

Notice of Meeting

Communities, Environment and Highways Select Committee



Date & time	Place	Contact	Interim Chief Executive
Monday, 29 April 2024 at 10.00 am	Council Chamber, Woodhatch Place, 11 Cockshot Hill, Woodhatch, Reigate, RH2 8EF.	Clare Madden, Scrutiny Officer clare.madden@surreycc.gov.uk	Leigh Whitehouse We're on Twitter: @SCCdemocracy 

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This meeting will be held in public. If you would like to attend and you have any special requirements, please contact Clare Madden on clare.madden@surreycc.gov.uk.

Elected Members

Catherine Baart (Earlswood & Reigate South), John Beckett (Ewell), Liz Bowes, Stephen Cooksey (Dorking South & the Holmwoods), Jonathan Hulley (Foxhills, Thorpe & Virginia Water) (Chairman), Andy MacLeod (Farnham Central), Jan Mason (West Ewell), Cameron McIntosh (Oxted), Lance Spencer (Goldsworth East & Horsell Village) (Vice-Chairman), Richard Tear, Buddhi Weerasinghe (Lower Sunbury & Halliford) and Keith Witham (Worplesdon) (Vice-Chairman)

Independent Representatives:

Mark Sugden

TERMS OF REFERENCE

The Select Committee is responsible for the following areas:

- Waste and recycling
- Highways
- Major infrastructure
- Investment/Commercial Strategy (including Assets)
- Economic Growth
- Housing
- Local Enterprise Partnerships
- Countryside
- Planning
- Aviation and Sustainable Transport
- Flood Prevention
- Emergency Management

- Community Engagement and Safety
- Fire and Rescue
- Trading Standards

AGENDA

1 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

To report any apologies for absence and substitutions.

2 MINUTES OF THE PREVIOUS MEETINGS: 7 FEBRUARY 2024

(Pages 7
- 16)

To agree the minutes of the previous meeting of the Communities, Environment and Highways Select Committee as a true and accurate record of proceedings.

3 DECLARATIONS OF INTEREST

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

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

NOTES:

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

4 QUESTIONS AND PETITIONS

To receive any questions or petitions.

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

Notes:

1. The deadline for Member's questions is 12.00pm four working days before the meeting (*Tuesday 23 April 2024*).
2. The deadline for public questions is seven days before the meeting

(Thursday 18 April 2024)

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

5 SURREY CONNECT DIGITAL DEMAND RESPONSIVE TRANSPORT SERVICE (DDRT) (Pages 17 - 28)

Purpose of report: To provide an update to the Select Committee on the progress of the Surrey Connect Digital Demand Responsive Transport service (DDRT).

6 BUS SERVICE IMPROVEMENT PLAN UPDATE (Pages 29 - 68)

Purpose of the report: To provide the Communities, Environment and Highways Select Committee with an update on progress in delivering and revising the County Council's Bus Service Improvement Plan to meet the requirements and timescales of Department for Transport's recently published new guidance.

7 LAND MANAGEMENT POLICY (Pages 69 - 90)

Purpose of report: To seek the views of the Select Committee on the developing Land Management Framework and the new draft Land Management Policy for Surrey County Council owned land.

8 SUSTAINABLE FOOD STRATEGY – REPORT ON A COUNCIL MOTION (Pages 91 - 96)

Purpose of report: To brief members of the Communities, Environment and Highways Select Committee on the Original Motion regarding the Whole System Food Strategy submitted to the Council meeting on 11 July 2023.

9 CABINET RESPONSE TO COMMITTEE REPORTS (Pages 97 - 118)

Purpose of report: To update the Committee on the Cabinet response to the March 2024 Select Committee reports and recommendations on i) a Referred Council Motion 'Advertising & Sponsorship Policy' ii) Surrey Utilities – Water and Wastewater Services.

10 RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME (Pages 119 - 144)

Purpose of report: For the Select Committee to review the attached recommendations tracker and forward work programme, making suggestions for additions or amendments as appropriate.

11 DATE OF THE NEXT MEETING: FRIDAY 14 JUNE 2024

The next public meeting of the committee will be held on Friday 14 June 2024.

MOBILE TECHNOLOGY AND FILMING – ACCEPTABLE USE

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MINUTES of the meeting of the **COMMUNITIES, ENVIROMENT AND HIGHWAYS SELECT COMMITTEE** held at 10.00 am on 7 February 2024 at Woodhatch Place, 11 Cockshot Hill, Reigate, RH2 8EF.

These minutes are subject to confirmation by the Committee at its meeting on Monday, 29 April 2024.

Elected Members:

- * Catherine Baart
- * Stephen Cooksey
- * Jonathan Hulley (Chairman)
- * Andy Macleod
- * Jan Mason
- r Cameron McIntosh REMOTE
- * Lance Spencer (Vice-Chairman)
- * Keith Witham
- Liz Bowes – absent
- * Mark Sugden
- * Richard Tear
- * Buddhi Weerasinghe
- * John Beckett

*present

r = Remote Attendance

Meeting started 10:04 AM

1/24 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS [Item 1]

There were no apologies or substitutions.

2/24 MINUTES OF THE PREVIOUS MEETINGS: 4 DECEMBER 2023 [Item 2]

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

3/24 DECLARATIONS OF INTEREST [Item 3]

None received.

4/24 QUESTIONS AND PETITIONS [Item 4]

None received.

5/24 ENVIRONMENT, TRANSPORT AND INFRASTRUCTURE (ETI) PERFORMANCE REPORT [Item 5]

Witnesses

Matt Furniss, Cabinet Member for Highways, Transport and Economic Growth – *in person*

Natalie Bramhall, Cabinet Member for Property, Waste and Infrastructure – *in person*

Marisa Heath, The Cabinet Member for Environment – *in person*

Katie Stewart, Executive Director for Environment, Infrastructure & Growth – *in person*

Jo Diggins, Deputy Chief of Staff, Environment, Infrastructure & Growth (report author) – *in person*

Carolyn McKenzie, Director Environment - *in person*

Paul Millin, Assistant Director, Strategic Transport – *in person*

Lucy Monie, Director, Highways and Transport – *in person*

Richard Bolton – Assistant Director Highways Operations and Infrastructure – *in person*

Doug Hill – Flood and Climate Resilience Manager – *remote*

Richard Parkinson – Resources and Circular Economy Group Manager - *remote*

Paul Wheadon (also attending remotely) Strategic Contract Group Manager - *remote*

Key discussions

1. The Chairman asked witnesses what areas rated as red they were the most concerning. The Executive Director for Environment, Infrastructure & Growth said that for all areas identified in red, plans to resolve them were in place. The RED RAG rating for Road Safety and the increase in numbers of 'killed or seriously injured' incidents (KSIs) was concerning. The work underway to develop a new road safety strategy for Surrey was really importance. The Executive Director urged communities to engage with the upcoming consultation. Customer enquiries was assessed as RED. Improving engagement with customers across all areas of the Council was also a big priority. Work was underway to improve and professionalise the customer experience for residents.

Highways Keeping the network safe road defects, KSIs, streetlight repairs)

2. A Member asked what the target repair time was for potholes. The Director of Highways and Transport said that there were three targeted response times based on the severity of potholes. Repairs had a guarantee of 2 years but as repairs were conducted reactively where weather conditions varied, the life expectancy could be shorter. Defects would be picked up in inspections annually.
3. A member queried if contractors would fix potholes at no extra charge if they did not last the 2-year quality guarantee. The Director of Highways and Transport said that it would not be an additional cost if it was proved that the issue was a failure to repair properly on the contractors end. The highways inspection staff were able to identify failure to repair.
4. A Member noted that there was a 49% increase in the number of potholes from 2022 to 2023 and asked if Ringway had provided insight on this and if the data could be used to project long term trends in defect volumes. The Director of Highways and Transport said that the increase was largely due to rapid changes in weather conditions and climate change. The Executive Director for Environment, Infrastructure & Growth noted that other authorities in the country also experienced the same rise in numbers and emphasised the need for climate adaptation to better respond to changing weather patterns.
5. A Member asked if it would it be necessary to implement special measures such as 'find & fix' pothole repairs considering the increase of road defects from 2022 to 2023.

The Director of Highways and Transport said that in the last four weeks, there had been 2000 defects reported by the public compared to 8000 in the same period in 2023. The Director noted that the Service had become a more resilient force with better capacity.

6. A Member asked how much the Council had spent on pothole payouts. The Director of Highways and Transport said that 2023 had seen a large surge with payouts totalling £171,000 compared to £10,300 in 2022. The Member queried how many claims were refused and asked for the process of claiming to be made clearer to residents on the Council's website. The Director agreed to provide a written response on the number of claims and would feedback the comments on the claims process to the relevant team.
7. A Member asked if there was a team of inspectors inspecting the quality of work done on repairs. The Director of Highways and Transport said that there was a team that did compliance checks on a proportion of repairs who would flag issues with the supplier.
8. A Member noted an incident where residents were told that it would take 6 weeks to fix a felled tree and said that this was not a timely response considering felled trees raised safety issues. The Assistant Director Highways Operations and Infrastructure offered to speak to the Member about the incident.
9. A Member noted that the Highway Team's emergency response was excellent but asked how their capacity was being increased considering the impact climate change would have on the demand of the Service. The Assistant Director Highways Operations and Infrastructure said that there were emergency response plans in place and the Service held meetings regularly with officers and contractors.
10. A Member asked if there were solutions around tree roots damaging pavements. The Assistant Director Highways Operations and Infrastructure said that the Council was investing to clear areas such as tree stumps. The Cabinet Member for Environment noted that the Council had to navigate the line between clearing stumps but also providing good habitats for Surrey wildlife. The Cabinet Member asked for Member support and input in the new Tree Policy.

Highways routine maintenance improvement (Gullies, pedestrian & cycle routes, lines)

11. A Member asked how much work had been paid to Ringway when there was work still outstanding. The Director of Highways and Transport said that in the vast majority of cases the contractor was only paid after the work had been completed.
12. A Member noted that Ringway and sub-contractor resource issues were flagged as contributing factors for red performance indicators and asked what the Council could do to resolve those issues. The Assistant Director Highways Operations and Infrastructure noted that issues around the Gullies Cleaning Programme would be resolved in 2024 but the delivery of the lines programme had been challenging but was receiving fortnightly updates for the delivery of that programme. A Member noted that the 85% target for gullies to be free flowing was low. The Assistant Director Highways Operations and Infrastructure said that the intention was to be realistic and that it would be increased to 93%.
13. A Member asked if all the gullies in Surrey were maintained by the Council and that it would be helpful for Councillors to be aware of maintenance timelines. The Assistant Director Highways Operations and Infrastructure said that if a gully was on a public highway, the Council maintained them. Gullies were cleaned every year and every six

months in flood risk areas. The Assistant Director offered to speak to the Member on issues in his division.

14. A Member asked a question on the Signs Maintenance Scheme. The Assistant Director Highways Operations and Infrastructure noted that there were difficulties in installing new signs such as resourcing and the Traffic Sign Manual which meant there had to be consistency across the country.
15. A Member noted that the parking enforcement deployment remained below the 95% target. The Assistant Director Highways Operations and Infrastructure said that NSL, the contractor, was paid for hours deployed and as such, there were incentives for reaching the target number of deployment hours. Past problems had been due to low levels of staff. Surrey now exceeded the average number of parking tickets issued previously by Districts and Boroughs. The Assistant Director said that the Parking Line backlog would be complete by the end of the financial year.
16. A Member said that the target bus passenger journeys was 2 million and asked why that was different from the target for bus patronage. The Strategic Transport Group Manager said that Bus Service Improvement Plan set out targets and was first published in 2021 and updated in May 2023. The Department for Transport had issued a new set of bus guidance and tasked local transport authorities to provide another update in June 2024. The Group Manager offered to send the Committee the number of bus journeys taken in Surrey which was accessible on the County Council website. A Member asked for a written response on the Digital Demand Response Transport service and the Strategic Transport Group Manager agreed.
17. A Member noted that the target for new pedestrian and cycle routes was 5km per annum but asked if that should be more ambitious considering LTP4. The Member also asked if the Council was considering other metrics for measuring active travel. The Strategic Transport Group Manager said that the target was still contextually ambitious due to the standards required in delivering these new schemes. The Local Transport Plan Delivery Plan that was going to be brought to the Committee in July 2024 would include Active Travel metrics.
18. A Member asked for an update on the Local Cycle Walking and Infrastructure Plans. The Strategic Transport Group Manager answered that each District and Borough would have completed a LCWIP by the end of the financial year which meant Surrey would have Countywide coverage. The Manager offered to send a Programme summary to the committee.
19. The Chairman noted that the proportion of waste to landfill had dropped to less than 1%. The Resources and Circular Economy Group Manager explained that waste that had originally gone to landfill was now directed to shredding sites and expressed confidence that the low levels would be maintained.
20. A Member asked if community recycling centres could operate at pre-pandemic levels again. The Resources and Circular Economy Group Manager said that the amount of waste had reduced compared to before by almost 60%. Sites were currently able to handle the amount of waste coming through and were actively trying to recycle as much as possible. A Member queried if as only 1% of waste was going to landfill if it meant that 99% was recycled. The Resources and Circular Economy Group Manager said that recycling wastes in Surrey were about 55% and the rest could be recovering from waste such as waste being composted so the energy value could be recovered. The Member asked for a written summary of waste and recycling handling in Surrey.

21. A Member asked if the Council was on track to meet the target to reduce residual household waste per household by 50% by 2042. The Resources and Circular Economy Group Manager said the first step was actively encouraging residents to use the right bins, encourage recycling and reduce waste in the first place. Legislating and encouraging manufacturers to reduce the amount of packaging or to produce recyclable materials was also important.

Flood risk management

22. A Member asked if there should be additional metrics to capture the effectiveness of the Council's response particularly to any severe flooding events such as those experienced by residents following Storm Henk in January. The Flood and Climate Resilience Manager noted that the Council recorded 60 properties flooded and 180 externally flooded by Storm Henk. Better measurements could improve management of flood risks, community resilience and planning. An annual impact report would be produced by the end of financial year reporting on delivery of the Flood Risk Management Strategy. This could be brought to the Committee. It was noted that the Council was the Lead Local Flood Authority although responsibility also rested with the Environmental Agency and Districts and Boroughs also had authority for evacuations.
23. A Member asked how the Service was proactively contacting homeowners to clear ditches to reduce road flooding. The Flood and Climate Resilience Manager said that the service had ran media campaigns before winters to remind landowners of their responsibilities. The Service had also worked with residence associations in the past which had been helpful.
24. A Member noted that the report stated that performance around management of enquiries were not being addressed in a timely manner. The Member asked if these issues were being addressed. The Executive Director for Environment, Infrastructure & Growth said that a lot of work was being done to improve customer satisfaction and better integrate the handling of customers. The Highways online reporting tool would be introduced in late 2024. Improvements were underway to improve management of enquiries and trying to anticipate peak demand to be better prepared. The Cabinet Member for Highways, Transport and Economic Growth said that a focal point was communication and getting things right the first time.
25. A Member asked if the Committee could be sent a simple written response on the different areas of responsibility of the Highways Department as well as a breakdown of spending compared to previous years.
26. Committee Members discussed a set of draft recommendations, including the recommendation that a special public scrutiny session be held on Ringway, to review the performance of the contractor and the Council's performance in managing the contract in light of the problems experienced with roads last year and escalating costs. The Executive Director for Environment, Infrastructure & Growth suggested that a visit to the Ringway depot be arranged instead. The Chairman agreed but reserved the Committee's position, highlighting that a formal scrutiny session may still be required if the informal visit was not satisfactory. The depot visit would provide an opportunity for Ringway to explain its operational challenges and for Members to see the quality assurance that is taking place.

Actions:

1. The Assistant Director Highways Operations and Infrastructure to hold a conversation with Cllr John Beckett about fallen trees in his division.
2. The Assistant Director Highways Operations and Infrastructure to hold a conversation with Cllr Jan Mason about gulleys in her area.
3. The Assistant Director Strategic Transport to provide a summary report on the Digital Demand Response Transport (DDRT) service including details of passenger journeys to the Committee.
4. The Highways Service/Head of Highways to liaise with the claims team to find out: i) of the claims made how many are paid? ii) what more can be done to ensure the claims process and claims eligibility is made clear to the public through the claims webpage and application process. Feedback on both points to be circulated to Committee members.
5. The Strategic Transport Group Manager to share the LCWIP programme summary with the committee.
6. The Executive Director for Environment, Infrastructure/Head of Highways - to share a plain English Summary of the different areas of responsibility of the Highways Department plus the amount of money being spent this year and next. Focus on promoting positives and providing something that can be shared with residents.

RESOLVED

That the Communities, Environment and Highways Select Committee:

1. Welcomes the performance framework and the range of credible and useful KPIs which provide transparency over performance in a number of vital service areas.
2. Notes that it highlights a mixed performance picture with a number of challenges particularly in respect of the number of killed and seriously injured on Surrey roads, the lines programme, bus reliability, and customer/Councilor enquiries.
3. Expresses concern around the efficiency and efficacy of road repairs which is an issue residents care deeply about; and the efficacy of services that have been brought back from the Bs & Ds for example parking enforcement and verge-cutting.
4. Expresses concern about the results of the National Highways & Transport Services Public Satisfaction survey which reports that for overall satisfaction, Surrey is ranked 94th out of 111 authorities taking part. Surrey should have an ambition to be in the top quartile.
5. Welcomes increased investment following Task & Finish to deliver improvements in a number of areas including customer experience, the lines programme and gully cleaning; and welcomes plans to publish the gully cleaning programme next year and the new Highways online reporting tool.
6. Requests further work to improve signage on the highways network to improve information to residents; and to publicise mechanisms for residents to report issues and faults.
7. Requests that additional KPIs/metrics be developed in respect of cycling and active travel and a target for reducing the number of car journeys on our roads.

8. Requests scrutiny by this Committee of Climate Change adaptation and flood risk management in light of severe extreme weather and flooding suffered by residents and that this be scheduled by the end of 2024.

Marissa Heath joined 10:20 AM.

Natalie Bramhall left 11:34 AM

6/24 ADVERTISING & SPONSORSHIP POLICY MOTION [Item 6]

Witnesses

Lance Spencer, Chairman of the Greener Futures Reference Group

Key discussions:

1. The Chairman of the Greener Futures Reference Group noted that the Group did not endorse the recommendations of officers and recommended that the motion be referred to Cabinet for further consideration and debate.
2. A Member noted that some fossil fuel companies like Shell did offer renewable energy options to consumers.
3. The Cabinet Member for Environment said that fossil fuel companies shifting to greener models should be encouraged and revenue generated could be used for positive change.

Break at 12:35 meeting resumed at 12:40.

7/24 MINERAL AND WASTE LOCAL PLAN [Item 7]

Witnesses

Matt Furniss, Cabinet Member for Cabinet Member for Highways, Transport and Economic Growth

Marisa Heath, The Cabinet Member for Environment – *in person*

Katie Stewart, Executive Director for Environment, Infrastructure & Growth

Caroline Smith, Planning Group Manager

Ibrahim Mustafa, Principal Planning policy officer

Key discussions:

1. The Chairman noted that there had been 15 potential sites for mineral and waste management sites but only 1 was shortlisted and queried the reason. The Planning Group Manager said that waste management development was seen as a bad neighbour, and it was difficult to find land for future waste management. It was also up to private landowners to see if they would nominate land for waste management.
2. The Chairman asked what results had been found for the nation-wide call for sites at the end of February 2024 and if witnesses anticipated better success than the first call. The Planning Group Manager said that they were expecting more nominations by the end of the month. The success of a call would depend on the quality of nominations and not the number of nominations. The Principal Planning policy officer said that the call for sites were an exercise that was integral to the planning process.
3. A Member asked how Surrey's predicted shortfall in waste management capacity compared to other authorities and if there was any scope to share facilities with

neighbouring counties whose demands may be less. The Planning Group Manager said that other counties in the South East were also experiencing a short fall. 30% of locally collected waste was sent to Kent from Surrey. Surrey must find sufficient capacity for its own waste although some waste may still have to be dealt with out of County.

4. A Member asked for witnesses to expand on how they were proactively looking to identify land suitable for waste management facilities. The Planning Group Manager noted the Service were in discussions with land management authorities, neighbouring waste management authorities and existing facilities in Surrey to discuss potential for expansion.
5. A Member asked to what extent changes in legislation affected biodiversity. The Planning Group Manager noted that as of the 12th of February 2024 it was a requirement for sites to have a 10% biodiversity net gain. Many mineral sites were restored to an even better quality than when it was first implemented. The Manager was confident the Council would exceed the expectation of 10%.
6. A Member asked if there were any external factors that would present a challenge of the development of Mineral and Waste Local Plans. The Planning Group Manager identified Government wide management policies, reviews of the Surrey Hills national landscape and Environmental Impact Assessments as external factors.
7. A Member asked what the implications of the Gatwick incinerator closure would be and what additional pressure this would put on waste facility capacities. The Planning Group Manager said original expansion plan had an expansion of the incinerator, but this had now been scrapped and but was unsure of the scale of impact this would have.
8. A Member asked if Councillors would be alerted to new sites coming to their divisions. The Planning Group Manager said that Members would absolutely be aware when sites were nominated in their areas. New sites would be considered against a long list of impacts and new facilities would be state of the art and expected to comply with planning permission. The Principal Planning policy officer directed Members to the area of report that outlined Member engagement.
9. A Member asked witnesses how confident they were in reaching the revised timetable of the public consultation by June 2025 and how many suitable sites were needed to proceed with the consultation. The Planning Group Manager answered that under the current framework, the Service was confident in reaching the 2025 plan. The exact number of sites would depend on their individual capacity. This would be determined after the call for sites had ended and sites and their capacity were reviewed.
10. A Member asked what the impact of further delays had been to the development of MWLPs. The Planning Group Manager said that the Service was confident in the level of impact and that the plan would be extended until the end of 2026.
11. A Member asked about the possibility of oil and gas extraction sites. The Planning Group Manager said oil and gas licences were issued by the North Sea Transitional Authorities and the Council did not have control over them but would expect applications to comply with national framework.
12. A Member asked how consultations and engagement events were planned for specified site options and if the Service would engage Members during the consultation. The Principal Planning policy officer said that specific consultations and

events were planned in each District and Borough. They would be in person events and have Q&As with possibilities of online feedback too.

Marissa Heath left at 12:51.

RESOLVED

That the Communities Environment and Highways Select Committee:

- I. Notes with concern the ongoing difficulty in identifying suitable land for waste management facilities to bridge the forecast capacity gap in Surrey beyond 2035 and the further additional 'call for sites' underway and applauds the efforts that are being made.
- II. Urges the Service to prioritise proactive discussions with Surrey's LPAs and other partners to identify suitable land and/or alternative ways of increasing capacity at existing suitable sites through expansion, diversification or improvement or use of facilities in neighbouring counties.
- III. Commends the project management approach and the detailed communication and engagement plans which include steps to keep members fully informed during the preferred options consultation; and invites officers to provide an update to the Committee at an appropriate time.

8/24 CABINET RESPONSES TO COMMITTEE REPORT ON ROAD SAFETY & SFRS [Item 8]

Key discussions:

1. The Chairman noted that two Reports had been submitted to Cabinet outlining the Committee's recommendations in relation to Road Safety and Surrey Fire and Rescue Service improvements. Formal Cabinet responses had been provided. In its report the Committee had highlighted the need for appropriate funding of new Road Safety Strategy initiatives and the accessibility of public consultations on 20mph speed limits. The Cabinet Member for Highways, Transport and Economic Growth thanked the Select Committee for its input on the issue. Cabinet had agreed with most of the Committee's recommendations.

9/24 RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME [Item 9]

Key discussion

1. The Chairman noted that the Committee held a constructive private session with water utility companies in January and thanked the Executive Director for Environment, Infrastructure & Growth for her work.
2. A Member asked if there would be new bus services planned in the next year. The Cabinet Member for Highways, Transport and Economic Growth said that the whole of Surrey would have a DDRT option from September 2024. A Member asked if an interim report on DDRT could come to the Committee in April. The Executive Director for Environment, Infrastructure & Growth agreed.

3. A Member asked for a written update on the rollout of electric vehicle and on-street charging infrastructure ahead of the April Select Committee date. The Executive Director for Environment, Infrastructure & Growth agreed that something could be provided in April as part of the LTP4 item.

Actions:

1. EIG Directorate to organise a Ringway depot site Visit for the Committee.
2. The Infrastructure & Major Projects Group Manager to provide a written update on the rollout of EV and on-street charging infrastructure ahead of the April Select Committee date. [Annex to the Local Transport Plan 4].
3. Update on DDRT to be provided to the Committee in April.

10/24 GREENER FUTURES REFERENCE GROUP MEMBERSHIP [Item 10]

Key discussions

1. The Chairman of the Greener Futures Reference Group invited Members of the Committee to nominate themselves to the group. Cllr Weerasinghe volunteered to join.

11/24 DATE OF NEXT MEETING [Item 11]

The next meeting to be held on the 29th of April 2024.

Meeting ended at 13:34

Monday, 29 April 2024

Surrey Connect: Digital Demand Responsive Transport Update

Purpose of report: To provide an update to the Select Committee on the progress of the Surrey Connect Digital Demand Responsive Transport service (DDRT).

Introduction

1. The County Council has been successful in implementing several Surrey Connect DDRT schemes across Surrey since the first pilot scheme was introduced in Mole Valley in May 2022. Further expansion of the growing network of DDRT services is planned for both the 2024/25 and 2025/26 financial years.
2. The DDRT service is designed to provide a more flexible and responsive transport service and expand available travel options for residents.
3. Coverage of the Surrey Connect DDRT service is planned to be widespread across the county, however, each individual service operates within a localised zone to ensure it remains agile to local residents needs. As such it is designed to complement other bus services and rail travel, rather than compete with them.
4. The scheme rollout is developing at pace and use of the DDRT services continues to grow. Ongoing monitoring is required as the services embed and the customer base expands, however, early data is encouraging and in particular, the customer feedback received to date has been very positive.

Background

5. The County Council was successful with a bid to the Department for Transport (DfT) Rural Mobility Fund (RMF) for a pilot Mole Valley Digital Demand Responsive Transport (DDRT) service. The County Council secured funding for a two-year operation, which started in May 2022. The DDRT service was

combined with a s106 planning obligation to serve the new Queen Elizabeth Foundation HQ and adjacent housing development near Leatherhead. Mole Valley District Council was contracted to operate the DDRT buses on behalf of the County Council.

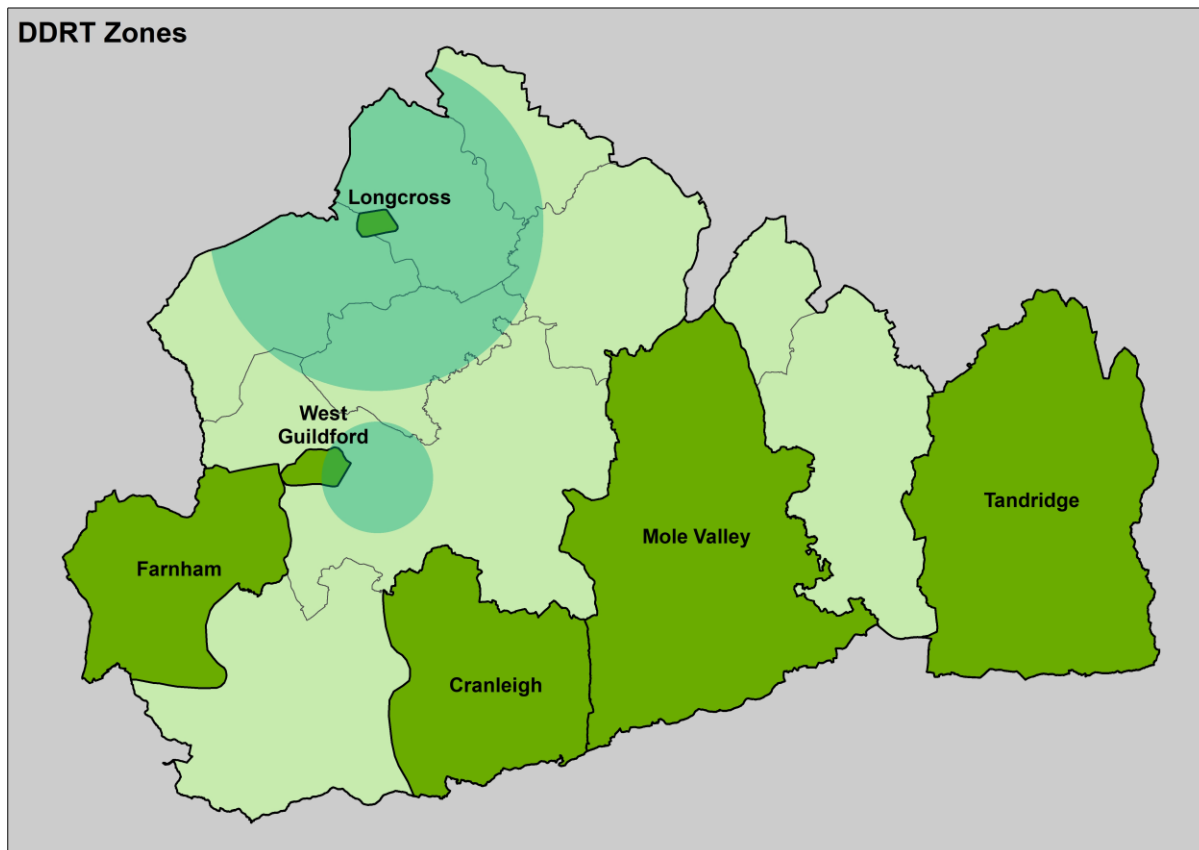
6. Initially the scheme operated across the north of Mole Valley using two zero emission electric accessible minibuses. This increased to four buses to cover the whole of the Mole Valley area from June 2023. The service was well received locally with high passenger satisfaction and much positive feedback. The Mole Valley DDRT scheme is well used in comparison to other DDRT schemes funded through RMF nationally.
7. As part of the Future Bus Network Review undertaken in 2022/23, the County Council consulted with residents and stakeholders on the proposal to introduce more DDRT services and in some cases replace infrequent conventional local bus services with DDRT services. The aim was to provide all residents and across all age groups with greater flexibility with travel times and destinations, together with increased hours of operation. The DDRT services are similar to conventional local bus services in that passengers board and alight at pre-determined bus stops (with physical infrastructure or virtual bus stops) but with a greater flexibility of destination for those passengers.
8. Surrey Connect is not a traditional Dial-a-Ride (DAR) scheme; DAR services are community operated services primarily used by older residents who may have limited mobility and have difficulty accessing conventional public transport services. This will include passengers who are unable to get to and from bus stops and require additional assistance. DAR services tend to be door to door services as opposed to stop to stop for DDRT.
9. The National Bus Strategy (Bus Back Better) published in March 2020 required the County Council to establish an Enhanced Partnership with bus operators and to also develop a Bus Service Improvement Plan (BSIP), which sets out the route map to increasing passenger usage through investment in infrastructure, information and new and more frequent bus services. Our approved BSIP included an aspiration to build on the Mole Valley Connect DDRT scheme. Using the experience of the Mole Valley Connect service and other community transport schemes operating across the county, alongside feedback from the Future Bus Network Review, a DDRT expansion programme was developed.
10. On 28 March 2023 Cabinet agreed to the Phase 1 programme of new DDRT services. This was the expansion of the Mole Valley DDRT service to cover the whole of the District, plus a further five schemes. Future phases were to be subject to service performance and identification of funding.

