a smaller increase in Financial or Material Abuse (up from 7.0% to 8.1%) and a decrease in Physical Abuse (down from 18.9% to 17.0%).

What the data says about the response to abuse

962,999

Population of Surrey aged 18 and over. (*source: ONS mid-2023 population estimates from Surrey-i)

The number of safeguarding concerns made in 2023/24 in relation to 11,163 individuals. This is a 5% decrease in concerns from 2022/23.

16,854

63%

The percentage of safeguarding concerns received converted into Safeguarding enquiry as defined in The Care Act 2014 . A slight decrease from 70% in the previous year.

The number of Safeguarding enquiries started in 2023/34. This is a 15% decrease from 12,335 in 2022/23, compared to an increase of 7% between 2021/22 and 2022/23.

10,508

35%

Neglect or acts of omission were a concern in over 35% of the safeguarding enquires undertaken, this is an increase from 33% in 2022/23.

The percentage where the risk remained after the safeguarding enquiry work. This is the same proportion as in 2022/23.

9%

91%

The percentage of S42 enquiries where the risk to the adult was reduced or removed. This is the same proportion as in 2022/23.

The percentage of S42 enquiries where the individual or their representative were asked about their desired outcomes. This is a decrease from 88% in 2022/23.

87%

97%

The percentage who were asked and expresses their desired outcomes and said they were fully or partially met. This is the same proportion as in 2022/23.

The percentage of s42 enquiries where the adult lacked mental capacity. Of those 91% were supported by advocate, family or friend (an increase from 88% in 2022/23)

25%

Safeguarding Adults Reviews (SARs)

The SSAB Safeguarding Adults Review (SAR) subgroup received seventeen SAR notifications during 2023/24.

Of the seventeen received, fourteen notifications were agreed to meet the SAR criteria.

Of these fourteen, four will proceed as joint DHR/SARs with the relevant Community Safety Partnership and the others will be taken forward as SARs.

The SAR & Learning subgroup continued to monitor multi-agency action plans in relation to:

- Peter²
- Mary²
- Person 1

In 2023/24 the Safeguarding Adults Review subgroup continued to oversee;

- 10 SARs from previous years.
- 11 joint DHR/SARs from previous years
- One NHSE/I London Investigation/SAR

Published Safeguarding Adults Reviews (SARs)

The SSAB published three Safeguarding Reviews in relation to Zahra², Louise², and Ella².

Zahra was 55 years old when she died as a result of an accident in November 2020. Who came to the UK from another country in 1999. English was not Zahra's first language, and she struggled to understand English and be understood by others. Zahra may have felt isolated. It appears that Zahra began to drink large quantities of alcohol as a result.

Zahra and her husband had two children in the UK. Both were taken into care in 2011 because of Zahra's alcohol dependency and concerns of neglect. Zahra had a long relationship with alcohol and was possibly dependant since at least 2000. There were some attempts by agencies to engage with Zahra about her alcohol misuse, but Zahra refused to acknowledge that she relied on alcohol.

Leading up to her death, Zahra was struggling to cope, and her behaviour was becoming extreme. Zahra experienced domestic violence from her husband and their relationship ended at some point before 2010.

At the time of her death Zahra had a partner and there was a history of mutual domestic abuse between them. Zahra was described as leading a chaotic lifestyle and terrified of being left. She would go to extreme lengths to stop her partner(s) leaving her. One of the children said that they had acted as Zahra's carer

The SAB published an executive summary that can be found here [Zahra](#). A multi-agency action plan was developed and will be monitored by the SAR & Learning subgroup.

Published Safeguarding Adults Reviews (SARs) Cont.

Louise was discovered by Surrey Police to have died at home, with some evidence to suspect that this was caused by an overdose of medication. She had been known to mental health services and had recently been discharged from a psychiatric hospital admission under S2 (MHA '83) less than a week before she died. This hospital admission arose following a previous overdose attempt, whereby her son found her at home and called an ambulance, leading to her hospital admission in Epsom, initially to the High Dependency Unit and subsequently to her transfer to psychiatric hospital for her final admission.

Louise had been in a relationship for over 10 years with a man whom she lived with, she had a son and daughter from a previous relationship. Her Partner had suffered a stroke 2 years previously and Louise reported his behaviour had changed since this time. Louise had made some allegations about domestic abuse, but these were disputed by both her children and his daughter. She was referred by the police to both Adult Services and subsequently to MARAC and local domestic abuse services following these allegations. He was arrested and bailed with conditions not to return to the family home.

Louise had previously been referred for both counselling and medication by her GP for depression and stress. Louise had also identified a legal dispute with tenants of a flat she owned as a significant cause of stress for her, which she was struggling with.

The SAB published an executive summary that can be found here [Louise](#). A multi-agency action plan was developed and will be monitored by the SAR & Learning subgroup.

Published Safeguarding Adults Reviews (SARs)

Ella was a 33-year-old woman who took her own life on 13th October 2018 while an informal inpatient at the Abraham Cowley Unit in Chertsey, run by the Surrey and Borders Partnership NHS Foundation Trust (SaBP).

The review looked at the care and support received by Ella during 2018, in the ten months leading to her death. It looked briefly at her background and issues of relevance outside that timescale and Ella's parents provided a short piece to describe their child from their perspective.

Ella had several episodes of care under the local mental health service during the 2010's and was diagnosed with anorexia nervosa in 2016. She had taken an overdose in 2016 with the reported intention of ending her life and was drinking alcohol to excess.

The SAB published an executive summary that can be found here [Ella](#). A multi-agency action plan was developed and will be monitored by the SAR & Learning subgroup.

Safeguarding Adults Reviews (SARs) Learning Events

In June 2023, the SSAB held a learning event following the publication of the SAR [Peter](#) the previous year.

The event was well attended with over 30 people participating from a range of agencies across Surrey. The recording is available on the SSAB's website.

The event covered:

- A presentation from the author on the review, learning the lessons.
- A presentation from Surrey and Borders Partnership Trust (SABP).
- Surrey County Council, Adult Social Care.
- Surrey Adults Matter (SAM).

Feedback received:

It is nice to hear about the improvements made after Peter. I thought that having so many services attending meant that it was very informative.

The number of external agencies involved in one person's care.

Seeing how housing is often crucial to good outcomes.

We are trying to include SAM as much as possible with complex cases, when we struggle to get other services engaged. We are also trying to reach out to local services and build better relationships.

SSAB Training

Contributing to Section 42 Safeguarding Enquiries

The SSAB continued to offer virtual courses following both feedback from candidates and agencies. We have continued to see greater numbers from a range of different agencies attend.

The SSAB provided a Contributing to Section 42 Safeguarding Enquiries course.

The course covers; understanding when S42 safeguarding duties apply, recognising MSP in practice, understating contributing to a S42 safeguarding enquiry, understanding roles in an enquiry, how to professionally challenge and skills to write a good quality contribution.

Two courses were held over the year with 22 people attending from a variety of agencies across both statutory and non-statutory partners.

"Very good course and informative."

"Better understanding of a safeguarding concern and who can raise one"

"Clearer guidance in order to support my direct reports."

Other Training within Surrey

Adult Safeguarding Essential

Following an agreement made in 2022 between the SSAB and the Surrey Skills Academy (SSA), the Safeguarding Essentials Course continues to be provided by SSA. This ensures that there is a central place for this training within Surrey for agencies.

- The Essentials course covers:
 - Meaning of 'abuse and neglect' in the context of adult safeguarding.
 - Identify who an adult safeguarding enquiry applies to and the s42 duties.
 - Types of abuse.
 - Common indicators of abuse.
 - The adult safeguarding roles of Surrey County Council, Surrey Safeguarding adults Board and other partners.
 - How Making Safeguarding Personal (MSP) works in Practice.
 - Response to disclosures of abuse and neglect effectively.
 - Correct reporting and recording of adult safeguarding concerns in Surrey.
 - The relationship between adult safeguarding, child protection and domestic abuse.
 - What happens when a safeguarding concern is reported to the Local Authority.

Other Training within Surrey

Domestic Abuse Training

Domestic Abuse Training within Surrey is centralised and the SSAB ensured that adults with care and support needs and the Care Act 2014 were incorporated into the training delivered.

During 2023/24* the following courses took place:

Course Title	Number of sessions	Confirmed attendees
Dealing with Dual Allegations of Domestic Abuse (DA) (SCSA)	2	31
Domestic Abuse, Stalking, Harassment & Honour-Based Abuse (DASH), DA Risk Assessment (DARA), Multi-Agency Risk Assessment Conferences (MARAC) (DA) (SCSA)	2	54
Domestic Abuse: Dynamics within the LGBTQ+ Population (DA) (SCSA)	1	16
Domestic Abuse: Impact on Children and Parenting Capacity (DA) (SCSA)	2	52
Domestic Abuse: Legal Framework and the Domestic Abuse Act 2021 (DA) (SCSA)	2	55
Domestic Abuse: Safely Engaging with Perpetrators (DA) (SCSA)	2	55
Domestic Abuse: The Care Act (DA) (SCSA)	2	29
Domestic Abuse: Understanding Coercive Control and the Multi-Agency Framework (DA) (SCSA)	2	60
Domestic Abuse: Young people (Peer) (DA) (SCSA)	2	44
Domestic Homicide Reviews, Safeguarding Adult Reviews, and the Homicide/Suicide Timeline (SCSA)	4	65
Economic Abuse (DA) (SCSA)	2	48
Introduction to Domestic Abuse (DA) (SCSA)	9	226
Male Survivors (DA) (SCSA)	2	20
Non-Fatal Strangulation / Suffocation (SCSA)	2	32
Stalking (SCSA)	4	48
Grand Total	40	835

*data refers to attendance from across Adults and Childrens Directorates.

The SSAB signposted to relevant training/ webinars that were provided within Surrey including:

- Healthy Surrey website
- Skills Academy
- Surrey Children's Services Academy
- Surrey Heartlands ICB Lunch and learn sessions

SSAB Webinars

The SSAB held a series of webinars throughout 2023/24 on topics including:

- Advocacy services by POhWER and Matrix. 28 candidates attended the session.
- An insight into Trading Standards in Relation to Safeguarding Adults. 70 candidates attended the session.
- An insight into the Surrey Solace Centre 63 candidates attended the session.
- An insight into preventing the abuse of older people by Hourglass. 94 candidates attended the session.

Presenter presentation slides and the recordings can be found on the [SSABs Website on the webinar series page.](#)

Feedback from participants is below

Presenter was very knowledgeable and was clear in her presentation. Keep them coming!

Delivered in an informative way. What a complicated topic. Thank you.

Very informative session, thank you. Extremely well organised

Really informative and very helpful

Very clear and thorough. The information on the equipment that can be offered is really helpful.

Was very informative - explaining the teams involved.

The slides with all the examples of the hoarding etc made the presentation very real and interesting, thank you. Your vast knowledge and experience came across, the personal approach was much appreciated. Really informative session, thank you.

i found Liam a good speaker with sound knowledge, handling a sensitive topic very well.

Informative and very useful as I work in ASC and work with some very vulnerable clients

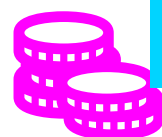
Pooled Budget

The SSAB was funded by partner agencies during 2023/24, Financial contributions totalled £348,605. To ensure that costs associated with Safeguarding Adults Review it was agreed that monies remaining to be carried forward from the previous year.



Partners contributions ensure that the SSAB can continue to operate, showing a significant commitment on the part of partners to work together and jointly take responsibility for decision making and running the Board. In addition to contributing financially, partners continued to contribute staff time to ensure effective working of the Board.

