

Notice of Meeting

Communities, Environment and Highways Select Committee

**Date & time**

Wednesday, 7
February 2024 at
10.00 am

Place

Council Chamber,
Woodhatch Place, 11
Cockshot Hill,
Woodhatch, Reigate,
RH2 8

Contact

Clare Madden, Scrutiny
Officer

clare.madden@surreycc.gov.uk

Chief Executive

Joanna Killian

We're on Twitter:
[@SCCdemocracy](https://twitter.com/SCCdemocracy)



If you would like a copy of this agenda or the attached papers in another format, e.g. large print or braille, or another language please either call 020 8541 9122 or write to Democratic Services, Surrey County Council, Woodhatch Place, 11 Cockshot Hill, Reigate, Surrey, RH2 8EF or email clare.madden@surreycc.gov.uk

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, John Beckett, Liz Bowes, Stephen Cooksey, Jonathan Hulley (Chairman), Andy MacLeod, Jan Mason, Cameron McIntosh, Lance Spencer (Vice-Chairman), Richard Tear, Buddhi Weerasinghe and Keith Witham (Worplesdon) (Vice-Chairman)

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: 4 DECEMBER 2023

(Pages 7
- 22)

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 (*1 February 2024*).
2. The deadline for public questions is seven days before the meeting (*31 January 2024*)

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

5 ENVIRONMENT, TRANSPORT AND INFRASTRUCTURE (ETI) PERFORMANCE REPORT (Pages 23 - 60)

Purpose of report:

The purpose of this report is to provide the CEH Select Committee with performance information on Environment, Highways, Transport, Planning & Infrastructure services within the Environment, Infrastructure and Growth (EIG) directorate, and respond to questions and feedback of the content therein.

6 ADVERTISING AND SPONSORSHIP POLICY MOTION (Pages 61 - 70)

Purpose of report:

To update Members of the Communities, Environment and Highways Select Committee on the outcome of consideration by the Greener Futures Reference Group of the Original Motion regarding Advertising and Sponsorship policy submitted to the meeting of the County Council on 11 October 2022.

7 MINERALS AND WASTE LOCAL PLAN (Pages 71 - 102)

Purpose of the report:

To update members about progress in preparing the Minerals and Waste Local Plan.

8 CABINET RESPONSES TO COMMITTEE REPORTS ON ROAD SAFETY & SURREY FIRE AND RESCUE SERVICE (Pages 103 - 124)

Purpose of report:

To update the Committee on the Cabinet response to the December 2023 Select Committee reports and recommendations on i) Road Safety Strategy and ii) Surrey Fire and Rescue Performance.

9 GREENER FUTURE REFERENCE GROUP (GFRG) MEMBERSHIP

Purpose of the report:

To review the membership of the Greener Future Reference Group.

10 RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME (Pages 125 - 154)

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: 29 APRIL 2024

The next public meeting of the committee will be held on 29 April 2024.

Joanna Killian
Chief Executive

Published: Monday, 29 January 2024

MOBILE TECHNOLOGY AND FILMING – ACCEPTABLE USE

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

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

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

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

Thank you for your co-operation

MINUTES of the meeting of the **COMMUNITIES, ENVIRONMENT AND HIGHWAYS SELECT COMMITTEE** held at 10.00 am on 4 December 2023 at Surrey County Council, Woodhatch Place, 11 Cockshot Hill, Reigate, Surrey, RH2 8.

These minutes are subject to confirmation by the Committee at its meeting on Wednesday, 7 February 2024.

Elected Members:

- * Catherine Baart
- * John Beckett
- Liz Bowes
- * Stephen Cooksey
- Jonathan Hulley (Chairman)
- * Andy MacLeod
- Jan Mason
- * Cameron McIntosh
- * Lance Spencer (Vice-Chairman)
- * Richard Tear
- * Buddhi Weerasinghe
- * Keith Witham

35/22 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS [Item 1]

There were no apologies or substitutions.

36/22 MINUTES OF THE PREVIOUS MEETINGS: 5 OCTOBER 2023 [Item 2]

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

37/22 DECLARATIONS OF INTEREST [Item 3]

None received.

38/22 QUESTIONS AND PETITIONS [Item 4]

None received.

39/22 BUDGET 2024/25 AND MEDIUM-TERM FINANCIAL STRATEGY [Item 5]

Witnesses:

David Lewis, Cabinet Member for Finance and Resources
Nicola O’Conner - Strategic Finance Business Partner
Rachel Wigley – Director Finance Insight and Performance
Nicola Kilvington – Director of Corporate Strategy and Policy
Tony Orzieri – Strategic Finance Business Partner
Louise Lawson – Strategic Finance Business Partner
Denise Turner Stewart, Cabinet Member for Customers and communities
Natalie Bramhall, Cabinet Member for Property and Waste (Remote)

Kevin Deanus – Cabinet Member for Fire and Rescue, and Resilience
Matt Furniss, Cabinet Member for Highways, Transport & Economic Growth

Key Discussions:

1. A Member asked how the Council's financial position compared to other Councils and if transformation activities were on track to achieve savings. The Cabinet Member for Finance and Resources answered that the Council was on a sound financial footing and that transformational activities would take place over a 5-year period but faced variable challenges such as a new government and changes in grants and funding. The Director Finance Insight and Performance noted that compared to other County Councils, Surrey was fairing a lot better, and the Council had worked diligently over the last five years to improve their financial position. The Member asked for clarification on a comparative league table, the Director of Finance agreed to send information on borrowing requirements compared to the revenue budget.
2. A Member asked what potential deterioration of services that fell under the remit of the Committee could be expected considering the year-on-year deterioration in budget. The Executive Director of Environment, Infrastructure & Growth noted that the focus was on finding efficiencies in the budget and driving more value out of existing contracts such as Waste contracts, not service cuts. The Executive Director emphasised that there wasn't an area that fell in the remit of the Committee that would see a service reduction. The Member asked if the Council was still trying to lobby Government for a better funding formula for road maintenance. The Executive Director noted that the Leader of the Council was chairing the County Council Network, and the Council was exploring a host of solutions to improve funding.
3. The Cabinet Member for Highways, Transport & Economic Growth noted that the funding formula criteria had been raised with the Secretary of State for Transport, who was open to the idea of changing the formula and offered to report the outcomes of meetings with Department for Transport officials.
4. A Member asked if the Council was confident in the assumptions that had been made around non-pay inflation. The Strategic Finance Business Partner noted that the level of inflation had a huge impact on budget pressures and that the impact had been significant. The corporate non-pay assumption was 5% in the draft budget and would be reviewed ahead of the Final Budget proposals which were due to be presented to Council in February. It was noted that the corporate inflation assumptions were only used where there was no other insight. Inflation on food, fuel and in specific markets such as children's social care where rates exceeded the corporate assumption. In addition, where contract terms and conditions included annual inflationary uplifts, inflation assumptions in the draft budget were made consistently with these terms. Inflation had come down recently and the forecast was for inflation to reduce further in the coming year.

Capital Programme

5. A Member asked if the Council should lower aspirations to further reduce underfunded capital borrowing and if this could be an area to close the budget gap. The Cabinet Member for Finance and Resources answered that the capital budget was put together considering statutory duties and what was affordable. An affordability test was applied to 'unfunded' capital projects which receive no grants and are not self-financing and a cap was placed on unfunded capital borrowing. Although the Capital programme is ambitious, we are not doing everything we want to do. The Cabinet Member explained that due to the time lag any reduction in capital budget for 2024-25 would not close the revenue gap for 2024/25 but would have an impact from 2025/26 onwards. The Member noted the reduction in highway maintenance capital by £30 million in two years' time and suggested this would have a significant impact. The Cabinet Member for Finance and Resources noted that this was not a reduction in core highways investment, but the budget reflected the commitment of this Council for an enhanced capital budget and investment for highways to the end of this Council term. It would be for future Council to decide on future priorities but emphasised that highways would always be maintained. The Member noted that land based solar farms were not in the capital funding. The Cabinet Member for Customers and Communities agreed to send how much of the capital funding would be invested in green projects. The Cabinet Member for Finance and Resources noted that the greener futures agenda was embedded in every project by the Council and that details of some Greener Futures schemes were included in the Capital Pipeline which was subject to robust business case before being included in the capital programme.
6. A Member asked what assumptions had been made about the Your Fund Surrey capital investment programme over the Medium-Term Financial Strategy. The Cabinet Member for Customers and Communities noted that the criteria was constantly being reviewed to prioritise projects with greater impacts.
7. A Member asked what number of projects was in the pipeline to be considered as well as their value. The Cabinet Member for Customers and Communities answered that £10 million had already been committed for the next year with a plan for up to 300 projects.