11. Contracts for Phase 1 were tendered for a one-year period starting September 2023. These were retendered as part of the Phase 2 programme, which will start operation September 2024.
12. Padam, the technology provider, was contracted at the start of the Mole Valley scheme to provide the booking and scheduling portal and to develop the digital booking Application (App). Although the service is operated by different providers, Padam provides the booking platform for all the services and the whole DDRT service is operated under the Surrey Connect brand.
13. To support the Council's decarbonisation agenda, Greener Futures funding is being used to procure electric minibuses that our contractors use to provide the DDRT services. By September of this year we plan to have 28 electric minibuses operating on DDRT services in Surrey, adding to the complementary work in transitioning the community transport fleet to zero emission vehicles.

Current DDRT Provision

14. In September 2023 five further Surrey Connect services started operation, using eight additional vehicles, making a total of 12 mini buses in service. Overall therefore, current DDRT schemes are as follows:
 - a) West Guildford: this replaced a conventional limited public bus service.
 - b) Tandridge: existing DRT scheme in Tandridge has been improved.
 - c) Farnham area : existing DRT scheme centred on Farnham has been improved.
 - d) Cranleigh area: new DDRT scheme introduced.
 - e) Longcross: existing DRT scheme centred on the Longcross development improved.
 - f) Mole Valley area: the original and now expanded RMF funded scheme.
15. The DDRT map below shows the current scheme operating areas; the travel zone for West Guildford and Longcross are denoted by light green circles:

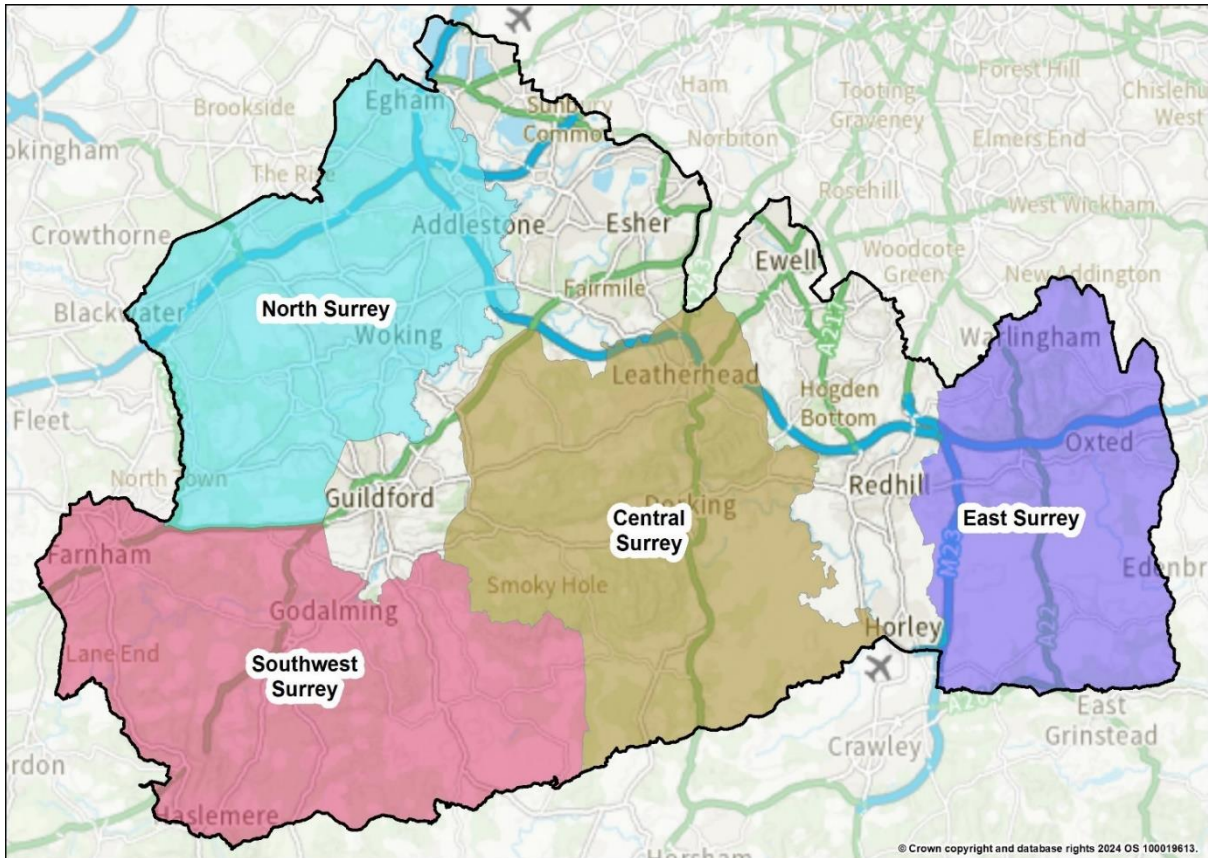
DDRT Zones



16. All DDRT services operate Monday to Friday 7am – 7 pm, and 8am - 6pm on Saturday. Passengers can book their trips via the Surrey Connect App, through the website or by using the operations call centre. It should be noted that some 80% of trips are booked via the App.
17. Fares are set on a mileage basis. An adult single fare for journeys under 5 miles is £2, 5 to 7 miles is £4, 7 to 10 miles is £6. Younger people pay half the above fares.

Planned DDRT Provision, September 2024

18. Phase 2 of the Surrey Connect network expansion, starting in September 2024, will increase the operational fleet of minibuses from 12 to 28 and expand the services broadly in the areas as shown on the map below:



19. Within each of the four larger geographical areas in the map above, the Surrey Connect services will operate across three or four defined zones. These zones have been designed to enable users to access local services, including shopping, local medical facilities, leisure, and onward travel by bus and/or rail.

20. Certain areas of Surrey are not covered by DDRT, for example, central Guildford, Epsom and Redhill. Whilst even more DDRT services are being considered to further expand DDRT coverage from 2025, we need to recognise that some areas of the county already have excellent local bus services which are, in the main, commercially operated. We need to ensure that DDRT does not abstract passengers and revenue from these local bus services, whilst supporting them to be even more attractive so that they may continue to serve local communities. This balance is very important, as DDRT needs to be complimentary to the local bus network.

21. Our early thoughts for 2025 include consideration of new DDRT services for parts of Elmbridge, Reigate & Banstead and Spelthorne, although other areas may also emerge as our plans become further developed. DDRT expansion will include an assessment of additional cost and available funding and an assessment of the existing public transport already available to residents and any gaps in provision helping us to understand how DDRT might enhance the overall public transport offer. Part of this is seeking to understand how DDRT may improve accessibility for all residents in potential new areas, whilst also

reviewing the performance of existing DDRT services to make any changes where they are needed, including providing additional capacity.

22. As part of supporting new housing developments across Surrey we have also been successful in securing funding for DDRT services.

Budget

23. The forecast DDRT expenditure for 2023/24 is £1.206m. The budget for 2024/25, inclusive of implementing the new areas in Phase 2, is £4.85m. Phase two is now due to commence operation in September 2024, meaning that the full year allocation will not be required in 2024/25 financial year.
24. Fares income from the DDRT services is retained by the County Council. Currently we are forecasting between 10% and 15% recovery of the running costs of DDRT services. As most of the services are still in their infancy, data is still limited in terms of fares recovery and potential longer-term projections.
25. It is worth noting that the cost of providing the DDRT service is largely fixed regardless of how many passengers are using the service, which is similar to other bus services. As we analyse the current and potential usage data further, we will have a better sense of how we can reduce the gap between the running costs and fares income. However, it is important to note that due to the nature of the service provided, we do not expect fares revenue to match the cost of running the service. This is similar to the local bus network that SCC funds with the main difference being that DDRT income is retained by the County Council whereas local bus operators retain the fares income for the majority of contracted local bus services.
26. A further allocation of £3.15m is included in the 2024/25 budget for the implementation of additional Phase three schemes. These new DDRT schemes will now likely commence in September 2025, subject to tender and the necessary approvals being secured. This means that this budget allocation will not be required to start until September 2025.

Performance of Current Surrey Connect DDRT Services

27. As the DDRT services are so new, and were introduced very quickly following the Mole Valley trial, we are still developing the measures are required to assess their overall performance. The Padam booking and scheduling software that supports the operation of the DDRT services provides access to a comprehensive range of data and statistics, including passenger usage, user satisfaction and feedback. Metrics on service and vehicle efficiency are also available.

28. As noted in paragraph 5 above the Mole Valley Surrey Connect DDRT scheme was funded as part of the Government’s Rural Mobility Fund. This is a programme which awarded funding to local authorities to introduce pilot DDRT services, and to understand the value and impact of these schemes.
29. The Rural Mobility Fund Evaluation: Interim Report published September 2023 included performance data for all pilot schemes across the country. Daily passenger loadings for the nine pilot DDRT schemes were reported to range from 11 – 67 passengers per day. Since that report the Mole Valley Surrey Connect service has continued to grow patronage, and in fact, it averaged 89 passengers per day during September 2023 which compares favourably with original pilot figures. Patronage is not the only measure of success and further work will continue to be undertaken to produce performance measures that will set targets and allow us to track and monitor overall service performance and value for money. Once complete, these will be included in the Environment, Infrastructure and Growth Performance Framework. To aid understanding, below is a selection of performance data on the DDRT services.

i. Registered users for each DDRT ‘scheme’

30. The table below provides a snapshot of registered users at March 2024 for each DDRT scheme. This highlights comparative data on the scale and reach of each of the schemes, which can be considered alongside passenger trips.

Zone	Registered users
Cranleigh	399
Farnham	950
Longcross	82
West Guildford	470
Tandridge	807
Mole Valley	4337
Total	7045

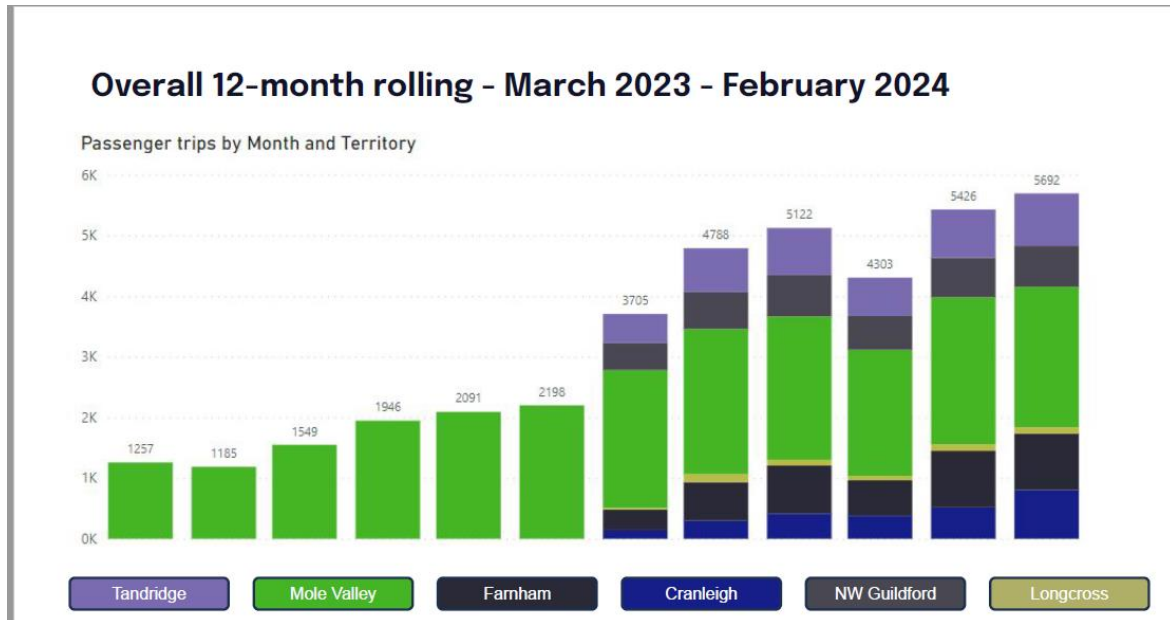
ii. Passenger trips (2023/24) for each DDRT ‘scheme’

Zone	Sept	Oct	Nov	Dec	Jan	Feb	March	Totals
Cranleigh	143	297	415	381	518	694	838	3286
Farnham	335	636	791	582	930	893	1005	5172
Longcross	30	131	95	72	110	102	114	654
West Guildford	448	608	680	555	651	627	806	4375
Tandridge	477	723	778	630	785	845	846	5084
Mole Valley	2143	2393	2363	2080	2422	2215	2314	15930

31. The above demonstrate that, as experienced with the Mole Valley scheme, it takes time for passenger trip numbers to grow.

iii. Growth in passenger trips by DDRT 'scheme'

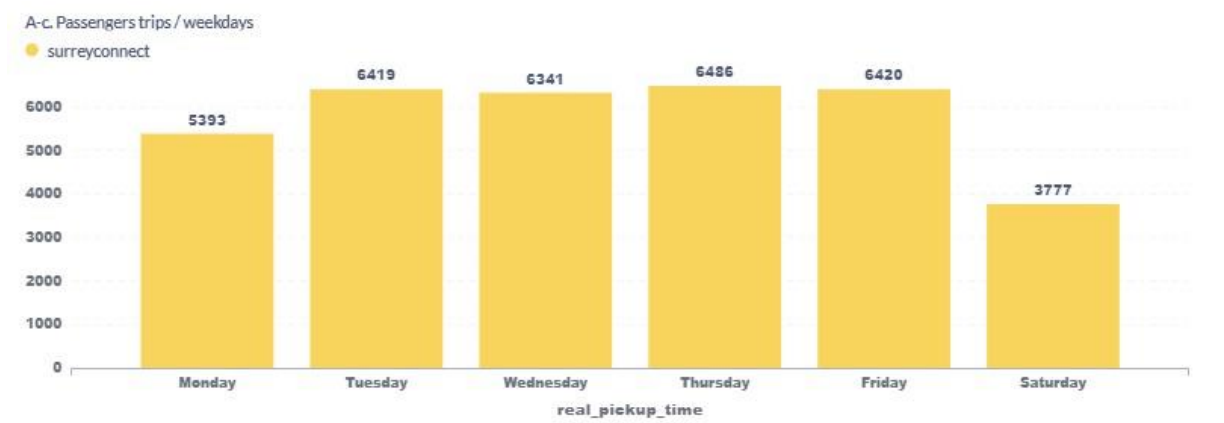
32. The graph below shows the pattern of growth across the services since March 2023:

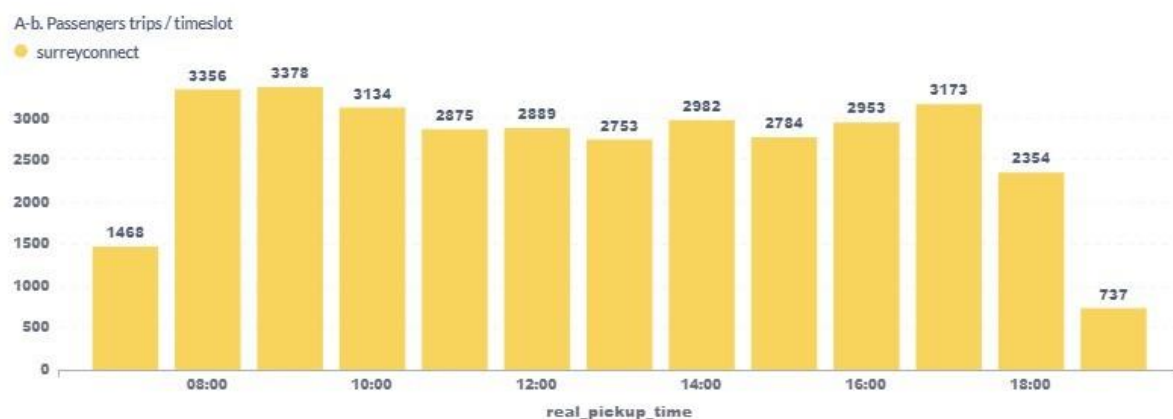


iv. Summary of passenger trips showing the busiest days and hours

33. The graphs below show passenger activity each day of the week and the times of day that passengers are travelling. This data is important because it enables us to identify where there may be capacity in the network. The data highlights:

- Passenger usage of the DDRT services is slightly lower on a Monday than Tuesday to Friday, with daily ridership on Tuesday to Friday all similar.
- Saturday ridership is approximately 60% of the weekday demand.
- Passenger usage is greatest during the morning and early evening peak periods, with a drop off of usage at either end of the operating day.





34. The above is an aggregate of all passenger journeys for all DDRT schemes, although it can be broken down scheme by scheme.
35. There is a balance between providing a more universal service and understanding the impact of one cohort or particular journey type potentially overwhelming a DDRT service. On this basis, it should be noted that DDRT does not support journeys to school. If we were to allow school trips to be booked, all DDRT vehicles would become unavailable to all other residents for roughly an hour and a half in the morning and then again in the late afternoon 190 days each year, as the minibuses would be taking children to and from school. This would mean DDRT would not be available to all other residents wanting to commute to work or railway stations, those wishing to access town centres or early medical appointments, etc. It would essentially become a minibus service only available between 10.00 and 14.00. Ridership would quickly decline, and we would fail to deliver on our objective of offering a flexible on-demand service to residents.
36. Facilitating journeys to school could also distort catchment areas and potentially impact the Council's home to school transport policy, noting the vehicles are small minibuses and cannot cater for large peak time school movements.

v. Passenger satisfaction rates and user feedback

37. Passengers are invited to provide feedback on their experiences of using the Surrey Connect DDRT services. The table below gives the customer satisfaction rate for each scheme:

Zone	Service Rating (out of 5)	%	Driver Rating (out of 5)	%	Average	%
Cranleigh	4.93	98.60%	4.96	99.20%	4.95	98.90%
Farnham	4.92	98.40%	4.97	99.40%	4.95	98.90%
Longcross	5.00	100.00%	5.00	100.00%	5.00	100.00%
West Guildford	4.89	97.80%	4.90	98.00%	4.90	97.90%
Tandridge	4.96	99.20%	4.95	99.00%	4.96	99.10%
Mole Valley	4.93	98.60%	4.92	98.40%	4.93	98.50%
Total	4.94	98.77%	4.95	99.00%	4.94	98.88%

38. Some of the individual (unedited) feedback received from Surrey Connect users is set out below to give a flavour of what residents think about DDRT:

- Very punctual. Very helpful and courteous, especially with the second passenger he picked up, also for the hospital, who had mobility issues and so was a little slow. Brilliant all round.
- brilliant thanks. on time, comfortable bus, clean and very attentive crew. the app is so incredibly easy to use. all I can say is if this is the standard of service and it continues, it will be my choice of transport.
- What an amazing service!
- First trip and would definitely use this service again - excellent idea!
- very polite and friendly driver! had a good chat along the way too, i enjoyed the ride 😊
- very impressed with the service, driver was very helpful and kind. will definitely book again and recommend to others.
- Brilliant service, although as it is on demand, you should charge more, the service warrants it.
- excellent service. really friendly driver. is such a great service when you live in a rural area.
- Surrey Connect is shaping up to be a very valuable service indeed. An excellent experience all round, app works well, easy to book a journey, notifications are quick to come through and are accurate. The drivers are helpful and friendly and the journeys comfortable. I hope that the service gets a good take up.

Conclusions

39. Our Surrey Connect DDRT network is still relatively new. However, DDRT is already proving to be very popular with residents with the number of users and patronage steadily growing. Surrey Connect DDRT has an exceptionally high user satisfaction rating, notwithstanding it is still a developing service.
40. Evidence shows that it takes time for patronage to grow on any new public transport service; DDRT is no exception. We plan to do more to promote and market the Surrey Connect DDRT services as we expand the network of services, which will help us to grow patronage even further. DDRT is therefore helping the County Council to get more people onto bus services, with wider

benefits of reduced congestion and an associated carbon reduction. This supports the Local Transport Plan 4 approach of avoid-shift-improve.

41. Although some infrequent local bus services have been subsumed into the Surrey Connect DDRT services in the Phase 1, DDRT is designed to complement existing public transport, rather than replicate or replace it.

Recommendations:

42. It is recommended that the Communities, Environment and Highways Select Committee continue to be updated on Surrey Connect DDRT services in 2024/25, which could include:

- a. More detailed DDRT service performance data and metrics;
- b. A 'live' demonstration of the software that supports the operation of the DDRT services;
- c. Detail on the operating arrangements for the new Surrey Connect DDRT services starting in September 2024; and
- d. A communications plan that will be used to support the introduction of the new Surrey Connect DDRT services to help grow patronage on new and DDRT existing services, linked to growing bus patronage more widely.

Next steps:

The retender of contracts for Phase 1 and tender for Phase 2 Surrey Connect DDRT services was undertaken earlier in 2024. Contract approval and award to the successful providers is planned for April and May 2024. Mobilisation will then follow, with the contracts and services to go-live in September 2024. This will increase the operational fleet of minibuses from 12 to 28 and expand the DDRT services in the areas detailed in the body of the report.

Planning for a Phase 3 expansion of Surrey Connect DDRT has already started, and this will continue throughout 2024/25. Phase 3 services will commence in 2025, subject to funding.

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Sources/background papers: None

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29 APRIL 2024

BUS SERVICE IMPROVEMENT PLAN: AN UPDATE

Purpose of report:

To provide the Communities, Environment and Highways Select Committee with an update on progress in delivering and revising the County Council's Bus Service Improvement Plan to meet the requirements and timescales of Department for Transport's recently published new guidance.

Introduction

1. In responding to the challenges set by the National Bus Strategy: Bus Back Better published in March 2020, the County Council drafted, consulted on and approved a Bus Service Improvement Plan (BSIP) in October 2021.
2. In late January 2024 the Department for Transport (DfT) published new guidance to Local Transport Authorities (LTAs) requiring them to update their BSIPs, which must be submitted to the DfT by 12 June 2024. Failure to meet this deadline puts future BSIP funding at risk. For Surrey, this would put at risk the second instalment of BSIP Phase 2 funding, previously called BSIP+.
3. This report asks the Communities, Environment and Highways Select Committee to:
 - a. Review progress and delivery against the 2021 BSIP;
 - b. Provide views on future BSIP priorities as part of the current review, taking into account of the views of operators, stakeholders and residents; and
 - c. Suggest new or additional initiatives that may be included in the revised BSIP and how they may be funded.

Background

4. When new BSIP guidance was published in late January 2024, the DfT stated that for the DfT to have effective conversations with the Treasury, revised BSIPs should be:
 - More consistent across LTAs;
 - Shorter and easier for residents and stakeholders to understand;
 - Be clear about what has been delivered, when and how it was funded; and
 - Be clear about what will be delivered and priorities from 2025-29, when and how they will be funded.
5. This more standardised approach is to be supported by BSIP templates to be completed by LTAs. These are currently awaited.
6. Along with a change to the format of BSIPs, the DfT also want to see a greater focus on:
 - How operators and stakeholders (which includes Members) have been involved with the development of the 2024 BSIP update;
 - Delivery against the original BSIP from 2021, including how initiatives have been funded;
 - A delivery plan for 2024/25, including how initiatives have been funded; and
 - Clear ambitions for 2025-2030, including any outline delivery plans and how these initiatives will be funded.
7. The DfT also want LTAs to have a greater focus on the 12 priority areas covered in the 2021 National Bus Strategy, in that buses are:
 - More frequent;
 - Faster and more reliable;
 - Cheaper;
 - More comprehensive;
 - Easier to understand;
 - Easier to use;
 - Better integrated with other modes and each other;
 - Better to ride in;
 - Greener;
 - Accessible and inclusive;
 - Innovative; and
 - A safe mode of transport that is seen as safe.

8. Unlike the first BSIP development process in 2021, the DfT has stated that there is no Government funding to bid for. Instead, revised BSIPs will be used by the DfT as a tool for discussions with the Treasury on future national bus funding.
9. The full list of all BSIP ambitions and which of the 12 priority areas of the National Bus Strategy they meet is attached to this report as **Annex A**.
10. As part of the BSIP we are expected to publish bus routes in the county, showing those routes that operate commercially and those that receive support from the County Council.
11. Routes in Surrey, both commercial and supported, are split into categories. These are Category 1, 2 and 3. As stated in the current, May 2023, version of the BSIP, below is a short explanation of how routes are categorised.

Category	Description
Category 1 funded services	Top up funding for commercial services. Core strategic network - as important as commercial services. All journey purposes (commuting, school, shopping etc.)
Category 2 funded services	Very important to communities. All journey purposes. Includes routes for school journeys (single morning and afternoon journeys)
Category 3 funded services	Least strategic importance but high social mobility value and relatively small proportion of overall budget.

12. The list attached as **Annex B** is the current category route list with subtotals for those routes that receive County Council funding.

Delivery of BSIP ambitions since 2021
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13. The expectation from Government was that LTAs should progress with the delivery of their BSIP ambitions regardless of whether they received funding in 2021 (BSIP Phase 1). Where LTAs did not receive any funding, they were encouraged to look at their own budgets to see if there was scope to reallocate funds towards BSIP initiatives. Also, LTAs were asked to prioritise low and no-cost initiatives such as developing and agreeing a bus Passenger Charter.
14. Whilst the County Council was not allocated any BSIP Phase 1 funding, the council was in a more favourable position to deliver against the 12 priority areas in the BSIP compared to other LTAs.

15. This was due to the decisions made to allocate funds towards initiatives prior to the announcement of the National Bus Strategy (NBS) and their subsequent inclusion in the BSIP. Also, in 2023 the decision to increase the base service budget to support local bus services and promote new initiatives such as the Surrey LINK Card.
16. The funding position is set out in more detail later in this report.

Capital delivery summary table

BSIP priority area	What was / is being delivered	Funding source	Delivery date
Greener Buses / Better to ride in	54 Hydrogen Fuel Cell Buses, in partnership with Metrobus	SCC and Metrobus	Estimated delivery of all buses by the end of the 2024/25 financial year.
Greener Buses / Better to ride in	19 battery electric buses, in partnership with Falcon Coach and White Bus	SCC, bus operators and ZEBRA 2 Government funding	Estimated delivery of buses by the end of the 2024/25 financial year.
Faster and more reliable	Reigate / Redhill / Horley A23 Bus Priority Corridor	SCC and developer contributions	Feasibility is complete. Construction to start Q4 2024 for completion in 2026.
Faster and more reliable	Guildford and Woking (including surrounding environment) Bus Priority Programme Area	SCC	Feasibility to be completed in the 2024 calendar year. Construction start estimated in 2026/27
Faster and more reliable	Blackwater Valley Bus Priority Programme Area	SCC	Feasibility to be completed in the 2024 calendar year.
Faster and more reliable	Wider Elmbridge Bus Priority Programme Area	SCC	Feasibility to be completed in the 2024 calendar year.

BSIP priority area	What was / is being delivered	Funding source	Delivery date
Faster and more reliable	North-west Surrey Bus Priority Programme Area (including access to Heathrow)	SCC	Feasibility to be completed in the 2024 calendar year.
Greener buses / Better to ride in	16 new electric minibuses for use on Surrey Connect DDRT services	SCC	Estimated delivery of buses by the end of the 2024/25 financial year.
Easier to understand	Investment in new RPTI displays across town locations and feeder routes	SCC	Estimated full completion by end of 2025/26 financial year

Revenue delivery summary table

BSIP priority area	What was / is being delivered	Funding source	Delivery date
More frequent	Enhancing 15 bus services across Stagecoach, Metrobus and Falcon Coaches. Depending on the route these will provide additional services during the day, into the evening and /or at weekends	SCC and BSIP Phase 2. Including a shared contribution with Hampshire CC	Starting from April 2024. Other enhancements planned for April 2025. These will run for 2 years, with a commitment from operators to run for a further year.
Cheaper	The Surrey LINK Card was launched in summer 2023 to give people aged 20 and under access to half the standard adult fare. In November 2023 it was agreed that the LINK Card would apply to the £2 fare cap where it is in place	SCC with BSIP Phase 2 funding used to underwrite the cost of applying the discount to the £2 fare cap	November 2023
Easier to understand	Launched a project with our supplier, Trapeze, to improve the quality of Real Time Information.	SCC	Trailing real time cancellations currently. Further updates will follow in the by the end of the 2024/25 year

13. Alongside the elements that required funding, a bus Passenger Charter was agreed to be implemented and signed up to by all our bus operators. The charter, whilst not binding, sets out what passengers should expect from services in Surrey. This was developed with input from representatives of the Stakeholder Reference Group and bus operators. A copy of the charter is published on the council's website and attached to this report as **Annex C**.

Priorities for operators, stakeholders and residents

14. For many years the relationship with the bus operators in Surrey and the County Council has been a collaborative and productive one. As part of the initial BSIP process we engaged with bus operators, seeking their views on what they would like to see reflected in the BSIP. This engagement has been ongoing and will continue through the BSIP period.
15. Understandably, priorities for the bus operators are to improve and increase the amount of bus priority as well as tackling congestion. Both will improve bus speeds and reliability, the latter being a top priority for residents and stakeholders to encourage more bus use.
16. Over the last ten years, the County Council has held several public consultations on public transport. A short consultation was held prior to the publishing of the original BSIP.
17. The main areas of concern expressed by residents in that survey, as well as previous surveys undertaken as part of Surrey Bus Reviews and the Local Transport Reviews were:
 - A desire for cheaper fares
 - A desire for more bus priority measures to deliver more reliable services, i.e. make sure the bus turns up when it is supposed to
 - A request for better information on times and fares with more real time information
 - A desire to see improvements to the overall journey experience and customer service
 - Demand for more services in the evenings and at weekends
 - A request for simpler, more flexible fares and 'smart ticketing'
18. As part of the governance overseeing the delivery of the BSIP, through the Enhanced Partnership arrangements, we have created a Stakeholder Reference Group. Part of this group's role is their ability to put forward suggestions for interventions and initiatives for inclusion in the BSIP as well as how they should be prioritised for delivery.
19. Also, understandably, representatives on the stakeholder group want to see more frequent bus services in their local area. The ability to deliver service improvements across the county is limited outside of where we are using the available BSIP Phase 2 funding. However, some of the suggestions made by the group that for inclusion in the revised BSIP are mainly focused on accessibility improvements for disabled people. These are:
 - A higher level of disability, dementia and autism awareness for bus operators;

- The installation of audio announcements of “next bus” information at bus stops; and
 - To support visually impaired people, a requirement for buses to stop where someone is waiting, regardless of if they have been flagged down.
20. Some other key priorities for representatives on the stakeholder group are:
- A faster and more comprehensive expansion of Real Time Passenger Information, including improvements to the accuracy of the information;
 - Redevelopment of Guildford and Redhill Bus Stations; and
 - Bus stop accessibility improvements across the county.
21. More on the governance arrangements is covered later in this report.