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Breakdown of partners contributions *

Partner Agency	Partner Contribution 2023/24	% split
Surrey CC	£117,450	33.6%
Surrey Heartlands ICB	£117,450	33.6%
Surrey Police	£79,000	22.6%
Health Agencies	£23,050	6.6%
District & Boroughs	£11,605	3.3%
SECamb	£10,000	2.8%
Total Contributions	£348,605	100%
Carried Forward	£117,500	
Income from training	£72.00	
Total Board Budget 2023/24	£466,177	

* Figures supplied by Surrey County Council Strategic Finance - HWA & PH

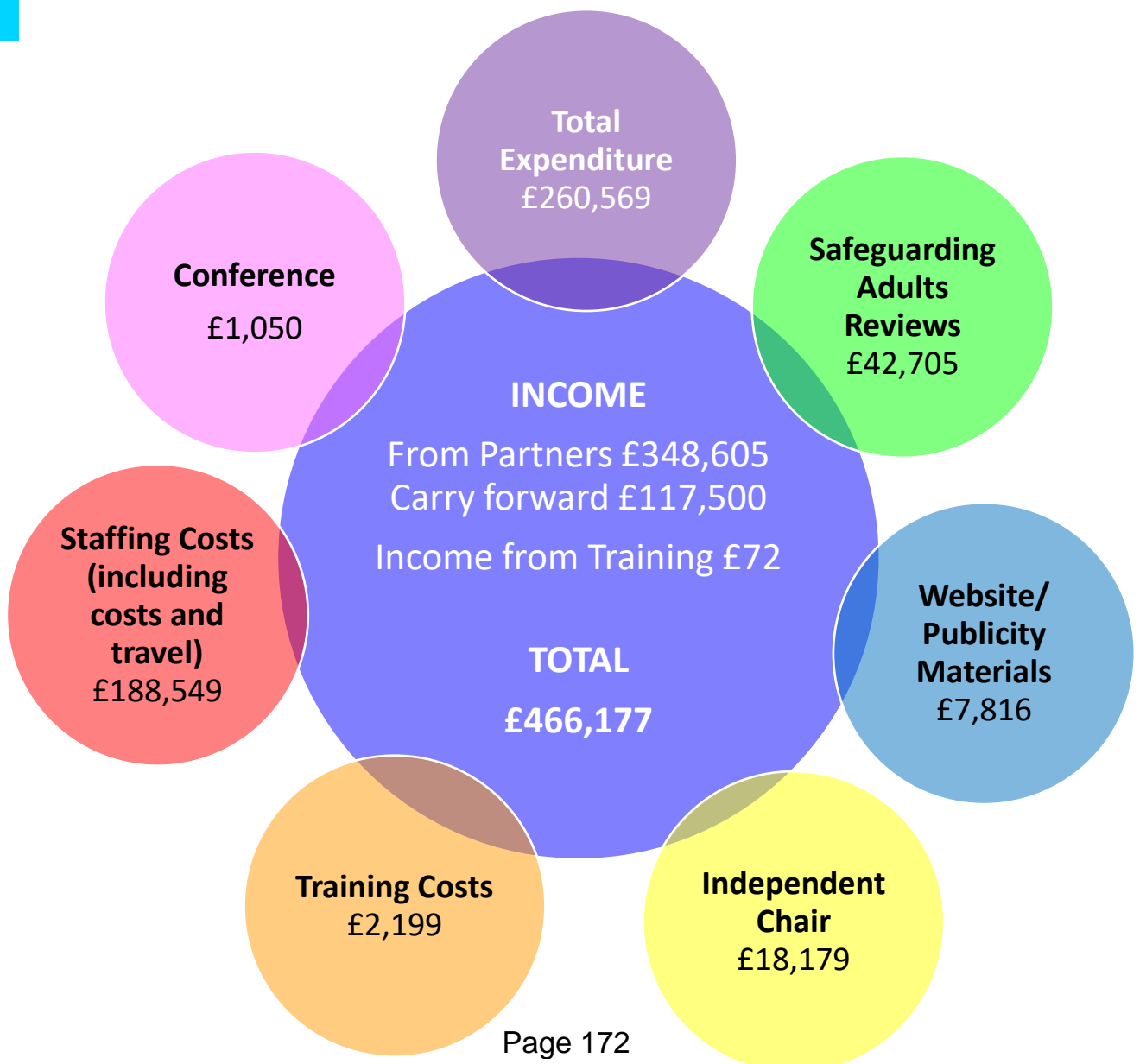
During 2023/24 the Board spent £260,497. The majority of our costs were on staffing, followed by the costs associated with conducting Safeguarding Adults Reviews.



Pooled Budget cont.

There was an underspend within the 2023/24 year, however the SSAB recognised that potential costs in 2024/25 would be greater due to an increase in the number of statutory reviews. It was agreed that all monies remaining within the 2023/24 budget would be carried forward into the 2024/25 budget.

Breakdown of SSAB Expenditure for 2023/24



Journey for 2023/24

The 2023/24 year is the second year of the SSABs 3-year Strategic Plan which covers 2022-2025.

The 2023/24 annual report has reported on what work has been done within the year against the priorities by both the SSAB its subgroups and task and finish groups.

Next year, moves the SSAB into its final year of the 3-year strategy and the following pages detail how the strategic priorities will be taken forward over the next year.

Surrey Safeguarding Adults Board
Annual Plan
2023/2024
ADULTS IN SURREY LIVE A LIFE FREE
FROM FEAR, ABUSE AND NEGLECT

Four stylized human figures in orange, yellow, green, and blue are holding hands below the main text.

STRATEGIC PRIORITIES
Priority 1: Prevention and Awareness
Priority 2: Communication and Engagement
Priority 3: Quality and Improvement
Priority 4: Reflection and Learning

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Email: surreysafeguarding.adultsboard@surreycc.gov.uk

Journey for 2024/25

Priority 1:

Prevention and Awareness

Improve community awareness including using available opportunities to increase public involvement, and to engage media interest.

- How we will do this:
 - ❖ Incorporate into the communication strategy.
 - ❖ Continue engagement with and building on partnerships relationships – engaging with those experts by experience.

9 Ensure the role of carers and the challenges they face are recognised and action is taken to prevent carer breakdown and abuse/neglect.

- How we will do this:
 - ❖ Review research re generational differences of carers of asking for help/support.
 - ❖ Strengthen relationship with Action for Carers and other carer support agencies including leads in SCC Adult Social care.
 - ❖ Acknowledged a plan for learning from SARs in relation to carers.
 - ❖ Review and update SSAB resources/ website pages.

Support the use of best practice to reduce avoidable safeguarding incidents.

- How we will do this:
 - ❖ Establish a shared understanding of what is an avoidable (preventable) safeguarding incident.
 - ❖ Review ASC data to determine the volume of safeguarding concerns that are considered avoidable(preventable) safeguarding incidents/types of incidents.
 - ❖ Best practice examples are identified and shared.

Highlight neglect and acts of omission issues and develop stronger mechanisms to address these

- How we will do this:
 - ❖ Develop spotlight on neglect/acts of omission within SSAB website.
 - ❖ Referrers will have an awareness of the referrals they are making in regard to neglect/acts of omission and develop plans to address these.

Journey for 2024/25

Priority 2:

Communication and Engagement

Coordinate the development and delivery of an annual communication strategy that sets out what the SSAB will do. Focusing on key messages, target audiences, ensuring that the message has been delivered.

➤ How we will do this:

- ❖ Continue progressing our communication strategy with key agencies and partners – via newsletters, social media and stronger links with agencies comms leads.
- ❖ Ensure that the communication strategy includes key messages and target audiences, such as homelessness and lived experience and learning from SAR reviews.

Develop a model to gain the voice of adults with care and support needs and carers, and link with existing services and groups.

➤ How we will do this:

- ❖ Map existing networks that gain the voice of the adult with care and support needs and carers.
- ❖ Work with existing networks to gain the voice of the adult/carer regards the SSAB comms work.
- ❖ Clear pathway for homeless adults with care and support needs in regard to safeguarding concerns and gaining their voice.
- ❖ Further develop links with existing groups to inform our quality assurance processes.

Work closely with other Boards to ensure smarter working, eliminate duplication, and share Surrey wide comms benefits.

➤ How will we do this:

- ❖ Continue to consolidate relationships with other Surrey Boards/Partnerships and share communications strategies to determine cross-over.

Journey for 2024/25

Priority 3:

Quality and Improvement

Identify from audits and available data trends and research, adults in need of care and support who are or have been experiencing abuse or neglect (increase in neglect, and abuse in people's own homes) this will help drive our workplans and agenda.

➤ How we will do this:

- ❖ Implementing a revised quality assurance framework.
- ❖ Review partners audits for themes/trends and available research.
- ❖ Adapt workplan based on findings.

Develop an assurance process to capture the voice of people with lived experience, particularly in respect of making safeguarding personal, and using this to drive practice improvements.

➤ How we will do this:

- ❖ Determine existing processes for capturing adults' experiences locally/nationally.
- ❖ Develop a Surrey process for assurance of adults' experiences based on national/local examples.

Journey for 2024/25

Priority 4:

Reflection and Learning

Disseminate learning from Safeguarding Adult Reviews and other statutory reviews to ensure that learning is embedded across the partnership.

➤ How we will do this:

- ❖ Examination of QA returns for assurance purposes to include how agencies ensure this across their workplace.
- ❖ Consider a process for multi-agency learning and how this embedded across the agencies.
- ❖ Develop different methods for dissemination learning.

Share learnings, be they good practice or areas of development.

➤ How we will do this:

- ❖ Learning Summary template will be reviewed and updated as appropriate based on feedback from agencies.
- ❖ Establish links with the DHR Coordinator who has oversight of DHRs across the country and develop consistency of approach for sharing learning.
- ❖ Emerging issues from networks will be discussed at the SAR and Learning meetings and any required actions will be taken forward.

Surrey County Council

Adult Social Care



Adults, Wellbeing and Health Partnership (including Adult Social Care) plays an active role in Surrey Safeguarding Adults Board and participates in each of the sub-groups which form part of the wider Board's governance.

The partnership recognises the needs to strengthen Making Safeguarding Personal with an outcome focus and support for people to improve their circumstances and this is an area we have worked hard to promote during the last year with excellent results. Making Safeguarding Personal is an area outlined on the SSAB website.



A strong example of this entailed an elderly diabetic woman not being administered insulin and being fed ice cream. One of our safeguarding advisors chaired a safeguarding review meeting.

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The daughter acknowledged that her views had been listened to and that the meeting had been conducted well allowing her to express her opinion and desired outcome. She welcomed the learning outcomes and agreed that a holistic approach is needed outcome with complex cases, where physical needs are just as important as the mental wellbeing of the individual. The daughter was satisfied with the learning outcomes which put in place by the provider.



★ There have been significant staff changes within Adult Social Care during the last year. We recruited an experienced Principal Social Worker (PSW), who has a key role in raising operational standards – including in safety and risk – in partnership with the Interim Director, Practice, Assurance and Safeguarding, to develop an increased focus on safeguarding.

Whilst we have continued to receive high demand, we have worked with partners to review our approach to risk enablement and proportionate risk management as complexity has increased, We have reviewed our learning and training offers to front line staff in order to, facilitate the change.




★ We have empowered practitioners to undertake proportionate enquiries to ensure people are being safeguarded in a timely and person-centred way.

We have improved our training offer - providing staff with easy access to safeguarding training resources. This also links to the Surrey Safeguarding Adults Board's competency framework and guidance, ensuring that staff are aligned with local and national safeguarding standards. Our mandatory training efforts have focused on enhancing the skills and knowledge of staff through various programs, fostering inter-agency collaboration, and refining processes for handling safeguarding concerns under Section 42 of the Care Act 2014.




Adult Social Care cont.

 Our mandatory training efforts have focused on enhancing the skills and knowledge of staff through various programs, fostering inter-agency collaboration, and refining processes for handling safeguarding concerns under Section 42 of the Care Act 2014.

Safeguarding Advisors are part of our locality teams and our specialist services and provide leadership. Safeguarding audits are undertaken locally with a view to disseminating the learning from them. A part of the work of our Safeguarding advisors, we have introduced targeted audits using a LGA approved tool, and we have introduced a review of our audit process across the county. This will ensure consistency of practice of help to inform lessons learnt.



 Our DOLs team receives an average of 19 DOLs requests per working day. As of March 2023, there were 5,525 incomplete applications/awaiting sign off, which as of March 2024 was reduced to 3,498 -. We have undertaken a significant programme of work to triage outstanding cases, outsourcing a cohort to an external agency and training more staff as authorisers and ensured that learning from complaints and the LGSCO has been embedded into our approach. Our Academy has also developed a training programme to increase our own internal Best Interest Assessors.

Raising awareness is an essential part of our vision to ensure residents are 'informed' and 'able to make decisions about their lives.' We contribute to the SSAB website and have worked with SSAB to produce information for the public. Easy read safeguarding booklets were developed and tested by people with learning disabilities. These include - What is abuse, Reporting Abuse, Section 42 Enquiries, Cuckooing, Domestic Abuse, Financial Abuse, Modern Slavery, Neglect and Scams. These booklets are available from the SSAB website and published on the Council's Learning Disability and Autism Hub. This information is used by a range of people supporting individuals with learning disabilities. Each year we support SSAB's awareness raising for Safeguarding Adults Week as an opportunity to remind residents, staff and partners that safeguarding is everyone's business




 We actively supported the SSAB Safeguarding Conference and one of our Safeguarding Advisers did a presentation on 'Unexplained Injuries, Neglect and Acts of Omission' at the conference in November 2023.