Directorate Budgets

8. A Member asked how much funding The Council could expect from the changes to the HS2 Funding and if the Council could use the funding to reduce existing capital costs or new improvement projects. The Executive Director for Environment, Infrastructure & Growth noted that the Council would receive an additional £2.6 million in 2023/24 as part of the minimum additional funding of £82 million from 2023/24 until 2033/34. Whether the funding could be used for additional projects was still being explored. The Cabinet Member for Highways, Transport & Economic Growth noted that the £2 million was guaranteed funding but the Council was trying to gain additional funding. The Member queried if the £2 million had to be spent this

financial year and how much government funding had the Council received for road maintenance. The Strategic Finance Business Partner said that the main grant was £25.7 million a year from the Government.

9. A Member expressed concern about the efforts of charities preparing bids for Your Fund Surrey which may have little chance of success given the funding constraints and reductions to the fund. It was important to be open and honest with applicants if there were not sufficient funds available to fund applications in the pipeline. The Cabinet Member for Customers and Communities noted that these issues had been factored into the expected allocation and that pipeline applications had been rigorously assessed. Officers worked closely with applicants and applicants were only being denied if they did not fit the criteria. The Cabinet Member noted that applicants should contact the Council to discuss the criteria and how they could meet it.
10. A Member asked what assurances there were for highways and environment services in the 2024/2025 budget as it was the most important outcome for Surrey residents in a recent public survey. The Cabinet Member for Finance and Resources said that those services would not be impacted by the budget gap.
11. A Member asked if the Council should be using reserves for core services and if a £700,000 efficiency was realistic and achievable for the SFRS considering the new list of required improvements. The Chief Fire Officer said that the £700,000 in efficiencies were achievable.
12. Following discussion of the Committee's draft Budget recommendations it was resolved that:

RESOLVED

That the Communities Environment and Highways Select Committee

1. Supports in broad terms the budgetary approach set out in the slides shared with the Committee including the directorate efficiency proposals and the broad goal to achieve efficiencies without any reduction in service or visible impact to residents over the immediate 24/25 financial period and in future years.
2. Supports the Capital programme which remains ambitious, specifically the ongoing investment in highways and roads improvement, flooding and drainage schemes and greener futures programmes.
3. Notes that revenue funding gaps persist particularly in relation to the Environment, Transport and Infrastructure budget where a further £8m reduction is still to be found. Notes with some concern that this gap does not reflect the full £8.7m required to fully implement the Task & Finish group recommendations although it does reflect the lower investment amount of c. £5m to address this work.
4. Further notes the results of the public engagement consultation and

feedback to Councillors which shows that better roads and pavements is of the highest priority to residents; and therefore, recommends that spending on protecting our highways assets and infrastructure should be prioritised in line with residents wishes and priority given to plugging this funding gap in further budget discussions.

5. Supports continued investment in ITS schemes to improve Road Safety and urges Cabinet to remain focused on the need to reduce deaths and injury on Surrey's roads and for funding to be looked at for future years.
6. Highlights that tackling climate change remains a high priority for residents as evidenced by the Surrey Says open survey exercise and urges Cabinet to ensure this continues to be reflected in budget planning over the MTF period as further cuts are sought.

Actions/requests for further information:

1. Director Finance Insight and Performance (Rachael Wigley) to Share league table slide setting out projected borrowing requirement compared to other Councils with Cllr Baart.
2. Cabinet Member for Highways, Transport & Economic Growth (Matt Furniss) to feedback outcomes from meetings with Department for Transport officials around the Highway Funding Formula.

40/22 SURREY FIRE AND RESCUE SERVICE PERFORMANCE REPORT & HMICFRS INSPECTION [Item 6]

Witnesses:

Kevin Deanus - Cabinet Member for Fire and Rescue, and Resilience
Dan Quin – Chief Fire Officer
Sally Wilson – Assistant Chief Fire Officer
Elizabeth Lacey – Head of Change

Key Discussions:

1. The Chairman asked if the Chief Fire Officer was surprised by the outcome of the inspection, specifically that seven out of eleven areas were graded by the inspectorate as requiring improvement. The Chief Fire Officer expressed disappointment but conceded that it was a fair reflection of the service. The Service had been very open and honest in briefings with the inspectorate about issues and areas for improvement and these issues were reflected back in the HMICFRS report. The Cause of Concern in protection had come as a surprise. The Chief Fire Officer offered to send the Committee a link to a BBC Surrey radio interview relating to the inspection report.
2. A Member asked what organisational or structural changes would take place following the inspection. The Head of Change noted that there no big organisational or structural changes were needed to deliver the improvements. Project management resources had been allocated to deliver the Inspection Improvement Plan. An area commander had

been allocated to both protection and prevention areas, to provide enhanced strategic leadership (previously one area commander covered both protection and prevention). The Service was looking to cultivate a shared understanding and collectively work to deliver improvements. The Service was also looking to align individual performance goals with corporate performance goals.

3. A Member asked of the 24 areas identified as areas of improvement, to what extent had they been addressed. The Head of Change noted many of those actions had been identified for months and some actions even completed. Following feedback, monthly leadership forums and weekly engagement sessions to regularly discuss the outcomes of the inspection report had taken place. The Senior Leadership Team had also conducted weekly site visits to listen to feedback. The Chief Fire Officer noted that many things had been addressed and completed but that culture changes would be a long-term journey.
4. The Chairman asked if improvements on culture had come at the expense of other areas highlighted in the report. The Chief Fire Officer answered that commitment to improving culture would always remain a top priority for the service. It was critical to retaining staff and making the Service somewhere people wanted to stay. The Service was now experiencing a lower turnover rate compared to 2020. This was a success. The Chief Fire Officer outlined improvements in the majority of KPIs in 2023 compared to previous years and noted that the Inspection Improvement Plan had had a galvanising effect on the force.

Cause of Concern

5. A Member asked if there was a mechanism to reduce buildings in the high-risk category and if there was a national policy to reduce the level of risk. The Chief Fire Officer noted that there was not an intent to build buildings that would be classified as high risk. Risk was sometimes raised due to the level of risk to firefighters responding to the building. Premises that had higher levels of prohibition notices or eviction notices would also be classified higher.
6. A Member asked if the inspection programme had been reprioritised to focus on premises identified as high risk. The Chief Fire Officer answered yes. Premises categorised as very high risk would receive an annual visit. Over 6000 locations had been prioritised. The Member asked about the relationship between SFRS and trade union partners. The Chief Fire Officer provided reassurance that the relationship was positive. The Member noted the positive reviews of new recruits and apprentices. The Chief Fire Officer noted that there were over 100 apprentices working as part of the frontline service at SFRS. This compared favourably to neighbouring services and was something to be proud of.
7. A Member asked if new ways of working was required to shift from the Risk-Based Inspection Programme model to the geographic hub

model. The Chief Fire Officer noted that there was slight changes to the ways of working. The Geographic model would provide inspectors with the necessary facilities to conduct their work and would enable inspectors to spend more time in communities. Inspectors had vans with mobile offices in the back so that witness statements or interviews could be conducted on the go. Mobile office options for inspectors were also being explored.

Inspection Improvement Plan

8. Chairman asked how risk sharing information was being communicated to staff. The Assistant Chief Fire Officer noted that a new Prevent and Protect IT solution was being delivered to ensure firefighters had easy access to the most up-to-date operational risk information available plus remote access via mobile laptops.
9. A Member asked how best practice was discussed between other fire services. The Assistant Chief Fire Officer noted that SFRS had very good relationships with Fire and Rescue Services in the Southeast and had opportunities to share best practices including at industry conferences.
10. A Member asked how there had only been one prosecution in the last five years and how this compared to other services. The Chief Fire Officer noted the dataset used by HMI was a year out of date and the criteria of prosecution was very high and everything must pass the 'public interest test'. There were 5 prohibition notices active in 2022, if breached, these would lead to prosecutions.
11. The Chairman asked how the prosecution record compared to other services. The Chief Fire Officer answered that there had been 1 within since March 2022 and if it had gone up to 5 it would be in the upper second quarter of prosecutions nationally. The Chairman noted that being on top of enforcements was a priority issue for this Committee.
12. Member asked how SFRS fell under HMI's expectation of 'out of hours' (OOO) provisions. The Chief Fire Officer answered that the issue around the number of less qualified workers during out of office hours had now been rectified. The Service had also adopted an interim arrangement with East and West Sussex Fire and Rescue Service to address the gap.
13. Discussion of the recommendations. The Cabinet Member for Fire and Rescue, and Resilience commended the recommendation to recognise the efforts of SFRS staff who put their lives on the line. Following discussion of the draft recommendations it was resolved that:

RESOLVED:

That the Communities Environment and Highways Select Committee:

1. Expresses appreciation of the efforts of Surrey Fire and Rescue Service and notes ongoing public support for the service and

improvements that have been made to bring about a positive working culture.