Funding requirements for full delivery beyond 2025

22. Prior to the BSIP process the County Council had already allocated capital funding across the four key investment areas. These being:
- investing £32.3m to bring more zero emission buses into Surrey to be delivered in partnership with bus operators;
 - investing £6.3m to introduce more electric minibuses to be delivered in partnership with the community transport sector;
 - investing £9m in bus priority measures at key pinch points to improve reliability and make buses more attractive to existing and potential users;
 - alongside an investment of £1.4m to expand our real time passenger information system helping residents make more informed travel choices.
23. The funding for the original BSIP was announced in the summer of 2022. At that time the County Council was not awarded any of the c£120m, split roughly £50 of revenue and £70m of capital, of the available £3bn across England.
24. In August of 2023, new funding was allocated by the Government to support revenue activities in LTAs who had not received any of the original BSIP money. Surrey was awarded £7.8m in total, split equally across 2023/24 and 2024/25. This was called BSIP+. However, following the reallocation of the HS2 extension budget towards other transport projects, this has been renamed to BSIP Phase 2. The BSIP Phase 2 investment proposals were presented as a Cabinet Member Decision in November 2023. The table below sets out the allocation summary.

Summary BSIP Phase 2 (formerly BSIP+) Funding Allocations

	Sept-Mar 2023/24 (£m)	Full Year 2024/25 (£m)
Service Support	0.5	0.85
Service Enhancement	0.9	1.5
DDRT	0.7	1.7
LINK Card	0.5	0.77
Promotion of Initiatives	0.02	0.03
Risk & Contingency	0.13	0.2
Total	2.75	5.05

25. The table below gives the detail of the BSIP Phase 2 funding route enhancements. This does not include a breakdown of cost because of commercial sensitivity.

BSIP Phase 2 Bus Route Enhancements

Operator	Route	Service Enhancement
Falcon	436	New evening and Sunday service
	456	Increase frequency to 30 minutes
	461	Increase frequency to 20 minutes
	479	Extended evenings and extra Sunday services
Metrobus	20	Extend the overnight bus to Langshott
	32	Sundays - add two return trips to and from Redhill
	100	Return to pre-Covid, hourly overnight service
	100	From spring 2025, increase main service to every 15 minutes, Monday to Saturday
	400	From spring 2024, extended operating hours and Sunday service to increase to hourly

	400	From spring 2024, 5th bus included to improve reliability and provide later evening services to Caterham, Monday to Saturday
	460	3 new hourly round trips Mon-Sat, replacing the 480, so that Preston and Tattenham Corner would gain new evening links to Reigate, Redhill, Horley, Gatwick and Crawley
	460	1 later return journey to add additional late night return trip
	460	From spring 2025, 3 new later round trips on Sundays
Safeguard	4 / 5	Additional evening journeys and enhanced bus services on Sundays and Public Holidays
Stagecoach	2	Increase frequency to 20 minutes
	6	
	7	
	65	Enhance to create an hourly service and introduce a new Sunday service. Cost shared with Hampshire CC.

26. In response to new priorities, such as the expansion of DDRT schemes, responding to the challenging operating conditions following the pandemic and inflationary pressures, the County Council's budget for public transport was increased. This is now just over £13.5m.
27. As mentioned earlier in this report, we are delivering against a number of the BSIP priority areas using both County Council budget, BSIP Phase 2 and private sector funding. However, to deliver all of our BSIP aspirations across Surrey in full, significant investment is necessary. This would be far beyond the current budget available and otherwise be unaffordable without Government backing.
28. In general, and whilst costs have increased since the original BSIP was submitted due to inflation and other cost pressures over the intervening period, the funding request submitted to the Government in 2021 is still valid.
29. This level of additional funding would allow the County Council to deliver against all 12 of the BSIP priorities. Without this, the County Council will need to choose those elements of the BSIP that can be delivered over 2025-29 that will most likely improve our performance on the BSIP target areas.
30. The current approach is to focus on those elements that will provide the best evidence to the DfT that we are investing the funding allocated to Surrey

effectively. Thereby giving a strong basis by which to secure the future funding necessary to deliver ongoing and lasting improvements to bus services.

31. The table below summarises the capital and revenue request submitted in 2021. Where projects are already stated, such as the bus priority areas, the funding stated would support additional measures to further improve the scheme outcomes.

Capital Funding Request Summary

BSIP priority area	Scheme title	Funding request
Faster and more reliable	Reigate / Redhill / Horley A23 Bus Priority Corridor	£2.65m
Faster and more reliable	Guildford and Woking (including surrounding environment) Bus Priority Programme Area	£5.15m
Faster and more reliable	Blackwater Valley Bus Priority Programme Area	£2.4m
Faster and more reliable	Wider Elmbridge Bus Priority Programme Area	£2.4m
Faster and more reliable	North-west Surrey Bus Priority Programme Area (including access to Heathrow)	£2m
Faster and more reliable	Traffic Signals - expand the existing Intelligent Bus Priority programme.	£2m
Easier to understand	Real Time Passenger Information expansion	£1.5m
Accessible and inclusive	Bus Station & Interchange accessibility improvements	£3.5m
Faster and more reliable	Moving Traffic Offences Enforcement infrastructure to support bus priority	£1m
Easier to use	Transition to Tap-On Tap-Off with investment on new ticket machines and back-office systems	£1.6m
Greener buses	Additional investment across more bus operators	£10m

BSIP priority area	Scheme title	Funding request
Greener buses	Exploring retrofitting older diesel vehicles to all meet Euro 6 emission standards	£6m
Better to ride in	Installing Wi-Fi on all services and other improvements such as USB charging points	£3m
Easier to understand	Expansion of multimodal onward travel information for bus and rail arrivals and departures at key locations	£2m
Total		£45.2m

Revenue Funding Request Summary

BSIP priority area	Scheme title	Funding request
More frequent / More comprehensive	Category 1 Bus Service Enhancements. Where not in place already, having all Cat 1 services running every 30 mins Monday to Saturday and hourly from 7 p.m. until 11 p.m. and on Sundays	£22m
More frequent / More comprehensive	Category 2 Bus Service Enhancements. Introduce selected enhancements to Cat 2 Services to increase frequency and extend operating hours and days of operation.	£7.4m
Easier to understand / Easier to use	Mapping of bus routes and bus infrastructure. Updating current IT systems and making information available online or open source.	£0.075m

BSIP priority area	Scheme title	Funding request
Accessible and inclusive	Additional vegetation management. To cover more areas on routes and at bus stops to support easy access to bus services and reduce to potential for buses to be damaged by vegetation.	£0.070m
Easier to understand / Easier to use	Expansion of multi-operator ticketing across the county. This would be phased and over 2 or 3 areas in the county.	£0.24m
Accessible and inclusive	Use existing best practice to develop and roll out Disability, Autism and Dementia Awareness training across all operators	£0.255m
Cheaper	Free travel for young carers Discounted travel for people leaving care	£0.120m
Total		£30.1m

Governance, monitoring and reporting

32. The NBS sets out the governance approach that LTAs must take depending on whether they opted for a franchising or Enhanced Partnership arrangement at the delivery model for the BSIP.
33. As agreed by Cabinet on 25 October 2022, Surrey County Council entered into an Enhanced Partnership (EP) with bus operators. This has been operating since November 2022.
34. The governance is set out in **Annex D**. The structure sets out the EP Board as the decision-making body for delivery against the BSIP. The EP Board is made up of representatives from:
 - The County Council. The EP Board is chaired by the Cabinet Member for Highways, Transport and Economic Growth; and
 - Bus operators in Surrey. These members are Metrobus and Stagecoach as the two largest operators based on mileage, three SME bus operators as well as Transport for London

35. Alongside the EP Board, the NBS requires LTAs to have a body representing stakeholders across the area. This is sometimes called a Bus Forum. For Surrey this is our Stakeholder Reference Group (SRG) and is chaired by an external representative and administered by the County Council. This group has 56 people on the circulation list covering bus users, disability groups, county, borough and district councillors, borough and district officers, town and parish councils, among others. These bodies will continue to be used for the decision-making process and influencing priorities for the BSIP going forward.
36. More detail of the governance arrangements can be found in the EP Plan and Scheme, which is available on the County Council website as the [Surrey Enhanced Partnership Plan and Scheme](#).
37. With the rewrite of the BSIP in 2024, we will take the opportunity to review the EP Plan and Scheme to ensure that they are still relevant for the delivery of the BSIP and that the governance, new reporting arrangements, new initiatives and priorities are properly reflected. This process follows the BSIP update being submitted with the indicative timescales and process for this set out below.

Activity	When
EP Plan and Scheme review and update	Through June
28 day required Operator Objection Period	Through July
Statutory Consultation	2 or 3 weeks in August
EP Board meeting – Sign off of new EP Plan & Scheme	September 2024

Reporting to Government

38. The monitoring and reporting arrangements against the BSIP targets will change as a result of the updated guidance from the DfT. To this point, LTAs were expected to report every six months against the targets set out in their BSIPs. The update for Surrey from October 2023 is published on our website here as the [Bus Service Improvement Plan Target Summary](#). It is also attached to this report as **Annex E**.
39. Going forward the reporting timeline will be annual. The requirement for LTAs to update their BSIPs annually has been removed. The future timescales for updating BSIPs will be communicated by the DfT.
40. The BSIP targets for LTAs to report against were:
 - Average journey speed;

- Reliability;
- Passenger numbers; and
- Average passenger satisfaction.

41. The 2024 update requires LTAs to report on a new target of network coverage and accessibility to services (geographical and service hours of operation). We have scope to revise our targets for 2025 and beyond as part of this update process.

Conclusions

42. Updating the BSIP is a requirement for the County Council to complete or otherwise risk a delay in the release or the potential loss of the second instalment of £3.9m of BSIP Phase 2 funding.

43. Therefore, it is important for the County Council to ensure that we satisfy ourselves and the DfT requirements and timescales in reviewing and updating our BSIP, as set out in the new guidance.

44. In responding to this, we have worked with bus operators and through the established governance groups to highlight new initiatives or priorities for inclusion and future delivery.

45. However, there is uncertainty nationally as to what may happen at the end of November 2024 when the National Bus Fare Cap is due to end. Without ongoing national funding LTAs will need to consider the range and cost of ticketing offers available and the potential impact that a change from a two-year scheme may have on patronage.

Recommendations

46. This report asks the Communities, Environment and Highways Select Committee to:

- Review progress and delivery against the 2021 BSIP;
- Provide views on future BSIP priorities as part of the current review, taking into account of the views of operators, stakeholders and residents; and
- Suggest new or additional initiatives that may be included in the revised BSIP and how they may be funded.

Next steps

- Operator input to BSIP priorities – throughout April 2024
- Stakeholder Reference Group meeting – Mid April 2024

- Draft BSIP review by the Enhanced Partnership Board meeting – Late April 2024
 - BSIP signed off at Cabinet Member Decision meeting – 28 May 2024
 - Updated BSIP submitted to the DfT – 12 June 2024
-

Report contact

Keith McKain, BSIP Programme Manager, Strategic Transport Group

Contact details

Keith.McKain@surreycc.gov.uk

Sources/background papers

NATIONAL BUS STRATEGY – BUS BACK BETTER - a Bus Service Improvement Plan for Surrey, Cabinet Report 26 October 2021

Bus Back Better – An Enhanced Partnership for Surrey, Cabinet Report 25 October 2022

Future bus network review and local bus service investment, Cabinet Report 28 March 2023

BSIP+ Investment Decision Report, Cabinet Member Decision 28 November 2023

Aspirations for beyond 2025	Priority Area	More frequent	Faster and more reliable	Cheaper	More comprehensive	Easier to understand	Easier to use	Better integrated with other modes and each other	Better to ride in	Greener	Accessible and inclusive	Innovative	A safe mode of transport which is seen as safe
	Network Coverage and Accessibility												
New services linked to major development sites	✓			✓						✓			
Explore scope for new park and ride sites alongside rationalisation of parking provision	✓			✓									
Explore opportunities to improve connectivity to remote employment sites				✓									
Investment in the Kite (GOLD 1) and Route 100 BRT corridors	✓				✓	✓				✓			
Funding all category 1 services to operate at least every 30 minutes, daytime, hourly evenings and Sundays	✓			✓	✓	✓				✓			
Provide some enhancement funding for selected category 2 services for specific reasons	✓			✓									
Providing a county wide offer of a "wheelchair user taxi guarantee" where the wheelchair space is already occupied					✓					✓			
Use the existing Public Transport Accessibility Model to evidence enhancing existing services				✓			✓						
Bus Friendly Traffic Management / Bus Priority													
Reigate / Redhill / Horley A23 Corridor		✓		✓	✓					✓			
Guildford and Woking (including surrounding environment) Bus Priority Programme Area		✓		✓	✓					✓			
Blackwater Valley Bus Priority Programme Area		✓		✓	✓					✓			
Wider Elmbridge Bus Priority Programme Area		✓		✓	✓					✓			
North-west Surrey Bus Priority Programme Area (including access to Heathrow)		✓		✓	✓					✓			
Bus Stop Infrastructure													
Review bus stop layouts to improve operational efficiency and accessibility							✓			✓		✓	
Improving personal safety at bus stops. As well as what can be done to improve safety to and from bus stops							✓			✓		✓	
Bus stop inventory survey to identify and develop solutions to meet accessibility standards at bus stops							✓			✓		✓	
Provide step free access at interchange points at rail stations							✓			✓			
Improve walking and cycling routes to bus stops													
The Enhanced Partnership to consider the replacement of all TFL stops in Surrey with SCC bus stop infrastructure					✓								
Devise a minimum specification for bus stops within the county and devise a hierarchy of specification for different locations or environments					✓	✓	✓			✓		✓	
Bus Stations, Interchanges and mobility hubs													
Expanded DDRT network – linked to major bus hubs / other transport interchanges				✓			✓			✓			
Improve physical connections between bus and rail services							✓			✓			
Develop mobility hubs							✓	✓		✓		✓	
Accessibility and quality improvement at Guildford, Redhill and Staines bus stations							✓	✓		✓		✓	
Ticketing and Fares													
Expanded multi-operator ticketing schemes / bus area based / county wide			✓		✓	✓							
Discounted travel for care leavers			✓							✓			
Implement a free travel for young carers			✓							✓			
Standardised discounts for groups			✓		✓	✓							
Work with Plusbus to expand the scheme offer in Surrey			✓		✓	✓							
Exploring options with operators for a future county flat fare scheme from Nov 2024			✓		✓	✓							
Decarbonisation of bus and DDRT / Fleet Moderisation													
ZEBRA 2 funded ZEBs / SCC funded ZEBs							✓	✓	✓				
Proactively working with operators on transitioning to zero emission buses including private sector (operator) investment in both vehicles and depot upgrades							✓	✓	✓				
Expansion of zero emission fleet across DDRT schemes							✓	✓	✓				
Expansion of zero emission fleet across the Community Transport sector							✓	✓	✓				
Bus service information													
Revise the processes for the provision of roadside information and standardise display cases where possible					✓	✓							
Bus operators to ensure that RTPI data is up to date, accurate and 'live' to feed into the Real Time Information system					✓	✓							
Operators will work collaboratively to share service information on each other's apps and websites					✓	✓							
Operators to publicise other company's services on the same route					✓	✓							
Standardised timetable change dates (three times per year)					✓	✓							
Standardise Christmas and New Year level of operation across all operators					✓	✓							
Surrey County Council to strengthen marketing and information capacity, including behaviour change work to encourage bus use					✓	✓				✓			
Customer experience & Safety													
Disability, autism and dementia awareness training for staff					✓	✓				✓		✓	
CCTV will be mandated on bus services												✓	✓
Requirement for buses to stop when people are there, regardless of being flagged down						✓				✓		✓	
EP Performance Monitoring													
Improve the quality, consistency and timeliness of data from bus operators					✓						✓		
Seek the standardisation and expansion of data collection to ensure the performance of specific interventions and the overall performance of the EP. Including													
•agreeing the scope of data to be collected,					✓						✓		
•how the data will be collected, stored and treated (i.e. treated as shareable or commercially sensitive)													
•how data will be used to assess the performance of the partnership													

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Aspirations for beyond 2025	Priority Area	More frequent	Faster and more reliable	Cheaper	More comprehensive	Easier to understand	Easier to use	Better integrated with other modes and each other	Better to ride in	Greener	Accessible and inclusive	Innovative	A safe mode of transport which is seen as safe
Network Coverage and Accessibility													
New services linked to major development sites	✓		✓										
Explore scope for new park and ride sites alongside rationalisation of parking provision	✓		✓										
Explore opportunities to improve connectivity to remote employment sites			✓										
Investment in the Kite (GOLD 1) and Route 100 BRT corridors	✓				✓	✓				✓			
Funding all category 1 services to operate at least every 30 minutes, daytime, hourly evenings and Sundays	✓		✓		✓	✓				✓			
Provide some enhancement funding for selected category 2 services for specific reasons	✓		✓										
Providing a county wide offer of a "wheelchair user taxi guarantee" where the wheelchair space is already occupied					✓					✓			
Use the existing Public Transport Accessibility Model to evidence enhancing existing services			✓			✓							
Bus Friendly Traffic Management / Bus Priority													
Reigate / Redhill / Horley A23 Corridor	✓		✓	✓						✓			
Guildford and Woking (including surrounding environment) Bus Priority Programme Area	✓		✓	✓						✓			
Blackwater Valley Bus Priority Programme Area	✓		✓	✓						✓			
Wider Elmbridge Bus Priority Programme Area	✓		✓	✓						✓			
North-west Surrey Bus Priority Programme Area (including access to Heathrow)	✓		✓	✓						✓			
Bus Stop Infrastructure													
Review bus stop layouts to improve operational efficiency and accessibility							✓			✓			✓
Improving personal safety at bus stops. As well as what can be done to improve safety to and from bus stops							✓			✓			✓
Bus stop inventory survey to identify and develop solutions to meet accessibility standards at bus stops							✓			✓			✓
Provide step free access at interchange points at rail stations							✓			✓			
Improve walking and cycling routes to bus stops							✓			✓			
The Enhanced Partnership to consider the replacement of all TfL stops in Surrey with SCC bus stop infrastructure					✓								
Devise a minimum specification for bus stops within the county and devise a hierarchy of specification for different locations or environments					✓	✓	✓			✓			✓
Bus Stations, Interchanges and mobility hubs													
Expanded DDRT network – linked to major bus hubs / other transport interchanges			✓				✓			✓			
Improve physical connections between bus and rail services							✓			✓			
Develop mobility hubs							✓			✓			✓
Accessibility and quality improvement at Guildford, Redhill and Staines bus stations							✓	✓		✓			✓
Ticketing and Fares													
Expanded multi-operator ticketing schemes / bus area based / county wide		✓		✓	✓								
Discounted travel for care leavers		✓								✓			
Implement a free travel for young carers		✓								✓			
Standardised discounts for groups		✓		✓	✓								
Work with Plusbus to expand the scheme offer in Surrey		✓		✓	✓								
Exploring options with operators for a future county flat fare scheme from Nov 2024		✓		✓	✓								
Decarbonisation of bus and DDRT / Fleet Moderisation													
ZEBRA 2 funded ZEBs / SCC funded ZEBs							✓	✓	✓				
Proactively working with operators on transitioning to zero emission buses including private sector (operator) investment in both vehicles and depot upgrades							✓	✓	✓				
Expansion of zero emission fleet across DDRT schemes							✓	✓	✓				
Expansion of zero emission fleet across the Community Transport sector							✓	✓	✓				
Bus service information													
Revise the processes for the provision of roadside information and standardise display cases where possible				✓	✓								
Bus operators to ensure that RTPI data is up to date, accurate and 'live' to feed into the Real Time Information system				✓	✓								
Operators will work collaboratively to share service information on each other's apps and websites				✓	✓								
Operators to publicise other company's services on the same route				✓	✓								
Standardised timetable change dates (three times per year)				✓	✓								
Standardise Christmas and New Year level of operation across all operators				✓	✓								
Surrey County Council to strengthen marketing and information capacity, including behaviour change work to encourage bus use				✓	✓						✓		
Customer experience & Safety													
Disability, autism and dementia awareness training for staff				✓	✓					✓			✓
CCTV will be mandated on bus services													✓
Requirement for buses to stop when people are there, regardless of being flagged down					✓					✓			✓
EP Performance Monitoring													
Improve the quality, consistency and timeliness of data from bus operators					✓						✓		
Seek the standardisation and expansion of data collection to ensure the performance of specific interventions and the overall performance of the EP. Including													
•agreeing the scope of data to be collected,					✓						✓		
•how the data will be collected, stored and treated (i.e. treated as shareable or commercially sensitive)													
•how data will be used to assess the performance of the partnership													

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Local Bus Services funded by Surrey County Council - April 2024

Category 1 Services

Route No.	Route Direction	Funding Status	Funded Operation	Operator	Notes including paid for service frequency
2	Camberley to Frimley and Farnborough	Primarily Commercially provided	Mon to Sun	Stagecoach	Funded evenings/Sundays every 60 mins
3	Yateley to Camberley, Mytchett and Aldershot	Primarily Commercially provided	Sundays	Stagecoach	Sundays every 90 mins
19	Aldershot to Farnham and Haslemere	Partially funded	Mon to Sat	Stagecoach	Every 60 mins
20	Crawley to Gatwick and Horley (Fastway)	Partially funded	Mon to Sun	Metrobus	Every 20/30 mins
20 BSIP Phase 2	Crawley to Gatwick and Horley (Fastway)	Fully funded	Mon to Sun	Metrobus	Overnight service extended to Langshott Horley
28	Guildford to Woking	Fully funded	Mon to Fri	Stagecoach	Stagecoach one early AM journey
28	Guildford to Woking	Fully funded	Mon to Sat	Falcon	Every 60 mins
32	Guildford to Dorking and Redhill	Partially funded	Mon to Sat	Compass Bus	Every 60 mins
32	Guildford to Dorking and Strood Green	Fully funded	Sundays	Metrobus	Sundays every 120 min
32 BSIP Phase 2	Guildford to Dorking, Strood Green and Redhill	Fully funded	Sundays	Metrobus	Two return trips extended to serve Redhill
34	Guildford to Woking and Camberley	Partially funded	Mon to Sun	Stagecoach	Funded evenings/Sundays 60 mins (package bid with 35 & 47)
35	Guildford to Woking	Partially funded	Mon to Sat	Stagecoach	Funded Woking to Guildford as part of package bid with 34 & 47
65	Guildford to Alton	Primarily Commercially provided	Mon to Fri	Stagecoach	Evening journey
93	Dorking to Holmwood and Horsham	Partially funded	Mon to Sun	Metrobus	Every 60 mins, Sundays every 120 mins
100	Crawley to Horley and Redhill	Primarily Commercially provided	Mon to Sun	Metrobus	Funded evenings 60 and Sundays every 30 mins
166	Epsom to Banstead and Croydon	Partially funded	Mon to Sat	Arriva London (TfL)	Every 60 mins, funded Epsom to Banstead
216	Kingston to Sunbury and Staines	Partially funded	Mon to Sun	London United (TfL)	Every 20/30 min, funded Ashford Hospital to Staines
408	Epsom to Leatherhead and Cobham	Fully funded	Mon to Fri	Falcon Buses	Every 60 mins (package bid with E5 & E16)
409	East Grinstead to Caterham, Warlingham and Selsdon	Fully funded	Mon to Sun	Metrobus	Every 60 mins (Package bid with 594/595,236,424,409,410A,411,324)
410	Redhill to Godstone, Oxted and Hurst Green	Primarily Commercially provided	Mon to Sun	Metrobus	Funded hourly Sundays and all Oxted to Hurst Green Mon to Sat
411	Warlingham to Caterham and Redhill/Reigate	Partially funded	Mon to Fri	Metrobus	Hourly to Caterham, every two hours to Redhill & Reigate (Package bid with 594/595,236,424,409,410A,411,324)
420	Redhill to Reigate, Tadworth, Banstead and Sutton	Partially funded	Mon to Sun	Metrobus	Every 60 mins Monday to Saturday, 120 mins Sunday (packaged with 460, 480 & 820)
424	Redhill to Horley, Slyfield, Gatwick, Horley, Reigate and Redhill	Fully funded	Mon to Sun	Metrobus	Every 60 mins (Package bid with 594/595,236,424,409,410A,411,324)
436	Woking to Byfleet and Weybridge	Primarily Commercially provided	Mon to Sat	Falcon Buses	Every 30 mins, hourly Saturdays. Funding is for Weybridge Town extension
442/X442	Staines to Heathrow Terminal 5	Fully funded	Mon to Sun	Carlone	Every 60 mins
456	Woking to Staines	Fully funded	Mon to Sat	Falcon Buses	Every 60 mins
458	Kingston to Walton and Staines	Fully funded	Mon to Sun	White Bus	Every 30 to Walton, 60 to Kingston, Sunday every 60 mins
460	Epsom to Tadworth, Redhill and Crawley	Partially funded	Mon to Sun	Metrobus	Every 60 mins Mon to Sat, 120 Sundays (package with 420, 480 & 820)
461	Kingston to St Peters Hospital	Primarily Commercially provided	Mon to Sun	Falcon	Funded evenings & Sundays 60 min (Sunday Kingston to Chertsey)
461 BSIP Phase 2	Kingston to St Peters Hospital	Fully funded	Mon to Sat	Falcon	Enhanced commercial offer to run every 20 mins until 1800.
465	Dorking to Leatherhead and Kingston	Partially funded	Mon to Sun	London United (TfL)	Every 30 mins, Sun 60 mins Dorking to Leatherhead funded
479	Epsom to Leatherhead and Guildford	Fully funded	Mon to Sun	Falcon	Every 30 mins Epsom to Bookham, 60 mins to Guildford, 120 mins Sundays (package bid with 461 evenings and weekends)
480	Tadworth to Epsom	Partially funded	Mon to Sun	Metrobus	Every 20/40 Mon to Sat, 120 Sundays package with 420 & 460
500	Camberley to Windlesham and Staines	Fully funded	Mon to Sat	White Bus	8 journeys each way, 3 Saturdays (package bid with 48)
515	Kingston to Weybridge and Brooklands	Fully funded	Mon to Sat	Falcon Buses	Every 60 mins (package bid with 514 & 564)
555	Whitley Village to Walton, Sunbury and Heathrow Central	Fully funded	Mon to Sun	Hallmark Connections	Every 60 mins
557	Sunbury to Chertsey and Addlestone	Fully funded	Mon to Sat	Falcon Buses	Every 60 mins (package bid with 715 & 437)
715	Kingston to Ripley and Guildford	Fully funded	Mon to Sun	Falcon Buses	Every 60 mins, every 90 mins Sundays (package bid with 437 & 557)
53	Guildford to Cranleigh and Ewhurst	Primarily Commercially provided	Mon to Sat	Stagecoach	Funded evenings and Sundays every 60 mins,
6/7	Guildford to Merrow and Burpham	Primarily Commercially provided	Mon to Sat	Stagecoach	Funded Sundays every 30 mins
6/7 BSIP Phase 2	Guildford to Merrow and Burpham	Primarily Commercially provided	Mon to Sat	Stagecoach	Enhanced commercial offer to run every 20 mins
3s	Guildford to Bellfields	Primarily Commercially provided	Mon to Sun	Safeguard	Funded Sundays every 60 mins
4/5	Guildford to Park Barn	Primarily Commercially provided	Mon to Sun	Safeguard	Funded evenings and Sundays every 20/30 mins
4/5 BSIP Phase 2	Guildford to Park Barn	Primarily Commercially provided	Sundays	Safeguard	Enhanced Sunday offer
430/435	Merstham to Redhill and Reigate	Primarily Commercially provided	Mon to Sun	Metrobus	Funded evenings and Sundays every 30 mins
4/20	Guildford to Ash, Aldershot and Farnham	Primarily Commercially provided	Mon to Sun	Stagecoach	Funded evenings and Sundays every 60 mins
70/71/72	Guildford to Haslemere and Midhurst	Partially funded	Mon to Sun	Stagecoach	Funded Milford to Haslemere 30 mins, Sundays every 60 mins
91/34	Woking to Goldsworth Park and Knaphill/Guildford	Primarily Commercially provided	Mon to Sun	Stagecoach	Funded evenings and Sundays every 30 mins plus 34 3 evening journeys
Total Funding Support for Category 1 Services		£7,380,820			