Challenges faced in 2023/24

- We continue to experience high demand; and the complexity of referrals has increased. Permanent recruitment is a particular challenge, and we are dependent on locum staff in a financially challenging environment.
- We are working with our workforce to embed our approach to risk enablement and proportionate risk management. Given the increase of complexity, we recognise staff require support and confidence to manage this change.



Children Social Care

 Children's, Families & Lifelong Learning directorate has made significant contributions to the Board's work on adult safeguarding throughout the year.

Early Intervention and Family Support:

- **Early Support Service** (0-5 years) focuses on children with complex needs and disabilities, including those on long-term hospital stays. This service safeguards adults by supporting parents, including those with moderate mental health issues, to provide a safe and nurturing environment for their children.
- **Family Centres** (all ages) were remodelled in 2023/24, offering tailored support across various settings. Their staff are trained in GCP2 assessments and have consistently low their behaviour impacts child well-being.
- **Family Support Programmes (FSP) and Intensive Family Support Service (IFSS)** (5-18, up to 25 with disability) provide integrated support to families with interconnected needs like housing, domestic abuse, and substance misuse. Their focus on early intervention helps prevent situations that could lead to child neglect or endangerment.



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Supporting Young People in Transition:

- **The Key Worker Service** (0-25) supports young people with autism and learning disabilities to remain in their communities, avoiding unnecessary hospital admissions or residential placements. This indirectly safeguards adults by minimizing the burden on care systems.
- **Mindworks Surrey** offers mental health support to care leavers aged 16-25, promoting well-being and preventing long-term emotional and mental health challenges for them as adults.
- **The Virtual School** provides tailored career guidance to care leavers (18-25), helping them achieve independence and reduce potential future vulnerabilities.

Capturing Voices and Measuring Outcomes:

- **Keyworker Service:** Utilises a variety of tools like outcome stars, person-centred PATHs, and goal-based measures. They also support communication through passports.
- **Family Centres & Family Support Programme:** Regularly gather adult voices through Early Help Assessments, Outcome Stars (including Family Star Plus for parent well-being), and regular file audits. This ensures all voices, including fathers, are heard.
- **Agency-wide:** DWP grant funding supports training for managing relational conflict. Trained practitioners use early intervention tools to help families improve the lived experience for children.



Children Social Care cont.

Utilising Feedback for Improvement:

- **Audits:** Regularly analyse service user feedback through audit tools. Questions address family participation in interventions and access to assessments. Auditors utilise gathered information to assess core practice standards.
- **Care Leavers Service:** Annual surveys capture feelings on support, safety, and aspirations. Additionally, a Care Leavers Participation Group provides a platform for sharing voices and improving services.

Ongoing Work:

- Continued focus on capturing voices and utilising feedback across all services.
- Expansion of training programs to support families with various challenges.



- **Direct Support:** Family Centres and Family Support Programmes (FSP) collaborate with community Domestic Abuse (DA) services, providing one-on-one support in refuges and offering programs like the Freedom Programme for adults experiencing abuse. They also extend this support to refugees and asylum-seeking families in temporary accommodation.
- **Raising Awareness of New Services:** The Key Worker Service, though newly established, is actively developing communication strategies to promote wider community awareness.
- **Online Resources:** The Care Leavers Local Offer website serves as a statutory resource hub, providing information and support options for care leavers.

Challenges faced in 2024/25

1. Staff Recruitment and Retention:

- **Securing qualified staff:** Filling vacancies in roles focused on domestic abuse, mental health, and substance misuse is difficult due to consistent demand and competitive recruitment landscapes. This diverts resources from other areas and increases training burdens.
- **Family Centres & Family Support Programme:** Recruiting staff with the necessary skills to provide mental health support for adult family members while simultaneously supporting children.

2. Access to External Support Services:

- **Long waiting lists:** Limited access to mental health support for adults and neurodiversity screenings creates additional stress for families. Delays in diagnoses can hinder parents' ability to support their children, further impacting family well-being.

Surrey Police



Surrey Police is responsible for policing a varied geographical area of busy towns and rural areas with a population of approximately 1.2 million people. Surrey Police employ around 4,000 officers and staff and cover all areas of operational policing business. Major Crime, Firearms, Roads Policing, Dogs Section are collaborated with Sussex Police. All other operational teams, including Public Protection are Surrey only.

We continue to progress Our Plan which was set out by our Chief Constable, Tim de Meyer in 2023. The plan falls under four main headings: Investigations, Leadership, Problem Solving and Standards. The following are mission statements associated with the plan (please note this is not an exhaustive list) Prevention of crime, investigating thoroughly, pursuing criminals relentlessly, providing outstanding victim care, demonstrating ethical high standards and reflecting communities.



9



Surrey Police are active contributors to the ASE and the SSAB. The Strategic Manager for Public Protection continues to deputise for the SSAB Board and the SSAB Executive and works closely with the independent chair. The Strategic Manager also chairs the SAR Decision Panel and the SAR & Learning Group. We have previously maintained good representation at other groups such as the Quality Assurance Group and Communications Group.

Following a very successful pilot, Surrey Police have continued to operate a specialist Adults at Risk (ART) investigation team. We have witnessed significant improvements in the identification of crime relating to adults at risk and our response to adult safeguarding, this includes single and joint investigations. We continue to support and equip our staff to carry out meaningful and effective investigations by way of training and continuing professional development.



We are developing a model which will enable us to bring a number of agencies and members of the third sector together (monthly) to discuss and manage some of the complex and challenging investigations.

We will continue to be committed to pursuing opportunities to work collaboratively with our colleagues across all agencies and the third sector to improve the lived experiences of those who are victims of crime and/or require us to protect them and to seek out and identify those who neglect or abuse and bring perpetrators to justice or find proportionate and suitable criminal justice or other outcomes.

We continue to face challenges alongside partners in achieving the best joint working possible, however, there is a willingness to do this as it is accepted that no one agency can act alone.



We have revisited our interview suites across the force and made significant adaptations being cognisant of recommendations made from a trauma informed and neurodiversity perspective.



Due to the ART, we have continued to look closely of the effectiveness and efficiency of investigations and safeguarding, particularly good practices for learning.

9

We are running daily triage meetings discussing all adult at risk cases. This is proving to be highly effective in assessing risk and improving investigation standards but also is providing an excellent platform for learning.

There is also a weekly roundup meeting for the ART which looks at any presenting challenges, encourages staff to discuss the voice of the victim and disseminate good learning.



Surrey Police use social media well to promote the importance of protecting vulnerable people.

We contributed several presentations at the Adult Safeguarding Conference, including, financial abuse and cuckooing.



Challenges faced in 2023/24

- Potential demand exceeding available resources, particularly specialist resources.
- Understanding that adult at risk investigations are often complex and potentially increasing due to a number of socio-economic factors, such as more elderly people living in the community being cared for by family or friends or people who have “befriended” the adult at risk posing risk of intended or unintended abuse and/or neglect.
- We are experiencing a more transient workforce than we have done historically which presents some challenges in stabilising and sustaining specialist staff.


Surrey Heartlands and Frimley Integrated Care Boards (ICBs)

-  Attendance at the SSAB Board, Subgroups and Forums.
-  Review of updated NHS Pressure ulcer Protocol aligned to Surrey Safeguarding Adults Protocol: Pressure ulcers and raising a safeguarding concern.
-  Working with the Board for Care Providers Safeguarding Audit, to gain assurance.
-  Top Tips/ Guidance for avoidable safeguarding concerns in development.
-  Working with Board to look at changes in SAR process.
-  Completed ICB QA questionnaire
-  ICB team contribute to DHRs/SARs/ Section 42 panel meetings
-  Working on a joint adults and children Was Not Brought Policy for health providers
-  Working on the “Stop, Look, Care” model – How to recognise a deteriorating patient, including references to persons with learning disabilities.
-  MCA Forum includes case discussion to hear the voice of the person.
-  LeDeR – webinars developed to share themes and lessons learned e.g. bowel management.
-  Poo matters campaign with Skills for Care.
-  Good bowel health with ASC Providers- Good Bowel Health event 25.8.22
-  The importance of good bowel management to safeguard residents.
-  GP Lunch and Learn

Surrey Heartlands and Frimley Integrated Care Boards (ICBs) cont.




The Surrey ICB Safeguarding newsletter includes links to the SSAB newsletter, and links and briefings about SARs upon publication.

Promote safeguarding events through the ICBs social media accounts. 



Support the Board to raise awareness in the community e.g. Adult Safeguarding Awareness Week, Community Questionnaire.

9

ICB DA Health Forum looks at training and awareness within provider services around DA for women and children, and from minority backgrounds 



Challenges Faced Moving into 2023/24

- A major challenge for the team, as well as providers is the large number of SARs and DHRs being commissioned. Whilst managing to keep apace, there is a risk that if numbers continue at the rate seen in recent years, that the ICB and providers may not be able to meet statutory responsibilities in relations to SARs and DHRs.
- Workforce capacity to deliver the identified learnings, and best practice guidelines from reviews.

NHS Acute Trusts

Frimley Health NHS Foundation Trust



In 2023/24 Frimley Health NHS Trust's has achievement Level 3 Adult Safeguarding training with compliance at 89% across the organisation. This was achieved due to strong leadership from the safeguarding team and senior nursing staff in clinical areas.

The improvement in training compliance has led to an increased awareness and understanding of adult safeguarding within the organisation and is aligned with the work of the Surrey Safeguarding Adult Board in raising awareness across the community.



An increase in the number of adult safeguarding referrals from the ward suggests an improved knowledge and understanding from staff in highlighting safeguarding concerns such as neglect or an act of omission.

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The continuing work between FHFT Adult Safeguarding team, Surrey MASH, and Adult Social Care demonstrates a strong working relationship, with weekly meetings to discuss section 42 cases. This is to ensure correct information is shared, enabling clarification of any queries leading to consistent decision making. FHFT will also be undertaking an internal section 42 audit which will give emphasis on how learning is identified and shared.



★ FHFT commits to ensure hospital staff has the opportunity for continuous learning. Additional supplementary training on Mental Capacity Assessment and the Deprivation of Liberty Safeguards has been arranged to increase staff understanding. The supplementary training is delivered by an external organisation called EDGE Training and facilitated by a barrister who is an expert in this field.

FHFT is an active member of the Surrey Safeguarding Adult Board attending meetings, and Adult Safeguarding reviews. Identified learning is shared across the Trust through the Safeguarding Operational Group, Safeguarding Executive Meeting and Matron and Ward Sisters meetings plus embedded in safeguarding training.



Challenges Faced Moving into 2024/25

- FHFT is an active member of the Surrey Safeguarding Adult Board attending meetings, and Adult Safeguarding reviews. Identified learning is shared across the Trust through the Safeguarding Operational Group, Safeguarding Executive Meeting and Matron and Ward Sisters meetings plus embedded in safeguarding training.

NHS Acute Trusts

Royal Surrey Hospital Foundation Trust



The RSFT Safeguarding Adult Team has continued to deliver high levels of service, specialist signposting and strong partnership working with local agencies to adults at risk of all forms of abuse, but adults with dual diagnoses such as learning difficulties, autism, mental health or long-term physical health conditions.

The Safeguarding Adult Team referral rate has consistently increased with a total of 1106 referrals throughout the financial year 2023/4. This represents a 35% increase in referrals from the previous year. The complexity of these cases continues to increase, in line with the local and national picture. Although most referrals involve adults with care and support needs requiring a referral to Adult Social Care via the Multi-Agency Safeguarding Hub (638 referrals in 2023/24), the Safeguarding Adults Team are supporting more individuals requiring other referral pathways such as Police, Domestic Abuse Outreach (170 referrals) and referrals for assessment of Care and Support needs under Section 9 of The Care Act for self-neglect (169 referrals).



Alongside this the RSFT secured funding in quarter 4 of 2023/24 to continue the role of the Hospital Independent Domestic Violence Adviser (HIDVA) into 2024/25. The RSFT Safeguarding Adult Team received 263 domestic abuse related referrals in this timeframe, of which 152 were supported by the HIDVA, with 58 involving police intervention due to high-risk behaviours and 32 being reviewed at MARAC within Surrey. The HIDVA also provided bespoke domestic abuse related training to clinical staff, via face-to-face domestic abuse modules within the safeguarding adult and safeguarding children's level 3 study days, bespoke training in clinical areas, and specialist support for victims and survivors from minority groups, disabled and LGBTQIA+ communities.