2. 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. 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.
3. Echoes the concern of HMICFRS that only one prosecution was carried out in the five years from 1 April 2017 to 31 March 2022 and that the service doesn't consistently use its full range of enforcement powers or take appropriate opportunities to prosecute those who don't comply with fire safety regulations. The Select Committee notes that prosecution rates have improved since April 2022 and urges the Cabinet Member for Fire and Rescue, and Resilience to keep this issue under review; to ensure that the service's relationship with the Council legal team is effective and that adequate support is provided to enforce fire safety legislation.
4. 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.

Break for lunch at 12:37

Meeting resumed at 13:16

Actions/requests for further information:

5. Chief Fire Officer (Dan Quin) will share the BBC Surrey Radio interview relating to the latest Fire Inspection Report.

41/22 NEW DRAFT VISION ZERO ROAD SAFETY STRATEGY AND 20 MPH SPEED LIMIT POLICY [Item 7]

Witnesses:

Duncan Knox, Road Safety & Sustainable School Travel Manager

Rebecca Harrison, Safer Travel Team Leader

Lucy Monie, Director, Highways and Transport

Paul Millin, Assistant Director, Strategic Transport

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

Key Discussions:

1. The Cabinet Member for Highways, Transport and Economic Growth noted that in Surrey 80% of fatal road incidents took place on 30 mph roads and that reducing speed would reduce fatalities.
2. A Member commended the excellent report and the efforts to reduce deaths by 2050 and efforts to introduce 20mph areas. The Cabinet Member for Highways, Transport and Economic Growth noted that decision making regarding 20mph areas should be as local as possible and Members had the delegated powers to implement 20mph zones, however resident support must be demonstrated and a blanket 20mph policy was not appropriate in Surrey. The Assistant Director, Strategic Transport emphasised that it was important for residents to back plans for any new 20mph zones in their areas. The Road Safety & Sustainable School Travel Manager noted that the mid-point target of reducing the number of road deaths by half had a target date of 2035 to reflect the fact that the new Surrey RoadSafe strategy would likely be adopted in 2024.
3. The Vice-Chair raised concerns that each road related fatality cost was estimated to cost £2.1m to the community. Delaying the target for reducing road deaths by 5 years (to 2035) would cost Surrey approximately £1 billion. In addition, the new policy required local consultation prior to approval and implementation with the risk that the process was now more complex and difficult to achieve than under the current system. More detail was required on how the consultations would work and what funding was available for introducing 20mph schemes in local areas.
4. The Chairman noted that this topic was an area of interest for the public and asked for an overview from the existing policy and the proposed new policy. The Road Safety & Sustainable School Travel Manager noted that the new policy would make it easier to introduce 20mph speed limits if there were supported by the local Member and their local community. Previously, 20mph limits could only be introduced where the mean speeds were 24mph or less. Under the new approach 20mph could be introduced with speeds of between 24 and 28mph with 'light touch' measures only. Where mean speeds were above 28mph physical traffic calming measures (e.g. speed bumps, road tables, gateway measures, etc) would be required.
5. A Member asked if there were enough resources to meet the demand for new 20mph speed limits. The Assistant Director, Strategic Transport noted that they were waiting for the results from the new road safety strategy and consultation although, intuitively, it is believed that demand might be high.
6. A Member asked how Surrey compared to other counties outside of London on road deaths. The Road Safety & Sustainable School Travel Manager noted that it was difficult to do direct comparisons due to

different variables. The Road Safety & Sustainable School Travel Manager noted almost half of the casualties recorded on Surrey's roads were non-residents. A comparison table of raw numbers of fatalities for Surrey and neighbouring local authorities could be shared with the committee.

7. A Member asked if more flexibility could be given to councillors on how they chose to use their £100,000 Member Allocation, as currently only £30,000 could be used for ITS works such as speed policy reviews and work to support introduction of 20mph. The Cabinet Member for Highways, Transport and Economic Growth said he was happy for it to be raised to £40,000.
8. A Member asked for clarification on the timeline of the consultation and why 28 mph was the upper threshold for the light touch policy. The Road Safety & Sustainable School Travel Manager said that the consultation would start in January 2024 subject to approval from Cabinet on the 19th of December. The Light touch threshold was chosen in conjunction with police partners to ensure 20mph schemes would target areas where a reduction in speed would be successful.
9. A Member asked if Vision Zero policy included Surrey's motorways. The Road Safety & Sustainable School Travel Manager noted that Vision Zero did include motorways as it covered all roads in Surrey.
10. A Member noted that the police had expressed concerns about increased demand for speed limits and how had those concerns had been addressed. The Member also asked if the same local engagement and support required for 20mph zones was required for the Rural Speed Limit Review. The Road Safety & Sustainable School Travel Manager noted that the police had been consulted on the new policy with the aim that new 20mph areas would not require more policing and would work well to reduce casualties and deaths. The Council was working closely with police partners. There were also high levels of public engagement with the Rural Speed Limit Review with policy being made available to local Parish Councils to distribute information locally.
11. The Cabinet Member noted that the budget included an additional £2.5m towards funding road safety/ 20mph schemes. The Chairman suggested that £2.5m might not touch the sides of the likely demand. The Cabinet Member encouraged members to use their local allocations for local schemes. Bigger schemes would be prioritised from the central £2.5m fund. A member asked for more flexibility in the use of member highways allocations. The Cabinet Member emphasised that the purpose of those funds was repairing and maintaining roads and pavements.
12. Following discussion of the draft recommendations it was resolved that:

RESOLVED:

That the Communities Environment and Highways Select Committee:

1. Notes that Surrey has some of the highest numbers of pedestrian and cycling road casualties of any local authority in Great Britain and welcomes the draft Vision Zero Road Safety Strategy aimed at reducing fatal and serious collisions to zero by 2050. Further Welcomes the collaborative approach that has been taken and that the Strategy has been developed in partnership with Surrey Police (including the Police and Crime Commissioner), Surrey Fire and Rescue and National Highway colleagues.
2. Supports the new target for reducing collisions by 50% by 2035 (and to zero by 2050) and the new 20mph policy which allows greater flexibility to implement more 20mph speed limits across Surrey where they are supported locally. Further supports the principles underpinning the new approach including that:
 - The focus should be on reducing speeds in town centres, residential areas, village centres and near schools.
 - That any new speed limit must be supported by local people and the local County Councillor.
 - and that requirements or expectations for additional enforcement by Surrey Police should be carefully managed.
3. 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.
4. 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.
5. Asks that clarity on this and the funding position above be brought back to the Committee in Spring/Summer 2024 following completion of the public consultation.

Actions/requests for further information:

1. Road Safety & Sustainable School Travel Manager (Duncan Knox) to share graph table of Surrey Road deaths data compared to neighboring counties.

42/22 REFERRAL FROM COUNCIL - WILL FORSTER MOTION ON VISION ZERO [Item 8]

Key Discussions:

1. The Chairman invited the Member who proposed the Motion to Council on Vision Zero to speak. The Member noted broad support for the new road safety strategy and 20mph policy which was a move in the right direction but raised two concerns: firstly, around the length of the consultation which he considered sufficient; and secondly, the availability of funding to meet the demand. The Cabinet Member reiterated that £2.5 million had been set aside for the 20mph zone initiative on top of what is already spent on road safety. If demand outstripped funding this could be explored further down the line

43/22 PARTNERSHIPS PROSPERITY & GROWTH UPDATE [Item 9]

Witnesses:

Tim Oliver, Leader (Remote)

Sinead Mooney, Cabinet Member for Childrens and Families (and Housing)

Natalie Bramhall, Cabinet Member for Property and Waste (Remote)

Michael Coughlin, Executive Director, Partnerships, Prosperity, and growth

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

Key Discussions:

1. A Member asked what the timeline was for unravelling existing LEP structures and transferring responsibilities and assets to County Council. The Cabinet Member for Highways, Transport and Economic Growth reported that LEP integration was progressing well and offered to report back to the Committee once the transfer had taken place.

A member asked what further engagement was planned with stakeholders to understand the local need and to shape the future service offering. The Cabinet Member for Highways, Transport and Economic Growth noted that a strategic business review was recently conducted with local businesses and stakeholders. A preferred model had not been identified yet but would be in place by 1st April 2024. Further guidance was needed from government around growth hubs and the level of funding that might continue with those.