Category 2 Services

Route No.	Route Direction	Funding Status	Funded Operation	Operator	Notes including paid for service frequency
11	Farnborough to Camberley and Frimley	Fully funded	Mon to Sat	Stagecoach	Every 60 mins
12	Mindenhurst to Camberley	Fully funded	Mon to Sat	Stagecoach	Every 60 mins
16	Rowledge to Farnham and Aldershot	Fully funded	Mon to Sat	Stagecoach	6 journeys each way
18	Guildford to Onslow Village	Fully funded	Mon to Sat	Compass	Every 60 mins
21	Crawley to Newdigate, Dorking, Boxhill, Leatherhead and Epsom	Fully funded	Mon to Sat	Metrobus	Every 120 mins (package bid with 22)
22	Crawley to Horley, Charlwood, Dorking and Chart Downs	Fully funded	Mon to Fri	Metrobus	Every 120 mins (package bid in 21)
23	Guildford to Charlottville, Boxgrove Park and Merrow Woods	Fully funded	Mon to Sat	Compass Bus	4 journeys each way (package bid with 24, 25 & 625)
24	Guildford to Birtley and Cranleigh	Fully funded	Mon to Sat	Compass Bus	120 mins (package bid with 23/25/625)
25	Guildford to Gomshall and Cranleigh	Fully funded	Mon to Fri	Compass Bus	6 journeys each way and duplicate school bus (package bid with 23, 24 & 625)
42	Guildford to Godalming and Cranleigh	Partially funded	Mon to Sat	Compass Bus	Every 90/120 mins
42	Guildford to Godalming College (Relief Bus)	Fully funded (School Special)	School Days Only	Compass Bus	1 journey each way 2 terms only (with main service 42)
46	Guildford to Elstead and Farnham	Fully funded	Mon to Sat	Stagecoach	Every 60 mins
71	Chiddingfold to Woolmer Hill School	Fully funded (School Special)	School Days Only	Stagecoach	1 journey each way
73	Woking to Chobham	Fully funded	Mon to Sat	White Bus	Every 60 mins
74	Folly Hill to Weydon School	Fully funded (School Special)	School Days Only	Stagecoach	1 journey each way
75	Rushmoor to Weydon School	Fully funded (School Special)	School Days Only	Stagecoach	1 journey each way
81	Woking to Barnsbury	Fully funded	Mon to Sat	Safeguard	Every 30 mins
83	Connaught Park to Collingwood College	Fully funded (School Special)	School Days Only	Cardinal Buses	1 journey each way
84	Knaphill to Collingwood College	Fully funded (School Special)	School Days Only	Cardinal Buses	1 journey each way
85	Ash to Collingwood College	Fully funded (School Special)	School Days Only	White Bus	1 journey each way 2 buses
87	Chobham to Collingwood College	Fully funded (School Special)	School Days Only	Stagecoach	1 journey each way
236	Oxted to Westerham, Lingfield and Crawley	Fully funded	Mon to Fri	Metrobus	Every 120 mins (Package bid with 594/595,236,424,409,410A,411,324)
281	Lingfield to Dormansland and Crawley	Primarily Commercially provided	Mon to Sat	Metrobus	1 morning journey Lingfield to Crawley
315	Dormansland to Lingfield and Redhill	Partially funded	Mon to Fri	Cruisers	5 journeys each way
324	Copthorne to St Bedes Redhill	Fully funded (School Special)	School Days Only	Metrobus	1 journey each way (Package bid with 594/595,236,424,409,410A,411,324)
400	Stanwell to Thamesmead School	Fully funded (School Special)	School Days Only	Bear Buses	1 journey each way
410A	Lingfield to Oxted School	Fully funded (School Special)	School Days Only	Metrobus	1 journey each way (Package bid with 594/595,236,424,409,410A,411,324)
437	Woking to Pyrford, West Byfleet and Brooklands	Fully funded	Mon to Sat	Falcon Buses	Every 90 mins (package bid with 557 & 715)
438	Staines to Royal Estate	Fully funded	Mon to Sat	White Bus	5 journeys (package bid with 566 & 567)
455	Addlestone to Woking and Merrist Wood College	Partially funded	Mon to Fri	Carlone	3 journeys each way (college 1 return journey)
456	Addlestone to Woking	Fully funded	Sundays	White Bus	Every 60 mins
478	Guildford to West Horsley and Leatherhead	Fully funded	Mon to Fri	Reptons	5 journeys each way (package bid with 678)
514	Addlestone to Hersham and Kingston	Fully funded	Mon to Fri	Falcon Buses	2 journeys each way (package bid with 515 & 564)
564	Vicarage Fields to Walton and Hersham	Fully funded	Mon to Sat	Falcon Buses	Every 60 mins (package bid with 514 & 515)
609	East Grinstead to Lingfield and Oxted School	Partially funded (School Special)	School Days Only	Metrobus	1 journey each way
612	Smallfield to Oxted School	Partially funded (School Special)	School Days Only	Metrobus	1 journey each way
611	Reigate to Oxted School	Partially funded (School Special)	School Days Only	Metrobus	1 journey each way
616	Stanwell Moor to St Pauls Sunbury	Fully funded (School Special)	School Days Only	Carlone	1 journey each way
621	Oxshott to Howard of Effingham School	Fully funded (School Special)	School Days Only	Falcon Buses	1 journey each way (package bid with 400)
625	Shalford to George Abbot/St Peters Merrow	Fully funded (School Special)	School Days Only	Compass Bus	1 journey each way (package bid with 23, 24 & 25)
637	Byfleet to Salesian School	Fully funded (School Special)	School Days Only	Reptons	1 journey each way (package bid with 513, 570, 1, 2 & 574)
656	Sunbury to Strodes College	Fully funded (School Special)	School Days Only	Cardinal Buses	1 journey each way (package bid with 667)
661	Hampton Court to Hinchley wood	Fully funded (School Special)	School Days Only	Cardinal Buses	1 journey each way (package bid with 856)
663	Walton to Hersham and Esher High School	Fully funded (School Special)	School Days Only	Falcon Buses	1 journey each way (package bid with 400)
667	Stanwell Moor to Matthew Arnold	Fully funded (School Special)	School Days Only	Cardinal Buses	1 journey each way (package bid with 656)
678	Ripley to Howard of Effingham	Fully funded (School Special)	School Days Only	Reptons	1 journey each way (relief bus) (package bid with 478)
690	Worplesdon to St John the Baptist	Fully funded (School Special)	School Days Only	Safeguard	1 journey each way
694	Tongham to Broadwater School	Fully funded (School Special)	School Days Only	Carlone	1 journey each way
695	Westerham to Oxted School	Partially funded (School Special)	School Days Only	Metrobus	1 journey each way
697	Park Barn to St Joseph's, Guildford	Fully funded (School Special)	School Days Only	Carlone	1 journey each way
814	Field Common to Esher High School	Fully funded (School Special)	School Days Only	Falcon Buses	1 journey each way (3 buses)
820	Sutton/Banstead to St Bedes, Redhill	Fully funded (School Special)	School Days Only	Metrobus	1 journey each way (package bid with 420, 460 & 480)
856	Upper Halliford to Woking Sixth Form College	Partially funded (School Special)	School Days Only	Cardinal Buses	1 journey each way (package bid with 661)
862	Oxshott to St Andrew's School	Fully funded (School Special)	School Days Only	Edward Thomas	1 journey each way
866	Coulsdon to Woodmansterne and The Beacon	Fully funded (School Special)	School Days Only	Metrobus	1 journey each way (package bid with 318)
868	Worcester Park to Epsom & Ewell High Sch, Blenheim, St Joseph's	Fully funded (School Special)	School Days Only	Edward Thomas	1 journey each way
881	Hampton Court to Three Rivers	Fully funded (School Special)	School Days Only	Cardinal Buses	1 journey each way (2 buses)
43/45	Cranleigh/Busbridge to Godalming College	Fully funded (School Special)	School Days Only	Compass Bus	1 journey each route each way (plus relief bus)
462/463	Guildford to Send and Woking	Fully funded	Mon to Sat	White Bus	Every 60 mins plus 2 am journeys on 81
566/567	Staines to Virginia Water and Knowle Hill	Fully funded	Mon to Sat	White Bus	Every 90 mins (package bid in 438)
594/595	Oxted to Westerham	Fully funded	Mon to Sat	Metrobus	Every 60 mins (Package bid with 594/595,236,424,409,410A,411,324)
Tandridge DDRT	Tandridge area	Fully funded	Mon to Sat	ESRTP	Flexible
E10	Epsom to Noble Park	Fully funded	Daily	Metrobus	Every 30 mins hourly evenings and Sundays (package bid with E9)
E16	Epsom to Stoneleigh and Worcester Park	Fully funded	Mon to Sat	Falcon Buses	Every 60 mins (package bid with E5)
E5	Watersedge to Epsom and Langley Vale	Fully funded	Mon to Sat	Falcon Buses	Every 60 mins (package bid with E16)
E9	Epsom to Manor Park and Clarendon Park	Fully funded	Daily	Metrobus	Every 30 mins, hourly evenings and Sundays (package bid with E10)
615	Chipstead Valley to St Andrews	Fully funded	School Days Only	Falcon Buses	1 journey each way
618	Walton on the Hill to Langley Vale and Rosebery/St Andrews	Fully funded	School Days Only	London General	1 journey each way
619	Lower Kingswood to Tadworth and St Andrews/Therfield	Fully funded	School Days Only	Metrobus	1 journey each way
668	North Cheam to Stoneleigh and St Andrews	Fully funded	School Days Only	London General	1 journey each way
669	Walton on the Hill to Priory School	Fully funded	School Days Only	London General	1 journey each way
813	Ashford to Thamesmead	Partially funded (School Special)	School Days Only	Bear Buses	1 journey each way
100 P&R	Onslow to Guildford	Partially funded	Mon to Sat	Stagecoach	Every 20 mins peak, 30 mins off peak

200 P&R	Artington to Guildford	Partially funded	Mon to Sat	Stagecoach	Every 20 mins peak, 30 mins off peak
300 P&R	Merrow to Guildford	Partially funded	Mon to Sat	Stagecoach	Every 20 mins peak, 30 mins off peak
Total Funding Support for Category 2 Services		£8,231,077			

Category 3 Services

Route No.	Route Direction	Funding Status	Funded Operation	Operator	Notes including paid for service frequency
8	The Mount to Guildford Town Centre	Fully funded	Mon to Fri	Carlone	2/3 journeys each way
26	Horley town service	Fully funded	Mon/Wed/Fri	Compass Bus	4 journeys each way
40	Ripley to Send and Woking	Fully funded	Tues	Safeguard	1 journey each way (package bid in 39)
47	West End to Brookwood	Fully funded	Mon to Fri	Stagecoach	3/4 journeys each way (package bid with 34 & 35)
48	Woking to Deepcut and Frimley	Fully funded	Mon to Fri	White Bus	3 journeys each way (package bid with 500)
318	Banstead to Nork, Burgh Heath and Epsom	Fully funded	Mon to Fri	Metrobus	5 journeys each way (package bid with 866)
400	Staines to Walton	Fully funded	Mon to Fri	Falcon Buses	3 journeys each way (package bid 621)
513	Downside to Oxshott and Kingston	Fully funded	Mon to Fri	Reptons	Two journeys each way (package bid with 570, 1, 2, 574 & 637)
525	Albury to Chilworth and Cranleigh	Fully funded	Thurs	Carlone	1 journey each way (package bid with 533, 545 & 599)
533	Ewhurst to Ockley, Dorking and Ranmore	Fully funded	Tues	Carlone	1 journey each way (package bid with 525, 545 & 599)
545	Walliswood to Holmbury, Blackheath and Guildford	Fully funded	Weds	Carlone	1 journey each way (package bid with 525, 533 & 599)
570	Grovebarns to Staines/Ashford Tesco	Fully funded	Mon/Wed/Fri	Reptons	Mon/Wed/Fri (package bid with 513, 571, 572, 574 & 637)
574	Ashford to Sunbury Tesco	Fully funded	Tue/Thur	Reptons	1 journey each way (package bid with 513, 570, 571, 572 & 637)
599	Holmbury to Cranleigh and Guildford	Fully funded	Thur and Fri	Carlone	1 journey each way (package bid with 525, 533 & 545)
623	Ashtead to Epsom	Fully funded	Fri	ESRTP	1 journey each way
39A/B/C	Chobham/Woking area shopper services	Fully funded	Mon to Fri	Safeguard	2/3 journeys each way (package bid with 40)
50/522	Ockley to Walliswood, Horsham/Newdigate, Leigh and Dorking	Fully funded	Mon to Sat	ESRTP	Package 50, 522 Tue/Wed/Fri
503/523	Hambledon to Godalming, Chilworth and Guildford	Fully funded	Mon to Fri	Stagecoach	1 or 2 journeys each way 503 Mon,Wed,Fri & 523 Tue & Thur
504/505	Haslemere shoppers service	Fully funded	Tue/Thur	Waverley Hoppa	1/2 journeys each way
520/538	Aldershot to Christmaspie, Guildford and Burpham	Fully funded	Tue/Wed/Fri	Stagecoach	3 journeys each way 520 Tue,Wed,Fri, 538 Tue & Fri
571/572	Grange Farm/Sunbury Common to Sunbury Tesco/Staines	Fully funded	Mon to Fri	Reptons	1/2 journey each way (package bid with 513, 570, 4 & 637)
592/593	Runnymede/Woking shoppers services	Fully funded	Mon to Sat	Carlone	Both operate 3 days / 3 journeys each way
Longcross DDRT	Longcross Area DRT	Fully funded	Mon to Sat	Woking Bustler	Flexible
Farnham DDRT	Farnham Area DRT	Fully funded	Mon to Sat	Waverley Hoppa	Flexible
West Guildford DDRT	West Guildford Area DRT	Fully funded	Mon to Sat	Woking Bustler	Flexible
Mole Valley DDRT	Mole Valley Area	Fully funded	Mon to Sat	Mole Valley	Flexible
Total Funding Support for Category 3 Services		£1,862,348			

Local Bus Services NOT supported by Surrey County Council

Category 1 Commercial Services

Route No.	Route Direction	Funding Status	Funded Operation	Operator	Notes including service frequency
63/63X	Horsham to Guildford	Not Funded	Mon to Sat	Stagecoach	Every 60 mins
1	Camberley to Aldershot	Not Funded	Mon to Sun	Stagecoach	Every 10 mins, 30 mins evenings, Sat & Sun 15 mins , 30 mins evenings
17	Wrecclesham to Aldershot	Not Funded	Mon to Sat	Stagecoach	Every 60 mins Mon to Sat
18	White Hill to Aldershot	Not Funded	Mon to Sun	Stagecoach	Every 60 mins Mon to Sat, 120 min Sunday
116	Ashford Hospital to Hounslow	Not Funded	Mon to Sun	London United (TFL)	Every 12 mins Mon to Sun, 20 min evenings
117	Staines to West Middlesex Hospital	Not Funded	Mon to Sun	Metroline (TFL)	Every 20 mins Mon to Sat, 30 mins Sun
194	Camberley to Bracknell	Not Funded	Mon to Sun	Courtney Buses	Every 30 min Mon to Sat, 60 mins Sun
203	Staines to Hounslow	Not Funded	Mon to Sun	London United (TFL)	Every 20 mins Mon to Sun, 30 mins Sun evenings
235	Sunbury to Brentford	Not Funded	Mon to Sun	Metroline (TFL)	7/8 min Mon to Sat, 12 min evenings, every 12/15 mins Sunday
290	Staines to Twickenham	Not Funded	Mon to Sun	London United (TFL)	Every 20 mins Mon to Sun, 30 mins evenings
293	Epsom to Morden	Not Funded	Mon to Sun	London United (TFL)	Every 20 mins Mon to Sat, 30 mins Sun
400	Caterham to East Grinstead	Not Funded	Mon to Sun	Metrobus	Every 60 mins Mon to Sat, every 120 mins Sunday
403	Worthington to West Croydon	Not Funded	Mon to Sun	London General (TFL)	Mon to Sat every 12 minutes
404	Caterham on the Hill to Coulsdon	Not Funded	Mon to Sun	Abellio London (TFL)	Every 30 mins Mon to Sun
405	Redhill to West Croydon	Not Funded	Mon to Sun	Arriva London (TFL)	Every 15 mins Mon to Sat, 30 mins evenings, 30 mins on Sundays
406	Epsom to Kingston	Not Funded	Mon to Sun	London United (TFL)	Every 20 mins Mon to Sat, 30 mins evenings, 30 mins on Sundays
407	Caterham to Sutton	Not Funded	Mon to Sun	Abellio London (TFL)	Every 12/15 mins Mon to Sat, 20 min on Sundays
411	West Molesey to Kingston	Not Funded	Mon to Sun	London United (TFL)	Every 15/20 mins Mon to Sat, 30 mins on Sundays
418	Epsom to Kingston	Not Funded	Mon to Sun	London United (TFL)	Every 20 mins Mon to Sat, 30 mins evenings, 30 mins on Sundays
422	Reigate to Crawley	Not Funded	Mon to Sun	Metrobus	Every 60 mins
434	Whyteleafe to Coulsdon	Not Funded	Mon to Sun	London General (TFL)	Every 30 mins Mon to Sun
446	Woking to Hatton Cross	Not Funded	Mon to Sun	White Bus	Every 30/60 mins.
441	Staines to Englefield Green	Not Funded	Mon to Sun	White Bus	Every 30 min Mon to Sat, 60 mins Sun
461	Addlestone to Walton and Kingston	Not Funded	Mon to Sat	Falcon Buses	30 mins Mon to Sat
464	Tatsfield to New Addington	Not Funded	Mon to Sun	Abellio London (TFL)	Every 30 mins Mon to Sat, 60 mins Sundays
466	Caterham to Addington Village	Not Funded	Mon to Sun	Arriva London (TFL)	Every 7/8 mins Mon to Sat, 15 mins evenings, 12/15 mins on Sundays
467	Epsom to Hook	Not Funded	Mon to Sat	London United (TFL)	Every 60 mins
730	Frimley to Heathrow	Not Funded	Daily	Newbury & District	Every 60 mins
731	Basingstoke to Frimley	Not Funded	Daily	Newbury & District	Every 60 mins
S2	Epsom to Colliers Wood	Not Funded	Mon to Sat	London United (TFL)	Every 30 mins Mon to Sat
1	Guildford to University/Royal Surrey College	Not Funded	Mon to Sun	Stagecoach	Every 15 min Mon to Sat, 20/30 min evenings. Sun every 30 mins
2	Guildford to Stoughton	Not Funded	Mon to Sun	Stagecoach	Every 20 min Mon to Sat, 20 min evenings. Sun every 30 mins
8	Heathrow to Slough	Not Funded	Mon to Sun	First Berkshire	30 min, 60 mins evenings, every 60 mins Sat & Sun
K3	Esher to Roehampton Vale	Not Funded	Mon to Sun	Abellio London (TFL)	10/15 mins Mon to Sat 30 min evenings, 20 min. Sundays 30 mins evenings
R68	Hampton Court to Richmond/Kew	Not Funded	Mon to Sun	Abellio London (TFL)	Every 15/20 mins Mon to Sun
RA2	Guildford to Heathrow	Not Funded	Mon to Sun	First Berkshire	60 mins
S1	Banstead to Mitcham	Not Funded	Mon to Sun	London United (TFL)	Every 15/20 mins Mon to Sun

Category 2 Commercial Services

Route No.	Route Direction	Funding Status	Funded Operation	Operator	Notes including paid for service frequency
403	Hytchett to All Hallows	Not Funded	School Days Only	Stagecoach	1 journey each way
603	All Hallows to Frimley	Not Funded	School Days Only	Stagecoach	PM journey only
617	Banstead to Tattenham, Epsom and St Andrews	Not Funded	School Days Only	Metrobus	1 journey each way
624	Horley to Imberhome Sch	Not Funded	School Days Only	Metrobus	1 journey each way
655	Stanwell to Bishop Wand	Not Funded	School Days Only	Bear Buses	1 journey each way
657	Worthington to Reigate	Not Funded	School Days Only	Metrobus	1 journey each way
658	Worthington to St Bede's	Not Funded	School Days Only	Metrobus	1 journey each way
695	Staines to Bishop Wand	Not Funded	School Days Only	Bear Buses	1 journey each way
23	Haslemere to Basingstoke	Not Funded	Mon to Sat	Stagecoach	Both operate 120 mins Mon to Sat
404/405/418	Farnborough Colleges	Not Funded	School Days Only	Stagecoach	School Days Only
RHU	Hox Park to Egham	Not Funded	Daily	Hallmark Connections	40 mins
DRT	Mole Valley Area	Not Funded	Mon to Fri	ESRTP	Demand responsive
SP1	Stoughton to St Peters Merrow	Not Funded	School Days Only	Stagecoach	School Days Only
SP2	Cranleigh to St Peters Merrow	Not Funded	School Days Only	Stagecoach	School Days Only
SP3	Chiddingfold to St Peters Merrow	Not Funded	School Days Only	Stagecoach	School Days Only
SP4	Godalming to St Peters Merrow	Not Funded	School Days Only	Stagecoach	School Days Only
x94	Frimley Park Hospital to Ascot	Not Funded	Mon to Fri	White Bus	5/6 journeys each way

Category 3 Commercial Services

Route No.	Route Direction	Funding Status	Funded Operation	Operator	Notes including paid for service frequency
69	Alford to Worthing	Not Funded	Tue & Fri	Compass Travel	1 journey each way
305	Staines to Poyle	Not Funded	Mon to Fri	Bear Buses	5/6 journeys each way
433	Ockley to Dorking, Leigh, Woodhatch, Redhill and Reigate	Not Funded	Mon & Thur	ESRTP	1 journey each way
485	Snow Hill to East Grinstead	Not Funded	Mon to Fri	Metrobus	3/4 journeys each way
598	Camberley to Sandhurst	Not Funded	Tue & Thur	Courtney Buses	1 journey each way
950	Staines to Thorpe Park	Not Funded	Mon to Sun	Sullivan Buses	Every 15/20 mins when Thorpe Park is open
RHS	Woking to Wisley Gardens	Not Funded	Daily	Stagecoach	60 mins

Local Bus Services funded by Surrey County Council - April 2024

Category 1 Services

Route No.	Route Direction	Funding Status	Funded Operation	Operator	Notes including paid for service frequency
2	Camberley to Frimley and Farnborough	Primarily Commercially provided	Mon to Sun	Stagecoach	Funded evenings/Sundays every 60 mins
3	Yateley to Camberley, Mytchett and Aldershot	Primarily Commercially provided	Sundays	Stagecoach	Sundays every 90 mins
19	Aldershot to Farnham and Haslemere	Partially funded	Mon to Sat	Stagecoach	Every 60 mins
20	Crawley to Gatwick and Horley (Fastway)	Partially funded	Mon to Sun	Metrobus	Every 20/30 mins
20 BSIP Phase 2	Crawley to Gatwick and Horley (Fastway)	Fully funded	Mon to Sun	Metrobus	Overnight service extended to Langshott Horley
28	Guildford to Woking	Fully funded	Mon to Fri	Stagecoach	Stagecoach one early AM journey
28	Guildford to Woking	Fully funded	Mon to Sat	Falcon	Every 60 mins
32	Guildford to Dorking and Redhill	Partially funded	Mon to Sat	Compass Bus	Every 60 mins
32	Guildford to Dorking and Strood Green	Fully funded	Sundays	Metrobus	Sundays every 120 min
32 BSIP Phase 2	Guildford to Dorking, Strood Green and Redhill	Fully funded	Sundays	Metrobus	Two return trips extended to serve Redhill
34	Guildford to Woking and Camberley	Partially funded	Mon to Sun	Stagecoach	Funded evenings/Sundays 60 mins (package bid with 35 & 47)
35	Guildford to Woking	Partially funded	Mon to Sat	Stagecoach	Funded Woking to Guildford as part of package bid with 34 & 47
65	Guildford to Alton	Primarily Commercially provided	Mon to Fri	Stagecoach	Evening journey
93	Dorking to Holmwood and Horsham	Partially funded	Mon to Sun	Metrobus	Every 60 mins, Sundays every 120 mins
100	Crawley to Horley and Redhill	Primarily Commercially provided	Mon to Sun	Metrobus	Funded evenings 60 and Sundays every 30 mins
166	Epsom to Banstead and Croydon	Partially funded	Mon to Sat	Arriva London (TFL)	Every 60 mins, funded Epsom to Banstead
216	Kingston to Sunbury and Staines	Partially funded	Mon to Sun	London United (TFL)	Every 20/30 min, funded Ashford Hospital to Staines
408	Epsom to Leatherhead and Cobham	Fully funded	Mon to Fri	Falcon Buses	Every 60 mins (package bid with E5 & E16)
409	East Grinstead to Caterham, Waringham and Selsdon	Fully funded	Mon to Sun	Metrobus	Every 60 mins (Package bid with 594/595,236,424,409,410A,411,324)
410	Redhill to Godstone, Oxted and Hurst Green	Primarily Commercially provided	Mon to Sun	Metrobus	Funded hourly Sundays and all Oxted to Hurst Green Mon to Sat
411	Waringham to Caterham and Redhill/Reigate	Partially funded	Mon to Fri	Metrobus	Hourly to Caterham, every two hours to Redhill & Reigate (Package bid with 594/595,236,424,409,410A,411,324)
420	Redhill to Reigate, Tadworth, Banstead and Sutton	Partially funded	Mon to Sun	Metrobus	Every 60 mins Monday to Saturday, 120 mins Sunday (packaged with 460, 480 & 820)
424	Redhill to Horley, Slyfield, Gatwick, Horley, Reigate and Redhill	Fully funded	Mon to Sun	Metrobus	Every 60 mins (Package bid with 594/595,236,424,409,410A,411,324)
436	Woking to Byfleet and Weybridge	Primarily Commercially provided	Mon to Sat	Falcon Buses	Every 30 mins, hourly Saturdays. Funding is for Weybridge Town extension
442/X442	Staines to Heathrow Terminal 5	Fully funded	Mon to Sun	Carlone	Every 60 mins
456	Woking to Staines	Fully funded	Mon to Sat	Falcon Buses	Every 60 mins
458	Kingston to Walton and Staines	Fully funded	Mon to Sun	White Bus	Every 30 to Walton, 60 to Kingston, Sunday every 60 mins
460	Epsom to Tadworth, Redhill and Crawley	Partially funded	Mon to Sun	Metrobus	Every 60 mins Mon to Sat, 120 Sundays (package with 420, 480 & 820)
461	Kingston to St Peters Hospital	Primarily Commercially provided	Mon to Sun	Falcon	Funded evenings & Sundays 60 min (Sunday Kingston to Chertsey)
461 BSIP Phase 2	Kingston to St Peters Hospital	Fully funded	Mon to Sat	Falcon	Enhanced commercial offer to run every 20 mins until 1800.
465	Dorking to Leatherhead and Kingston	Partially funded	Mon to Sun	London United (TFL)	Every 30 mins, Sun 60 mins Dorking to Leatherhead funded
479	Epsom to Leatherhead and Guildford	Fully funded	Mon to Sun	Falcon	Every 30 mins Epsom to Bookham, 60 mins to Guildford, 120 mins Sundays (package bid with 461 evenings and weekends)
480	Tadworth to Epsom	Partially funded	Mon to Sun	Metrobus	Every 20/40 Mon to Sat, 120 Sundays package with 420 & 460
500	Camberley to Windesham and Staines	Fully funded	Mon to Sat	White Bus	8 journeys each way, 3 Saturdays (package bid with 48)
515	Kingston to Weybridge and Brooklands	Fully funded	Mon to Sat	Falcon Buses	Every 60 mins (package bid with 514 & 564)
555	Whitley Village to Walton, Sunbury and Heathrow Central	Fully funded	Mon to Sun	Hallmark Connections	Every 60 mins
557	Sunbury to Chertsey and Addlestone	Fully funded	Mon to Sat	Falcon Buses	Every 60 mins (package bid with 715 & 437)
715	Kingston to Ripley and Guildford	Fully funded	Mon to Sun	Falcon Buses	Every 60 mins, every 90 mins Sundays (package bid with 437 & 557)
53	Guildford to Cranleigh and Ewhurst	Primarily Commercially provided	Mon to Sat	Stagecoach	Funded evenings and Sundays every 60 mins.
6/7	Guildford to Merrow and Burpham	Primarily Commercially provided	Mon to Sat	Stagecoach	Funded Sundays every 30 mins
6/7 BSIP Phase 2	Guildford to Merrow and Burpham	Primarily Commercially provided	Mon to Sat	Stagecoach	Enhanced commercial offer to run every 20 mins
3s	Guildford to Bellfields	Primarily Commercially provided	Mon to Sun	Safeguard	Funded Sundays every 60 mins
4/5	Guildford to Park Barn	Primarily Commercially provided	Mon to Sun	Safeguard	Funded evenings and Sundays every 20/30 mins
4/5 BSIP Phase 2	Guildford to Park Barn	Primarily Commercially provided	Sundays	Safeguard	Enhanced Sunday offer
430/435	Mersham to Redhill and Reigate	Primarily Commercially provided	Mon to Sun	Metrobus	Funded evenings and Sundays every 30 mins
420	Guildford to Ash, Aldershot and Farnham	Primarily Commercially provided	Mon to Sun	Stagecoach	Funded evenings and Sundays every 60 mins
70/71/72	Guildford to Haslemere and Midhurst	Partially funded	Mon to Sun	Stagecoach	Funded Milford to Haslemere 30 mins, Sundays every 60 mins
91/34	Woking to Goldsdown Park and Knaphill/Guildford	Primarily Commercially provided	Mon to Sun	Stagecoach	Funded evenings and Sundays every 30 mins plus 34 3 evening journeys
Total Funding Support for Category 1 Services		£7,380,820			