A focus of the RSFT Safeguarding work plan for 2023/24 was centred on improving use of the Mental Capacity Act (MCA) to safeguarding adults at risk. Initial data from the RSFT Safeguarding MCA Audit in 2023 indicated variation in confidence levels across clinical teams in use of the Act in assessing capacity, determining best interests and appropriate use of deprivation of liberty safeguards. This was followed up with a deep dive audit which reviewed more than 200 capacity assessments documented within the medical records of relevant patients.



NHS Acute Trusts

Royal Surrey Hospital Foundation Trust cont.

The RSFT contributed to Adult Safeguarding Week in 2023 through patient, staff and public facing communications throughout the week, with training opportunities available for staff. The team similarly provided safeguarding and HIDVA representation at RSFT wellbeing weeks, facilitating sessions on domestic abuse which resulted in disclosures from staff and members of the public. During November 2023, the Safeguarding Adult Team also facilitated a safeguarding conference at the Royal Surrey County Hospital Site, with 127 attendees in person and attendance from other providers and agencies online utilising a live webinar. The conference focussed on the violence against women and girls (VAWG) agenda, and included representation and signposting from a wider, intersectional approach. Speakers included experts from NHS England, Surrey Police Domestic Abuse Public Protection Unit, SARC (Surrey Sexual Assault Referral Centre), and RASASC (Rape and Sexual Assault Support Centre).



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The safeguarding team also provide safeguarding services to the RSFT Community Hospitals in Cranleigh, Haslemere and Milford, including the Minor Injuries Unit, Outpatient and inpatient areas, along with support and training to Guildford and Waverley District Nursing, Community Matrons, and Allied Health Care Professionals, and wider services across the whole of the South East Coast. This wide remit enables the RSFT Safeguarding team to provide training and support across a large geographical area, ensuring that staff are aware of and able to support vulnerable adults on the peripheries community services that otherwise may not receive safeguarding input. The safeguarding team have gone on to support/ signposting a number of patients, as a result of referrals from these satellite hubs.

Challenges Faced Moving into 2024/25

- The main area of challenge for the RSFT Safeguarding Team is no funding for the essential HIDVA role within the Trust after March 2024 for the financial year 2024/25, with no ongoing assurance for funding going forward. This provided job insecurity for many in the HIDVA role across Surrey, including the RSFT HIDVA. We are very grateful to have the expert knowledge and support of the only remaining HIDVA in Surrey and acknowledge the significant impact that this has and continues to have on outcomes and experience for high-risk victims and survivors of domestic abuse but are concerned that there may not be the financial envelope to continue this work at the end of the current funding. The role of the HIDVA is embedded in policy and practice within the RSFT and is a key resource for the wider community teams.



NHS Acute Trusts

Ashford and St Peters Hospital (ASPH)



The Trust is an active participant of the SSAB, supporting this work through attending the SSAB meetings, Health Subgroup, Safeguarding Adult Review Panel, Safeguarding Adults Review and Learning group and chairing the Policy and Training subgroup.

During 2023/24 the Trust was able to contribute to the strategic plan by streamlining responses to S42 enquiries, disseminating thematic learning from enquiries and working across the multi-disciplinary hospital teams to identify areas of practice improvement.



9



Close working with the MASH team has seen improved focus on S42 enquiry decision making reducing the burden on both ASC and hospital clinical teams whilst ensuring that the outcomes for the patient are met.

Significant improvements in compliance levels for all safeguarding training has been seen over the year, with an increase of 20% (to 75%) for MCA and DoLS training and an increase of over 20% (to 85%) for L3 Prevent compliance. This has been achieved through close divisional oversight and the increased capacity in the safeguarding team enabling increased training provision being available.



As many safeguarding concerns are raised once the patient has been discharged from the acute Trust, it is not always possible to get this information first hand but understanding the impact on the patient (or their families) is of paramount importance to improving care and this is being used within the hospital as part of ongoing training to improve sharing of learning across the organisation. The close working relationships between the hospital safeguarding team, the adult social care team and the MASH over the year has led to improved, proportionate and consistent decision making relating to S42 enquiries.

NHS Acute Trusts

Ashford and St Peters Hospital (ASPH) Cont.

The Adult safeguarding team supported safeguarding awareness week by spending time with ward staff, highlighting thematic learning identified through S42 enquiries.




 Due to the nature of the organisation, raising awareness directly in the community is challenging.

9

Due to the nature of the organisation, raising awareness directly in the community is challenging.



 The adult safeguarding team work closely with the community health providers to ensure open and clear communication continues between the two organisations. The work started in 2022/23 relating to community nursing referrals has been maintained and has been a great success, this has had a positive impact on keeping people safe when they are discharged from hospital.

Challenges Faced Moving into 2024/25



- Improving training compliance has been a focus area for the past two years and whilst there have been some significant improvements seen in the past 12 months, maintaining the momentum for continued success cannot be underestimated.
- The hospital domestic abuse outreach service (HIDVA) funding has now ceased which has left a gap in service provision relating to domestic abuse support. This gap is being bridged across the wider safeguarding team and the adult safeguarding team are delivering the domestic abuse training as part of the L3 safeguarding adult session.

NHS Acute Trusts

Epsom and St Helier Hospitals



Continued support with complex cases in clinical areas to maximise the voice of the person at the centre of safeguarding. This includes inviting patient and relevant families to involve them in decisions regarding their care and ensuring that their voices are heard.

Contribution to Statutory reviews, sharing and embedding the learning through training, team meetings and other Trust-wide learning platforms and ensuring action plans are fully implemented. We also observed the national safeguarding week with various activities to raise more awareness and recognition of abuse and effectively responding to it.



Creation of a discharge checklist to promote safe discharges and to reduce concerns relating to discharges.

Sharing of various safeguarding leaflets/placing them at vantage points within the organisation, organising a safeguarding conference with good attendance, utilising technology to reach out to all staff members and observing the national safeguarding week with various activities.



Challenges Faced Moving into 2024/25

- Operational pressures causing numerous declaration of business continuity incidents impacted on training attendance, safeguarding supervision and information gathering for safeguarding concerns.



NHS Acute Trusts

Surrey and Sussex Healthcare NHS Trust (SASH)



To support vulnerable adults, families and carers who access services at SASH, a comprehensive training programme educates, informs and supports our large workforce to be able to identify those who are vulnerable and know what to do if they have concerns. We have used learning from statutory reviews and processes to review our practices and make improvements particularly around communication and documentation.

Our compliance of the Mental Capacity Act has improved hugely, ensuring patients are at the centre of decision making, and if they are unable, ensuring this process is as protective and safe as possible for the patient and those closest to them. This is created by improved training, internal guidance and support.



9



We started providing Level 3 safeguarding training for our workforce in January 2022, we have managed to go from 0-90% compliance in that short time by implementing an ambitious programme of training days facilitated online and face to face providing training for up to 400 people at any one time

The training is ever evolving with scope to provide external agencies places in the future, and to have external agencies be a part of the day as speakers.



We have been fully immersed in Safeguarding week each year, running awareness campaigns internally, display stands, competitions, mobile roadshow and participating in external campaigns also with partner agencies. During this time, we are particularly active on social media, promoting the priorities and sending out positive messages about safeguarding at work and in the community.

Challenges Faced Moving into 2024/25

- The increasing number of vulnerable adults who do not necessarily fully meet the safeguarding definition neatly, but are extremely vulnerable perhaps due to Neurodiversity, Mental Health or Substance dependency, and being limited as to how much support is available for them.
- Increase in Domestic Abuse cases and the funding ending with no onward commissioning secured for the Hospital Domestic Abuse Advocate/Practitioner to continue excellent work that was in place 2021-2023.



South East Coast Ambulance (SECAMB)




Over the past twelve months there has been increasing challenge to SECAMB's mental capacity practice – the challenge has come from Coroner's inquests and a recent SAR. The Trust has developed a plan to address these concerns.

Actions to address these deficits include:

- Training – focus on ability to make a decision and whether patients can carry out what they say they want to do.
- Focus on impact of executive functioning on mental capacity assessment
- Two-minute briefing on Executive Functioning to raise profile of assessing capacity in practice
- Reported into Quality Governance Group and Quality & Patient Safety Committee
- Working in partnership with students at Bexhill College to produce a short film focusing on the principles of MCA and Executive Function
- Regular attendance at local operational meetings to raise the profile of MCA, Best Interest Decision Making
- Electronic Patient Care Record update now includes the ability to better evidence MCA assessment and best interest decision making
- During 2024/25 the Trust's Clinical Audit team will undertake a review of current MCA practice .

9

SECAMB's Safeguarding Team became aware of a gentleman who was calling 999 with the sole purpose of being conveyed to hospital (without clinical need), to access his wife who was an inpatient. His wife had been admitted a few days before the first call, having been found at home in a very poor condition due to her unstable diabetes, and abuse and neglect over a period of time by her husband. 

Multi-agency working involved meetings with SECAMB, the hospital, Police and adult social care.

Plans were put in place; the wife was kept safe in the hospital with their own security plans. A marker on the husband's address and created a plan for clinicians to discuss any calls with the Safeguarding On-Call line to determine if conveyance was necessary for clinical care and if so, whether he should be conveyed to a different hospital. SECAMB and the hospital Safeguarding Team kept in regular contact with weekly meetings.

SECAMB went on to receive 8 to 10 further calls from the husband, the plan was triggered and – when challenged – he mostly admitted that there was nothing wrong and he just wanted access to his wife. SECAMB played a significant part and worked well with other agencies to ensure the lady's safety.



As a regionally commissioned organisation SECAMB have responsibilities to numerous Boards and Partnerships across Kent, Surrey & Sussex; unfortunately, there isn't the capacity to drill down its safeguarding activity to produce localised awareness raising of each individual board and partnership.

The primary role of the ambulance service is to respond to urgent, emergency, and critical situations; recognising safeguarding concerns is generally a secondary responsibility. However, SECAMB clinicians will recognise and escalate safeguarding risks to adults and children in line with guidance based on the thresholds outlined within local multi-agency safeguarding policies and protocols.


Challenges Faced Moving into 2024/25






- The Safeguarding Team will continue to work closely with operational colleagues across all its services to further develop the Trust's practice in the MCA and executive functioning as highlighted in Section 2 above.


Community Providers

First Community Health & Care (FCHC)

 First Community have provided consistent and proactive attendance and contribution at the SSAB Meeting and subgroups and have supported the Board in all their strategic priorities. The Adult Safeguarding Lead has been on a number of task and finish groups including the Policy and Procedures Group, Pressure Ulcer Decision Tool and the Safeguarding Adults Week task and finish group; we also had frontline staff attending the Boards conference in November 2023.

9  First Community has shared learning from Safeguarding Adults reviews and been panel members on two Domestic Abuse Related Death Reviews. We have continued to ensure that safeguarding adults remains high on the agenda and that we have a robustly trained work force who have the knowledge and skills to identify and support individuals and their families with safeguarding concerns. 

 First Community have embedded a clear routine enquiry process within the organisation to increase opportunities for people to disclose domestic abuse. Training, guidance and a recording template have been rolled out to support staff with asking about domestic abuse. An audit completed in September 2023 has demonstrated that routine enquiry was asked in 45% of first attendances (up from 17% in previous audit).

First Community has prioritised a 'Think Family' approach to safeguarding with a joint adult and children safeguarding workplan and a cohesive working relationship. We have provided joint adult and children safeguarding sessions and jointly deliver our domestic abuse training which highlights the impact of domestic abuse on the whole family. 

Community Providers

First Community Health & Care (FCHC) Cont.

The First Community Safeguarding Champion role is now well established, and we have continued to recruit new enthusiastic and passionate champions who are keen to support the safeguarding agenda. Presentations from multi agency partners has supported the champions professional development and an increased understanding of safeguarding with a multi-agency approach.



9



First Community Adult Safeguarding Lead and the Safeguarding Champions supported Adult Safeguarding Week in November 2023 by jointly hosting a stall in the Belfry Shopping Centre (Redhill) in conjunction with SSAB, Surrey Police and Surrey Fire and Rescue. Discussions were had with the general public and SSAB information and merchandise was handed out to help raise awareness of Adult Safeguarding for the local population.