1. A Member asked what governance arrangement would be put in place and how this would relate to existing Institutions. The Cabinet Member for Highways, Transport and Economic Growth answered that the One Surrey Growth Board and its sub-forums would be used to provide the business voice and help shape the approach. Work was underway to look at how to refresh the Growth Board and Business Leaders forum to get a greater range of views on that.
2. A Member asked how integration of LEP functions would support the Council's green agenda or boost the green economy. The Cabinet

Member for Highways, Transport and Economic Growth answered that the green agenda was a big priority for the Council and growth in the green sector had a lot of potential in Surrey. £2.3 million had been bid for Skills Bootcamp Funding which had green skills education. There was also opportunities with the Rural Prosperity Fund Partnership to encourage businesses to switch to Electric Vehicle options.

3. A Member asked if there was enough resources to carry out the Council's ambitions. The Cabinet Member for Highways, Transport and Economic Growth answered financially yes but noted that this was a new process and should be reviewed in a year's time.

Skills

4. The Cabinet Member for Childrens and Families (and Housing) highlighted areas of the strategy which identified housing for key workers as a priority. Childrens homes and adults social housing had also been accelerated due to this strategy.
5. A Member noted that responsibility of delivering housing belonged with Districts and Boroughs but asked if there was enough buy-in from them around for the Housing strategy. Historically there were concerns. The Executive Director for Partnerships, Prosperity, and growth noted that a lot of work had been done to reassure Ds and Bs and many concerns had been resolved.
6. A member noted dependencies with the planning system and that many of the issues raised in the Housing strategy stemmed from there. The Executive Director flagged that the 'Call to Government' highlighted these issues. The Cabinet Member for Childrens and Families (and Housing) explained that a significant part of the work had to be addressed nationally with a call to government. The Cabinet Member had written to the Housing Minister and the Shadow Minister and had received an acknowledgment and offered to share the response once received with the Committee.
7. A Member asked how success could be measured and how to assess the progress made against the programme for Housing workstreams. The Executive Director for Partnerships, Prosperity noted that metrics such as the number of people on housing registers, house price ratio and homeless applicants were all collected in the baseline assessment that demonstrated the housing crisis from 2022. These baseline metrics would then be used most likely on an annual basis to compare progress.
8. A Member asked about the thinking behind the revision of essential worker accommodation. The Executive Director for Partnerships, Prosperity, and growth answered that there were two main opportunities within the Council: repurposing assets the Council held and freeing residential estate that the Council held for the purpose of housing essential workers.

9. Discussion of the recommendations. Two Members raised concern with the wording on Housing Strategy recommendation two and supported the rephrasing of the word failure.

Cllr Buddhi Weerasinghe left at 14:51

Actions/requests for further information:

1. 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.

Recommendations:

Following discussion of the draft recommendations it was resolved that the Communities Environment and Highways Select Committee:

LEP Transition

1. Welcomes the creation of a Surrey Growth Hub and the greater clarity and coherence for local businesses that this will bring.
2. Seeks reassurance that support to business on green issues and decarbonisation is prioritised by the new Growth Hub service in line with Council net Zero goals.
3. 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).

Housing Strategy

1. 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.
2. 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).
3. 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.

**44/22 RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME
[Item 10]**

Key Discussions:

1. The Chairman noted the opportunity to review and agree the Forward Work Programme and to make suggestions for possible amendments or additions to the programme. A request for the Committee to hold a special session on Utilities was noted and the Committee gave its approval in principle for a special session in the New Year on the performance of Utility providers. The Chairman agreed to explore options to scrutinise Ringway contract and performance as well as parking enforcement. A review of the Library Service was also raised.

45/22 DATE OF THE NEXT MEETING: 7 FEBRUARY 2024 [Item 11]

The next meeting will be held on the 7 February 2024.

Meeting ended at: 15:26

Chairman

Wednesday 7 February 2024

ETI PERFORMANCE REVIEW – Environment, Highways, Transport, Planning, and Infrastructure Services

Purpose of report:

The purpose of this report is to provide the CEH Select Committee with performance information on Environment, Highways, Transport, Planning & Infrastructure services within the Environment, Infrastructure and Growth (EIG) directorate, and respond to questions and feedback of the content therein.

Introduction:

1. At the time of our last report, performance was linked to the broader strategic aims of the Environment, Transport & Infrastructure (ETI) Directorate. Since this time, an organisational restructure has subsumed the former ETI Directorate into a new Environment, Infrastructure & Growth (EIG) Directorate. This report will focus on performance metrics falling under the following 8 areas:

1. Highway Management	2. Public Transport & Active Travel
3. Waste Management	4. Flood Risk Management & Drainage
5. Natural Environment	6. Planning & Place Making
7. Infrastructure	8. Customer Service

2. Climate Change has been excluded from the scope of this report, due to performance being separately reported to the committee annually.
3. Our next report will include metrics on Economy & Growth.
4. Following the last performance report, officers have developed metrics further to provide greater clarity on what is being measured categorising each metric into one of the following areas:

- Demand Metrics (DM) – Metrics that enable us to monitor resource requirements based on volumes, or demand being placed on the service. These metrics are not RAG'd as generally the volumes are not within the council's control.
 - Operational Efficiency Metrics (OE) – Metrics that measure how effectively the service is running. These metrics are inward facing and can provide insight into how well internal processes are performing.
 - Customer Outcome Metrics (CO) – Metrics that demonstrate the outcomes for our customers and have a direct impact on our residents. Often there will be additional influencing factors which are not all within our control, but these metrics indicate what we're trying to achieve for residents and how well we're performing against that.
5. Trend information has been provided in the form of graphs or written text to give a wider context of how performance has been 'tracking' against the targets.
 6. The general structure of the report has been expanded to ensure we are able to include commentary and analysis of performance results alongside what action is being taken to improve performance if needed; and sharing benchmarking data where it is available. Any feedback from the committee on the new layout is welcome.
 7. We will continue to review our performance metrics, ensuring they give assurance of service performance, track outcomes for customers and enable robust decision making.

Key Findings – Focus Areas

8. Detailed results and commentary are contained within the slides at **Annex 1**.
9. Key areas of focus for improvement arising from the results are:
 - **Streetlighting repairs** - The number of repairs completed within timescales has been tracking just below target for nearly a year. The issue lies with the DNO (distribution network operator), who own and operate cables and towers supplying electricity, not meeting their targets for repairs due to a lack of resource. Milestone monitor the situation, which is affecting all local authorities in the South-East regions, and we have been jointly applying pressure through ADEPT. Q3 has seen a slight dip in performance again, however despite this the number of streetlights in operation across the county remains over 99%.

- **Road Safety KSI (number of people killed or seriously injured on the roads)** – Analysis of the trend in the total annual numbers of fatal or serious road casualties on Surrey’s roads has shown that the longer-term reduction in the fatal casualties has stalled in recent years and the combined total of fatal and serious casualties has remained mainly static since 2020. The council’s response to this is the development of a new Surrey RoadSafe Partnership Vision Zero Road Safety Strategy, incorporating a new 20mph policy, based on best practice. The new strategy is currently out to consultation and will be brought back to the Committee for further scrutiny ahead of the Cabinet decision. The strategy proposes a target of 50% reduction in people killed or seriously injured (KSI) by 2035. Going forwards the RAG for this measure takes an average baseline from 2019-22 and calculates the reduction required each year to achieve the 50% by 2035.
- **Tree Defects** – There are currently around 1300 outstanding P4 tree defects (response required is 12 months from notification). This has risen significantly over the past year with a 500% increase in the average number of defects being reported from the early part of 22/23 to Q2 in 23/24. In part this was a result of more inspections taking place and there was also pause on tree felling when the new notification process was being implemented. This has created a backlog of P4 defects which are now overdue and becoming more critical due to their age. To minimise the risk, the plan is to continue with the strategy to clear the backlog, alongside managing the upcoming work to prevent the backlog increasing. Whilst this strategy helps to limit the risk of a tree-related incident occurring on the highway, it will take longer to have an impact on the quarterly performance results.
- **Lines programme** - There was a slow start to this year’s programme as the contractor was still completing work issued from the 2022/23 programme. This year has also been impacted by wet weather and sub-contractor resource availability which sometimes needs to be diverted to prioritise lining work following major maintenance schemes. We have made amendments to how we order works, and we now have a dedicated resource in place, alongside some additional resource to tackle the backlog. This has led to a marked improvement with 52.8% of the programme completed by the end of Q3. However, the Winter period is challenging for lining works as the lines cannot be laid on a wet road surface, or when temperatures fall below 4degC, or when there is grit on the carriageway from preventative salting. There is a risk the programme will need to carry on into Q1 24/25.