Category 2 Services

Route No.	Route Direction	Funding Status	Funded Operation	Operator	Notes including paid for service frequency
11	Farnborough to Camberley and Frimley	Fully funded	Mon to Sat	Stagecoach	Every 60 mins
12	Mindenhurst to Camberley	Fully funded	Mon to Sat	Stagecoach	Every 60 mins
16	Rowledge to Farnham and Aldershot	Fully funded	Mon to Sat	Stagecoach	6 journeys each way
18	Guildford to Onslow Village	Fully funded	Mon to Sat	Compass	Every 60 mins
21	Crawley to Newdigate, Dorking, Boxhill, Leatherhead and Epsom	Fully funded	Mon to Sat	Metrobus	Every 120 mins (package bid with 22)
22	Crawley to Horley, Charlwood, Dorking and Chart Downs	Fully funded	Mon to Fri	Metrobus	Every 120 mins (package bid in 21)
23	Guildford to Charlottetville, Boxgrove Park and Merrow Woods	Fully funded	Mon to Sat	Compass Bus	4 journeys each way (package bid with 24, 25 & 625)
24	Guildford to Birtley and Cranleigh	Fully funded	Mon to Sat	Compass Bus	120 mins (package bid with 23/25/625)
25	Guildford to Gomshill and Cranleigh	Fully funded	Mon to Fri	Compass Bus	6 journeys each way and duplicate school bus (package bid with 23, 24 & 625)
42	Guildford to Godalming and Cranleigh	Partially funded	Mon to Sat	Compass Bus	Every 90/120 mins
42	Guildford to Godalming College (Relief Bus)	Fully funded (School Special)	School Days Only	Compass Bus	1 journey each way 2 terms only (with main service 42)
46	Guildford to Elstead and Farnham	Fully funded	Mon to Sat	Stagecoach	Every 60 mins
71	Chiddingfold to Woolmer Hill School	Fully funded (School Special)	School Days Only	Stagecoach	1 journey each way
73	Woking to Chobham	Fully funded	Mon to Sat	White Bus	Every 60 mins
74	Folly Hill to Weydon School	Fully funded (School Special)	School Days Only	Stagecoach	1 journey each way
75	Rushmoor to Weydon School	Fully funded (School Special)	School Days Only	Stagecoach	1 journey each way
81	Woking to Barnsbury	Fully funded	Mon to Sat	Safeguard	Every 30 mins
83	Connaught Park to Collingwood College	Fully funded (School Special)	School Days Only	Cardinal Buses	1 journey each way
84	Knaphill to Collingwood College	Fully funded (School Special)	School Days Only	Cardinal Buses	1 journey each way
85	Ash to Collingwood College	Fully funded (School Special)	School Days Only	White Bus	1 journey each way 2 buses
87	Chobham to Collingwood College	Fully funded (School Special)	School Days Only	Stagecoach	1 journey each way
236	Oxted to Westerham, Lingfield and Crawley	Fully funded	Mon to Fri	Metrobus	Every 120 mins (Package bid with 594/595,236,424,409,410A,411,324)
281	Lingfield to Dornansland and Crawley	Primarily Commercially provided	Mon to Sat	Metrobus	1 morning journey Lingfield to Crawley
315	Dornansland to Lingfield and Redhill	Partially funded	Mon to Fri	Cruisers	5 journeys each way
324	Cophorne to St Bedes Redhill	Fully funded (School Special)	School Days Only	Metrobus	1 journey each way (Package bid with 594/595,236,424,409,410A,411,324)
400	Stanwell to Thamesmead School	Fully funded (School Special)	School Days Only	Bear Buses	1 journey each way
410A	Lingfield to Oxted School	Fully funded (School Special)	School Days Only	Metrobus	1 journey each way (Package bid with 594/595,236,424,409,410A,411,324)
437	Woking to Pyrford, West Byfleet and Brooklands	Fully funded	Mon to Sat	Falcon Buses	Every 90 mins (package bid with 557 & 715)
438	Staines to Royal Estate	Fully funded	Mon to Sat	White Bus	5 journeys (package bid with 566 & 567)
455	Addlestone to Woking and Merrist Wood College	Partially funded	Mon to Fri	Carlone	3 journeys each way (college 1 return journey)
456	Addlestone to Woking	Fully funded	Sundays	White Bus	Every 60 mins
478	Guildford to West Horsley and Leatherhead	Fully funded	Mon to Fri	Reptons	5 journeys each way (package bid with 678)
514	Addlestone to Hersham and Kingston	Fully funded	Mon to Sat	Falcon Buses	2 journeys each way (package bid with 515 & 564)
564	Vicarage Fields to Walton and Hersham	Fully funded	Mon to Sat	Falcon Buses	Every 60 mins (package bid with 514 & 515)
609	East Grinstead to Lingfield and Oxted School	Partially funded (School Special)	School Days Only	Metrobus	1 journey each way
612	Smallfield to Oxted School	Partially funded (School Special)	School Days Only	Metrobus	1 journey each way
611	Reigate to Oxted School	Partially funded (School Special)	School Days Only	Metrobus	1 journey each way
616	Stanwell Moor to St Pauls Sunbury	Fully funded (School Special)	School Days Only	Carlone	1 journey each way
621	Oxshott to Howard of Effingham School	Fully funded (School Special)	School Days Only	Falcon Buses	1 journey each way (package bid with 400)
625	Shalford to George Abbot/St Peters Merrow	Fully funded (School Special)	School Days Only	Compass Bus	1 journey each way (package bid with 23, 24 & 25)
637	Byfleet to Salesian School	Fully funded (School Special)	School Days Only	Reptons	1 journey each way (package bid with 513, 570, 1, 2 & 574)
656	Sunbury to Strodes College	Fully funded (School Special)	School Days Only	Cardinal Buses	1 journey each way (package bid with 667)
661	Hampton Court to Hinchley wood	Fully funded (School Special)	School Days Only	Cardinal Buses	1 journey each way (package bid with 856)
663	Walton to Hersham and Esher High School	Fully funded (School Special)	School Days Only	Falcon Buses	1 journey each way (package bid with 400)
667	Stanwell Moor to Matthew Arnold	Fully funded (School Special)	School Days Only	Cardinal Buses	1 journey each way (package bid with 656)
678	Ripley to Howard of Effingham	Fully funded (School Special)	School Days Only	Reptons	1 journey each way (relief bus) (package bid with 478)
690	Worlesdon to St John the Baptist	Fully funded (School Special)	School Days Only	Safeguard	1 journey each way
694	Tonham to Broadwater School	Fully funded (School Special)	School Days Only	Carlone	1 journey each way
695	Westerham to Oxted School	Partially funded (School Special)	School Days Only	Metrobus	1 journey each way
697	Park Barn to St Joseph's, Guildford	Fully funded (School Special)	School Days Only	Carlone	1 journey each way
814	Field Common to Esher High School	Fully funded (School Special)	School Days Only	Falcon Buses	1 journey each way (3 buses)
820	Sutton/Banstead to St Bedes, Redhill	Fully funded (School Special)	School Days Only	Metrobus	1 journey each way (package bid with 420, 460 & 480)
856	Upper Hallford to Woking Sixth Form College	Partially funded (School Special)	School Days Only	Cardinal Buses	1 journey each way (package bid with 661)
862	Oxshott to St Andrew's School	Fully funded (School Special)	School Days Only	Edward Thomas	1 journey each way
866	Couldson to Woodmansterne and The Beacon	Fully funded (School Special)	School Days Only	Metrobus	1 journey each way (package bid with 318)
868	Worcester Park to Epsom & Ewell High Sch, Blienheim, St Joseph's	Fully funded (School Special)	School Days Only	Edward Thomas	1 journey each way
881	Hampton Court to Three Rivers	Fully funded (School Special)	School Days Only	Cardinal Buses	1 journey each way (2 buses)
43/45	Cranleigh/Busbridge to Godalming College	Fully funded (School Special)	School Days Only	Compass Bus	1 journey each route each way (plus relief bus)
462/463	Guildford to Send and Woking	Fully funded	Mon to Sat	White Bus	Every 60 mins plus 2 am journeys on 81
566/567	Staines to Virginia Water and Knowle Hill	Fully funded	Mon to Sat	White Bus	Every 90 mins (package bid in 438)
594/595	Oxted to Westerham	Fully funded	Mon to Sat	Metrobus	Every 60 mins (Package bid with 594/595,236,424,409,410A,411,324)
Tandridge DDRT	Tandridge area	Fully funded	Mon to Sat	ESRTP	Flexible
E10	Epsom to Noble Park	Fully funded	Daily	Metrobus	Every 30 mins hourly evenings and Sundays (package bid with E9)
E16	Epsom to Stoneleigh and Worcester Park	Fully funded	Mon to Sat	Falcon Buses	Every 60 mins (package bid with E5)
E5	Watersedge to Epsom and Langley Vale	Fully funded	Mon to Sat	Falcon Buses	Every 60 mins (package bid with E16)
E9	Epsom to Manor Park and Clarendon Park	Fully funded	Daily	Metrobus	Every 30 mins, hourly evenings and Sundays (package bid with E10)
615	Chipstead Valley to St Andrews	Fully funded	School Days Only	Falcon Buses	1 journey each way
618	Walton on the Hill to Langley Vale and Rosebery/St Andrews	Fully funded	School Days Only	London General	1 journey each way
619	Lower Kingswood to Tadworth and St Andrews/Therfield	Fully funded	School Days Only	Metrobus	1 journey each way
668	North Cheam to Stoneleigh and St Andrews	Fully funded	School Days Only	London General	1 journey each way
669	Walton on the Hill to Priory School	Fully funded	School Days Only	London General	1 journey each way
813	Ashford to Thamesmead	Partially funded (School Special)	School Days Only	Bear Buses	1 journey each way
100 P&R	Onslow to Guildford	Partially funded	Mon to Sat	Stagecoach	Every 20 mins peak, 30 mins off peak
200 P&R	Arlington to Guildford	Partially funded	Mon to Sat	Stagecoach	Every 20 mins peak, 30 mins off peak
300 P&R	Merrow to Guildford	Partially funded	Mon to Sat	Stagecoach	Every 20 mins peak, 30 mins off peak
Total Funding Support for Category 2 Services		£8,231,077			

Category 3 Services

Route No.	Route Direction	Funding Status	Funded Operation	Operator	Notes including paid for service frequency
8	The Mount to Guildford Town Centre	Fully funded	Mon to Fri	Carlone	2/3 journeys each way
26	Horley town service	Fully funded	Mon/Wed/Fri	Compass Bus	4 journeys each way
40	Ripley to Send and Woking	Fully funded	Tues	Safeguard	1 journey each way (package bid in 39)
47	West End to Brookwood	Fully funded	Mon to Fri	Stagecoach	3/4 journeys each way (package bid with 34 & 35)
48	Woking to Deepcut and Frimley	Fully funded	Mon to Fri	White Bus	3 journeys each way (package bid with 500)
318	Banstead to Nork, Burgh Heath and Epsom	Fully funded	Mon to Fri	Metrobus	5 journeys each way (package bid with 866)
400	Staines to Walton	Fully funded	Mon to Fri	Falcon Buses	3 journeys each way (package bid 621)
513	Downside to Oxshott and Kingston	Fully funded	Mon to Fri	Reptons	Two journeys each way (package bid with 570, 1, 2, 574 & 637)
525	Aibury to Chilworth and Cranleigh	Fully funded	Thurs	Carlone	1 journey each way (package bid with 533, 545 & 599)
533	Ewhurst to Ockley, Dorking and Ranmore	Fully funded	Tues	Carlone	1 journey each way (package bid with 525, 545 & 599)
545	Walliswood to Holmbury, Blackheath and Guildford	Fully funded	Wed	Carlone	1 journey each way (package bid with 525, 533 & 599)
570	Grovebarns to Staines/Ashford Tesco	Fully funded	Mon/Wed/Fri	Reptons	Mon/Wed/Fri (package bid with 513, 571, 572, 574 & 637)
574	Ashford to Sunbury Tesco	Fully funded	Tue/Thur	Reptons	1 journey each way (package bid with 513, 570, 571, 572 & 637)
599	Holmbury to Cranleigh and Guildford	Fully funded	Thur and Fri	Carlone	1 journey each way (package bid with 525, 533 & 545)
623	Ashhead to Epsom	Fully funded	Fri	ESRTP	1 journey each way
39A/B/C	Chobham/Woking area shopper services	Fully funded	Mon to Fri	Safeguard	2/3 journeys each way (package bid with 40)
50/522	Ockley to Walliswood, Horsham/Newdigate, Leigh and Dorking	Fully funded	Mon to Sat	ESRTP	Package 50, 522 Tue/Wed/Fri
503/523	Hambledon to Godalming, Chilworth and Guildford	Fully funded	Mon to Fri	Stagecoach	1 or 2 journeys each way 503 Mon,Wed,Fr & 523 Tue & Thur
504/505	Haslemere shoppers service	Fully funded	Tue/Thur	Waverley Hoppa	1/2 journeys each way
520/538	Aldershot to Christmaspie, Guildford and Burpham	Fully funded	Tue/Wed/Fri	Stagecoach	3 journeys each way 520 Tue,Wed,Fri, 538 Tue & Fri
571/572	Grange Farm/Sunbury Common to Sunbury Tesco/Staines	Fully funded	Mon to Fri	Reptons	1/2 journey each way (package bid with 513, 570, 4 & 637)
592/593	Runnymede/Woking shoppers services	Fully funded	Mon to Sat	Carlone	Both operate 3 days / 3 journeys each way
Longcross DDRT	Longcross Area DRT	Fully funded	Mon to Sat	Woking Bustler	Flexible
Farnham DDRT	Farnham Area DRT	Fully funded	Mon to Sat	Waverley Hoppa	Flexible
West Guildford DDRT	West Guildford Area DRT	Fully funded	Mon to Sat	Woking Bustler	Flexible
Mole Valley DDRT	Mole Valley Area	Fully funded	Mon to Sat	Mole Valley	Flexible
Total Funding Support for Category 3 Services		£1,862,348			

Local Bus Services NOT supported by Surrey County Council

Category 1 Commercial Services

Route No.	Route Direction	Funding Status	Funded Operation	Operator	Notes including service frequency
63/63X	Horsham to Guildford	Not Funded	Mon to Sat	Stagecoach	Every 60 mins
1	Camberley to Aldershot	Not Funded	Mon to Sun	Stagecoach	Every 10 mins, 30 mins evenings, Sat & Sun 15 mins, 30 mins evenings
17	Wrecclesham to Aldershot	Not Funded	Mon to Sat	Stagecoach	Every 60 mins Mon to Sat
18	White Hill to Aldershot	Not Funded	Mon to Sun	Stagecoach	Every 60 mins Mon to Sat, 120 min Sunday
116	Ashford Hospital to Hounslow	Not Funded	Mon to Sun	London United (TFL)	Every 12 mins Mon to Sun, 20 min evenings
117	Staines to West Middlesex Hospital	Not Funded	Mon to Sun	Metroline (TFL)	Every 20 mins Mon to Sat, 30 mins Sun
194	Camberley to Bracknell	Not Funded	Mon to Sun	Courtney Buses	Every 30 min Mon to Sat, 60 mins Sun
203	Staines to Hounslow	Not Funded	Mon to Sun	London United (TFL)	Every 20 mins Mon to Sun, 30 mins Sun evenings
235	Sunbury to Brentford	Not Funded	Mon to Sun	Metroline (TFL)	7/8 min Mon to Sat, 12 min evenings, every 12/15 mins Sunday
290	Staines to Twickenham	Not Funded	Mon to Sun	London United (TFL)	Every 20 mins Mon to Sun, 30 mins evenings
293	Epsom to Morden	Not Funded	Mon to Sun	London United (TFL)	Every 20 mins Mon to Sat, 30 mins Sun
400	Caterham to East Grinstead	Not Funded	Mon to Sun	Metrobus	Every 60 mins Mon to Sat, every 120 mins Sunday
403	Worthington to West Croydon	Not Funded	Mon to Sun	London General (TFL)	Mon to Sat every 12 minutes
404	Caterham on the Hill to Coulsdon	Not Funded	Mon to Sun	Abellio London (TFL)	Every 30 mins Mon to Sun
405	Redhill to West Croydon	Not Funded	Mon to Sun	Arriva London (TFL)	Every 15 mins Mon to Sat, 30 mins evenings, 30 mins on Sundays
406	Epsom to Kingston	Not Funded	Mon to Sun	London United (TFL)	Every 20 mins Mon to Sat, 30 mins evenings, 30 mins on Sundays
407	Caterham to Sutton	Not Funded	Mon to Sun	Abellio London (TFL)	Every 12/15 mins Mon to Sat, 20 min on Sundays
411	West Molesey to Kingston	Not Funded	Mon to Sun	London United (TFL)	Every 15/20 mins Mon to Sat, 30 mins on Sundays
418	Epsom to Kingston	Not Funded	Mon to Sun	London United (TFL)	Every 20 mins Mon to Sat, 30 mins evenings, 30 mins on Sundays
422	Reigate to Crawley	Not Funded	Mon to Sun	Metrobus	Every 60 mins
434	Whyteleafe to Coulsdon	Not Funded	Mon to Sun	London General (TFL)	Every 30 mins Mon to Sun
446	Woking to Hatton Cross	Not Funded	Mon to Sun	White Bus	Every 30/60 mins
441	Staines to Wotton Green	Not Funded	Mon to Sun	White Bus	Every 30 min Mon to Sat, 60 mins Sun
461	Addlestone to Walton and Kingston	Not Funded	Mon to Sat	Falcon Buses	30 mins Mon to Sat
464	Tatfield to New Addington	Not Funded	Mon to Sun	Abellio London (TFL)	Every 30 mins Mon to Sat, 60 mins Sundays
466	Caterham to Addington Village	Not Funded	Mon to Sun	Arriva London (TFL)	Every 7/8 mins Mon to Sat, 15 mins evenings, 12/15 mins on Sundays
467	Epsom to Hook	Not Funded	Mon to Sat	London United (TFL)	Every 60 mins
730	Frimley to Heathrow	Not Funded	Daily	Newbury & District	Every 60 mins
731	Basingstoke to Frimley	Not Funded	Daily	Newbury & District	Every 60 mins
S2	Epsom to Colliers Wood	Not Funded	Mon to Sat	London United (TFL)	Every 30 mins Mon to Sat
1	Guildford to University/Royal Surrey College	Not Funded	Mon to Sun	Stagecoach	Every 15 min Mon to Sat, 20/30 min evenings, Sun every 30 mins
2	Guildford to Stoughton	Not Funded	Mon to Sun	Stagecoach	Every 20 min Mon to Sat, 20 min evenings, Sun every 30 mins
9	Heathrow to Slough	Not Funded	Mon to Sun	First Berkshire	30 min, 60 mins evenings, every 60 mins Sat & Sun
K3	Esher to Roehampton Vale	Not Funded	Mon to Sun	Abellio London (TFL)	10/15 mins Mon to Sat 30 min evenings, 20 min, Sundays 30 mins evenings
R88	Hampton Court to Richmond/Kew	Not Funded	Mon to Sun	Abellio London (TFL)	Every 15/20 mins Mon to Sun
RA2	Guildford to Heathrow	Not Funded	Mon to Sun	First Berkshire	60 mins
SA1	Banstead to Mitcham	Not Funded	Mon to Sun	London United (TFL)	Every 15/20 mins Mon to Sun

Category 2 Commercial Services

Route No.	Route Direction	Funding Status	Funded Operation	Operator	Notes including paid for service frequency
403	Hitchett to All Hallows	Not Funded	School Days Only	Stagecoach	1 journey each way
603	All Hallows to Frimley	Not Funded	School Days Only	Stagecoach	PM journey only
617	Banstead to Tattenham, Epsom and St Andrews	Not Funded	School Days Only	Metrobus	1 journey each way
624	Horley to Imberhome Sch	Not Funded	School Days Only	Metrobus	1 journey each way
655	Stanwell to Bishop Wand	Not Funded	School Days Only	Bear Buses	1 journey each way
657	Worthington to Reigate	Not Funded	School Days Only	Metrobus	1 journey each way
658	Worthington to St Bede's	Not Funded	School Days Only	Metrobus	1 journey each way
695	Staines to Bishop Wand	Not Funded	School Days Only	Bear Buses	1 journey each way
23	Haslemere to Basingstoke	Not Funded	Mon to Sat	Stagecoach	Both operate 120 mins Mon to Sat
404/405/418	Farnborough Colleges	Not Funded	School Days Only	Stagecoach	School Days Only
RHU	Hox Park to Eggham	Not Funded	Daily	Hallmark Connections	40 mins
DRT	Mole Valley Area	Not Funded	Mon to Fri	ESRTP	Demand responsive
SP1	Stoughton to St Peters Merrow	Not Funded	School Days Only	Stagecoach	School Days Only
SP2	Cranleigh to St Peters Merrow	Not Funded	School Days Only	Stagecoach	School Days Only
SP3	Chiddingfold to St Peters Merrow	Not Funded	School Days Only	Stagecoach	School Days Only
SP4	Godalming to St Peters Merrow	Not Funded	School Days Only	Stagecoach	School Days Only
x94	Frimley Park Hospital to Ascot	Not Funded	Mon to Fri	White Bus	5/6 journeys each way

Category 3 Commercial Services

Route No.	Route Direction	Funding Status	Funded Operation	Operator	Notes including paid for service frequency
69	Aiford to Worthing	Not Funded	Tue & Fri	Compass Travel	1 journey each way
305	Staines to Poyle	Not Funded	Mon to Fri	Bear Buses	5/6 journeys each way
433	Ockley to Dorking, Leigh, Woodhatch, Redhill and Reigate	Not Funded	Mon & Thur	ESRTP	1 journey each way
485	Snow Hill to East Grinstead	Not Funded	Mon to Fri	Metrobus	3/4 journeys each way
598	Camberley to Sandhurst	Not Funded	Tue & Thur	Courtney Buses	1 journey each way
950	Staines to Thorpe Park	Not Funded	Mon to Sun	Sullivan Buses	Every 15/20 mins when Thorpe Park is open
RHS	Woking to Wisley Gardens	Not Funded	Daily	Stagecoach	60 mins

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SURREY
COUNTY COUNCIL

A Bus Passenger Charter for Surrey



Introduction

The Charter sets out commitments to customers on what you can expect when you travel in Surrey.

The Charter is a statement of shared commitments. It is not a legal agreement and does not change your statutory rights.

Areas of commitment:

1. Reliability

You can expect:

To be confident that your bus will arrive on time and get you where you want to go when you need to.

To see investment in bus priority to support bus services run better.

That when there are delays, we will work to minimise disruption and keep customers informed.

2. Network coverage and frequency

You can expect:

The bus network will serve people based on demand, with higher frequencies connecting people to towns and lower frequency in more rural areas.

3. Value

You can expect:

To have a range of ticket options for customers, where regular bus users save more, compared to buying single tickets or returns.

To have a range of payment options, including cash, mobile tickets and contactless payments.

4. The journey

You can expect:

To feel safe when travelling, with everyone treated with respect.

For your journey to be comfortable, with clean and well-maintained buses.

To see investment in more zero emission vehicles.

5. Inclusivity

You can expect:

Buses with a range of accessibility features for a wide range of needs and drivers who are disability aware.

To see more improvement to waiting areas and boarding to support people with reduced mobility, such as shelters and adjusting kerb heights.

6. Information

You can expect:

Information at bus stop is kept up to date.

That information on disruption and changes to services will be available so people can make informed choices about their travel.

To find accurate travel information online to help plan your journeys. Information on timetables and travel planning can be found here:

- Bus timetables on the Surrey County Council website surreycc.gov.uk/buses
- Plan Your Journey facility on the Traveline website www.traveline.info

7. Customer feedback

We want to know when expectations are not met.

We also want to know when things go well as well as any suggestions you might have.

All the feedback you send will help to improve bus services for the future.

Who you should contact:

If you have any feedback, complaint, or suggestion about the buses you use you can contact the bus operator who runs the service. Details can be found on the Contact for bus operators page of the Surrey County Council website surreycc.gov.uk/busoperators

You can also contact the County Council's Passenger Transport Group via email passenger.transport@surreycc.gov.uk

What you can expect:

That we will acknowledge your complaint or feedback when it is received.

That we will listen to your feedback and aim to resolve it in one go. If that is not possible, we will let you know.

You will get a timely, clear, and easy to understand response.

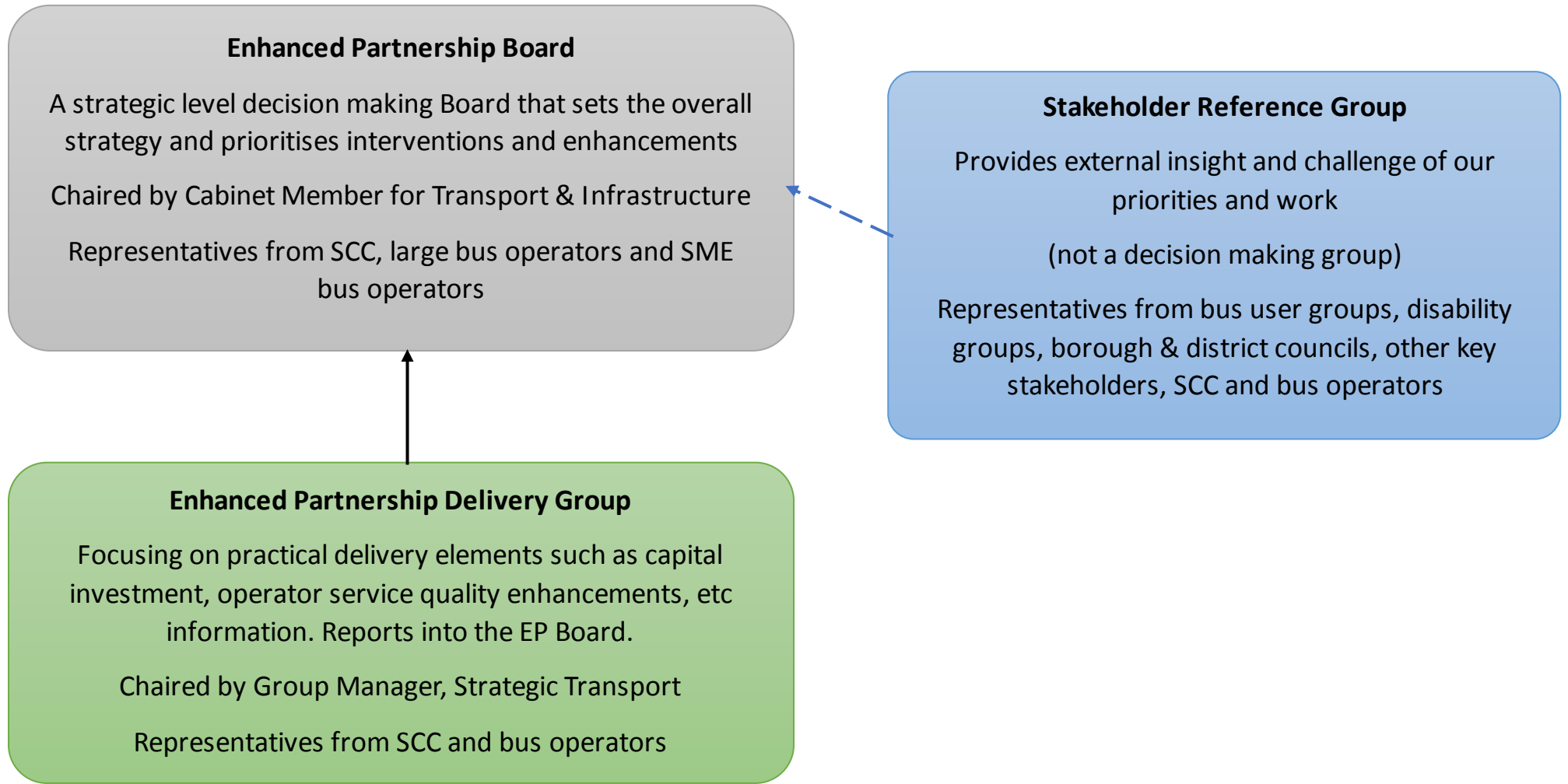
What you can do if you are not happy with the resolution:

If you are not happy with the response about a complaint you can contact Bus Users UK via the Bus Users UK website www.bususers.org to raise a complaint with them.

If you would like this information in an alternative format or language, please contact us on:

- **Telephone:** 0300 200 1003 (9am to 5pm, Monday to Friday, excluding bank holidays. Emergencies only at all other times)
- **Email:** contactcentre@surreycc.gov.uk
- **Textphone (via Text Relay):** 18001 0300 200 1003
- **SMS:** 07860 053 465
- **VRS:** [Sign Language Video Relay Service](#)
- **Fax:** 020 8541 9575

Annexe 2 - Bus Back Better: National Bus Strategy for England Enhanced Partnership Summarised Draft Governance Model



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SURREY
COUNTY COUNCIL

Surrey Bus Service Improvement Plan Target Summary

October 2023



Overview

This summary paper sets out how Surrey has progressed against the initial targets stated in our Bus Service Improvement Plan (BSIP).

The target areas are set by Government and are used to assess the success of the BSIP for each Local Transport Authority (LTA).

In early November 2022, Surrey County Council entered into the Enhanced Partnership (EP) with bus operators in the county. Prior, and subsequently, to the creation of the EP, the County Council had already set out a clear path of investment and improvement for bus use. This was backed by local funding from County Council budgets and were not boosted by the initial round of national BSIP funding.

It is hoped that through continued partnership working with operators, ongoing local investment and use of the recently announced BSIP+ funding the results of the targets in this summary can be maintained or improved upon.

Target 1. Average Journey Speed

Location	2019/20	Oct 2023 Update	Target for 2024/25	Target for 2026/27	Target for 2029/30
Countywide	14.53mph	15.7mph	+2%	+3%	+6%
East Surrey Bus Priority Programme Area (with a focus on Redhill and Reigate)	10.61mph		+8%		
Guildford and Woking (including surrounding environment) Bus Priority Programme Area	12.73mph			+5%	
Blackwater Valley Bus Priority Programme Area	14.28mph				+7%
Wider Elmbridge Bus Priority Programme Area	15.90mph				+5%
North-west Surrey Bus Priority Programme Area (including access to Heathrow)	15.19mph				+5%

Target Commentary

Increasing average journey speeds across the county is a complex mix of investment in bus priority, which takes time to plan, design and deliver, and analysing journey patterns and demand to review timetables and service provision.

Average speeds, as a countywide figure, are improved from the 2019/20 and ahead of our 2024/25 target of a 2% increase in speed. However, an increase of this amount was not expected and will be reviewed to ensure the accuracy of the countywide average speed. This will be part of the next round of reporting to ensure there are not outliers in speeds or errors in data artificially inflating the overall speed.

Whilst any increase in average speed is welcome, this does not correspond with an improvement in reliability. This shows that there are wider associated factors affecting bus industry performance such as road works and length of route, etc. It is hoped that these results will continue to be seen once bus priority has been delivered, starting with East Surrey, and that this corresponds with improved reliability.

Target 2. Reliability

Location	Nov-19	June-21	Oct-23	Target for 2024/25	Target for 2026/27	Target for 2029/30
Countywide	73%	85.5%	73.8%	88.5%	89%	90%
East Surrey Bus Priority Programme Area (with a focus on Redhill and Reigate)	75.1%	87.7%	71.6%	90.7%		
Guildford and Woking (including surrounding environment) Bus Priority Programme Area	78.5%	87.2%	75.0%		90.2%	
Blackwater Valley Bus Priority Programme Area	76.9%	89.7%	77.3%			92.7%
Wider Elmbridge Bus Priority Programme Area	71.7%	78.2%	70.5%			81.2%
North-west Surrey Bus Priority Programme Area (including access to Heathrow)	65.2%	71.5%	69.0%			74.5%

Target Commentary

Bus service reliability across the Surrey bus network is 74%, that is 3 out of every 4 buses operate on time. This data includes every bus stop along the route and at all times of the day. This is more detailed than standard reporting to the DfT reporting which only requires data on peak periods.

“On time” is defined as 1 minute early and up to 5 minutes 59 seconds late.

Bus reliability is not as good as we expect in Surrey. This is due to Surrey having some of the most traffic congested roads outside of London which continues to be exacerbated by the number of roadworks taking place.

We are working with bus operators we are identifying several pinch-points where we will be able to improve bus journey time and reliability. Intelligent traffic light priority for buses is installed at 28 traffic signal-controlled junctions across Guildford and this will be rolled out elsewhere in the county.

Target 3. Passenger Numbers

Location	2019/20	2020/21	2021/22	2022/23	Target for 2024/25	Target for 2026/27	Target for 2029/30
Countywide	25.2m	8.6m	17.1m	23.2m	26m	27m	28.78m
East Surrey Bus Priority Programme Area	3.62m			-	3.85m		
Guildford and Woking Bus Priority Programme Area	7.24m			-		8.53m	
Blackwater Valley Bus Priority Programme Area	2.05m			-			2.30m
Wider Elmbridge Bus Priority Programme Area	1.87m			-			1.96m
North-west Surrey Bus Priority Programme Area (including Access to Heathrow)	2.21m			-			2.39m

Target commentary

Passenger numbers in Surrey have built back well with 23.2m journeys made last year. This is up from 17.1m in 2021/22 and is viewed as a significant success in bouncing back towards pre-pandemic levels.