Challenges Faced Moving into 2023/24



- Ensuring that the Mental Capacity Act is well embedded and evidenced in clinical practice.
- Ensuring that Making Safeguarding Personal is embedded and evidenced in clinical practice. Capturing the outcomes wishes of the individual can be difficult to achieve in the healthcare role.

Community Providers

CSH Surrey



CSH have worked together with partner organisations to ensure service users are protected from harm.

Priority 1: Prevention and Awareness

Referrals: The safeguarding adult activity has remained at an increase in 2023/2024 with a total number 503 referrals being completed and sent to the local authority. These figures are on par with the 536 referrals made in 2022/2023. The increase in the referrals being raised by CSH reflects increasing staff knowledge and awareness of their responsibilities in this matter. The common themes included neglect, self-neglect, and domestic abuse, which were no different to the previous year.



DOLS: There has been a consistent number of DOLS applications made by staff over the reporting year. This is positive and signifies staff's knowledge base and confidence on MCA and DoLS.



Safeguarding Adult Training: The Level 3 Adult SG training continues to take place bi-monthly face to face. However, within Q3 the training was cancelled by the SG team, due to the low numbers of clinicians booked on the training session we have seen compliance fall below the target of 85%. Safeguarding Training is being reviewed with CSH, the training strategy and a trajectory will be a priority for 2024/2025.



Priority 2: Communication and Engagement



S42s: Over the year CSH have contributed to the S42s, which were completed by the safeguarding advisors. It was found that the common themes related to medication errors, and or deferred appointments for wound care. The Learning from Section 42 Enquiries is presented at the bimonthly Safeguarding Working Group and on monthly quality dashboard. Any required actions identified from Section 42 Enquiry continue to be recorded and monitored on Datix. However, to mitigate the risks and ensure learning is firmly in place there needs to be a multi - agency approach. The nurse consultant has liaised with ASC to look at how they can work together and progress this work in 2024/2025.

Priority 3: Quality and Improvement

Partnership working: Adult Safeguarding Team have continued to attend local and regional safeguarding networks and committees the following meetings on behalf of CSH, which are held quarterly; SSAB Health Forum; SSAB Policy and Training Subgroup; ICB Domestic Abuse Health Steering Group; ICB MCA Steering Group; Prevent Regional Meetings; Monthly networking meetings with ASC Learning Teams and Weekly networking meetings with MASH.



Community Providers

CSH Surrey Cont.

Priority 4: Reflection and Learning

Safeguarding Reviews: The safeguarding team has proactively engaged in the Safeguarding Adult Review meetings in Surrey. Any learning, both local and national, is embedded within the CSHs safeguarding training to ensure that patients who receive Trust services are safeguarded from abuse.



Making Safeguarding Personal Audit: An audit was completed by the adult safeguarding team, the premise was to look at making safeguarding personal. What the audit did evidence was that staff are able to raise a concern and refer to the local authority. There were 308 safeguarding concerns identified by CSH services. In 169 of the 308 identified concerns, the patient or representative was informed about raising the concern. In 130 of the 308 identified concerns, the staff discussed with patient/representative the desired outcome of the referral. The data collected within this audit did not capture information which reflected an individual's wishes and thoughts, beyond the point of the safeguarding referral.

The objective was for the staff listened to the patient's voice throughout the safeguarding process. To ensure we can evidence as an organisation we are listening to patient's voice and making safeguarding personal. In Q2 for 2024/2025 there will be a second phase of this audit where the focus will be on a smaller pool of cases looking MSP questions where we will focus on the voice of the patient and their journey, including other practitioners involved within the care of the patient; looking at evidence of MSP within the patients notes.

Patient Safety Incident Response Framework: The implementation of PSIRF has been one of the key priorities for the strategic delivery plan for 2023/2024. The aim of PSIRF is to explore how to respond to patient safety incidents for the purposes of learning and improving, with a compassionate engagement and involvement of those affected by patient safety incidents. It is vital that both Patient Safety and Safeguarding work in partnership. There is always learning in practice on how we manage and respond to abuse. This will help teams work together, to look at how we can learn from incidents to safeguard our patients, when providing care and treatment and whilst embedding a Just culture. The PSIRF plan was presented to the ICB and received positively.



Community Providers

CSH Surrey Cont.



The Safeguarding Team along with the Patient Safety team have presented a case for the learning to the ICB, which focused on an allegation of theft this case highlighted good practice, where a safeguarding concern was appropriately raised, a Datix was completed, police involvement, patient safety and a safety huddle initiated and S42. This has been received positively by the ICB and there has now been a request to present this to NHS England for wider learning.

9



Challenges Faced Moving into 2023/23

- CSH has recognised that the provision around services offered to our patients with learning disabilities needs significant improvement. A learning disabilities strategy is being developed under the NHS benchmarking standards, to look at compliance across the organisation about how we manage our vulnerable patients with learning disabilities at CSH work which will be completed working with SABP the work is being led by our deputy director of quality/chief nurse. This will help our staff to be aware on how to manage LD patients within our service and our patients with vulnerabilities receive appropriate care under the NHS benchmarking standards.
- Think family is part of the strategic delivery plan, this is firmly embedded across children's services there is presently nothing in place across adults. Think Family is key as it aims to identify the needs for the whole family. The impact on children/siblings, through vulnerabilities faced through the adult/carer can have an impact and it is vital health care professionals are aware of this so the risk can be identified. The profile for think family within adults has been raised across CSH within safeguarding adults' week, with safeguarding adults training, within safeguarding champions meetings and with the safeguarding children, devising 7-minute briefings and adults team working integrated the work is ongoing.


District & Borough Councils

Waverley Borough Council

 Community Services Manager Chairs the Borough and District Safeguarding Leads meeting in conjunction with SSAB and SSCP.


A council representative contributes to the Quality Assurance Subgroup.



 The council completes and submits the Quality Assurance Questionnaires as requested.


We have been working with services across the council to review the recording and monitoring of safeguarding concerns / referrals and cases ensure safeguarding is embedded into their service and all officers are aware of their responsibility.



 Safeguarding sessions have been delivered to services across the council highlighting ASC thresholds and as a partner organisation actively own / manage cases, particularly for those who do not have a care and support need or those who could require an assessment.

We encourage managers and staff to attend learning event webinars for Safeguarding Adult Reviews and also disseminate learning through the operational safeguarding group for members to cascade to their services.



 Introduced an Operational Safeguarding Coordinator to work directly with services and with front line officers and lead in coordinating multi-agency interventions where necessary.

District & Borough Councils


Waverley Borough Council Cont.

A key area of change/improvement has been the establishment of safeguarding case meetings (WBC organised and led) to support the management of complex cases and bring all the partners/agencies together. This includes adults with identified care and support needs and adults.



 Establishment of a central safeguarding operational group whose primary role is to review all safeguarding cases across the council on a monthly basis.

9

 Operational Safeguarding Coordinator to work directly with services and with front line officers and lead in coordinating multi-agency interventions where necessary.



 Awareness raising of the work and role of SSAB is to our staff team through articles on our by weekly cascades and sharing of relevant information


Campaigns or awareness raising from SSAB that are for the community are cascaded through our social media channels, such as Twitter / Instagram ad Facebook.





Challenges Faced Moving into 2024/25

- The council is still seeing an increase in safeguarding concerns for residents and tenants who are self-neglecting / hoarding / significant mental health issues, substance misuse and domestic abuse. These cases are complex, put pressure on resources and take up significant officer time when working with partners to achieve a positive outcome.


HMP Prison and Probation Service

All members of staff are required to complete Adult Safeguarding Training (4 hours classroom training) within the first 6 months of joining the organisation, with a refresher expected every 3 years. 


 This course aims to increase confidence and competence in the identification and management of complex risks and vulnerabilities, whilst operating in line with relevant legislative frameworks. A range of case studies are used to explore a series of complex adult safeguarding concerns in the context of probation practice, promoting the application of professional curiosity and person-centred approaches throughout.

Safeguarding and Police checks are made on all people managed by the service, within the first 15 days of sentence and can lead to Adult Safeguarding referrals being made, dependant on the information received. 

★ HMIP feedback shared that: Positive and effective practice was shared with the introduction of “safeguarding heroes”. This was used by leaders to emphasise positive work done in public protection, drawing on examples of effective practice and was supported further by the use of staff reward and recognition.

User Voice, working with HM Inspectorate of Probation, had contact with 56 people on probation as part of this inspection. 38 out of 50 respondents indicated that practitioners were taking the time in induction meetings to understand the personal needs of the person on probation. This set a good foundation for supervision with the large majority of respondents stating that they understood what was expected of them whilst on probation (48 out of 51). “My induction was very informative with regards to alcohol groups and housing. There was information that was shared which was more than what I was expecting”. 

 Promotion of Adult Safeguarding Week to all members of staff.

Safeguarding Adults related themes are shared at team meetings alongside learning from DHRs/ SARs and internal audits. 

Challenges Faced Moving into 2024/25

- Workload and staffing pressures, particularly for qualified Probation Officers remains a challenge nationally for the Probation service, with recruitment campaigns ongoing.

Third Sector Agencies

East Surrey Domestic Abuse Service (ESDAS)



ESDAS has supported the board through DARDR and SAR's including developing learning events and the implementation of subsequent recommendations. ESDAS' CEO sits on the Surrey Safeguarding Adults Board and regularly works closely with the board around their policies, procedures and training.

Advocating for the voices of survivors with Care and Support Needs



9

Strong partnership working with SSAB and wider partners

Delivered Safeguarding Adult training to staff and volunteers



Supported SSAB in developing and/or delivering training

Challenges Faced Moving into 2024/25

- Increase in demand for our services as well as increased complexity of cases.
- Uncertain funding levels after 31st March 2025.



Third Sector Agencies


Luminus



We have been an active member of the SSAB, supporting the Board by being a “critical friend”, ensuring that the involvement of people with lived experience is considered. During the year we amplified the voices of vulnerable adults in Surrey by summarising all the experiences that have been shared with Luminus via our work on Healthwatch; Giving Carers and Voice and the Combating Drugs Public Involvement Service. We produced a report which was shared and discussed with SSAB, Adult Social Care partners, and the Adults and Health Select Committee. This report referred back to a series of “recommendations” in our report on the lived experience of going through a safeguarding enquiry, published in 2019. The Adults and Health Select Committee used the report as part of their scrutiny of Surrey’s adult safeguarding performance.

Our whole team has been trained in adult safeguarding, and we have refreshed our safeguarding policy. This ensures that all our staff when out and about engaging with the public are trained to listen with curiosity, spot and be confident in handling safeguarding issues. Where appropriate, we will explain safeguarding to members of the public.



 Luminus is part of the Voluntary Community and Social Enterprise Leadership Group (VCSE), and we have worked this year to link SSAB officials up with that group to raise awareness to the charities working in frontline roles. Charities can also feed back to SSAB as to whether the comms materials are appropriate and relevant to their clients.

We have also worked to raise awareness of the work of SSAB with our Citizens Advice partner



Challenges Faced Moving into 2024/25



- The key challenge facing us is that people have low awareness of our existence and will not seek us out to leave feedback about safeguarding in Surrey. So it is challenging for us to gather insight.
- A second challenge is that when we do escalate a concern to MASH, we often do not get an acknowledgement or any feedback on whether our escalation was appropriate – so it is hard for us to learn and develop in this respect – or to have confidence that an escalation has been acted on.

Police and Crime Commissioners Office



Tailored support for adults experiencing multiple disadvantage:

The PCC is working collaboratively with partners to fund specialist outreach workers to better support adults in Surrey experiencing multiple disadvantage. This is part of the Bridge the Gap initiative, led by Public Health as a collaborative effort involving several third-sector providers in Surrey who can support people experiencing a combination of challenges. These include contact with the criminal justice system; mental health issues; substance use; homelessness (or at risk of); and domestic abuse. Such an individual will likely have been in touch with many services, but due to complexities in their needs, can often slip through the gap or be tossed about from service to service, thereby compounding their issues, and making it difficult to access the right support. The PCC for Surrey, Surrey County Council, and a range of public service agencies and voluntary sector providers have come together to ensure co-ordinated, trauma informed and tailored support helps people to rebuild their lives and engage positively in the community.

9

Positive action against drug criminality and protecting vulnerable people:

The PCC is co-commissioning with Public Health, a vital specialist outreach service to support victims of 'cuckooing' – a term used when someone's house is taken over for criminal activity, including dealing drugs or carrying out sex work. Victims of this predatory and exploitive practice can include people experiencing addiction, mental health issues, or with learning disabilities and can become prisoners in their own home. The service to date has taken nearly 500 referrals as part of countywide efforts to prevent this harm and to deter and disrupt perpetrators in Surrey. The service works alongside people to understand what is needed to best support them, undertaking work to help build their resilience if at risk or being cuckooed. By responding early, we are protecting and safeguarding some of the county's most vulnerable people, helping to prevent the risk property closures and minimising impact on the whole community.