- **Bus Reliability** – Buses running on time continues to be a challenge for Surrey, and for many authorities with 85 out of 91 authorities failing to reach the 95% target set by Traffic Commissioners. Bus reliability continues to be impacted by the significant number of road works and road closures across the county, by high traffic volumes and resultant traffic congestion and unpredictable journey times. Driver shortages in the industry are also impacting the ability of bus operators to run scheduled journeys resulting in late notice journey cancellations. The team continue to work with bus operators to adjust service patterns to meet available resource and operators are reporting an improvement with recruitment and staff retention. Improvement plans are in place through our Capital programme for bus reliability measures which is being monitored via the Enhanced Partnership Board chaired by the Cabinet Member. This includes bus friendly traffic management, bus lanes and intelligent bus priority at traffic signals to assist with reducing journey time and improving reliability.
- **Planning applications** – Reg 3 (planning approvals for County Council development) applications have been tracking below target this year predominantly due to resource issues. Although performance in Q3 is slightly down on Q2, the numbers processed 15/23 in Q1 and 14/26 in Q2 are broadly consistent and indicates a positive increase from Q1 when performance had dipped to 25% (overlapping with the retirement of the incumbent Planning Development Manager). New appointments into key roles have provided focus on improvements in this area alongside a detailed improvement plan being delivered as part of the Transformation programme.
- **Customer, EPE and Councillor enquiries** – Performance around the management of enquiries is not where we want, or need, it to be. The early part of 2023 saw a significant increase in the volume of enquiries with some months receiving double or triple the normal volume of enquiries. This was mainly due to the increased pothole volumes and then subsequently the impact of bringing the grass cutting service back in house. We recognise the subsequent impact this has on the volume of complaints or enquiries received by members, and this was reflected in the recommendations made as part of the Task & Finish programme. There is a strong focus and commitment to improve the customer experience and we are doing a significant amount of work in the directorate to improve. This includes aligning and prioritising activities under the SWITCh Customer Transformation Programme such as Highways Online Reporting, Pinch Point projects looking at tree management & lining work and Customer Enquiry improvements.

10. Although not referenced in the attached performance report (as we are not currently in grass cutting season) we recognise that the verge maintenance is another key area of focus for performance improvement. The service faced significant challenges at the start of the contract including issues with data provided, insufficient contractor resource and the weather creating perfect growing conditions. As we prepare for this year our map data is much improved, routes have already been mapped and new contractors are in place; and additional resource is in place in the service to oversee the programme. We will also undertake a cut in March (that didn't occur last year at the point of handover) which will allow us to start the programme earlier.

Further development of KPIs

11. We continuously develop and refine metrics to ensure we have the right measures in place to monitor service delivery and support decision making. Some of the metrics shared in this report still need to be refined or have a RAG rating developed for them. We also have new metrics in development through recent procurement activity. These includes:

- The newly developed metrics to monitor the delivery of the Parking Lines programme delivered by Ringway and metrics included for the new Parking Enforcement contract with NSL.
- Passenger numbers for the Digital Demand Responsive Transport service including the 5 additional schemes started in September 23.
- Metrics being introduced as part of the new Waste Contract and further refinement of the indicators measuring the success of the Eco Park.
- Metrics being introduced with the new Countryside Framework which will include how we monitor verge maintenance.

12. In addition, work is still ongoing to develop the follow metrics which we highlighted in the previous performance report provided to the Committee:

- **Social Value** – SCC have implemented a framework to measure the social value delivered through contracted partners. A working group has been established across EIG to review how this can be applied, what the relevant targets should be, and how data can be reported.
- **Biodiversity** – new legislation established within the Environment Act 2021 will require SCC to implement a Local Nature Recovery Strategy (LNRS) to reverse the ongoing decline of biodiversity. We expect the LNRS to provide key targets and metrics that will be monitored within EIG's new performance framework.

Conclusions:

13. The development of an EIG directorate wide performance framework is a continual and iterative process. Work to date has sought to provide greater depth and context on both the performance results and the action being taken in response. We will continue to develop our framework and work towards more assurance of service performance, a better understanding of the outcomes for customers and more evidence to support robust decision making.

Recommendations:

14. It is recommended that CEH Select Committee provide feedback on the performance framework and highlight any further metrics that could be developed to aid the Committees understanding of the directorate's performance.

Next steps:

15. Following the meeting of CEH Select Committee, officers will:

- Further refine the metrics identified within the report, improve data management processes and identify robust sources of benchmarking.
- Bring an annual performance report to Select Committee at the start of 2025.

Report contacts

Jo Diggins, Deputy Chief of Staff, Environment, Infrastructure & Growth Directorate

Contact details

Jo Diggins: 07973 948643

jo.diggins@surreycc.gov.uk

Sources/background papers

**Performance review - Environment, Highways,
Transport, Planning & Infrastructure services
Communities, Environment & Highways Select Committee
7 February 2024**



SURREY
COUNTY COUNCIL

Introduction

Purpose and content of report

- The purpose of this report is to provide the CEH Select Committee with performance information on Environment, Highways, Transport, Planning & Infrastructure services, and respond to questions and feedback on the content therein.
- At the time of our last report, performance was linked to the broader strategic aims of the Environment, Transport & Infrastructure (ETI) Directorate. Since this time, an organisational restructure has subsumed the former ETI Directorate into a new Environment, Infrastructure & Growth (EIG) Directorate. This report will focus on performance metrics falling under the following 8 areas:

1. Highway Management	2. Public Transport & Active Travel
3. Waste Management	4. Flood Risk Management & Drainage
5. Natural Environment	6. Planning & Placemaking
7. Infrastructure & Major Projects	8. Customer Service


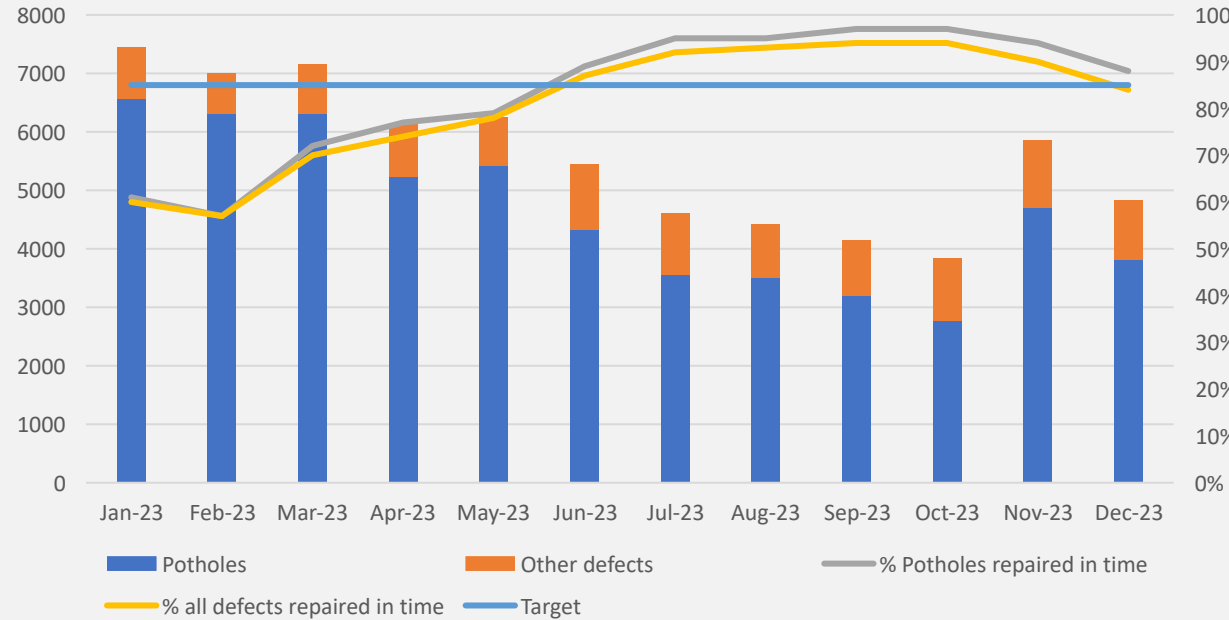

- Climate Change has been excluded from the scope of this report, due to performance being separately reported to the committee annually.
- Our next report will include metrics on Economy & Growth.