With the continued investment from the County Council and with Government BSIP+ funding available to support service enhancements and other BSIP priorities, it is hoped to get passenger growth back to and above pre-pandemic levels.

Target 4. Average passenger satisfaction

Location	2018/19	2019/20	Oct-23	2023/24	Target for 2024/25	Target for 2026/27	Target for 2029/30
Countywide	60%	56%	81%	80%	82%	84%	88%

Target commentary

As mentioned in the May update to the BSIP, since January this year Surrey has been part of the Transport Focus “Your Bus Journey” user survey for 2023.

The interim survey results from January to September 2023 are showing that overall satisfaction is at 81%. This is a significant increase from previous satisfaction scores and is extremely positive.

This increase in overall satisfaction can be attributed to the surveys being targeted at bus users, unlike the National Highways and Transport Surveys previously used to measure satisfaction. The NHT survey is sent to a random sample of households in Surrey, many of whom were not regular bus users or bus users at all and covers a wide range of subjects, not just public transport.

Whilst overall satisfaction is high, this drops when considering other aspects. Particularly, “Value for Money” (VFM) and “Length of Bus Wait”. The lower VFM score was not expected due to, and as reported by the DfT, 90% of all bus journeys in the last year were made using the National Bus Fare Cap scheme that gives people a £2 single fare.

However, as mentioned by Transport Focus in their interim report, VFM for buses is viewed more highly than when compared with rail. Also, that there are multiple factors that could be affecting the responses. For example, the current cost of living pressures making people think more about every expense.

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29th April 2024**A Land Management Framework and Policy for Surrey County Council owned land**

Purpose of report: To seek the views of the Select Committee on the developing Land Management Framework and the new draft Land Management Policy for Surrey County Council owned land.

Introduction:

1. In accordance with the Council's Asset and Place Strategy (2019-2030), all Council services which utilise significant land and property-based assets are developing Asset Strategies in partnership with the Council's Land and Property teams. The purpose is to ensure that management of these assets aligns with the strategic direction of how Surrey County Council (SCC) wants to utilise its property assets. To date focus has mainly been on buildings and not land-based assets.
2. There is a pressing need to understand our land-based assets from an opportunity and income generation perspective but also from the view of risk and liabilities which in some cases are considerable. This enables informed, value for money business cases to be developed so these assets can be effectively managed, costs controlled and where appropriate, decisions can be made about how we best maximise value.
3. There is also a need to put our land-based assets in the context of wider strategies linked to our Surrey Way outcomes including, but not limited to, supporting the economy and our Climate Change Strategy which identifies the need for a land management framework.
4. The Land Management Framework and the Land Management Policy will provide the mechanisms for making evidence-based, value for money decisions on how we use and manage our land assets to best support our strategic outcomes.
5. Next steps for the development of the Framework and Policy will be for officers to incorporate feedback from the Select Committee and further internal consultation to produce a final version of the Draft Land Management Policy for consideration by Cabinet in the summer.

6. The full version of the final Draft Land Management Policy will be shared with the Greener Futures Reference Group for further consultation prior to Cabinet once internal feedback has been considered. Post Cabinet approval, the Council will then further engage with partners and key stakeholders at our key sites to get their feedback and to discuss implementation.

Background - What are the Council's land-based assets?

7. SCC owns or manages approximately 2% of Surrey's land. This is made up of:
 - Over 10,000 acres of countryside and its associated buildings
 - Over 2,500 acres of grade 3 or 4 farmland and its associated buildings
 - The Basingstoke Canal where it passes through Surrey
 - The grounds of 260 operational sites such as libraries and schools
 - Highway verges including 2 million trees
8. The Council's land-based assets have significant capital value, but they also provide:
 - Livelihoods, including 17 farm businesses and a wide range of tenancies with rural businesses, visitor economy licences and land for learning and communities.
 - A high-quality environment with over 7,000 acres designated for wildlife and 3,000 km of public rights of way.
 - Extensive environmental services such as potential flood storage, carbon sequestration, biodiversity/nature recovery, pollination and air filtration.
 - Nature recovery and biodiversity net gain contributions towards the Council's planning applications for development projects and capital programmes.

What has changed?

9. As a landlord the Council has many duties it must comply with including health and safety, nature protection and laws relating to contract and tenure. These duties have extended following recent changes to the Flood and Water Management Act 2010 and the Environment Act 2021, placing a greater requirement on the Council to consider natural processes in its flood risk management and to drive, and report on, improving biodiversity.
10. The introduction of the Government's 25 Year Environment Plan and the more recent Environment Act 2021 means there is more legislation that SCC and Surrey must respond to including:

- An enhanced biodiversity duty for landowners impacting how land is managed.
 - Local Nature Recovery Strategies – which designates upper tier local authorities like SCC as Responsible Authorities.
 - Biodiversity Net Gain (BNG) for SCC developments
11. In addition to the above duties and responsibilities, government funding and private investment is being driven in the direction of managing land for positive environmental outcomes. Specifically, the government's new Environmental Land Management grants (the replacement for the Common Agricultural Policy) are paying for environment goods and services. The Council needs to be in a position to take advantage of these environment-based funding streams to support future sustainable management of the Estate.

What are the key elements of the Land Management Framework and Land Management Policy?

12. There are many competing demands for how we use our land-based assets – including for Place, economic development, for residents, for income/capital receipts and for the environment. Some of these demands can be balanced; however, we need to ensure we are using an evidence based, transparent approach that takes into consideration policy and value for money when assessing the land-based asset for various uses.
13. The **proposed Land Management Framework** provides a structure for which decisions on how we manage our land-based assets and risks, and the best land use for each parcel of land, can be made. There are three key elements:
- An **evidence base** which allows for conditions surveys, as well as assessment of risks and liabilities and evaluation of opportunities. These would include social, economic and environmental opportunities including the potential to use our land for biodiversity net gain for our developments, mapped on GIS where appropriate. The evidence base will allow all uses and value for money to be compared as part of the decision making process
 - The draft Land Management Policy which includes a set **principles and policies** driven by the Surrey Way outcomes, SCC corporate needs (e.g. income) and environmental legislation and duties, through which land management and use will be assessed to support balanced decision making.

- A **Land Management Plan/collection of plans** which allow for the most cost-effective implementation through a place/estate-based approach.
14. **Diagram 1** shows how the Land Management Policy fits within a wider Land Management Framework approach. The Land Management Framework brings together evidence such as potential benefits from certain land uses; risk and liabilities; relevant policies and legislation and a GIS tool which maps opportunities and suggested uses.
 15. **Diagram 2** shows the three principles and ten policies set out in the Land Management Policy which goes to demonstrate the plethora of outcomes that can be achieved through how the Council manages its land. The Land Management Policy synthesises all the relevant policies and legislation into a set of high-level principles and specific policies that can be used to inform and guide decision making.
 16. **Appendix 1** is the Executive Summary from the Land Management Paper, providing additional context to diagrams 1 and 2.
 17. An interim governance arrangement has been put in place, in the form of a Land Board chaired jointly by the Director of Land and Property and the Director of Environment. The Land Board will regularly report to the Council's Asset Strategy Board, chaired by the Cabinet Member for Property, Waste and Infrastructure to facilitate Member engagement. Any decisions going to the Asset Strategy Board will first be discussed with the relevant Cabinet Members. Governance will be reviewed as part of the EIG Transformation Programme. The Land Board will inform the decision-making process for land use decisions that will be made through established governance routes.

LAND MANAGEMENT FRAMEWORK - HOW DOES IT ALL FIT TOGETHER?

SCC Strategies
 Asset and Place Strategy
 Service Needs

Flood and Water Management Act

Statutory Duties under the Environment Act

Local Nature Recovery Strategies
 Biodiversity Duty
 Biodiversity Net Gain

LURA relevant authorities must seek to 'further the purposes of' National Landscapes - not just 'have regard to'

Natural Capital **LAND MANAGEMENT POLICY** (in draft)

Aim: To translate Statutory Duties and SCC Policy into how we use and manage **all our land** to ensure implementation

SCC Natural Capital **LAND MANAGEMENT PLAN**

Purpose: Land Management Plan for our Land Assets that delivers statutory duties, strategic need and income.

Includes:

- GIS mapping of potential uses to aid decision making
- Decision making tool to assess against all outcomes
- Framework for individual Estate plans
- Financing model to maximise inward investment

KEY PROJECTS

NFRM Schemes, SUDS, Adaptation

Trees, wildflower verges, urban greening

Environmental Opportunity Land Banks /insetting banks

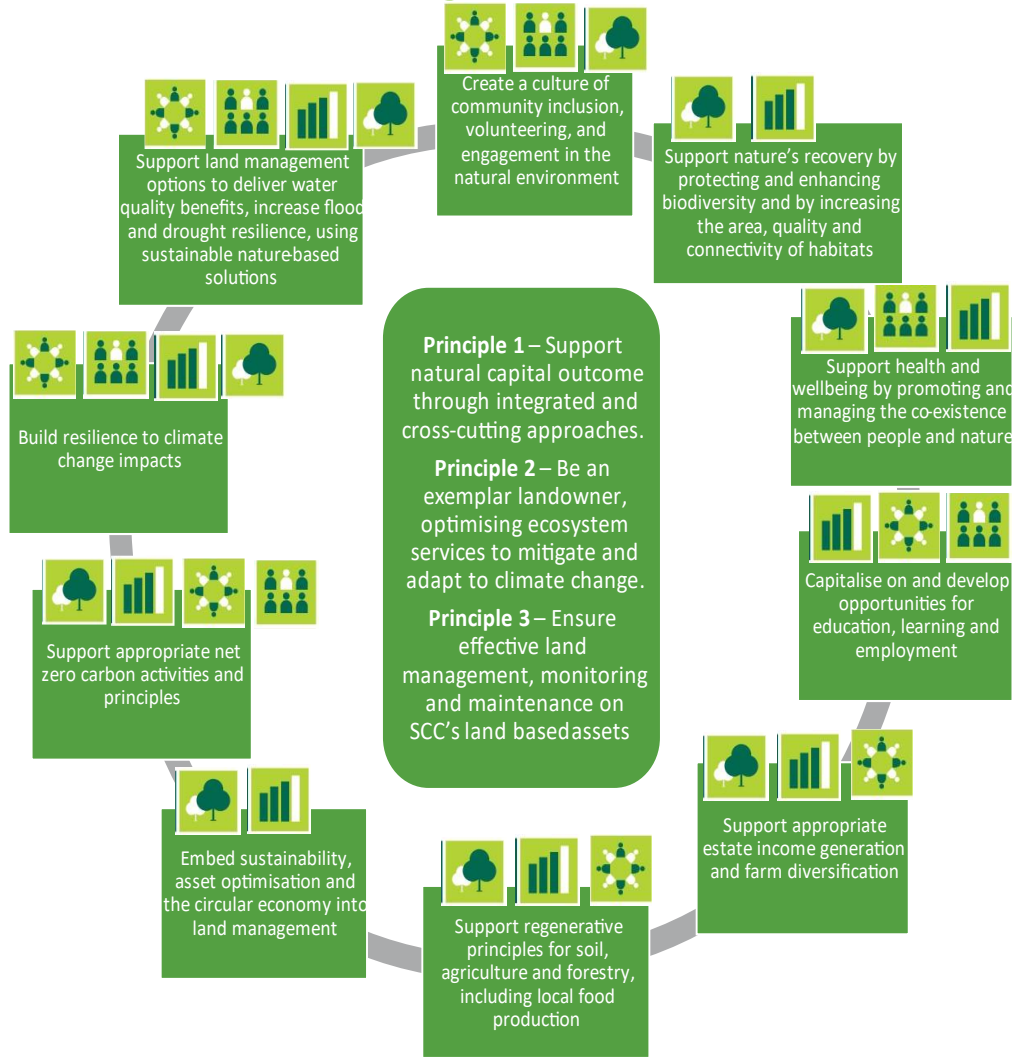
BNG/BD Strategy for SCC (land owner and developer)

BNG Strategy for Surrey

Individual Estate Plans and commercialisation of NC

Major projects and infrastructure e.g. RTS

What is being proposed: 3 Principles and 10 Policies



Tackling health inequality	Empowering communities
Enabling a greener future	Growing a sustainable economy

DRAFT VISION

“by 2050, Surrey’s land-based estate will be thriving. The Council’s ambition is to act more dynamically to ensure the future sustainability of our land based assets, both financial and environmental, through embedding nature-based solutions, community action and new technology into our land management and decision-making.

Our land will be more resilient to economic and environmental shocks and climate change, support growing biodiversity and have strong local community engagement and ownership. The Land Management Policy is a decision-making tool which will guide us in determining the best use of land in the right locations”

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Consultation - How is the Land Management Framework and Policy being developed?

18. In January 2023 Atkins Realis were engaged to draft a Land Management Policy for the Council. As part of the policy development, they held a series of workshops to bring a group of technical officers together to review all the outcomes each service required from Council-owned land. This resulted in an agreed vision, principles and set of policies which have been further refined, prioritised and expanded by the consultants to produce a draft policy for consultation.
19. There will be further consultation with the Cabinet Member for Environment and the Cabinet Member for Property, Waste and Infrastructure on the Framework and Policy. It is also proposed that further scrutiny is provided by the Committee through the Greener Futures Reference Group.
20. Other stakeholders, such as the Norbury Park Forum will be engaged as appropriate.
21. It is anticipated that a final draft will be taken to Cabinet for approval in the summer.

Conclusions:

22. The Council proposes to use a Land Management Policy to support decision making on the use and management of the Council's land-based assets to optimise outcomes.
23. The proposed Land Management Policy sets out a vision, three principles and ten policies which have been developed in consultation with the Council's Directorates. The proposed Policy will be delivered within the context of a Land Management Framework which facilitates a transparent and evidence-based approach to value for money, business case development and investment planning.

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24. If approved by the Cabinet, it is proposed that the new draft Land Management Policy will be published to gather further feedback from key stakeholders for a period of ten weeks.

Recommendations:

25. That the views of the Select Committee on the Council's new draft Land Management Policy, including the Land Management Framework, be provided in advance of Cabinet considering this matter.

Next steps:

26. Officers will bring together key points from the Select Committee and internal consultation to produce a final version of the Draft Land Management Policy for consideration by Cabinet.
27. The full version of the Draft Land Management Policy will be shared with the Greener Futures Reference Group for further consultation once internal feedback has been considered and incorporated where appropriate.
28. Further engagement will be undertaken with key partners and stakeholders at SCC's key sites. As specified if the draft is approved by Cabinet a 10 week consultation period will begin for key stakeholders to provide feedback.
29. The results of the consultation and any recommended changes to the policy will then be brought back to Cabinet in the Autumn if needed.

Report contact

[Carolyn McKenzie – Director for Environment]

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Sources/background paper

Appendix 1: Executive Summary from Land Management Policy

Appendix 1

Executive Summary

Surrey enjoys a unique location in the south-east of England. The environment in Surrey must fulfil a number of diverse aims, which often need to be carefully balanced against one another – such as providing a suitable place to live and work, with healthy communities and a thriving economy. This is all against a background of a destabilising global climate and ecological decline. The land within Surrey County Council's (the Council's) estate equates to almost 2% of Surrey. It has the potential to provide multiple outcomes and benefits to the residents of Surrey, including

- leisure and recreation, mental and physical health, sequestering carbon, buffering against the impacts of climate change, supporting biodiversity, locally produced food and forestry, and provision of drinking water and clean air.

Much of the land within the Council's estate falls within a range of both statutory and non-statutory protections (such as Special Areas of Conservation, Sites of Special Scientific Interest or Sites of Nature Conservation Importance) and designations (such as green belt). Despite these protections, the environment is under threat, particularly through development causing habitat loss, fragmentation, pollution, climate change

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and the use of chemicals in land management. . While the Council declared a climate change emergency in 2020 and has since then undertaken a range of initiatives and set targets against which to measure progress, it recognises that more needs to be done to align future investment and decision taking alongside sustainable, comprehensive solutions, to manage its land sustainably for nature and climate change, and to ensure multiple outcomes are delivered through integrated management approaches.

The Council have therefore set itself an ambitious vision for its countryside and open spaces –

*“by 2050, Surrey’s land-based estate will be **thriving and delivering multiple outcomes.**”*

The Council’s ambition is to act more dynamically to embed nature-based solutions, community action and technological progress alongside new financial instruments into land management and decision-making. It will be more resilient and adaptable to climate change impacts, be net zero and have a strong local community with growing biodiversity. Its land will provide a range of opportunities, including sustainable food production, opportunities for education, training, and employment, a strong and diversified rural economy, plus be used for various types of sustainable leisure activities, which contributes to health and wellbeing.”

In Surrey land is scarce and commands a high value. This report has been prepared to maximise opportunities arising from the values of Surrey County Council’s estate, helping the Council to use its land in a more sustainable, considered way regarding land use, management, or investments. This policy blueprint is for concerted, integrated action, which will not only help to meet a range of corporate and local priorities, but ensure that the Council is acting diligently and responsibly, effectively using the land and tools at their disposal to deliver all four pillars of the Council’s ambitions set out in the Surrey Way. In devising this policy, and associated overarching principles, the Council are seeking to establish themselves as an exemplar landowner and local authority, establishing a ‘gold benchmark’ for themselves by which others strive towards and learn from in the future.

The report provides an integrated suite of overarching principles and practical policies to ensure that the Council’s estate is used and managed effectively in response to climate change and natural challenges.





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Summary of Principles and Policies

The principles, shown below as mapped against the Surrey Way objectives are:

Land Management Principles	The Surrey Way Objectives				
	Enabling a greener future 	Growing a sustainable economy 	Tackling health inequality 	Empowering communities 	
1. Prioritise and embed the value of the Council's natural capital outcomes through integrated and cross-cutting approaches to decision making and value for money	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
2. To become an exemplar landowner, optimising ecosystem services to support Council objectives whilst adapting and mitigating to climate change	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
3. To demonstrate effective and responsible land management and maintenance, maximising the land resources available.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

The policies are copied below and also contained in the report in blue highlighted boxes with the accompanying background, context and justification.

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Policy 1 – Support nature’s recovery by protecting and enhancing biodiversity and by increasing the area, quality, and connectivity of habitats.

Protection and enhancement of biodiversity is advocated; this biodiversity is vital for people’s health and wellbeing, as well as supporting a range of ecosystem services. Biodiversity will be integrated holistically across all projects on the Council’s estate, including climate mitigation and adaptation, farm management and landscape works.

Natural habitats on the estate will be protected and enhanced, and opportunities taken to increase and improve connectivity between them.

For the Council’s own schemes, appropriate opportunities for delivering Biodiversity Net Gain (BNG) through habitat creation and enhancement will be considered. Suitable nature-based solutions and multi-functional land uses will be prioritised that create, enhance, and connect habitats.

All land management decisions must consider the protection and enhancement of biodiversity and impacts on Biodiversity Opportunity Areas and the Local Nature Recovery Strategy¹ ensuring that the right habitats are created or enhanced in the right areas.

¹ [Local Nature Recovery Strategy \(LNRS\) - Surrey County Council \(surreycc.gov.uk\)](https://www.surreycc.gov.uk)

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Policy 2 – Support health and wellbeing by promoting and managing the co-existence between people and nature.

Access for All

The benefits of connecting people with nature are advocated, as access and engagement with nature are shown to improve health and well-being. The Council will, where appropriate, protect and maintain existing public access provision, support new suitable public access and create, enhance or integrate suitable opportunities for people to access nature. Projects should incorporate inclusive designs and principles including for under-represented groups. This is subject to: The avoidance or management of existing or new impacts – including climate related - on sensitive sites, species, or receptors.

Suitable management of visitors – such as visitor levels, parking, and information provision.

The optimum project location, so the type and level of access is always appropriate to its location.

Screening for climate risk to avoid increased exposure, risk or impacts on assets.

Suitable projects will be supported which connect communities with the environment including opportunities for those most in need, working towards equity of access. The requirements in the Least Restrictive Access¹ standard (or an equivalent policy) will be considered to help reconcile the needs and benefits of access with resource protection.

When considering access and connectivity, the potential for natural capital benefits should be included – e.g. those that support biodiversity, use sustainable materials or educational benefit.

Visitor Management

The level of public access must always be appropriate to the site concerned, and the Council will regularly review visitor numbers, where known, and other impacts in liaison with users and stakeholders to carefully plan for new or improved access. This includes provision of new or improved sites and related work such as footpath or parking provision. Opportunities will be taken to displace visitors from overused sites to other areas promoting the rights of way network and using diversification of farms to do this (Policy 4).

In some circumstances, restrictions may be required to displace visitors or limit site access to help mitigate impacts or protect it, including temporary restrictions. These will be targeted to protect the most sensitive locations and where visitor numbers are highest. For example, the Council will explore the use of annual dog monitoring at key locations e.g., honeypot sites.

Tools and Enablers for Visitor Management

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A range of tools will be utilised to connect communities with nature or to direct visitors towards or away from a given site – such as the level of parking, public rights of way, appropriate signage, fencing or landscape, plus interpretation and guidance information, harnessed by on-line resources. All street furniture, surfacing materials, signage, or interpretation must be appropriate to the site concerned, suitable to its context and follow brand guidelines.

Linking with the Local Transport Plan, sustainable modes of access / travel will be promoted.

Where possible decisions on new projects will be based on evidence – for example stakeholder requests, feedback, levels of impact or target groups benefitting.

Suitable communications will be provided which improve understanding and increase the carrying capacity of sites, promote the Countryside Code and the use of public rights of way.

Policy 3 – Capitalise on and develop opportunities for education, learning and employment.

The Council will continue to support projects that enhance or integrate opportunities for people to benefit from education, training and employment schemes linked to its estate. These should be suitable for, sensitive and responsive to their location. Such projects will incorporate suitable inclusive designs and inclusive principles, especially under-represented groups.

Low-impact employment opportunities and ‘green jobs’ linked to its land will be encouraged and supported, such as recreational use, farming, food, estate management, maintenance, or conservation projects. The use of existing buildings on the estate for suitable employment or low impact economic opportunities is supported, such as use for businesses, workshops, studios, farm diversification, or for education / training use.

Traditional crafts linked to opportunities for training and employment are supported, especially for those less connected to the labour market, for example sawmills, YOT and sustainable local food education at farms.

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Policy 4 – Support income generation and farm diversification.

Suitable income generation and diversification projects will be supported on the Council’s estate that:

- Contribute to the local / rural economy, supports opportunities for local businesses, and ensures income generation which is sensitive and appropriate to the area.
- Act as community hubs offering opportunities for health and wellbeing benefits (Policy 2), and education, learning and employment (Policy 3).
- Enhance nature and provide opportunities for visitors to connect with nature (rather than provide ‘entertainment’).
- Contribute to the circular economy.
- Promote suitable habitat creation and enhancement.
- Meets other key natural capital objectives such as net zero, climate mitigation and adaptation, renewable energy, timber, or local food supply.

The Council will encourage farms to diversify in a way which is commensurate with their supply chains, provides a local food or other offer to residents and supports local business.

Each new project on the Council’s estate will consider how suitable income generation opportunities could be provided, alongside other opportunities reflecting the multifunctional use of land, such improving biodiversity, climate mitigation and adaptation. Income generation should be carefully balanced with these other aspects to ensure any trade-offs are managed, and potential co-benefits and synergies are promoted.

Proactive steps will be taken to explore how projects designed to deliver environmental outcomes could provide revenue e.g., from BNG or carbon credits to provide complementary funding streams for projects.

Data management and governance

All tenant farms will have Integrated Farm Plans (IFPs) within 10 years following introduction of ELMS. IFPs will have consistent and measurable KPIs and regular reporting so the performance can be monitored, and the metrics aggregated to determine results.

A baseline will be developed of microeconomic information about each farm to ensure realistic KPIs can be set to support the IFPs. This information should be incorporated and managed in the Council’s interactive and spatial natural capital account platform.

Specific Events

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Events, activities, and filming in the countryside offer opportunities for people to visit and engage with open spaces, benefit the rural economy and generate an income. Events can sometimes have negative impacts upon the environment if not carefully managed. Each request for events will be considered, in liaison with partners if needed (such as Natural England or Surrey Wildlife Trust), on a case-by-case basis including the nature of the proposal, its scale, location, impacts, benefits, and mitigation or restoration measures.

Policy 5 – Support regenerative principles for soil, agriculture, forestry and local food.

The Council will work in partnership with farm tenants and others to:

- Develop and support suitable projects which improve the quality of natural assets and their ability to provide healthy food, nature, air, water and soil.
- To raise awareness of and encourage farms to apply regenerative farming practices, especially in new tenancies.
- Produce healthy food and forestry products consistent with the principles of regenerative agriculture, agroforestry, and sustainable forestry (Policy 4 – farm diversification).
- Increase biodiversity, carbon sequestration and other ecosystem services such as water quality, flood management (Policies 1 biodiversity and 7 climate change).
- Providing viable farming livelihoods for tenants which are appropriate to the land holding and its natural characteristics.

The Council will collaborate with tenants to develop and maintain Integrated Farm Plans, to identify opportunities for new income streams from ELMS, other ecosystem or conventional markets for food or recreation. Where appropriate, the Council will explore the opportunity to develop demonstration farms on its estate to provide the catalyst for wider, positive change.

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Policy 6 – Embed sustainability, asset optimisation and circular economy principles into land management.

Sustainability and Asset maximisation

Sustainability and asset maximisation, including resources derived from land, multi-use land and natural assets will be supported in decision making about land management.

Suitable projects will be considered which increase biodiversity, carbon sequestration, climate adaptation, natural flood management, the circular economy, or other key priorities.

The benefits from co-locating uses, integrating projects, or sharing facilities are supported.

Potential projects will be considered on a case-by-case basis, including:

- The effective management of impacts on sensitive sites, species, or receptors.
- Consideration of the optimum location, so the use or activity proposed is always appropriate for that site.
- Opportunities for community development or inclusion.

Circular Economy

The benefits of resource maximisation and the circular economy are advocated, including sustainable waste management, waste reduction, reuse, recycling, plus products and materials with preferred life-cycle impacts.

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Policy 7 – Build resilience to climate change impacts, invasive species, and diseases.

The principles and benefits of climate change resilience are advocated. The Council supports appropriate projects on its estate which create, enhance, or integrate opportunities which help adapt to the impacts of climate change and build resilience.

Positive consideration will be given to utilising suitable natural capital assets and nature-based solutions for building climate adaptation and resilience. The Council's estate will be used for a range of appropriate adaptation and resilience projects, such as tree planting to create canopy cover for shading, natural flood management (NFM) and sustainable drainage systems (SuDS).

Climate adaptation and resilience will be championed alongside climate mitigation in all land management projects. Resilient landscapes will be achieved through careful siting, design and species mixes to ensure carbon, water and biodiversity benefits, and to help prevent invasive species and diseases.

Climate resilience features and ecosystem services that promote resilience should be captured appropriately in business cases for schemes.

The Council will ensure land use and management decisions are aligned with the Climate Change Adaptation and Resilience Action Plan (once adopted), the Flood Risk Management Strategy and with key partners, including the Catchment Partnerships.

The Council supports and promotes initiatives which avoid the introduction of, reduce the impacts of and undertake the effective control of pests, invasive species, and diseases.

The Council advocate a programme of managing, monitoring, and maintaining its natural assets to protect them from pests, disease and invasive species.

Policy 8 – Prioritise land management options to deliver water quality benefits, improve flood and drought resilience, using sustainable nature-based solutions.

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All land management decisions should consider their potential impacts on flood risk, drought resilience and water quality, both on the Council's estate and receiving watercourses. Appropriate measures with greatest potential to improve these benefits will be prioritised and implemented at appropriate locations.

- A catchment-based approach will be taken to identifying opportunities within the Council's estate to influence downstream flood risk, improve resilience, drought, and water quality. Land management options and sustainable nature-based solutions (i.e., NFM and SuDS), informed by the catchment-based approach will be considered. Where the Council is seeking to use its land is to be used to combat flooding, wider benefits will be promoted including habitat regeneration, biodiversity, and wellbeing. This will be part of a spatial, strategic, evidence-based activity, integrated to the natural capital account of its estate, opportunity mapping, and spatial climate risks and vulnerabilities assessment.
- Partnership work with water suppliers and others will be undertaken to reduce water use and abstractions and promote water storage through nature-based solutions and appropriate agricultural techniques such as soil water storage. Such partnership work will be used to promote the use of catchment solutions (e.g., cover cropping) to reduce nutrient, sediment, and pesticide runoff.
- The multiple benefits of catchment measures and nature-based solutions will be estimated and reported using best available tools and methodologies to support business cases.
- Sensitive and safe recreational uses of its watercourses and waterbodies will be promoted where these are suitable and publicly accessible, working with other landowners and water companies to improve water quality.

Policy 9 – Support appropriate net zero carbon principles and activities.

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The Council champion climate mitigation and adaptation in partnership with stakeholders. Net zero outcomes will be prioritised particularly those which quantify emissions, or sequestration benefits, which should be captured in business cases.

A strategic, evidence-based approach will be taken to planning and delivery of Net Zero outcomes and projects. The Council will undertake regular natural capital accounting for its estate and use a spatial opportunity mapping approach to identify suitable locations for renewable energy and nature-based solutions for carbon sequestration or changes to agricultural. This will be considered alongside nature recovery, biodiversity enhancement, and a climate risks and vulnerabilities assessment.

The estate will be used to deliver woodland management, tree planting and hedgerow creation, informed by the evidence-based, opportunity mapping. The focus will be broadened from sequestration via tree planting to include other suitable habitat restoration and creation, such as 'natural regeneration' (i.e., modifying agricultural management), climate smart agriculture, wetland creation and renewable energy projects.

All projects must be aligned with the Greener Futures Climate Change Delivery Plan and the Climate Change Adaptation and Resilience Action Plan (once produced).

Funding or investment for carbon sequestration, emissions reductions, and renewable energy will be investigated, such as carbon credits or engaging with stakeholders for joint opportunities.

Monitoring and verification

Project and land management decisions will be aligned and compliant with greenhouse gas reduction and sequestration standards, including the best available modelling techniques. A whole lifecycle carbon approach will be used to build evidence for embodied and operational emissions. Changes in emissions and sequestration from its estate will be tracked and reported in alignment with the definitions outlined in the Greenhouse Gas Protocol.

Policy 10 – Create a culture of community inclusion, volunteering, and engagement in the natural environment.

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Appropriate community empowerment, development and volunteering activities linked to or resulting from the Council's estate will be supported, including suitable new or improved community facilities.

Projects will be prioritised which support communities or facilitate positive environmental outcomes (such as woodland management or green space enhancement) plus those which integrate opportunities for education, learning or employment.