Challenges Faced Moving into 2024/25

- Implementing the Serious Violence Duty is a challenge for the specified authorities. Surrey has formed a Serious Violence Reduction Partnership, with the PCC convening partners to support the right services being in place and targeted activity undertaken to prevent harm against both adults and children in Surrey.

Buckinghamshire and Surrey

Trading Standards

 The total resident impact of Trading Standards disruptions is £13,867,211.

 Trading Standards interventions Health and Social Care impact £1,189,710.


 Trading Standards interventions residents' impact £3,402,679


 The Prevention Team installed 22 door cameras into the homes of vulnerable residents being targeted by in person doorstep scammers.

 The Prevention Team installed 118 call blockers into the homes of vulnerable residents being targeted by cold calling fraudsters.

 The call blockers stopped 52,635 scam/nuisance calls originating from both national and international call centres.

 The call blockers saved Health and Social Care £1,053,962

 The call blockers prevented losses of £1,951,782.

 Supported 1,006 vulnerable residents saving £1,340,894.

Buckinghamshire and Surrey Trading Standards Cont.



During 2023/24 we undertook three monthly feedback questionnaires from Service users, and received the following feedback:

"I much appreciated your visit and that the call blocking device will bring more peace of mind. I had not realised just how supportive Trading Standards are, the feeling of isolation in the first instance cannot be stressed too much, but now I know how to access some support I feel better. Many thanks."



9



"The Truecall device has made such a difference to my elderly mother (98) and my disabled sister (70) as they can now answer the phone with confidence. As their carer I have peace of mind knowing that nobody can get through who they don't know. They were victims of a scam and the phone is now one thing I do not have to worry about. Thank you."

"Has been great. Disabled husband - don't need him stumbling to take rubbish calls."



"My life has been transformed. Now I know when the phone rings that it will be someone I know. All the regular harassment has been stopped."



Buckinghamshire and Surrey

Trading Standards Cont.



Organised multiple events including delivery of 4 Safeguarding webinars utilising BSL and subtitles and partnering with Squires Garden Centres to set up multiagency advice drop in centres as part of Adult Safeguarding week.

Protect yourself

- Your bank or the police will never call you to ask you to verify your personal details or PIN by phone or offer to pick up your card by courier. Hang up if you get a call like this.
- If you need to call your bank back to check, wait five minutes; fraudsters may stay on the line after you hang up. Alternatively, use a different line altogether to call your bank.
- **Your debit or credit card is yours** - don't let a stranger take it off you. You should only ever have to hand it over at your bank. If it's cancelled, you should destroy it yourself.

The screenshot also shows a Zoom meeting interface with a grid of participant avatars on the right side, including names like NP, D, C, GB, DW, M, S, JK, MG, and +11.

9

Developed multiple materials and resources in easy read format.

[Trading Standards - Surrey County Council \(surreycc.gov.uk\)](https://surreycc.gov.uk)



Have trained a total of 27,114 members of the public to be 'Scam Champions' or equivalent who in turn delivered numerous talks and presentations to community groups, organisations, places of work and sheltered housing.

Challenges Faced Moving into 2024/25

- Resources. Reductions in staffing levels mean maintaining this level of service for our residents will be extremely challenging.
- Engagement and Information Sharing between partners.



Surrey Prevent (Counter-Terrorism) and Channel Panel

The UK government's counter terrorism strategy, CONTEST, is made up of 4 strands:

-  Pursue
-  Prevent
-  Protect
-  Prepare

9

The aim of the Prevent strategy is to reduce the threat to the UK from terrorism, by 'stopping people becoming terrorists or supporting terrorism'.

Prevent focuses on all forms of violent extremism and terrorism and is a multi-agency approach to safeguarding and prevention.

The Counter Terrorism and Security Act 2015 introduced a new Prevent Duty. Specified authorities must have "due regard to the need to prevent people from being drawn into terrorism".







It also introduced a duty for local authorities to provide support for people vulnerable to being drawn into terrorism, through Channel Panels.

Channel Panel is an early intervention scheme that supports people who are at risk of radicalisation and provides practical support tailored to individual to protect and divert them away from being drawn into terrorism.

Surrey Prevent (Counter-Terrorism) and Channel Panel cont.

In Surrey, Channel Panel hold monthly multi-agency meetings Chaired by Surrey County Council.

Between April 2023 to March 2024,

-  66.6% of the adults known to the Channel Panel had care and support needs. (Approximately the same on 2022/23)
-  44.4% of the adults known to the Channel Panel were also known to adult social care. (decrease on 2022/23)
-  55.5% were known to adult mental health services. (decrease on 2022/23)
-  44.4% had care and support needs related to mental health issues. (decrease on 2022/23)
-  22.2% had care and support needs related to substance misuse issues. (Increase on 2022/23)
-  33.3% had care and support needs related to autism. (Approximately the same on 2022/23)

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SURREY COUNTY COUNCIL**CABINET**

DATE: 29 OCTOBER 2024

REPORT OF CABINET MEMBER: DENISE TURNER-STEWART – DEPUTY LEADER AND CABINET MEMBER FOR CUSTOMER AND COMMUNITIES

LEAD OFFICER: CLAIRE EDGAR - EXECUTIVE DIRECTOR OF ADULTS, WELLBEING AND HEALTH PARTNERSHIPS

SUBJECT: YOUR FUND SURREY APPLICATION- NEW ROWLEDGE VILLAGE HALL PROJECT, FARNHAM

ORGANISATION STRATEGY PRIORITY AREA: EMPOWERED AND THRIVING COMMUNITIES

Purpose of the Report:

This report sets out the key information on the **New Rowledge Village Hall, Farnham** Your Fund Surrey (YFS) application, for the consideration of Cabinet.

The vision of YFS is to bring community-led and place-making projects to life, with a focus on the wider community benefit that leaves a real legacy. YFS helps Surrey County Council (SCC) meet its priority to support empowered and thriving communities and tackle inequality to ensure that no one is left behind.

Recommendations:

It is recommended that Cabinet:

1. **Agrees to fund the full amount requested of £800,000, comprised of:**
 - **capital funding towards the development of the new village hall, to be paid in staged payments, on evidence of spend**
 - **Including 5% to be held by SCC until final evidence of completion and building control sign-off and income and expenditure provided**
2. **Agrees that funding would be conditional on evidence of the sale of their existing land and all other funding being in place before release of any grant.**

Reason for Recommendations:

This application has been the subject of a rigorous assessment process by officers, as set out in the body of this report. Officers consider the project to meet the aims and published criteria of the fund and to satisfy the requirements to award funding.

New Rowledge Village Hall Project aim to create a welcoming and supportive community space that will advance the health and wellbeing of the community including physical activities.

Executive Summary:

1. The committee of trustees identified the need to replace the existing 100-year-old community building some years ago. It has little insulation, a leaking roof, does not meet environmental standards and is impossible to maintain economically. The existing hall is currently well-used, open-to-everyone and the only low-cost general-purpose community building within South Farnham but is facing an imminent threat of closure. Many groups are also stopping using the hall as its facilities are now inadequate.
2. A site has now become available in the village which the charity has purchased from their existing resources for the new hall.
3. The new Rowledge Village Hall (RVH) will serve the residents in the Rowledge community in South Farnham which is going through rapid growth with over 100 new homes having been built in the last 3 years, within 1 mile of Rowledge centre. These new homes have increased the demand on the existing village hall.
4. The new hall will enable existing activities to continue, which would otherwise cease without a venue, but with accessibility and proper heating, it will also increase the amount and type of activities that can be offered. They are expecting at least a 50% uplift in usage but are anticipating it could be much higher.

Project Summary

5. Rowledge is a village in England on the Surrey–Hampshire border, located south of the A31 and Farnham. To the southwest of the village is the Alice Holt Forest; to the west is Birdworld. It is in the Waverley Ward of Farnham, Wrecclesham and Rowledge. The New village hall is located at the point of a triangle of central roads that serve all the other village facilities that surround the recreation ground: the churches; school; cricket, tennis and bowling clubs; the village shops and pub. Resident numbers are over 5,000 with well-balanced genders across most age groups.
6. In the area, there are known to be significant numbers of households facing poverty situations, both of short and long-term nature. Loneliness is a factor for many individuals so there is a significant need for regular informal, open-to-all, social gatherings. The local community can be quick to offer support to those facing poverty and to the lonely. Among the elderly, there is a need for health and fitness support, which needs to be local and affordable.
7. RVH has, for over 100 years been one of the few viable community hubs offering meeting and event opportunities. Regular events already take place in the current village hall which help to address the identified needs. Without it, many activities would likely cease due to lack of alternative venues.

8. The weekly Friday morning ‘Coffee Spot,’ a heavily subsidised social get-together run by volunteers brings together people from throughout the community, but predominantly those of more senior years. This is intended to continue in the new hall, on an expanded scale. It is expected that its popularity will increase thanks to the new hall’s improved heating and toilet facilities, also because safe car-parking will be provided and disabled access improved. There are weekly dance and fitness classes (Zumba; Pilates; ballet/ballroom) already taking place and courses are offered to assist the prevention of elderly falls. Other activities include Scout/Beaver groups, adult art, badminton, and several social celebrations. There are also numerous one-off events including music concerts, quiz nights, exhibitions, sports club dinners, place for charities to meet.
9. The new hall will enhance these offerings and enable growth. The local school will use this modern space for choir/music/drama events and art groups. Storage facilities are included which could support and attract groups such as “men in sheds”. The fully equipped kitchen facilities will enable cookery classes targeted at older men.
10. The new hall has been designed and has planning permission. It will consist of a large and small hall (slightly larger than the existing building) with adjoining storage, toilet and kitchen facilities which all open off a common foyer. The foyer will have a flat green roof.
11. The main hall will be approximately 10% larger to reach the minimum standard for a badminton court. Storage will also be considerably more to cater for new users, such as the Guides and the kitchen / lobby / toilet area will be three times as big to enable coffee mornings to be expanded.

Details

Description of project benefits

12. The benefits to the project include:
 - a. Children and young people have a flexible space for a wider range of activities.
 - b. Increases local physical activity for all to live healthy and active lives.
 - c. Enhances community cohesion with opportunities for social gatherings.
 - d. Accessibility is made easier with parking and welcoming space.
 - e. Residents live in a community with a zero-carbon building to be proud of.

Project Timeframes and Management

13. The project delivery is estimated to be approximately 1 year and 6 months. The new building will have an expected minimum life expectancy of at least 100 years.
14. New Rowledge Village Hall CIO (A charitable incorporated organisation (CIO) is a corporate body (like a company) with a constitution that is registered with and regulated by the Charity Commission), has seven Trustees, assisted by a broader team of 55 committee members and volunteers, who have successfully

managed its operation over the decades and the present team are committed to that management role during the new hall's build period and onwards.

Consultation:

- 15. Have your say, which featured the New Rowledge Village Hall received 451 comments. The application has also benefited from a significant number of signatures and supporting letters from local residents.
- 16. Letters of support have been received from the following organisations, groups and individuals - Waverley Borough Council, Deputy leader of Waverly Borough Council, Guides and Brownies lead, Headteacher of Rowledge C of E Primary, Various charities, Divisional Councillor Michaela Martin fully supports the application.

Advisory Panel Comments

- 17. The project was discussed by the YFS Advisory Panel on 11th September 2024. All members of the Advisory Panel were supportive of the application and the benefits it would bring to the community.

Risk Management and Implications:

- 18. The applicant has provided an overview of risks in Table 1 below. Officers consider there to be adequate control measures in place.

Table 1. Summary Table of Risks and Key Mitigations

Risk description	RAG	Mitigation action/strategy
Do not achieve funding targets		Confident to achieve 60% and the small front hall could be built as second phase but would increase overall cost. Planning permission for housing on site of old hall secured, increases confidence in achieving sale value. Funding conditions could include for recovering YFS funding should a higher land sale value be achieved. Funding condition that funding would not be released until all other funding in place.
Do not get consent for residential development on existing site		Unlikely given nature of surroundings however the planners may reduce the quantum of development and hence not maximising the site value.