Highways – Keeping the Network Safe

KPI		Good to be	Latest result	Target	Change from previous result	Trends
-----	--	------------	---------------	--------	-----------------------------	--------

Key:
 DM – Metric showing demand
 OE – Metric showing operational efficiency
 CO – Metric demonstrating outcome for Customers / Residents

DM	Volume of all highway defects (potholes only shown in blue on the graph)	L	4834 (Dec 23)	-	 - 1030 5864 (Nov 23)	
Page 290 OE	Highways defects responded to in time (Ringway)	H	84% (Dec 23)	85%	 - 6% 90% (Nov 23)	

OE	Cumulative statutory inspections performed in time	H	101% (Q3 23/24)	100%	 +10% 91% (Q2 23/24)	Performance is consistently above 90%. In Q3 more inspections took place that were initially programmed for the quarter resulting in the above target score of 101%.
----	--	---	-----------------	------	---	--

OE	Precautionary salting routes (Ringway)	H	100% (Dec 23)	98%	No change 100% (Nov 23)	Performance for 2022/23 was consistently at 100% from November 22 to March 23. Precautionary runs for 2023/24 started November 23 and remain at 100%.
----	--	---	---------------	-----	-----------------------------------	---

Highways – Keeping the Network Safe

Commentary & Analysis

Defects: 2023 has been an exceptional year for defects where the combination of wet and freezing weather over the winter period resulted in significant damage to the network, a sustained increase in the number of defects being reported with around 30% duplicate reports and a substantial backlog of repairs. Ordinarily a peak of this nature would only last 2-3 months but in 2023 we saw this extend into May. Several interventions were put in place by Ringway, including increasing pothole repair teams from 8-12 (BAU levels) to 25-30, larger pothole repairs and implementing a 'find & fix' process. Defect volumes returned to normal levels from June/July and the backlog was cleared.

As we head into winter again, defect volumes are on the rise but currently only as expected for the time of year. Ringway are reviewing incoming defect figures and trends on a daily and weekly basis and are increasing gang levels as needed. They are also comparing figures with the average over the past 3 years to determine whether the numbers are higher or lower than average for the time of year in order that they can make longer term plans for resource requirements over the coming months. Backlog levels are currently low for defect repairs and although slightly under target for December the performance over recent months demonstrates the interventions put in place are working.

Comparing 2022 to 2023 as a calendar year we had a 49% increase in the number of potholes with 55,775 in 2023 compared to 37,409 in 2022. NB it should be noted we normally measure in a fiscal year.

Statutory inspections: This is an aggregate KPI measuring Highway Safety Inspection routes, tree inspections (SPN 1, 2, 3, 4a & 4b), and structures' inspections. The programme is profiled but inspection numbers can fluctuate occasionally resulting in more inspections taking place than were initially programmed. In Q3, the number of SPN 1,2,3 inspections and structures' inspections exceeded the profiled Q3 target (450 vs 419 for tree inspections, 485 vs 386 for structures' inspections) resulting in a score of 101%.

Benchmarking

The ALARM survey (*Source: Annual Local Authority Road Maintenance Survey Report (ALARM) surveys*) highlights that the average number of potholes in England by authority in 2022/23 was 11, 229. This includes all counties and unitary authorities so given that we are a reasonable sized 'shire' county this doesn't necessarily provide a useful benchmark for us. A recent [RAC report](#) (15.01.24) cited data obtained through FOI requests in 2023 (185 councils contacted with 81 responses and based on data from 21/22) said that Derbyshire had the most potholes per region, with 90,596 – followed by Lancashire (67,439) and Northumberland (51,703). In that same period (April 21 – March 22) Surrey had 45,388 potholes.

Highways – Keeping the Network Safe

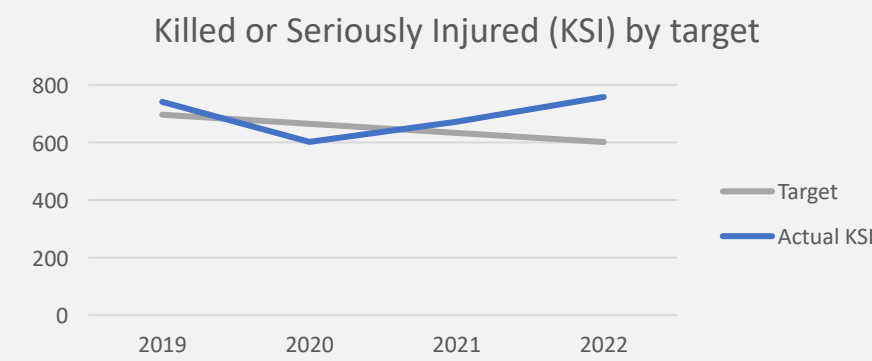
KPI		Good to be	Latest result	Target	Change from previous result	Trends																																
Key: DM – Metric showing demand OE – Metric showing operational efficiency CO – Metric demonstrating outcome for Customers / Residents																																						
OE	Streetlight repairs (Milestone)	H	94.67% (Q3 23/24)	98%	↓ -1.16% 95.83% (Q2 23/24)	<table border="1"> <caption>Streetlight Repairs Performance</caption> <thead> <tr> <th>Quarter</th> <th>Volume of repairs</th> <th>Repairs fixed in time (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 22/23</td> <td>~4500</td> <td>~97%</td> <td>98%</td> </tr> <tr> <td>Q2 22/23</td> <td>~3500</td> <td>~96%</td> <td>98%</td> </tr> <tr> <td>Q3 22/23</td> <td>~3800</td> <td>~95%</td> <td>98%</td> </tr> <tr> <td>Q4 22/23</td> <td>~4500</td> <td>~96%</td> <td>98%</td> </tr> <tr> <td>Q1 23/24</td> <td>~4500</td> <td>~94%</td> <td>98%</td> </tr> <tr> <td>Q2 23/24</td> <td>~4200</td> <td>~95%</td> <td>98%</td> </tr> <tr> <td>Q3 23/24</td> <td>~4000</td> <td>94.67%</td> <td>98%</td> </tr> </tbody> </table>	Quarter	Volume of repairs	Repairs fixed in time (%)	Target (%)	Q1 22/23	~4500	~97%	98%	Q2 22/23	~3500	~96%	98%	Q3 22/23	~3800	~95%	98%	Q4 22/23	~4500	~96%	98%	Q1 23/24	~4500	~94%	98%	Q2 23/24	~4200	~95%	98%	Q3 23/24	~4000	94.67%	98%
Quarter	Volume of repairs	Repairs fixed in time (%)	Target (%)																																			
Q1 22/23	~4500	~97%	98%																																			
Q2 22/23	~3500	~96%	98%																																			
Q3 22/23	~3800	~95%	98%																																			
Q4 22/23	~4500	~96%	98%																																			
Q1 23/24	~4500	~94%	98%																																			
Q2 23/24	~4200	~95%	98%																																			
Q3 23/24	~4000	94.67%	98%																																			
Page 3 OE	Traffic system faults repaired in time (Yunex)	H	95.8% (Q3 23/24)	90%	↓ -0.4% 96.2% (Q2 23/24)	<table border="1"> <caption>Traffic System Faults Performance</caption> <thead> <tr> <th>Quarter</th> <th>Volume of repairs</th> <th>Repairs fixed in time (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 22/23</td> <td>~1200</td> <td>~95%</td> <td>90%</td> </tr> <tr> <td>Q2 22/23</td> <td>~1300</td> <td>~91%</td> <td>90%</td> </tr> <tr> <td>Q3 22/23</td> <td>~1400</td> <td>~96%</td> <td>90%</td> </tr> <tr> <td>Q4 22/23</td> <td>~1300</td> <td>~96%</td> <td>90%</td> </tr> <tr> <td>Q1 23/24</td> <td>~1100</td> <td>~93%</td> <td>90%</td> </tr> <tr> <td>Q2 23/24</td> <td>~1000</td> <td>~96%</td> <td>90%</td> </tr> <tr> <td>Q3 23/24</td> <td>~1300</td> <td>95.8%</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Volume of repairs	Repairs fixed in time (%)	Target (%)	Q1 22/23	~1200	~95%	90%	Q2 22/23	~1300	~91%	90%	Q3 22/23	~1400	~96%	90%	Q4 22/23	~1300	~96%	90%	Q1 23/24	~1100	~93%	90%	Q2 23/24	~1000	~96%	90%	Q3 23/24	~1300	95.8%	90%
Quarter	Volume of repairs	Repairs fixed in time (%)	Target (%)																																			
Q1 22/23	~1200	~95%	90%																																			
Q2 22/23	~1300	~91%	90%																																			
Q3 22/23	~1400	~96%	90%																																			
Q4 22/23	~1300	~96%	90%																																			
Q1 23/24	~1100	~93%	90%																																			
Q2 23/24	~1000	~96%	90%																																			
Q3 23/24	~1300	95.8%	90%																																			

Commentary & Analysis

Streetlighting: The number of repairs completed within timescales is currently slightly under target and has been tracking just below target for nearly a year. The issue lies with the DNO (distribution network operator), who own and operate cables and towers supplying electricity, not meeting their targets for repairs due to a lack of resource. Milestone monitor the situation, which affects all local authorities in the South-East regions, and we have been jointly applying pressure through ADEPT. Q3 has seen a slight dip in performance again, however the number of streetlights in operation across Surrey remains over 99%.