The Council seek to ensure community and volunteering projects become more diverse, focusing on groups or areas who may currently be under-represented through measures such as targeted funding, improving accessibility or transport. The local community or other stakeholders will be engaged where possible as part of the decision-making process for new projects.

The estate will be used to provide opportunities for visitors to give back and contribute towards the quality of their experience through giving their time, money, or expertise.

The Council seek to provide opportunities for all, including for those who are disabled at various locations offering different experiences (views, sensory, waterside, and woodland). The Council will seek to create opportunities which support groups unable to access the countryside to connect with it, for examples VR in care homes, transport from Spelthorne, new green areas in River Thames Scheme.

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29 April 2024

SERVICE BRIEFING ON THE SUSTAINABLE FOOD STRATEGY MOTION

Purpose of report: To brief members of the Communities, Environment and Highways Select Committee on the Original Motion regarding the Whole System Food Strategy submitted to the Council meeting on 11 July 2023.

Introduction

A Surrey Whole System Food Strategy is currently being finalised for publication. The draft strategy was produced based on the themes identified by a successful Food Summit in 2022. The draft strategy has been consulted extensively with a range of stakeholders across Surrey over the last 18 months to refine and co-produce the priorities. The strategy supports the [Surrey Healthy Schools](#) approach and has a focus on three key strands: addressing food insecurity, reducing climate impact of the local food system and supporting the local population to keep a healthy weight by enhancing the accessibility and affordability of nutritious food. The strategy also acknowledges impact evaluation and development of policy-based interventions (such as town planning, advertising policies and licencing) as key drivers for change for a sustainable food system.

The strategy will be supported by a detailed delivery plan which will be agreed, and its implementation will be overseen by the Surrey Food Partnership report to the Prevention and the Wider Determinants of Health Board. The key priorities of the strategy are:

- **Priority 1 Food justice. Outcome:** *Improve access to nutritious and affordable food*
- **Priority 2: Food for wellbeing and preventing obesity. Outcome:** *Enabling communities to make healthier food choices to improve health outcomes (include town planning, school/workplace settings, community gardening/pantries, cookery skills training and knowledge, public communication)*

- **Priority 3: Food for a healthy weight. Outcome:** *Ensure appropriate weight management programmes are in place to support families and individuals to achieve a healthy weight*
- **Priority 4: Food inequalities and insecurity. Outcome:** *Reduce food related inequalities with focus on families with young children, pregnant women, those with limited financial resources and those with a disability*
- **Priority 5: Food for the environment. Outcome:** *Enhance sustainability of the local food system, reduce climate change impact by reducing waste and Green House Gases (GHGs) emission generated from the food system*
- **Priority 7 Food for a stronger economy. Outcome:** *Increase in procurement from local suppliers across public and private sector, improve workforce health upskilling opportunities in the hospitality industry*
- **Priority 7 Food in All policies. Outcome:** *Developing policy-based interventions for granting fast food outlet licenses, junk food advertising, council owned land use to promote plant-based farming.*

Ensure that food provided at all council catered events and meetings is predominantly plant-based, preferably using ingredients sourced from local food surplus organisations.

1. This is supported by the Surrey Whole System Food strategy (Priority 5 Food for the environment).
2. This is also in line with the [Government Buying Standard for food and catering services - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/buying-standards). However note that, distribution of surplus food that is fit for consumption is often used to address food insecurity rather than sent for disposal as waste, for example gifted to charities / food banks.

Ensure that school meals service have a totally plant based menu one day per week, ideally Mondays.

3. Schools and providers adhere to the school food standards ensuring a 'healthy and balanced' range of meals are provided.
4. It may not always be appropriate for young people to eat a plant-based diet due to specific issues for pupils with health concerns. This may apply to some neurodiverse pupils and pupils with autism who may have restrictive eating, food sensitivities and already find mealtimes challenging.

5. The eating environment should be an inclusive and social one. It should be about informed choice. Restricting to plant based only options may make some pupils, families and staff feel excluded.
6. The food strategy supports empowering families and young people to make an informed choice about eating a balanced diet which is good for both their health and the environment.

Continue to outreach to schools and young people to actively influence and inform on climate change and in particular on food choices and their impact on the environment, health and animal welfare.

7. This is supported the Surrey Whole System Food Strategy, and it also links with some of the key existing approaches as vehicles for delivery which focus on key activities by the schools to reduce climate change impacts. These include the Surrey Healthy Schools Approach and Eco schools.
8. The Surrey Healthy Schools approach aims to empower schools to identify strengths and areas for development and identifies 5 key themes:
 - Whole School Approach towards the promotion of positive health and wellbeing.
 - Personal, Health, Social, Economics, Education (PSHE) curriculum (including health and wellbeing, relationships, sex, drug, staying safe and financial capability education)
 - Healthy eating (including cooking and health eating in the curriculum, food provision - school meals, packed lunches, pre and post school club food provision and cooking clubs)
 - Physical activity (including physical education and school sport - PESSPA)
 - Health: Emotional wellbeing and mental health
9. Eco-Schools is a globally recognised award programme which provides a simple seven step framework to help make sustainability an integral part of school life and supports a Surrey Healthy Schools approach. Eco-Schools supports the enrichment of your curriculum and helps unite young people and the wider school community to care more about protecting the environment. The programme provides a wide variety of inspiration, from introducing recycling schemes, bug hotels and herb gardens, to clean air days and beekeeping. It places young people at the heart of the decision-making and action planning, helping raise awareness of key issues, develop ideas for behaviour change, and empower them to take action. In Surrey, over 450

schools are registered, close to 300 schools have achieved an award and almost 40 schools have gained the highest award, the Green Flag, which is recognised by UNESCO.

10. This motion can further support the existing Surrey Healthy Schools approach whole system working and Eco Schools by placing greater emphasis on food choices and their impact on the environment, health and animal welfare.

To further encourage and empower students to make informed decisions about the food available in their school.

11. This is currently included in the Surrey Healthy Surrey standard used for school self-assessment (standard 3.2.1 asks: Are staff, pupils, parents/carers actively consulted and effectively involved in guiding food policy and practice? This may be through questionnaires, focus groups, the school council, school nutrition action group (SNAG), Surrey Healthy Schools Working Group, or other representative bodies.
12. We can further enhance this through the Healthy Schools Approach and implementation of the Whole System Food Strategy and widen student participation, building on some of the successful initiatives such as “peer-led/student champions”.

Inspire, promote and support initiatives surrounding climate change and in particular food growing, preparation and waste avoidance, especially as part of school and community projects.

13. As described above this is already included in the Eco School initiative and Surrey Healthy School Approach.
14. The wider community action is included and supported by the Whole System Food Strategy which will be enabled by robust public involvement and working closely with the partners across the system, including the NHS and Volunteer Community Sector and Faith (VCSF) organisations.

Conclusions:

15. We welcome this motion as a great opportunity to build momentum and political will behind such important agenda and support existing initiatives.
16. This motion is in line with the key ambitions of the Surrey’s Whole System Food Strategy and Surrey County Council Climate Change Strategy to make our local food system more sustainable, empower local people to make healthier food choices and reduce the impact of food system on climate change.

17. Surrey’s whole system approach – Surrey Healthy Schools, and the Eco Schools initiative can be further utilised to raise the importance of food choices on the environment and animal welfare.
18. A roust public involvement will be key in successful implementation of this motion to enable our local communities make informed decisions about the food choices and their impact on health and climate change.

Recommendations:

19. A summary of the recommendation for each resolution in the motion is detailed in the table below:

Resolution	Service recommendation
Ensure that food provided at all council catered events and meetings is predominantly plant-based, preferably using ingredients sourced from local food surplus organisations	Create guidelines for local authority procurement of food to be sustainable by default based on Government Buying Standard for food and catering services - GOV.UK (www.gov.uk) and to encourage using ingredients sourced from local food surplus organisations
Ensure that school meals service have a totally plant based menu one day per week, ideally Mondays.	Empower families and young people to make an informed choice about eating a balanced diet which is good for both health and the environment.
Continue to outreach to schools and young people to actively influence and inform on climate change and in particular on food choices and their impact on the environment, health and animal welfare.	Provide schools with support in order to increase the number of schools engaging with the development of a Surrey Healthy Schools approach, in particular re Theme 3 – Healthy Eating. Increase the emphasis on food choices and their impact on the environment, health and animal welfare in the exiting initiatives such Eco Schools
To further encourage and empower students to make informed decisions about the food available in their school	Support schools to develop school nutrition action group (SNAG) as part of a Surrey Healthy Schools approach and widen student participation in through initiatives such as “peer champions” based in schools to make informed decisions about the food available in their school.
Inspire, promote and support initiatives surrounding climate change and in particular food growing, preparation and	Facilitate a roust public involvement to raise the importance of food choices on the climate change and animal welfare

waste avoidance, especially as part of school and community projects.	and enable the community to make an informed decision about food choices
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Report contact

Negin Sarafraz – Shekary, Public Health Principal

Contact details

SarafrazShekary.Negin@surreycc.gov.uk

Sources/background papers

[List of all documents used in compiling the report, for example previous reports/minutes, letters, legislation, etc.]

[Agenda item - ORIGINAL MOTIONS - Surrey County Council \(surreycc.gov.uk\)](#)

WEDNESDAY 28 APRIL 2024

CABINET RESPONSE TO SELECT COMMITTEE REPORTS

Purpose of report: To update the Committee on the Cabinet response to the March 2024 Select Committee reports and recommendations on i) a Referred Council Motion 'Advertising & Sponsorship Policy' ii) Surrey Utilities – Water and Wastewater Services.

Background:

1. The Communities Environment and Highways Select Committee's Greener Futures Reference Group submitted a report to Cabinet on the outcome of its consideration of the Original Motion regarding Advertising and Sponsorship policy submitted to the meeting of the County Council on 11 October 2022. The report noted that the GFRG rejected the proposition that the current advertising and sponsorship policy remain in its current form and that no steps are taken to restrict advertising of fossil fuel related or high carbon products, and recommended that the issue be considered further by Cabinet.
2. The Communities Environment and Highways Select Committee submitted a report to Cabinet on the outcome of its special session with Water utility companies on 25 January. The report included a number of recommendations on improving collaboration on strategic planning and new developments, working with the regulator on the development of water company KPIs and the establishment of a Task Force to deliver:
 - Better coordination and communication around operational works on the road network.
 - Better coordination between the local authority and water companies on flooding, drainage, sustainable solutions and environmental objectives.
 - Better coordination on planning, new developments and strategic network

Recommendations:

3. **The Select Committee to note the Cabinet response to its recommendations as set out at the Annex and specifically that:**

Advertising and Sponsorship Policy

- I. Having considered the evidence, Cabinet on balance supported the original recommendations from Officers and the motion was dismissed.
- II. Cabinet committed to write to the Advertising Standards Authority asking them to consider whether guidance could be formed around the advertising of fossil fuel related or high carbon products and net zero targets.

Surrey Utilities – Water and Wastewater Services.

- III. That Cabinet accepted the recommendations made by the committee to improve engagement with Utilities and noted the work underway to implement these including:

Lobbying: Including communicating with OfWat, the national regulatory body for water utilities regarding the development of some Local Key Performance Indicators which allow Surrey to monitor disruption to or impact on the road network including forward planning and coordination of streetworks, and timeliness of the completion of water infrastructure works; our natural environment, and in particular impacts from sewage outflows as a result of flooding and implementation of Drainage Waste Management Plans; and supply and response in the event emergency situations.

Time Limited Task Forces: Setting up two time-limited task forces to take forward recommendations including a:

- Street works Task Force, to look at how Surrey County Council and the utilities can work together operationally to engender better coordination and communication around works on the road network; and an
- Environmental Improvements Task Force with a focus on better coordination between the local authority and water companies on flooding, drainage, sustainable solutions and environmental objectives.

Establishing longer term strategic relationships: Forming partnerships to work on key joint initiatives, the first being with SES Water who provide 40% of water and waste water to residents in Surrey. Currently a Memorandum of Understanding is being developed.

Appendices


Appendix 1 – Cabinet Supplementary Agenda 26 March 2024, Reports from Select Committees.

Clare Madden Scrutiny Officer Democratic Services Law and Governance Surrey County Council clare.madden@surreycc.gov.uk

Notice of Meeting

Cabinet- Supplementary Agenda



<u>Date and Time</u>	<u>Place</u>	<u>Contact</u>	<u>Web:</u>
Tuesday, 26 March 2024 2.00 pm	Council Chamber, 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

AGENDA

4 PROCEDURAL MATTERS

a MEMBERS' QUESTIONS

(Pages
1 - 2)

There are three Member questions. A response from Cabinet is attached.

b PUBLIC QUESTIONS

(Pages
3 - 4)

There is one public question. A response from Cabinet is attached.

5 REPORTS FROM SELECT COMMITTEES, TASK GROUPS AND OTHER COMMITTEES OF THE COUNCIL

(Pages
5 - 18)

For Cabinet to consider the following reports:

- A. Referred Council Motion 'Advertising & Sponsorship Policy' (Communities Environment and Highways Select Committee)- A response from Cabinet is attached.
- B. Surrey Utilities – Water and Wastewater Services (Communities Environment and Highways Select Committee)- A response from Cabinet is attached.

Leigh Whitehouse
Interim Chief Executive
Published: Monday, 25 March 2024

MOBILE TECHNOLOGY AND FILMING – ACCEPTABLE USE

Members of the public and the press may use social media or mobile devices in silent mode during meetings. Public Wi-Fi is available; please ask the committee manager for details.

Anyone is permitted to film, record or take photographs at Council meetings. Please liaise with the committee manager prior to the start of the meeting so that the meeting can be made aware of any filming taking place.

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

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.

CABINET – 26 MARCH 2024**PROCEDURAL MATTERS****Members Questions:****Question (1) Catherine Baart**

Consultants from the advertising industry have told officers there is a significant risk that a too strict and prescriptive approach to content will result in a greatly diluted commercial offer or media owners not bidding at all. Please share what Surrey County Council has established with regards to the actual experience of councils which have already banned high carbon products in their advertising policy? Using this evidence, what is the likely impact on future advertising fee income for Surrey County Council with the restrictions proposed in the motion, compared to what is currently in the budget?

Reply:

We are unaware of any authority that has an established ban focusing on high carbon products which has been in operation long enough to provide any credible data. It is understood that Sheffield City Council have very recently agreed to prevent advertising of a range of products, from hybrid cars to alcohol. Their ban is due to come into effect in the coming months and Officers will seek to gain an understanding as to the impact of that decision and data from any other authorities who are in the early stages of having made similar changes.

A vast amount of products have a significant carbon footprint these days (including fruit and vegetables flown in from overseas) and it would require considerable work to establish a logical set of rules to legislate for what could and could not be displayed. It is reasonable to presume that the range of prohibited content could be significant and even if we were to be selective on what we would allow to be advertised, it would send a concerning message to the industry, as they would perceive that the list could very easily be expanded in the future impacting on their ability to be confident in income streams.

It is therefore not possible to give a precise figure on the impact of such a ban currently, but professional advice sought from the industry continues to indicate that it would be substantial and may undermine the business case for proceeding with advertising on the highway.

Matt Furniss**Cabinet Member for Highways, Transport and Economic Growth****26 March 2024****Question (2) Catherine Baart**

What is the county council's view of the opportunities to positively promote Surrey's green economy on the new advertising spaces due to be created?

Reply:

Community advertising has been considered as part of contract specification for the small and large format advertising. Details from the contract are in italics below;

The Licensee shall be required to make space available on the digital screens in times of emergency for such public messaging as required in order to maintain public safety. Unsold display space will be made available to the Council for public messaging and non-commercial promotional use, subject to availability and mutually appropriate notification/access procedure.

While no contract has yet been awarded for the small format advertising, all tenders have also committed, as part of their social value, to “offer free advertising space to support social, environmental and wellbeing messaging”. Officers will work with the successful advertising tender to ensure this is fully utilised. The contract could generate a substantial income source that can be used to help support providing valuable services to our residents, including the wider greener futures agenda.

Matt Furniss

Cabinet Member for Highways, Transport and Economic Growth

26 March 2024

Question (3) Catherine Baart

What stage has been reached for the commercial contracts being negotiated for Countywide small format advertising and for large format digital advertising scheme for Guildford?

Reply:

For the small format advertising, the market tender closed at the end of January 2024 and evaluation and moderation took place in February. Once the necessary procurement process has been completed, we will be in a position to announce the successful bidder by May 2024.

For the large format advertising, I can advise that three separate companies were successful in bidding for three different sites in Guildford. We have been addressing the necessary legal requirements and engaging with Land and Property for leases/licenses and should soon be in a position to proceed.

Matt Furniss

Cabinet Member for Highways, Transport and Economic Growth

26 March 2024

CABINET – 26 MARCH 2024

PROCEDURAL MATTERS

Public Questions:**Question (1): Ben Measures**

- Has Eastfield Road, on the Royal Hill Park development been brought to adoptable standards by the developers?

Context: The Road is a private road, part of the Royal Hill Park development just outside Redhill. The site was developed by Countryside Properties (now Vistry Group) to be maintained by First Port. The salesman told us the road would be resurfaced to the standard of adjacent Hawthorn Way. When this was not done we challenged it and after many years of trying to pressure the developers they have patched a few of the worst potholes a couple of months ago.

Residents are concerned that whilst the road is passable now, it is already deteriorating with new potholes forming. The lower concrete section was not addressed at all. First Port will not have budgeted for this, as the expectation is that new estate roads be surfaced to last 20 years. This will mean the regular patching that will be required to maintain this road will increase maintenance charges borne by residents.

I am aware that there is currently dispute on Princes Road nearby, also a private Road maintained by First Port. I fear that Eastfield Road could, in a few years, be in similar disputed status. This could be avoided now by holding Countryside/Vistry to account to resurface the road to the same standard as the rest of the roads on the new Royal Hill Park estate.

Reply:

As described in the question, Eastfield Road is a private road and therefore not maintainable by Surrey County Council. There is no agreement in place between the County Council and developer in relation to the developer maintaining this road to adoptable standards. On this basis, we cannot comment further on the existing condition of the road or future maintenance arrangements. These questions would need to be answered by the developer or the appointed maintenance company themselves.

Matt Furniss**Cabinet Member for Highways, Transport and Economic Growth****26 March 2024**

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CABINET- 26 MARCH 2024**CABINET RESPONSE TO THE REPORT OF THE COMMUNITIES,
ENVIRONMENT & HIGHWAY SELECT COMMITTEE****Item under consideration: Referred Council Motion ‘Advertising & Sponsorship
Policy’****RESOLVED:**

That the Communities Environment and Highways Select Committee’s Greener Futures Reference Group:

- a. did not endorse the recommendation of officers. The GFRG rejected the proposition that the current advertising and sponsorship policy remain in its current form and that no steps are taken to restrict advertising of fossil fuel related or high carbon products.
- b. noted its support for the Motion and suggested that the issue be looked at further by Cabinet Members, including the Cabinet Member for Environment and the Cabinet Member for Highways (with responsibility for the current advertising and sponsorship policy) to ensure that environmental as well as commercial concerns are taken into account in future decision-making. Cabinet members might invite officers to review and test their initial proposition.
- c. recommended that the issue be considered by the Cabinet prior to award of contract for small format advertising in 2024.

Cabinet Response:

1. The Cabinet is grateful to the Select Committee and the Greener Futures Reference Group for considering this motion.
2. Cabinet takes our commitment to a greener futures and net zero very seriously and much work is focused by the County to support these important aims.
3. Cabinet has carefully considered the original presentation to the Greener Futures reference group (contained in Annex 1) and the representations from the Select Committee.
4. In the UK the established “Advertising Standards Authority (ASA)”, is the independent regulator of all advertising across all media. Their remit is to enforce and review the various codes controlling this industry.
5. Industry expert advice has confirmed that if we were to impose restrictions over and above those of the ASA, the advertising market would most likely not be interested in tendering for any contracts we may have now or in the future. This

will not result in adverts being removed or unseen, they will just be shown by other competitors. The consequence is a reduction in an income stream which may be used to continue providing valuable services to our residents, including supporting the wider greener futures agenda.

6. Having carefully considered all of the evidence presented, on balance the Cabinet supports the original recommendations from Officers and the motion is dismissed.
 - a) The Cabinet will write to the ASA asking them to consider whether guidance could be formed around the advertising of fossil fuel related or high carbon products and net zero targets.

Matthew Furniss
Cabinet Member Highways, Transport and Economic Growth
26 March 2024

Marisa Heath
Cabinet Member for Environment
26 March 2024



Surrey's Greener Future

Sponsorship policy

Motion from Councillor Jonathan Essex

This Council resolves to call upon the Cabinet:

- I. To amend its Advertising and Sponsorship Policy to ban advertisements specifically for fossil fuel companies, flights, petrol and diesel vehicles, and wording the amendment to ban other as yet unidentified high carbon products.
- II. To implement this revised Advertising and Sponsorship Policy internally and wherever possible promote its adoption by other partners committed to Surrey's Climate Change Strategy. This should include restricting advertising of high carbon products on bus stops, billboards and advertising spaces, plus all publications by Surrey County Council.

Advertising

- The motion is directed at advertising for the whole County
- Highways are providing information for the motion, as the service is the most advanced in progressing advertising opportunities
- Any recommendations from the Group would apply to all of the County Council functions and not be restricted to just Highways
- Some advertising is managed by others and whilst in maybe on the public highway it is beyond the County Council's direct control. Examples include some Bus shelter contracts (managed by Districts & Boroughs) and telecommunication hubs with advertising, permitted through their rights as a utility operator

History of Highway Advertising

- Approximately 5 years ago, we identified advertising as a possible revenue stream which had so far not been investigated.
- In 2019, the advertising and sponsorship policy was taken to Cabinet with the recommendations being:
 - The proposed advertising and sponsorship policy is agreed
 - A number of trial advertising projects are progressed across the county on Surrey County Council (SCC) infrastructure to assess the potential future opportunities
 - Future changes to the policy are delegated to the Head of Highways & Transport in conjunction with the Cabinet Member for Highways
- In June 2022, we went out to tender for 5 large scale digital advertising sites in Guildford with 3 sites won by 3 separate bidders (worth £52,100pa- total £365k over 7 year term of contract).
- We are currently out to tender for a County-wide small format package with award hopefully taking place in March 2024 (worth approximately £500k pa- total £5 million over the 10 year term of contract)

Considerations

- If the content restrictions imposed by the Council effectively remove too great a proportion of potential advertisers, then either costs will need to be lowered (via a reduction of income to the Council) or in some cases the project abandoned altogether.
- If restrictions are imposed mid-term this will have legal consequences as they will effectively undermine commercial terms and the assessments that informed them.
- If the restrictions render a site unviable, unless central government were to legislate against the advertising category in question (as they did in the case of tobacco) a media owner will simply fulfil its needs via the development of an alternative site.
- Not only will the Council have lost both a potential income and control of the site (which would be greater as landlord than that afforded by the statutory process) but the content will simply be displayed elsewhere, so rendering the exercise largely ineffective.

Considerations

- Most car companies still producing diesel/petrol cars have their own Carbon targets which will be mirrored in the adverts they produce
- The energy and media industry are self-regulating and acutely aware of sensitivity around the promotion of fossil fuel products. Often organisations that engage in fossil fuel extraction and supply of associated products, choose only to promote their other forms of green and renewable energy products to encourage the market/behaviour shift that is required to make these sustainable”.
- The advertising policy already stipulates that all advertising must comply with the following:
 - Guidelines laid out by the Advertising Standards Authority (ASA)
 - The rules laid out in the [UK Code of Non-broadcast Advertising](#)
 - Follow the [Code of recommended practice on Local Authority publicity](#)

Considerations

- There are many examples of fossil fuel based products with a high environmental impact such as some plastics.
- Consideration must also be given to the huge carbon impact of importing certain foods (additional information sent with slides gives examples of this) foods.
- There is a risk that a too strict and prescriptive approach to content will result in a greatly diluted commercial offer or media owners not bidding at all.
- The Council needs to take a pragmatic approach and balance the financial advantages with being mindful of advertising content. If we deviate from national policy as detailed by the ASA, media companies will likely choose not to bid and the project will fail.

Recommendations

- The Council recommends that the policy remains in its current form. The policy states that all advertising has to comply with Guidelines laid out by the Advertising Standards Authority (ASA), the rules laid out in the UK Code of Non-broadcast Advertising and follow the Code of recommended practice on Local Authority publicity
- Any further products that are added (such as vapes in recent times) to the list of prohibited products to advertise would subsequently also be banned by the media owners.
- There is the option of utilising the income gained by advertising to progress and implement projects that improve or expediate the attainment of our Greener Futures objectives

**CABINET RESPONSE TO THE REPORT OF THE COMMUNITIES,
ENVIRONMENT & HIGHWAY SELECT COMMITTEE**

Item under consideration: Surrey Utilities – Water and Wastewater Services

Committee Conclusions and Recommendations:

That the Communities Environment and Highways Select Committee concludes that:

- I. There is a strong appetite for collaboration with the Council on the part of Water companies and the representative body for the south east region (WRSE).
- II. There are opportunities for water companies to work collaboratively with local authorities on the delivery of demand management and demand reduction activity and to share learnings and best practice in customer education and behaviour change.
- III. There is scope for greater collaboration at a strategic level and an opportunity for the Council to collaborate with the regional body (WRSE) on development of the next regional water plan and on other strategic issues such as the Nature Recovery Strategy and how to increase biodiversity and the resilience of water sources. The Council should seek a seat on the WRSE Strategic Advisory Board to influence development of the next regional plan and better integrate the needs of Surrey both in terms of water users and the environment.
- IV. The Council should approach the national regulator to explore options to develop (or revise existing) KPIs on water company performance to take account of community impact and collaboration with Local Authorities, as part of the next round of five-year plans.
- V. There are opportunities to work better together to plan and coordinate operational works to reduce traffic disruption and environmental impact and to explore the use of IT systems to enable this. Surrey Council should look at replicating the best practice that exists in the form of the Infrastructure Mapping Application used in London.

- VI. There is room to improve the quality and availability of information to residents on planned works and on-site signage and an appetite to work closer in partnership to develop and implement best practice.
- VII. The Council should collaborate more closely with Thames Water on the development of the next Drainage and Wastewater Management Plan (DWMP) given shared responsibilities and mutual interest in drainage, flooding and environmental protection. The next DWMP cycle is about to start.
- VIII. As the lead planning authority, the Council has an important role to play working strategically with utility companies to highlight new developments so that network capacity implications can be effectively managed and green infrastructure and sustainable drainage solutions promoted in any new developments. The Council should enhance its role in this regard and work with utility stakeholders to act on the government review of building regulations.
- IX. As the Local Lead Flood Authority there should be closer working between the Council's Flood Risk Management Team and Thames Water to map flood risk hotspots, to address flooding issues and to deliver environmental priorities. Ofwat's anticipated response to draft business plans 2025-30 should provide clarity on levels of investment and is a good starting point for discussions on delivering future priorities in flooding, drainage and wastewater management.
- X. A task force should be established to take these opportunities forward and to deliver the specific actions and outcomes agreed at the session (Annex B). This should involve Council officers and water company representatives and in broad terms should aim to deliver:
- Better coordination and communication around operational works on the road network
 - Better coordination between the local authority and water companies on flooding, drainage, sustainable solutions and environmental objectives.
 - Better coordination on planning, new developments and strategic network issues.
-

Cabinet Response:

Cabinet is grateful to the Chair, Vice Chair and Members of the Communities, Environment and Highways Select Committee for facilitating engagement with the water utility providers in Surrey and seeking ways to deliver improvements for Surrey residents and build better Strategic relationships between Surrey County Council and these utilities. Cabinet is particularly grateful for the Committee's involvement in developing robust Key Lines of Enquiry which helped to support the agenda and steer the conversation.

Cabinet accepts the recommendations made by the committee and work has begun by officers to address the recommendations through:

1. **Lobbying:** Including communicating with OfWat, the national regulatory body for water utilities regarding the development of some Local Key Performance Indicators which allow Surrey to monitor disruption to or impact on:

- the road network including forward planning and coordination of streetworks, and timeliness of the completion of water infrastructure works. This will allow both utilities and Surrey to identify where improvements can be made to enable better coordination and management, maximising opportunities for collaboration and reducing disruption to our network;
- our natural environment, and in particular impacts from sewage outflows as a result of flooding and implementation of Drainage Waste Management Plans; and
- supply and response in the event emergency situations. Indicators being proposed include measures as to how long disruption to supply lasts, demonstrating collaboration with local resilience forum and reporting on measures taken to reinstate supply or provide alternative provision, with particular importance given to our vulnerable residents.

Additional contact has been made with the office of Baroness Scott following her recent visit to the River Thames Statutory Consultation event requesting her support for future lobbying on the above issues.

2. **Time Limited Task Forces:** Setting up two time-limited task forces to take forward recommendations. These are a:

- Street works Task Force, meeting in mid March, which had a focus on Streetworks and looked at how Surrey County Council and the utilities can work together operationally to engender better coordination and communication around works on the road network.
- Environmental Improvements Task Force with a focus on better coordination between the local authority and water companies on flooding, drainage, sustainable solutions and environmental objectives. Liaison between Surrey and utilities is underway to coordinate this session, ensuring the right representatives are present.

3. **Establishing longer term strategic relationships:** Forming partnerships to work on key joint initiatives, the first being with SES Water who provide 40% of water and waste water to residents in Surrey. Currently a Memorandum of Understanding is being developed.

Marisa Heath
Cabinet Member for Environment
26 March 2024

MONDAY 29 APRIL 2024

Forward Work Programme (FWP) and Recommendation Tracker (RT)

Purpose of report: To review and agree the Forward Work Programme (FWP) and Recommendation Tracker (RT). To track recommendations and requests made by the Select Committee.

Introduction:

1. The Forward Work Programme (FWP) and Recommendation Tracker (RT) update is a standing item on the agenda of the Select Committee.
2. The FWP covers the expected activity in 2023/24 (Annex A).
3. The RT tracks recommendations made by the Committee as well as actions or requests (Annex B).
4. The FWP includes regular items, task and reference groups updates and the additional items the Select Committee would like to engage with in coming months. This approach should enable the Select Committee to consider planning and resourcing for its scrutiny and overview work across the year whilst retaining enough flexibility to consider essential additional items as needed from time to time. There should be no more than two task groups taking place concurrently.

Recommendations:

5. The Select Committee is recommended:
 - a) To review and agree the Forward Work Programme (Annex A);
 - b) To make any appropriate suggestions for possible amendments including programming of in-depth session and other agenda items; and
 - c) To monitor the update provided in Recommendation Tracker (Annex B).

Next Steps:

The Select Committee reviews its Forward Work Programme and Recommendation Tracker at each of its meetings.