- 19. Grants greater than £500,000 are monitored annually for 20 years after works completion to ensure ongoing community use. If a project were struggling to reach community groups, SCC would link them with Community Link Officers

and Local Area Coordinators as appropriate as well as other partners in the voluntary sector.

Financial and Value for Money Implications:

20. YFS funding is requested to contribute towards the building of the new village hall. The project has applied for £800,000 which equates to 26% of the overall project costs. The remaining monies needed for the project have been raised or are expected from various sources (see Table 2).
21. Table 2. Financial Summary details the £2,237,400 of other funding against the total project cost of £3,037,400. Table 3 details the total project cost breakdown.

Table 2. Financial summary

Amount applied for:	£800,000
Total project cost:	£3,011,000
Percentage of cost against total:	27%
Have other funding sources been secured?	Yes, but not all secured
Other funding:	<p>Funding Secured: £650,000 CIL Waverly Borough Council £270,000 Existing resources</p> <p>Funding in progress: £150,000 CIL East Hampshire District Council £91,000 Crowdfunding/small grants £800,000 Sale of existing Hall and land £250,000 Sale of Land at The Nest to be auctioned in September</p>
Is there a commercial element to the project?	yes
Amount suggested for funding:	£800,000

Table 3. Project Cost breakdown

Activity	Total Cost (Excl VAT)	YFS Funding	Other Funding
Site preparation	£8,000	£800,000	£650,000 Waverley CIL
Substructure	£218,360		
Superstructure	£724,907		
Internal finishes	£124,162		
Fittings	£62,000		
Services	£454,037		
External Works	£265,670		
Sub-total construction works	£1,857,135	£0	£150,000 East Hants DC CIL
Preliminaries	£380,000	£0	
Overheads & Profit	£134,228	£0	£250,000 Sale of land 'The Nest'
Sub-total construction cost	£2,371,000	£0	£270,000 RVH existing resources
Professional Fees*	£284,000	£0	£800,000 Sale of existing VH site
Contingency Design @10% of construction cost	£237,000	£0	
Contingency Inflation @5% of construction cost	£119,000	£0	
Total Project Cost	£3,011,000	£800,000	£91,000 crowdfunding/sm all grants

*Inc VAT

22. As with all applications, there is a risk that construction and purchase costs will increase between application and approval. This is partially mitigated by the contingency. The applicant has provided a professional estimate that supports their costing and a tender exercise will be undertaken, and will ultimately be funded based on evidenced, actual spend, up to the amount awarded.
23. Release of any funding will be conditioned in a funding agreement to an acceptable specification, tender process and tender selection as well as verification of all funding in place (should costs have increased following tender).

Section 151 Officer Commentary:

24. The Council continues to operate in a very challenging financial environment. Local authorities across the country are experiencing significant budgetary pressures. Surrey County Council has made significant progress in recent years to improve the Council's financial resilience and whilst this has built a stronger financial base from which to deliver our services, the cost of service delivery, increasing demand, financial uncertainty and government policy changes mean

we continue to face challenges to our financial position. This requires an increased focus on financial management to protect service delivery, a continuation of the need to deliver financial efficiencies and reduce spending in order to achieve a balanced budget position each year.

25. In addition to these immediate challenges, the medium-term financial outlook beyond 2024/25 remains uncertain. With no clarity on central government funding in the medium term, our working assumption is that financial resources will continue to be constrained, as they have been for the majority of the past decade. This places an onus on the Council to continue to consider issues of financial sustainability as a priority, in order to ensure the stable provision of services in the medium term.
26. The Section 151 Officer supports this application. This funding request is for the development of a new village hall in Rowledge to replace the current one that is no longer fit for purpose. The facility will be managed by the Trustees, management committee and volunteers. This project is a relatively large investment and is a higher risk with 42% of the total funding not currently confirmed. A smaller amount of the total funding (4%) is expected to be filled by crowdfunding. These risks will be mitigated through the funding agreement, whereby funding will be conditional on evidence of the sale of the land the current hall is on and all other being in place. As well as protecting the Council's position if there is an unavoidable funding shortfall. The applicants' previous years' accounts show that income, through lettings and events, consistently exceeds their expenditure. Their forecast submissions reasonably show that these annual surpluses are expected to continue, even with one-off moving and similar costs relating to the new hall.
27. The borrowing costs associated with the fund have been fully built into the Council's Medium-Term Financial Strategy. The annual cost of borrowing for this specific project of £800k would be c£64k.

Legal Implications – Monitoring Officer:

28. The report sets out the information and steps for the consideration of the application further to the Council's governance arrangements for Your Fund Surrey.
29. Further to those arrangements, if approved, the Council and the organisation will enter into a comprehensive funding agreement which will include the performance measures that will be put in place to ensure the funding is used as intended as well as clearly describing any support or additional conditions agreed as part of the funding award.

Equalities and Diversity:

30. Your Fund is designed to provide investment in schemes that encourage community participation, reduce isolation, and develop the potential for social wellbeing and economic prosperity. As such it is anticipated that this project will have a positive impact on a number of those who may rely on or gain support

from within the local community and those within protected characteristics that may be more likely to experience social and economic exclusion.

31. An Equalities Impact Assessment has been produced for YFS and was circulated as an Annex to the YFS Cabinet Report 26th January 2021.

Area assessed:	Direct Implications:
Corporate Parenting/Looked After Children	No significant implications arising from this report
Safeguarding responsibilities for vulnerable children and adults	Provides a safe space for vulnerable children and adults attending sessions with the church and outside charities
Environmental sustainability	Environmental aspects have been considered in relation to the extension
Compliance against net-zero emissions target and future climate compatibility/resilience	The project aims to be carbon neutral by 2030 and the new build will be compliant with the net-zero emissions target.
Public Health	The project has a positive impact on wider health outcomes, encouraging social interaction.

Report Author:

Nikki Tagg, Community Investment Manager, yourfund@surreycc.gov.uk

Consulted:

Divisional County Councillor

Portfolio Holder for Customer and Communities

Land & Property, Corporate Finance and Commercial - SCC

Sources/background papers:

Your Fund Surrey Criteria

Your Fund Surrey Governance Document

SURREY COUNTY COUNCIL

CABINET

DATE: 29 OCTOBER 2024



REPORT OF CABINET MEMBER: DAVID LEWIS, CABINET MEMBER FOR FINANCE AND RESOURCES

LEAD OFFICER: ANDY BROWN, DEPUTY CHIEF EXECUTIVE AND EXECUTIVE DIRECTOR OF FINANCE AND CORPORATE SERVICES (S151 OFFICER)

SUBJECT: 2024/25 MONTH 5 (AUGUST) FINANCIAL REPORT

ORGANISATION STRATEGY PRIORITY AREA: NO ONE LEFT BEHIND / GROWING A SUSTAINABLE ECONOMY SO EVERYONE CAN BENEFIT / TACKLING HEALTH INEQUALITY / ENABLING A GREENER FUTURE / EMPOWERED AND THRIVING COMMUNITIES / HIGH PERFORMING COUNCIL

Purpose of the Report:

This report provides details of the Council's 2024/25 financial position, for revenue and capital budgets, as at 31st August 2024 (M5) and the expected outlook for the remainder of the financial year.

Regular reporting of the financial position underpins the delivery of all priority objectives, contributing to the overarching ambition to ensure No One Left Behind.

Key Messages – Revenue

- Local government continues to work in a challenging environment of sustained and significant pressures. **At M5, the Council is forecasting an overspend of £16.7m against the 2024/25 revenue budget.** The details are shown in Annex 1 and summarised in Table 1 (paragraph 1 below).
- **All Directorates are working on developing mitigating actions to offset forecast overspends,** to deliver services within available budgets.
- In order to ensure ongoing financial resilience, the Council holds a corporate contingency budget and over recent years has re-established an appropriate level of reserves. These measures provide additional financial resilience should the residual forecast overspend not be effectively mitigated by corrective actions before the end of the financial year.

Key Messages – Capital

- The Capital Programme Panel, alongside Strategic Capital Groups, has undertaken an assurance review of the capital programme to ensure deliverability. This has resulted in a re-phased budget for 2024/25, approved by Cabinet in July 2024.
- At M5, capital expenditure of £318.1m is forecast for 2024/25. This is £3.3m more than the re-phased budget. Further details are provided in paragraphs 7-9.

Recommendations:

It is recommended that Cabinet:

1. Notes the Council's forecast revenue budget and capital budget positions for the year.

Reason for Recommendations:

This report is to comply with the agreed policy of providing a monthly budget monitoring report to Cabinet for information and for approval of any necessary actions.

Executive Summary:

1. At M5, the Council is forecasting a full year overspend of £16.7m against the revenue budget. This is a £1.3m deterioration on the M4 position. Table 1 below shows the forecast revenue budget outturn for the year by Directorate (further details are set out in Annex 1):

Table 1 - Summary revenue budget forecast variances as at 31st August 2024

	M5 Forecast	Annual Budget	Forecast Variance
	£m	£m	£m
Adults, Wellbeing & Health Partnerships	516.3	511.8	4.4
Children, Families and Lifelong Learning	306.9	298.1	8.8
Environment, Infrastructure & Growth	188.5	185.2	3.4
Surrey Fire and Rescue Service	44.2	44.1	0.1
Customers, Digital & Change	49.6	49.5	0.0
Finance & Corporate Resources	27.5	27.4	0.0
Communications, Public Affairs and Engagement	2.8	2.8	(0.0)
Central Income & Expenditure	88.6	89.4	(0.8)
Directorate position	1,224.4	1,208.4	15.9
Corporate Funding	(1,207.6)	(1,208.4)	0.8
Overall	16.7	(0.0)	16.7

2. The forecast overspend relates primarily to the following:

Adults Wellbeing & Health Partnerships - £4.4m overspend, £0.6m increase from M4.

The forecast overspend position relates to a £3.3m overspend on the total care package budget, due to growth in the latter part of 2023/24, mainly relating to Older People care packages, and a £2.0m pressure on staffing budgets, due to the underachievement against the workforce reconfiguration efficiency target, pressures related to statutory responsibilities for Deprivation of Liberty Safeguard assessments and improved recruitment and retention to deliver core statutory duties.

These pressures are partially mitigated by £0.5m of additional grant funding and a £0.4m underspend for wider support services.

Children, Families & Lifelong Learning - £8.8m overspend, £0.1m decrease from M4.

The overspend relates to a forecast overspend of £7.4m on Home to School Travel Assistance, reflecting several factors, including growth in eligible SEN pupil numbers exceeding the initial assumptions. New modelling taking account of current trends has led to increases in demand profiles, which has in part been led by additional in year placements being made through the EHCP recovery work. Also contributing to the spend pressures is the continued increase in rates, due to supply and demand issues in the driver market. There continues to be a significant number of solo route arrangements, which are regularly reviewed to maximise shared arrangements on compatible routes. There are multiple activities in hand to tackle the forecast spend increases in Home to School Travel

Assistance. A Member and officer oversight group has been set up to review, monitor and target proposed mitigations.

In addition, an overspend of £2m is forecast across external and in-house placement provision for children looked after, care leavers and Unaccompanied Asylum Seeking Children.

These two pressures are partially offset by forecast staffing underspends resulting from vacancies across the department.

Environment, Infrastructure & Growth - £3.4m overspend , £0.8m increase from M4.

Forecast pressures in Land & Property have increased by £0.8m to £1.8m, due to the cost of soft facilities management (including additional cleaning and security costs) and increased utilities linked to usage and backdated electricity charges. The increase follows an updated utility supplier forecast and ongoing high levels of reactive maintenance, partially offset by a reduction in planned maintenance.

In addition, waste management continues to forecast a £1.4m overspend after mitigations, primarily due to market costs of managing dry mixed recyclables. Additionally, there is c£0.3m of other smaller pressures.

While Highways and Transport are forecasting no variation overall, this is after net pressures totalling £1.7m relating to parking and traffic enforcement, staffing and income have been mitigated by planned drawdown of prior year parking surpluses.

Surrey Fire & Rescue Service - £0.1m overspend, no change from M4.

The overspend is due to abortive prior year capital costs relating to a new fleet management system. The system implementation has been ceased and therefore the capital costs incurred to date need to be written off against the revenue budget. This has been partly offset by a net staffing underspend and efficiencies generated through shared support costs of Joint Fire Control.

Central Income & Expenditure & Corporate Funding.

There is a £0.8m overspend/under-recovery forecast in relation to corporate funding relating to various business rates movements, including pressures relating to appeals, partially offset by additional income through the Business Rate Pool. This is offset by a forecast underspend of £0.8m in Central Income & Expenditure mainly due to reduced forecasts for secondary pension contributions and other smaller underspends.