Traffic System Faults: Despite the slight dip, performance remains above target and figures include all priority faults. We are starting to see an increase in the number of faults to repair but Yunex remain compliant with their contractual timescales for fault repairs.

Highways – Keeping the Network Safe

KPI		Good to be	Latest result	Target	Change from previous result	Trends			
Key: DM – Metric showing demand OE – Metric showing operational efficiency CO – Metric demonstrating outcome for Customers / Residents									
OE	% of roads at risk of skidding and requiring investigation	L	19% (23/24)	15%	↓ -0.5% 19.5% (22/23)	2018/19 – 18%	2019/20 – 21%	2020/21 – 19%	2021/22 – 24%
Page 38	No of killed or seriously injured (KSI)	L	758 (2022)	50% reduction by 2035 compared to mean average of 2019 and 2022	↑ +13% 672 (2021)	RAG rating based on new targets proposed as part of Surrey Road Safe Vision Strategy. This is subject to public consultation and subsequent approval by Cabinet so may change.			

Commentary & Analysis

Road Skid Resistance: This metric indicates the % of roads requiring investigation due to risk of skidding, a lower value indicates better performance i.e. by helping to reduce the number of accidents based on skidding. Although we are not quite at the target of 15% for the overall network, the Principal Network (A roads) currently exceeds the target at 14.1% but B,C & D roads are at 26% bringing the overall % up to 19%.

KSI : The Committee have recently seen the proposed New Road Safety Strategy and Speed Limit policy which provides the background and context to this measure. As outlined the proposed target is a 50% reduction in people killed or seriously injured (KSI) by 2035. Going forwards the RAG for this measure takes an average baseline from 2019-22 and calculates the reduction required each year to achieve the 50% by 2035.

Highways – Keeping the Network Safe

Benchmarking

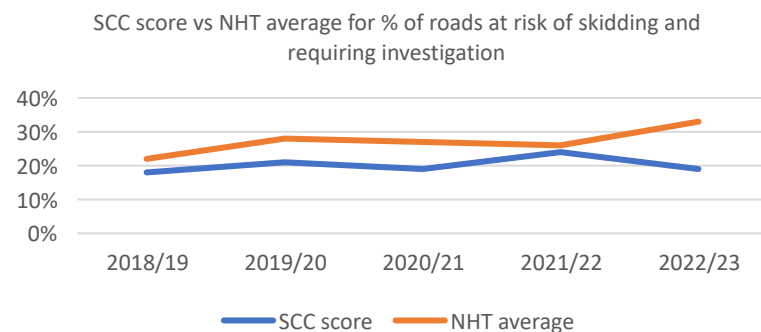
Road Skid Resistance: Each year the National Highways & Transport Network (NHT) produces a Performance Management Framework (NHT PMF) report. This report uses benchmark scores (submitted by members) to compare performance across a selection of measures. Benchmark scores show how an authority's actual scores compare with the best, worst and average (median) scores. Where available we will use these measures throughout this report to show our performance to other authorities. Below you can see how the skid resistance result for Surrey for the 2022/23 reporting year compares to the best, worst and average (median) scores.

Indicator Description	Type	Surrey	Best	Average	Worst
% of the road network at or below investigatory treatment level for skid resistance	Condition	19	5	33	76

Page 18 of 28

It should also be noted that when compared to the National Highways & Transport Network (NHT) average for this metric, SCC is consistently lower as shown in the table and graph below:

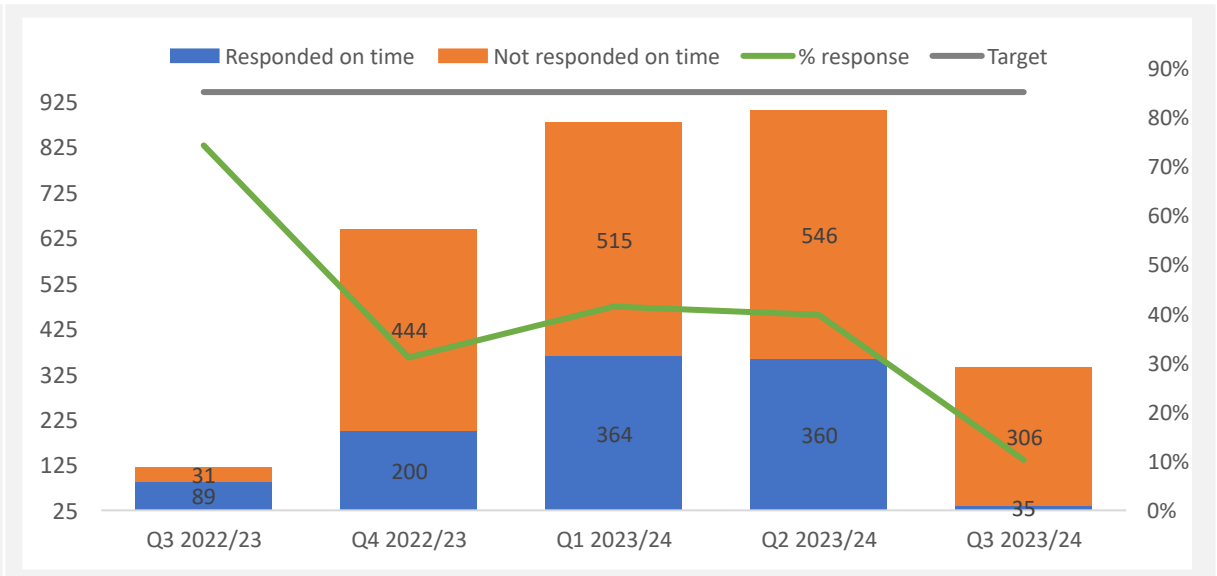
	Surrey	NHT average
2018/19	18%	22%
2019/20	21%	28%
2020/21	19%	27%
2021/22	24%	26%
2022/23	19.5%	33%



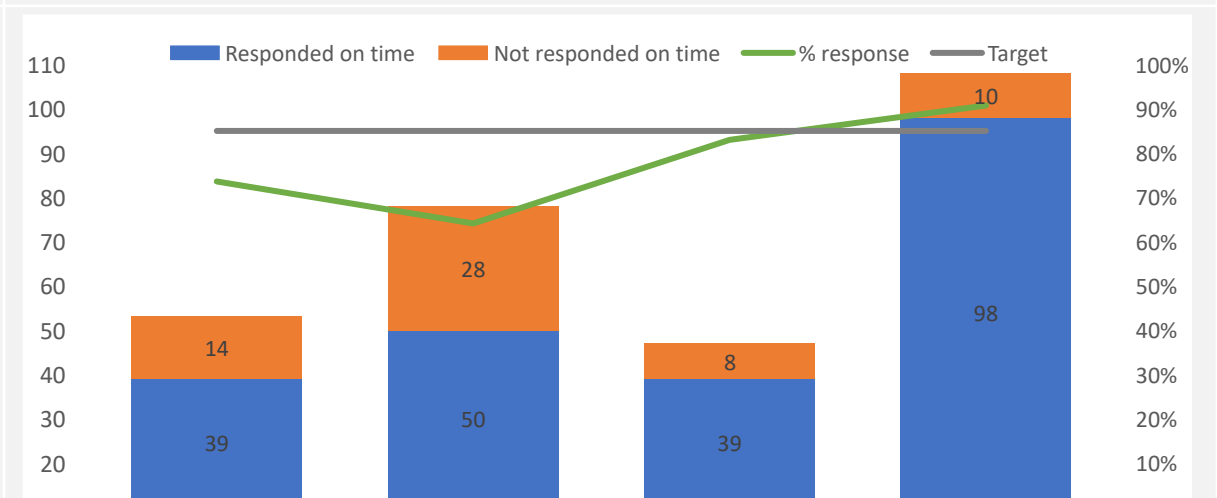
Highways – Keeping the Network Safe

KPI	Good to be	Latest result	Target	Change from previous result	
Key: DM – Metric showing demand OE – Metric showing operational efficiency CO – Metric demonstrating outcome for Customers / Residents					

DM	P4 tree defects responded on time (12-month response)	H	10.3% (Q3 23/24)	85%	↓ -29.4% 39.7% (Q2 23/24)
----	---	---	-----------------------------	-----	---



OE	P5 tree defects responded on time (60-day response)	H	90.7% (Q3 23/24)	85%	↑ +7.7% 83% (Q2 23/24)
----	---	---	-----------------------------	-----	--



Commentary & Analysis

Tree Defects: Tree defects response times vary according to the priority of the defect, with P5 defects (the highest priority) requiring a 60-day response from the day the defect was reported and P4 defects requiring a 12-month response.