Clare Madden
 Scrutiny Officer | Democratic Services | Law and Governance
 Surrey County Council | clare.madden@surreycc.gov.uk

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Communities, Environment and Highways Select Committee Forward Work Programme 2024 – 2025

Communities, Environment and Highways Select Committee | Chairman: Jonathan Hulley | Scrutiny Officer: Clare Madden
Democratic Services Assistant: Vacant

Date of Meeting	Type of Scrutiny	Issue for Scrutiny	Purpose	Outcome	Relevant Organisational Priority	Cabinet Member/Lead Officer
14 June 2024						
	Policy Development	1. Road Safety Strategy & Speed Limit Policy – Consultation Results	Outcomes of public consultation on new Road Safety Strategy & 20mph policy, launched January 2024.	The Committee to provide feedback on the outcomes of the consultation and to seek an update on the issues of i) Funding and ii) Community Engagement which were recommendations from December 2023 Committee Session.		Matt Furniss, Cabinet Member for Highways, Transport and Economic Growth Katie Stewart, Executive Director for Environment, Growth, Land, Property and Infrastructure
5 July 2024						
	Performance Review	1. Surrey Fire and Rescue Service Performance Report	To provide the Select Committee with performance information on the Surrey Fire and Rescue Service.	The Committee to review the performance, provide oversight and feedback.	Empowering communities Growing a sustainable economy so everyone can benefit	Denise Turner-Stewart Cabinet Member for Communities and Community Safety Dan Quin, Chief Fire Officer Bernadette Beckett, Chief of Staff

	Progress Report	2. Your Fund Surrey Update	To provide the Select Committee with a progress report on YFS allocations, changes to the scheme since Committee scrutiny in December 2022 and a response to the Committee's recommendations.	The Committee to review the performance and development of this scheme and provide oversight and feedback.	Empowering communities	Denise Turner-Stewart, Cabinet Member for Communities and Community Safety Michael Coughlin, Executive Director
IN PRIVATE AFTERNOON	Budget	Budget Briefing (no. 1)	Informal Budget Briefing Session			
15 October 2024						
TBC	Budget	1.In-year Budget Scrutiny	To review in Year budget position, analysis of the impact of key 2023/24 budget decisions and delivery of efficiencies.			
	Progress report	2.Climate Change Delivery Plan Annual update	To receive a whole programme assessment annual progress report on the Climate Change Delivery Plan. To cover Greener Futures Communication and Engagement Strategy issues and update on Committee recommendations.	The Committee to provide its feedback progress against the Plan.	Enabling a greener future	Marisa Heath, Cabinet Member for Environment Katie Stewart, Executive Director – Environment, Transport & Infrastructure Carolyn McKenzie, Director – Environment
	Policy Development	3.Climate Change Adaption Plan	To receive a report that sets out how Surrey needs to adapt and build resilience to the impacts of climate change such as increased flooding, droughts, heatwaves and wildfires.	The committee to provide its feedback on the proposed Climate Change Adaptation Plan.	Empowering communities Growing a sustainable economy so everyone can benefit. Enabling a greener future	Marisa Heath, Cabinet Member for Environment Katie Stewart, Executive Director for Environment, Transport & Infrastructure Carolyn McKenzie – Director, Environment.

IN PRIVATE AFTERNOON	Budget	Budget Briefing (no. 2)	Informal Budget Briefing Session To consider deep-dive recommendations to inform draft budget proposals.			
December 2024						
	Budget Scrutiny	1.Budget 2024/25 and Medium-Term Financial Strategy	Select Committee to receive draft budget proposals for 2023/24.	The Select Committee scrutinises the Council's budget proposals, provides feedback and makes recommendations, if required.	Growing a sustainable economy so everyone can benefit	David Lewis, Cabinet Member for Finance & Resources
	Pre Scrutiny	2.SFRS Draft Community Risk Management Plan	Members Development Session April prior to Public Consultation on new CRMP May-July 2024. Proposals to be presented to CLT and icab October 2024.	The Committee to review and input into new CRMP prior to Cabinet Approval in January and full Council March 2025	Empowering communities Growing a sustainable economy so everyone can benefit	Denise Turner-Stewart Cabinet Member for Communities and Community Safety Dan Quin, Chief Fire Officer Bernadette Beckett, Chief of Staff
	Ongoing Scrutiny	3.Surrey Fire and Rescue Service Performance Report	To provide the Select Committee with performance information on the Surrey Fire and Rescue Service.	The Committee to review the performance, provide oversight and feedback.	Empowering communities Growing a sustainable economy so everyone can benefit	Denise Turner-Stewart Cabinet Member for Communities and Community Safety Dan Quin, Chief Fire Officer Bernadette Beckett, Chief of Staff
TBC	Pre-decision	The County Deal	To update on progress made and the devolution agenda. Council decision due early 2025.			
February 2025						

WRITTEN UPDATES or INFORMAL BRIEFING SESSION or VISITS or WORKSHOPS

15 July 2024	Site Visit	RINGWAY & PARKING ENFORCEMENT	To provide Committee an update on Highways maintenance issues management and parking enforcement and an overview of relevant systems.			
May 2024	GFRG	Greener Futures – Communications & Engagement Strategy <i>To be considered initially at GFRG followed by an update to the CEHS Committee in October as part of the Climate Change item.</i>	<p>Recommendation from 5 July Committee Session on Greener Finance Strategy: that the Committee requests an update on progress in early 2024 including on the Communications & Engagement Strategy and steps taken to engage residents on Net Zero.</p> <p>This should cover actions taken to implement the Climate Action Motion agreed by Council in July 2022 tabled by Lance Spencer.</p>	The Greener Futures Group Manager <u>committed to an update on progress to the committee in early 2024</u> to include an update on the Communications and Engagement approach and strategy. 25/09/2023.	Enabling a Greener Future	<p>Marisa Heath, Cabinet Member for Environment</p> <p>Katie Stewart, Executive Director – Environment, Transport & Infrastructure</p> <p>Carolyn McKenzie, Director – Environment</p>
Autumn 2024	Written Update	LEP transition Update	<p>LEPs will formally transfer in April 24.</p> <p><i>Agreed Written update to be provided in the autumn once transactional change has worked through.</i></p> <p>Background: Recommendation from December 2024 Committee session that an update on LEP integration is provided to the Committee by May 2024.</p>	The Committee: <i>“Endorses the planned governance review of the One Surrey Growth Board and the vital importance of ensuring local business voices and needs are at the heart of decision making and arrangements going forward. Requests the Cabinet Member/Service to report back to the Committee on ‘business voice’ and on progress more broadly with integration by the end of this Municipal year (May 2024).”</i>	<p>Empowering communities</p> <p>Growing a sustainable economy so everyone can benefit</p>	<p>Matt Furniss, Cabinet</p> <p>Michael Coughlin, Executive Director, Partnerships, Prosperity and Growth</p>
Autumn 2024	Written Update	Housing strategy Progress Update	<p>Recommendation from 4 December 2024 Committee session that Cabinet Member report back to the Committee on progress against the Strategy at or before the October 2024 Committee session, including on progress against workstream KPIs for the SCC Programme for Housing.</p> <p>Additional recommendation for the Service to report back to the Committee on progress to engage Districts and Boroughs</p>	The Committee to review progress, provide oversight and feedback.	<p>Empowering communities</p> <p>Growing a sustainable economy so everyone can benefit</p>	<p>Denise Turner-Stewart, Cabinet Member for Communities and Community Safety</p> <p>Michael Coughlin, Executive Director of Prosperity, Partnerships and Growth</p>

			on the Housing Strategy and resolve outstanding issues by May 2025.			
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ITEMS NOT SCHEDULED:

To be rescheduled for October 2024 Session subject to agenda changes.	Pre-decision scrutiny	Surrey Transport Plan (LTP4) Delivery Plan <i>Deferred from April 24</i>	First sight of the new Surrey Transport Plan Delivery Plan. Committee reviewed the approach to developing the delivery plan in October 2023. To include: EV rollout update and review of progress to align highways policies with LTP4.	The Committee to provide input on the new delivery plan.		Matt Furniss, Cabinet Member Katie Stewart, Executive Director
TBC	Pre-Decision	Rights of Way Improvement Plan	Review interest after 5 Feb Briefing session and decide how to factor into Scrutiny plans. Plan under consultation. Due to be approved and finalised end March 2025.			
TBC	Policy development	The Nature recovery strategy to include countryside, rural matters and land management.	To review draft Nature recovery strategy and provide input to development.			
TBC	Progress Update	Registrars Service Update	Rationalisation of the Registrars Service including modifying the Estate. Review of income.			

SPECIAL SESSIONS ON UTILITIES (Private): The Select Committee has set up a time limited series of Special Sessions on Utilities with a focus on achieving better alignment of Surrey’s and the Utilities strategic priorities in order to support and facilitate Surreys growth and net zero ambitions, as well as improving residents well being. Utilities are defined as water, energy, telecoms. The aim of the Special Sessions are to identify:

- what is going well and what the issues are and how these can be better managed, resolved and mitigated
- a set of joint actions to progress more collaborative strategic planning with a strong place based focus
- a future mechanism for strategic engagement

January 2024	Water Scrutiny	Special Session on Water & Waste	To Committee to probe: <ul style="list-style-type: none"> - Better coordination of operational works - Better communication between stakeholders & engagement with the public esp in emergency - Waste management, harmful discharge/sewage overflows & long term environmental improvements - More effective & resilient strategic planning - Understanding vulnerable customers 			Thames Water Affinity Water South East Water SES Water Water Resources South East
April 2024	Energy Scrutiny	Special Session on Energy	To Committee to probe: <ul style="list-style-type: none"> - Better coordination of operational works - Better communication between stakeholders & engagement with the public esp in emergency - Grid Connections - LEAP development - More effective & resilient strategic planning - Understanding vulnerable customers 			SSE SGN Cadent UKPN
	Digital/ Telecoms Scrutiny	Special Session on Digital/Telecoms				
	Regulators & Government	Special Session with Local Government, Government & Regulators				

BUDGET SCRUTINY 2024						
5 July 2024	Budget Scrutiny	Informal Budget Briefing				
July-August	Budget Scrutiny	Informal Budget Deep Dives				
15 October 2024	Budget Scrutiny	Informal Budget Briefing				
5 December 2024	Budget Scrutiny	Public Committee Session to Review draft Budget.				



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RECOMMENDATIONS

Date	Item	Recommendation	Responsible Member/ Officer	Deadline	Progress check	Recommendation response accepted/ implemented
5 July 2023	Green Finance Strategy [Item 6]	CEHSC 51/23: Welcomes the review of effective communications and steps to improve engagement with residents on Net Zero; and urges consideration of online and offline communications, as well as opportunities to use Councilors to disseminate messages locally.				The Greener Futures Group Manager has <u>committed to an update on progress to the committee in early 2024</u> which will include an update on the Communications and Engagement approach and strategy. 25/09/2023. Agreed in forward planning that Engagement Strategy to be considered in GFRG May prior to update to CEHSC October 2024.
5 July 2023	Green Finance Strategy [Item 6]	CEHSC52/23: Requests an update to the Committee on progress in early 2024 including on the Communications & Engagement Strategy.				The Greener Futures Group Manager has <u>committed to an update on progress to the committee in early 2024</u> which will include an update on the Communications and Engagement approach and strategy. 25/09/2023. Agreed in forward planning that Engagement Strategy to be considered in GFRG in May prior to update to CEHSC October 2024.
5 October 2023	Climate Change Delivery Plan Annual Update [Item 5]	CEHSC 58/23: Recommends that a greater sense of prioritisation of projects (based on impact/cost) is reflected in Delivery Plan documentation given the resource constraints the Council is facing over the medium-term financial period. This will help decision makers assess what matters most and which areas of slippage are of greatest concern. Changes to be made				Changes to be made by <i>December 2024</i> and considered by the Greener Futures Reference Group.

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		by <i>December 2024</i> and considered by the Greener Futures Reference Group.				
5 October 2023	Climate Change Delivery Plan Annual Update [Item 5]	CEHSC 59/23: Recommends governance structure be revisited including role and future of the Greener Futures Board, by end 2023.				Awaiting update.
5 October 2023	Surrey Transport Plan (Ltp4) [Item 6]	CEHSC 62/23: Recommends that an update is provided to members on progress aligning Highways Maintenance and Inspection policies and procedures with LTP4 by end 2023; and that this be combined with the update that the Cabinet Member has already committed to provide Council members on the Task & Finish Programme (Streets and Environment Services) if appropriate.				Transport Plan Delivery Plan Report tabled for April 2024 Select Committee Meeting has been deferred.
4 December 2023	Surrey Fire And Rescue Service Performance Report & HMICFRS Inspection	CEHSC 70/23: Expresses concern over the number of areas for improvement identified in the HMICFRS inspection and in particular the general lack of performance management and oversight within protection that is identified. This affects productivity and effectiveness.				Responses published as part of Cabinet response on 19.12.2023. (Public Pack) Cabinet-Supplementary Agenda Agenda Supplement for Cabinet, 19/12/2023 14:00 (surreycc.gov.uk) Pg 9-11.

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		The Select Committee urges Officers to ensure there is clear direction and guidance to staff on prioritising risk and targeting activity; better performance management and quality assurance to ensure high risk premises are inspected in agreed timeframes; and audits carried out to a consistent and acceptable standard, whilst also maintaining the good progress that has been made in other areas.				SFRS Performance Review Select Committee Session scheduled 5 July 2024
4 December 2023	Surrey Fire And Rescue Service Performance Report & HMICFRS Inspection	CEHSC 72/23: Notes that HMICFRS identifies a number of areas where poor ICT systems are limiting productivity and operational effectiveness (e.g., where records cannot be adequately updated due to system constraints) and even outdated reliance on several paper-based systems which are inefficient and hinder productivity. The Select Committee urges a review of the adequacy of existing systems in supporting and maximising operational efficiency and effectiveness and a check on deliverability of the ICT Strategy to determine whether it remains fit for purpose and whether the Service has the capacity and capability to complete these projects.				<p>Responses published as part of Cabinet response on 19.12.2023.</p> <p>“Assurances have been given by the service that the deliverables in the ICT strategy can be achieved. The service has regular meetings to monitor delivery of IT projects with IT&D colleagues. The IT Projects Board and Asset Board are supported by SFRS’s Resources Working Group. IT&D chair the project board and attend the working group meetings.</p> <p>An IT roadmap has been developed highlighting the key projects over the coming years that support the delivery of the ICT strategy.”</p> <p>(Public Pack)Cabinet-Supplementary Agenda Agenda Supplement for Cabinet, 19/12/2023 14:00 (surreycc.gov.uk)</p>

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						Pg 9-11. SFRS Performance Review Select Committee Session scheduled 5 July 2024
4 December 2023	New Draft Vision Zero Road Safety Strategy	CEHSC 75/23: Is concerned over the available funding to meet the demand to implement more 20mph speed limits which is likely to be high and asks that further work is done to review and clarify funding arrangements including the funding position for each County Councillor (who will be responsible for making the final decision on whether to proceed with schemes in his/her area under the new policy). This should take account of the Integrated Transport Scheme budget for County Councillors and other available sources. Consideration should be given to granting more flexibility to Councillors on how they choose to use their Members Highways Allocation.				Responses published as part of Cabinet response on 19.12.2023. Excerpt from Cabinet Response: "The public consultation on the draft new road safety strategy running from January to mid-March will help us determine the level of support and likely demand for new 20 mph schemes, and consequently whether the level of funding available requires review. Consideration is already being given to increasing the funding available to local County Councillors for investment in highways within their Division. In the coming financial year, this may rise from £100,000 to £120,000, of which £40,000 may be available for capital highway improvements that could include new 20 mph schemes. Cabinet acknowledges the important point raised in recommendation (III) and will be giving careful consideration to the level of funding available for 20 mph schemes in future years, balanced against the clear need to set a balanced budget at Service level and council wide."

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						(Public Pack)Cabinet-Supplementary Agenda Agenda Supplement for Cabinet, 19/12/2023 14:00 (surreycc.gov.uk) Pg 5-8.
4 December 2023	New Draft Vision Zero Road Safety Strategy	CEHSC 76/23: Urges further work to clarify the process of local community engagement including how to determine adequate levels of engagement and support to approve a scheme plus the process for agreeing schemes with RoadSafe Partners, and how any conflict will be managed. Expresses concern that the approach set out might in fact prove more onerous than the existing one, making 20mph more rather than less difficult to achieve.				Responses published as part of Cabinet response on 19.12.2023. “Cabinet would accept in part the recommendation.” (Public Pack)Cabinet-Supplementary Agenda Agenda Supplement for Cabinet, 19/12/2023 14:00 (surreycc.gov.uk) Pg 5-8.
4 December 2023	New Draft Vision Zero Road Safety Strategy	CEHSC 77/23: Asks that clarity on this and the funding position above be bought back to the Committee in Spring/Summer 2024 following completion of the public consultation.				Responses published as part of Cabinet response on 19.12.2023. “Cabinet therefore agrees with recommendation” (Public Pack)Cabinet-Supplementary Agenda Agenda Supplement for Cabinet, 19/12/2023 14:00 (surreycc.gov.uk) Pg 5-8.

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						Select Committee Session scheduled for June 2024.
4 December 2023	Partnerships Prosperity & Growth Update: Homes Strategy & LEP Transition of Functions	CEHSC 78/23: Welcomes the creation of a Surrey <u>Growth Hub</u> and the greater clarity and coherence for local businesses that this will bring.				Acknowledged. There will continue to be updates shared with Members as the service launches and begins operating. For example, there is an All Members Briefing on 4 th March which will include reference to the Surrey Growth Hub and ways that Members can support local business engagement with the service.
4 December 2023	Partnerships Prosperity & Growth Update: Homes Strategy & LEP Transition of Functions	CEHSC 79/23: Seeks reassurance that support to business on <u>green issues and decarbonisation</u> is prioritised by the new Growth Hub service in line with Council net Zero goals.				A comprehensive review was conducted at the end of 2023 into the need and demand of the existing business support ecosystem in Surrey. A gap in provision was identified related to county-wide Net Zero carbon programmes, and this will feature in our programme of support that the Surrey Growth Hub will offer during 2024/25.
4 December 2023	Partnerships Prosperity & Growth Update: Homes Strategy &	CEHSC 80/23: Endorses the planned governance review of the One Surrey Growth Board and the vital importance of ensuring local business voices and needs are at the heart of decision making and arrangements going forward. Requests the Cabinet Member/Service to report back to the Committee on 'business voice' and on progress more broadly with				Acknowledged. An update will be shared with the committee on governance changes and progress with the LEP transition process. (Response 1 March 2024)

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	LEP Transition of Functions	integration by the end of this Municipal year (May 2024).				
4 December 2023	Partnerships Prosperity & Growth Update: Homes Strategy & LEP Transition of Functions	CEHSC 81/23: Supports continuing efforts to work collectively with Councils, housing associations, other public sector land-owners, service providers and the private sector in a spirit of collective endeavour to address the evidenced housing crisis in Surrey.				Acknowledged. (Response 1 March 2024) <i>Housing Strategy Update scheduled for Autumn 2024</i>
4 December 2023	Partnerships Prosperity & Growth Update: Homes Strategy & LEP Transition of Functions	CEHSC 82/23: Recognises the efforts that have been made to engage Districts and Boroughs and that these are ongoing. Asks the Service to continue working to resolve these issues and for the Cabinet Member to report back to the Committee on the state of play in this regard before the end of the next Municipal year (May 2025).				Acknowledged. An update will be shared with the committee. (Response 1 March 2024) <i>Written Update to be provided Autumn 2024.</i>
4 December 2023	Partnerships Prosperity & Growth Update: Homes Strategy &	CEHSC 83/23: Asks the Cabinet Member and the relevant Executive Directors to update the Committee on progress against the Strategy at or before its October 2024 Session, including on progress against workstream KPIs for the SCC Programme for Housing as appropriate.				Acknowledged. An update will be shared with the committee. (Response 1 March 2024) <i>Written Update to be provided Autumn 2024.</i>

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	LEP Transition of Functions					
7 February 2024	ETI Performance report [Item 5]	<u>1/24 Welcomes the performance framework</u> and the range of credible and useful KPIs which provide transparency over performance in a number of vital service areas	Jo Diggins			The Performance team are continually looking for ways to improve transparency over performance and welcomes the feedback from the committee
7 February 2024	ETI Performance report [Item 5]	<u>2/24 Notes that it highlights a mixed performance picture</u> with a number of challenges particularly in respect of the number of killed and seriously injured on Surrey roads, the lines programme, bus reliability, and customer/Councilor enquiries	Jo Diggins			<p>The Performance team acknowledges the mixed performance picture, and reassures the committee that where challenges or poor performance is identified this is escalated within the service/directorate to address.</p> <p>In terms of the areas referenced:</p> <p>The number of killed and seriously injured on Surrey roads is being addressed through the emerging Surrey RoadSafe Vision Zero Road Safety Strategy, which will come back to the Committee in the summer.</p> <p>We are pleased to confirm that the lining programme is back on track. Following the marked improvement in Q3, this has continued into Q4 despite the challenging weather conditions.</p>

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Page 137						<p>Bus reliability will form part of the Bus Service Improvement Plan update to be presented to the Committee on 29 April 2024.</p> <p>There is a widescale Customer Transformation Programme underway that is seeking to address issues that affect performance in responding to customer and Councillor enquiries.</p>
7 February 2024	ETI Performance report [Item 5]	3/24 Expresses concern around the efficiency and efficacy of road repairs which is an issue residents care deeply about; and the efficacy of services that have been brought back from the Bs & Ds for example parking enforcement and verge-cutting	Jo Diggins			The Performance team will continue to monitor performance in these areas.
7 February 2024	ETI Performance report [Item 5]	4/24 Expresses concern about the results of the National Highways & Transport Services Public Satisfaction survey which reports that for overall satisfaction, Surrey is ranked 94 th out of 111 authorities taking part. Surrey should have an ambition to be in the top quartile	Lucy Monie / Jo Diggins			The concern around public satisfaction is shared. The Customer Transformation programme has identified a number of areas where improvements can be made to address areas of low satisfaction. This is a key priority for the directorate over 24/25.
7 February 2024	ETI Performance report [Item 5]	5/24 Welcomes increased investment following Task & Finish to deliver improvements in a number of areas including customer experience, the lines programme and gully cleaning; and welcomes plans to publish the gully cleaning programme next year and the new Highways online reporting tool.	Jo Diggins			We continue to work on the outputs from Task & Finish and plans are in progress with publicising the gully cleaning programme and launching the new Highways online reporting tool

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7 February 2024	ETI Performance report [Item 5]	6/24 Requests further work to improve signage on the highways network to improve information to residents; and to publicise mechanisms for residents to report issues and faults	Lucy Monie			We are continuing to review how we improve this area and hope to implement some new signage in the summer. A new highways email subscription has been launched and we have seen a good response. Work is ongoing to see how we can improve our website and social media to support how we publicise reporting mechanisms
7 February 2024	ETI Performance report [Item 5]	7/24 Requests that additional KPIs/metrics be developed in respect of cycling and active travel and a target for reducing the number of car journeys on our roads.	Jo Diggins			The Performance team will review the opportunities available to incorporate these metrics into the Framework for Highways & Transport.
7 February 2024	ETI Performance report [Item 5]	8/24 Requests scrutiny by this Committee of Climate Change adaptation and flood risk management in light of severe extreme weather and flooding suffered by residents and that this be scheduled by the end of 2024	Jo Diggins			Scrutiny of Climate Change Adaptation has been added to the agenda for Autumn.
7 February 2024	Mineral and Waste Local Plan [Item 7]	9/24 Notes with concern the ongoing difficulty in identifying suitable land for waste management facilities to bridge the forecast capacity gap in Surrey beyond 2035 and the further additional 'call for sites' underway and applauds the efforts that are being made.	Caroline Smith		16/03/24	Update awaited.

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7 February 2024	Mineral and Waste Local Plan [Item 7]	10/24 Urges the Service to prioritise proactive discussions with Surrey's LPAs and other partners to identify suitable land and/or alternative ways of increasing capacity at existing suitable sites through expansion, diversification or improvement or use of facilities in neighbouring counties.	Caroline Smith		16/03/24	Update awaited.
7 February 2024	Mineral and Waste Local Plan [Item 7]	11/24 Commends the project management approach and the detailed communication and engagement plans which include steps to keep members fully informed during the preferred options consultation; and invites officers to provide an update to the Committee at an appropriate time.	Caroline Smith		16/03/24	Update awaited.

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ACTIONS

Date	Item	Action	Responsible Officer	Deadline	Action response
4 December 2023	Budget 2024/25 And Medium-Term Financial Strategy [Item 5]	Cabinet Member for Highways, Transport & Economic Growth (Matt Furniss) to feedback outcomes from meetings with Department for Transport officials	Cabinet Member for Highways, Transport & Economic Growth Matt Furniss		Meetings with Department for Transport TBC. Outcome will be relayed to the Committee once meeting has taken place.

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		around the Highway Funding Formula.			
4 December 2023	Partnerships Prosperity & Growth Update [Item 9]	Cabinet Member for Adult Social Care (Sinead Mooney) will share the Housing Minister's response to the Call to Government on housing issues in Surrey once received.	Cabinet Member for Adult Social Care Sinead Mooney Katie Stewart/Rhiannon Mort		The response will be shared once received 12.01.2024.
7 February 2024	Environment, Transport and Infrastructure (ETI) Performance Report [Item 5]	1/24 The Assistant Director Highways Operations and Infrastructure to hold a conversation with Cllr John Beckett about fallen trees in his division.	Richard Bolton Assistant Director Highways Operation and Infrastructure		Discussion held on 9 th Feb. Completed and Arb team aware of confusion for future delivery.
7 February 2024	Environment, Transport and Infrastructure (ETI) Performance Report [Item 5]	2/24 The Assistant Director Highways Operations and Infrastructure to hold a conversation with Cllr Jan Mason about gulleys in her area.	Richard Bolton Assistant Director Highways Operation and Infrastructure		Discussion completed on 14 th Feb with works programed. Completed
7 February 2024	Environment, Transport and Infrastructure (ETI) Performance Report [Item 5]	3/24 The Strategic Transport Group Manager to provide a summary report on the Digital Demand Response Transport (DDRT) service including details of passenger journeys to the Committee.	Paul Millin Assistant Director Strategic Transport		Report to be taken at CEH Select Committee on 29 April 2024.

COMMUNITIES, ENVIRONMENT & HIGHWAYS SELECT COMMITTEE ACTIONS AND RECOMMENDATIONS TRACKER

April 2024

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7 February 2024	Environment, Transport and Infrastructure (ETI) Performance Report [Item 5]	<p>4/24 The Highways Service/Head of Highways to liaise with the claims team to find out: i) of the claims made how many are paid? ii) what more can be done to ensure the claims process and claims eligibility is made clear to the public through the claims webpage and application process. Feedback on both points to be circulated to Committee members</p>	Lucy Monie The Head of Highways	<p>i) Claims data as of 14/03/24</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Calendar Year</th> <th style="text-align: center;">Total Vehicle Damage Pothole Claims Received</th> <th style="text-align: center;">Settled</th> <th style="text-align: center;">Repudiated</th> <th style="text-align: center;">Open (Ongoing)</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">2021</td> <td style="text-align: center;">195</td> <td style="text-align: center;">42</td> <td style="text-align: center;">153</td> <td style="text-align: center;">0</td> </tr> <tr> <td style="text-align: center;">2022</td> <td style="text-align: center;">734</td> <td style="text-align: center;">82</td> <td style="text-align: center;">650</td> <td style="text-align: center;">2</td> </tr> <tr> <td style="text-align: center;">2023</td> <td style="text-align: center;">3418</td> <td style="text-align: center;">457</td> <td style="text-align: center;">2876</td> <td style="text-align: center;">85</td> </tr> </tbody> </table> <p>ii) In relation to the information available on the website regarding the claims process, officers believe this to already be quite extensive and includes: managing expectations regarding legal liability and explaining the process and timescales. Links are provided below for reference. The information on the website is also repeated within the initial pages of the claims portal when a claimant logs in/registers to submit a new claim. Highways insurance claims - Surrey County Council (surreycc.gov.uk) Frequently asked questions about insurance claims - Surrey County Council (surreycc.gov.uk) Home Surrey County Council insurance claims portal (surreycc.gov.uk)</p>	Calendar Year	Total Vehicle Damage Pothole Claims Received	Settled	Repudiated	Open (Ongoing)	2021	195	42	153	0	2022	734	82	650	2	2023	3418	457	2876	85
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					Officers believe that all the relevant information is already available for people to consider prior to submitting a claim, however the Liability Claims Manager would welcome feedback on what improvements may be required.
7 February 2024	Environment, Transport and Infrastructure (ETI) Performance Report [Item 5]	5/24 The Strategic Transport Group Manager to share the LCWIP programme summary with the committee.	Paul Millin Assistant Director Strategic Transport		Completed and circulated to Committee 07.02.2024.
7 February 2024	Environment, Transport and Infrastructure (ETI) Performance Report [Item 5]	6/24 The Executive Director for Environment, Infrastructure/Head of Highways - to share a plain English Summary of the different areas of responsibility of the Highways Department plus the amount of money being spent this year and next. Focus on promoting positives and providing something that can be shared with residents.	Katie Stewart / Lucy Monie Executive Director for Environment, Infrastructure & Growth. The Head of Highways		<p>All Members have been issued with a Members guide and this will continue to be updated – with County Councillors being asked what revisions they would like. As part of the customer transformation programme, our highway webpages are being reviewed to ensure that they clearly and concisely detail what the service is responsible for – this will be complete later this summer. These pages should give clear information to our residents and can be shared.</p> <p>We have also recently started the “Your Surrey updates” which provides regular information, including positive stories, directly to residents via email – please do encourage your residents to subscribe.</p> <p>All Members are invited to twice yearly briefings through the Stakeholder & Engagement Team – this spring these are focusing on budgets available to Members but we can review if a further wider update would be useful.</p>

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7 February 2024	Environment, Transport and Infrastructure (ETI) Performance Report [Item 5]	7/24 EIG Directorate to organise a Ringway depot site Visit for the Committee.	Katie Stewart Jo Diggins		Scheduled for 15 July.
7 February 2024	Environment, Transport and Infrastructure (ETI) Performance Report [Item 5]	8/24 The Infrastructure & Major Projects Group Manager to provide a written update on the rollout of EV and on-street charging infrastructure ahead of the April Select Committee date. [Possible Annex to the Local Transport Plan 4].	David Stempfer Infrastructure & Major Projects Group Jo Diggins Deputy Chief of Staff		An update on the rollout of EV and on-street charging infrastructure is to be provided an Annex to the Local Transport Plan 4 Select Committee report. This Annex is being drafted by Jonathan James – SCC's EV Project Manager. <i>Report deferred April to October 2024.</i>

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