3. In addition to the forecast overspend position, emerging risks and opportunities are monitored throughout the year. Directorates have additionally identified net risks of £16.8m, consisting of quantified risks of £20.3m, offset by opportunities of £3.5m. This is a reduction in net risks of £1m from M4. These figures represent the weighted risks and opportunities, taking into account the full value of the potential risk or opportunity adjusted for assessed likelihood of the risk occurring or opportunity being realised.
4. Directorates are expected to take action to mitigate these risks and maximise the opportunities available to offset them, to avoid these resulting in a forecast overspend against the budget set.

Dedicated Schools Grant (DSG) update

5. The table below shows the projected forecast year-end outturn for the High Needs Block.

Table 2 - DSG HNB Summary

2024/25 DSG HNB Summary	Budget £m	Forecast £m	Variance £m
Education and Lifelong Learning	237.0	237.0	0.0

Place Funding	23.1	23.1	0.0
Children's Services	2.3	2.3	0.0
Corporate Funding	2.0	2.0	0.0
TOTAL	264.4	264.4	0.0
FUNDING	-225.4	-225.4	0.0
In-Year Deficit	39.0	39.0	0.0

- The Council remains within the spending profile of the Safety Valve and is currently forecasting to be within the budget profile for 2024/25.
- The second monitoring report for the Safety Valve agreement in 2024/25 was submitted to the Department for Education at the end of August 2024. The next instalment payment of £2m is expected to be received at the end of September. The next monitoring return is due at the end of November.
- To date, the Council has received £78.18m in Safety Valve payments (78% of the total DfE contributions) with a remaining £21.82m due to be paid over the next three years. Our Safety Valve monitoring report confirmed that the Council remains on track with its agreed trajectory, although also noted continued pressures both from demand within the system and through cost inflation, and capital programme delays including the DfE funded Specialist Free Schools. There is also a new risk arising from potential VAT charges to non-maintained independent schools which may increase the number of parents seeking council funding through an EHCP (Education Health and Care Plan).

Capital Budget

- The 2024/25 Capital Budget was approved by Council on 6th February 2024 at £404.9m. The Capital Programme Panel, working alongside Strategic Capital Groups, has undertaken a detailed review of the programme to validate and ensure deliverability. The re-phased capital programme reduces the 2024/25 budget to £316.5m, as approved by Cabinet in July 2024.
- The month five forecast is £319.1m, which is £2.8m more than the re-phased budget.

Strategic Capital Groups	Annual Budget	FY Forecast at M5	M5 Forecast Variance	M4 Forecast Variance	Change from M4 to M5	Movement
	£m	£m	£m	£m	£m	
Property						
Property Schemes	131.2	132.1	0.9	0.0	0.9	Increase
ASC Schemes	1.6	1.6	0.0	0.0	0.0	Unchanged
CFLC Schemes	4.4	4.4	0.0	0.0	0.0	Unchanged
Property Total	137.2	138.1	0.9	0.0	0.9	Increase
Infrastructure						
Highways and Transport	125.2	131.2	6.0	6.0	(0.0)	Decrease
Infrastructure and Major Projects	29.0	26.7	(2.3)	(1.9)	(0.4)	Decrease
Environment	8.7	7.8	(0.9)	0.0	(0.9)	Decrease
Surrey Fire and Rescue	2.5	2.4	(0.1)	0.0	(0.1)	Decrease
Infrastructure Total	165.4	168.1	2.7	4.1	(1.4)	Decrease
IT						
IT Service Schemes	13.9	13.1	(0.8)	(0.8)	0.0	Unchanged
IT Total	13.9	13.1	(0.8)	(0.8)	0.0	Unchanged
Total	316.5	319.3	2.8	3.3	(0.5)	Decrease

- The overall variance is attributable to the following:

- **Land and Property - £0.9m variance over budget** caused by acceleration of works at Extra Care Phase 2 sites.
- **Infrastructure - £2.7m variance over budget**, this includes £5m of accelerated and additional surface dressing and safety defect spend, including the A24 emergency works which it is assumed will be recovered through Damage to County Property processes, and other smaller changes to road safety and improvement schemes. There is also a £1.0m increase in Safety Barriers to be funded by Lane Rental bids.

These are partly offset by a delay to part of the Farnham Town Centre programme (£1.0m), slippage across various SIP schemes (£0.9m) and the early termination of a National Highways scheme (£0.5m) for improved air quality on the A3.

Home Upgrade Grant 2 is forecasting an underspend of £0.9m due to slow down in delivery due to the general election and installer capacity.

- **IT - £0.8m variance under budget**, caused by a further reprofile of the WAN / Wi-Fi refresh programme that has reprofiled spend into future years. This is due to a recent change in the scope and sites at which the work will take place this financial year.

Consultation:

12. Executive Directors and Cabinet Members have confirmed the forecast outturns for their revenue and capital budgets.

Risk Management and Implications:

13. Risk implications are stated throughout the report and each relevant director or head of service has updated their strategic and or service risk registers accordingly. In addition, the Corporate Risk Register continues to reflect the increasing uncertainty of future funding likely to be allocated to the Council and the sustainability of the Medium-Term Financial Strategy. In the light of the financial risks faced by the Council, the Leadership Risk Register will be reviewed to increase confidence in Directorate plans to mitigate the risks and issues.

Financial and Value for Money Implications:

14. The report considers financial and value for money implications throughout and future budget monitoring reports will continue this focus.

Section 151 Officer Commentary:

15. The Council continues to operate in a very challenging financial environment. Local authorities across the country are experiencing significant budgetary pressures. Surrey County Council has made significant progress in recent years to improve the Council's financial resilience and whilst this has built a stronger financial base from which to deliver our services, the cost of service delivery, increasing demand, financial uncertainty and government policy changes mean we continue to face challenges to our financial position. This requires an increased focus on financial management to protect service delivery, a continuation of the need to deliver financial efficiencies and reduce spending to achieve a balanced budget position each year.
16. In addition to these immediate challenges, the medium-term financial outlook beyond 2024/25 remains uncertain. With no clarity on central government funding in the medium term, our working assumption is that financial resources will continue to be constrained, as they have been for the majority of the past decade. This places an onus on the Council to continue to consider issues of financial sustainability as a priority, in order to ensure the stable provision of services in the medium term.
17. The Council has a duty to ensure its expenditure does not exceed the resources available. As such, the Section 151 Officer confirms the financial information presented in this report is consistent with the Council's general ledger and that forecasts have been

based on reasonable assumptions, taking into account all material, financial and business issues and risks.

Legal Implications – Monitoring Officer:

18. The Council is under a duty to set a balanced and sustainable budget. The Local Government Finance Act requires the Council to take steps to ensure that the Council's expenditure (that is expenditure incurred already in year and anticipated to be incurred) does not exceed the resources available whilst continuing to meet its statutory duties.
19. Cabinet should be aware that if the Section 151 Officer, at any time, is not satisfied that appropriate strategies and controls are in place to manage expenditure within the in-year budget they must formally draw this to the attention of the Cabinet and Council and they must take immediate steps to ensure a balanced in-year budget, whilst complying with its statutory and common law duties.

Equalities and Diversity:

20. Any impacts of the budget monitoring actions will be evaluated by the individual services as they implement the management actions necessary. In implementing individual management actions, the Council must comply with the Public Sector Equality Duty in section 149 of the Equality Act 2010 which requires it to have due regard to the need to eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act; advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
21. Services will continue to monitor the impact of these actions and will take appropriate action to mitigate additional negative impacts that may emerge as part of ongoing analysis.

What Happens Next:

22. The relevant adjustments from recommendations will be made to the Council's accounts.
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Consulted: Cabinet, Executive Directors, Heads of Service

Annexes:

Annex 1 – Detailed Outturn position

Detailed Revenue M5 Position

Annex 1

Service	Cabinet Member	Net budget	Forecast	Outturn variance
Public Health	M Nuti	£37.8m	£37.8m	£0.0m
Communities & Prevention	M Nuti	£3.2m	£3.1m	(£0.1m)
Adult Social Care	S Mooney	£470.8m	£475.3m	£4.5m
Adults, Wellbeing & Health Partnerships		£511.8m	£516.3m	£4.4m
Family Resilience	C Curran	£68.5m	£69.1m	£0.6m
Education and Lifelong Learning	C Curran	£31.6m	£31.6m	£0.0m
Commissioning	C Curran	£2.1m	£2.1m	£0.0m
Quality & Performance	C Curran	£87.2m	£94.4m	£7.2m
Corporate Parenting	C Curran	£112.0m	£112.9m	£0.9m
Exec Director of CFLL central costs	C Curran	-£3.2m	-£3.2m	£0.0m
Children, Families and Lifelong Learning		£298.1m	£306.9m	£8.8m
Highways & Transport	M Furniss	£71.1m	£71.1m	£0.0m
Environment	M Heath/ N Bramhall	£82.8m	£84.4m	£1.6m
Infrastructure, Planning & Major Projects	M Furniss	£2.5m	£2.5m	(£0.0m)
Planning Performance & Support	M Furniss	£3.4m	£3.4m	£0.0m
Land & Property	N Bramhall	£24.0m	£25.8m	£1.8m
Economic Growth	M Furniss	£1.4m	£1.4m	£0.0m
Environment, Infrastructure & Growth		£185.2m	£188.5m	£3.4m
Surrey Fire and Rescue	K Deanus	£40.4m	£40.5m	£0.1m
Safer Communities	K Deanus	£1.2m	£1.2m	£0.0m
Emergency Management	K Deanus	£0.7m	£0.7m	£0.0m
Trading Standards	D Turner-Stewart	£1.8m	£1.8m	£0.0m
Surrey Fire and Rescue Service		£44.1m	£44.2m	£0.1m
Armed Forces and Resilience	K Deanus	£0.1m	£0.1m	£0.0m
Comms, Public Affairs & Engagement	T Oliver	£2.7m	£2.7m	(£0.0m)
Communications, Public Affairs and Engagement		£2.8m	£2.8m	(£0.0m)
Active Surrey	D Lewis	£0.0m	£0.0m	£0.0m
Coroners	K Deanus	£4.6m	£4.6m	(£0.0m)
Customer Services	D Turner-Stewart	£3.2m	£3.3m	£0.1m
Customer Experience	D Turner-Stewart	£0.2m	£0.2m	£0.0m
Customer and Communities Leadership	D Turner-Stewart	£0.5m	£0.5m	£0.0m
Design & Change	D Lewis	£3.3m	£3.1m	(£0.2m)
Heritage	D Turner-Stewart	£0.9m	£0.9m	£0.0m
Information Technology & Digital	D Lewis	£21.1m	£21.1m	(£0.0m)
Libraries Services	D Turner-Stewart	£7.8m	£7.8m	£0.0m
People & Change	T Oliver	£9.3m	£9.4m	£0.1m
Registration and Nationality Services	D Turner-Stewart	-£1.7m	-£1.7m	(£0.0m)
Surrey Arts	D Turner-Stewart	£0.4m	£0.4m	£0.0m
Transformation Programmes	D Lewis	£0.0m	£0.0m	£0.0m
Customers, Digital & Change		£49.5m	£49.5m	£0.0m
Finance	D Lewis	£9.2m	£9.2m	£0.0m
Joint Orbis	D Lewis	£6.0m	£6.2m	£0.2m
Legal Services	D Lewis	£6.2m	£6.2m	(£0.0m)
Democratic Services	D Lewis	£3.9m	£4.0m	£0.1m
Director of Resources	D Lewis	£0.1m	£0.2m	£0.1m
Leadership Office	D Lewis	£2.1m	£1.9m	(£0.2m)
Corporate Strategy and Policy	D Lewis	£1.2m	£1.1m	(£0.1m)
Pensions	D Lewis	-£0.7m	-£0.7m	(£0.0m)
Performance Management	D Lewis	£0.2m	£0.2m	(£0.0m)
Procurement	D Lewis	£0.1m	£0.1m	(£0.0m)
Twelve15	D Lewis	-£1.0m	-£1.0m	£0.0m
Finance & Corporate Services		£27.4m	£27.5m	£0.1m
Central Income & Expenditure	D Lewis	£89.4m	£88.6m	(£0.8m)
Directorate position		£1,208.4m	£1,224.3m	£16.0m
Corporate Funding		-£1,208.4m	-£1,207.6m	£0.8m
Overall		-£0.0m	£16.7m	£16.7m

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