In 23/24, the number of defects identified by inspection teams rose significantly owing to increased inspections taking place in the preceding year. In the first half of 22/23 we had an average of 154 P4 defects per quarter, this had risen to 644 by Q4 of 22/23 and rose again to 879 in Q1 and 906 in Q2 of 23/24. This has created a backlog of P4 defects which are now overdue and becoming more critical due to their age. The service are taking a balanced approach to both reduce the backlog (works are issued by prioritising older defects) and prevent the backlog from increasing. Whilst this strategy helps to limit the risk of a tree-related incident occurring on the highway, it will take longer to have an impact on the quarterly performance results. There has been an overall reduction in the backlog of P4 defects from 1918 in Q1 to 1331. It should also be noted that there was also a hold on tree felling until the new notification process was implemented which resulted in some fells becoming overdue.

To minimise the risk of trees falling on the highway, the plan is to continue with the strategy to clear the backlog, alongside managing the upcoming work to prevent the backlog increasing. Subject to sufficient funding, this should see an improvement in quarterly performance results in 1-2 years. It is also hoped that the new countryside contract tender process will attract new contractors focused on SCC works in 24/25.

Benchmarking


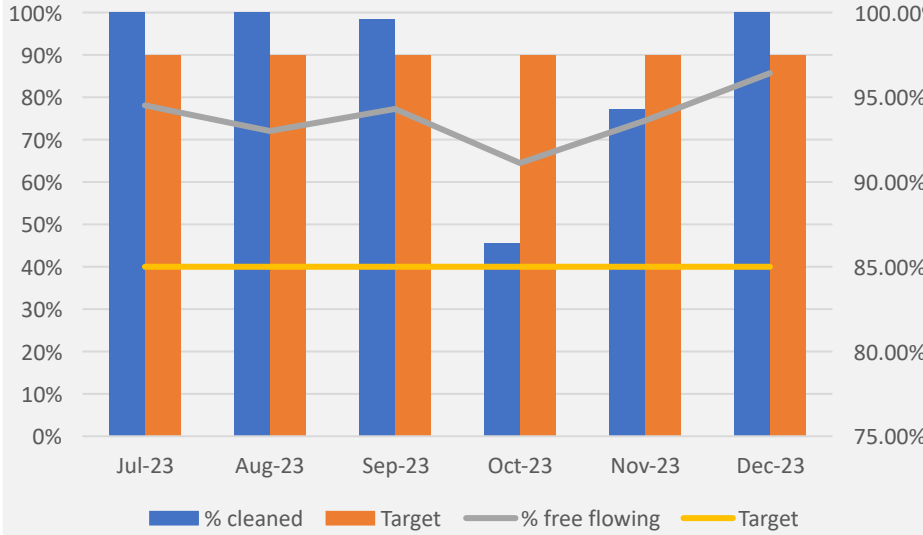

The NHT PMF measure below benchmarks the inspections completed on time for trees which leads to the works being identified. There are no benchmark metrics available for completion/delivery of works.

NHT PMF – (See slide 7 for PMF definition)

Indicator Description	Type	Surrey	Best	Average	Worst
% of arboricultural inspections completed on time	Inspections	98	100	94	55

Highways – Routine Maintenance & Improvement

KPI	Key: DM – Metric showing demand OE – Metric showing operational efficiency CO – Metric demonstrating outcome for Customers / Residents	Good to be	Latest result	Target	Change from previous result	Trends
-----	---	------------	---------------	--------	-----------------------------	--------

OE	% Gullies cleaned compared to programme (Ringway)	H	99.98% (Dec 23)	90%	 +22.8% 77.18% (Nov 23)	 <p> ■ % cleaned ■ Target — % free flowing — Target </p>
Page OE	% Gullies free flowing after cleaning (Ringway)	H	96.42% (Dec 23)	85%	 +2.8% 93.62% (Nov 23)	

CO	Pedestrian & Cycle routes installed or upgraded (Ringway)	H	5.1kms (22/23)	5kms	 -9% 5kms (21/22)	 <p> ■ 2021/2022 ■ 2022/2023 </p>
----	---	---	----------------	------	--	--

Commentary & Analysis

Gullies: The gully cleaning measure has a 1-month tolerance on the programme. This means that where a gully might be due for cleaning in August, the contractor has until the end of September to complete it which allows for a bit of flexibility in the programme schedule.

Resource issues in the summer (vacancies, holidays, long term sick) led to a backlog building up in the programme which was further exasperated by system downtime issues in September and multiple local flooding events. The backlog rose to nearly 6000 gullies in October and was starting to have a significant impact, so Ringway implemented a recovery plan which included additional resources and weekend working. The performance was back on an upward trajectory by November with the plan making a significant impact on the backlog. By December performance had exceeded the 90% target. Drainline (the subcontractor) have been successful in recruiting 2 new staff members which alongside the Recovery Plan has resulted in successfully bringing performance back on track. This will continue to be monitored over the coming months as we expect significant weather issues to occur.

To date, funding allocated through Task & Finish has enabled 160 days use of an additional jetting machine for blocked connections which is targeting problem sites recorded through the above cyclical cleaning programme, two additional drainage investigation crews with a jetting machine and a further 20 sites have benefited from specific and more complex improvement works.

Pedestrian & cycle routes: This is an Active Travel measure monitoring new and upgraded pedestrian and cycle routes. This will be over and above any routes upgraded or added as part of major maintenance or other improvement works. For 22/23 5.1kms were delivered which included - Cycle route of 3.4kms from Longbridge roundabout to Westvale Park & 1.7kms on A22 between Junction 6 M25 and Godstone Road, Caterham. Funded from both active travel England tranche 2 and Coast 2 Capital LEP funding.

Highways – Routine Maintenance & Improvement

KPI		Key: DM – Metric showing demand OE – Metric showing operational efficiency CO – Metric demonstrating outcome for Customers / Residents	Good to be	Latest result	Target	Change from previous result	Trends											
OE	Delivery of lines programme (Ringway)	H	52.8% (Q3 23/24)	80%	N/A (profiled target) 14.9 % (Q2 23/24)	Performance has been red for the metric so far in 23/24 with 8.3% of the programme completed in Q1 and only 14.9% completed in Q2.												
OE	Number of revenue signs maintenance schemes delivered each quarter (Ringway)	H	193 (Q3 23/24)	60	↓ -204 397 (Q2 23/24)	Performance has been consistently on track for 23/24.												
CO	Capital maintenance programme delivered (Ringway)	H	84.92% (Q3 23/24)	>70%	N/A (profiled metric)	The KPI is profiled over the year according to the percentage of the programme we would expect to be delivered. In Q3 23/24, delivery against forecast budget spend is on track and the programme is progressing well with 660 schemes delivered by the end of December.												
CO	% Carriageway in 'green' condition	H	67% (22/23)	70%	↑ +1% 66% (21/22)	<p>Surrey has a higher % of carriageway network in green condition when compared to data for England (Source: ALARM survey)</p> <table border="1"> <caption>% Carriageway in 'green' condition</caption> <thead> <tr> <th>Year</th> <th>England</th> <th>Surrey</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>60%</td> <td>66%</td> </tr> <tr> <td>2020/21</td> <td>63%</td> <td>66%</td> </tr> <tr> <td>2021/22</td> <td>66%</td> <td>66%</td> </tr> </tbody> </table>	Year	England	Surrey	2019/20	60%	66%	2020/21	63%	66%	2021/22	66%	66%
Year	England	Surrey																
2019/20	60%	66%																
2020/21	63%	66%																
2021/22	66%	66%																

Commentary & Analysis

Lines: Metric measures % of lines revenue budget spent to date and relates to SPN 123 and ad hoc works.

There was a slow start to this year's programme as the contractor was still completing work issued from the 2022/23 programme. This year has also been impacted by wet weather and sub-contractor resource availability which can be diverted to prioritise lining work following major maintenance schemes.

To help improve performance, the Highway Maintenance team issued work to the contractor on a Borough/District basis. In mid-September, a dedicated resource was provided for lining maintenance (alongside additional resource to help tackle the backlog) so Q3 has seen a marked improvement with 52.8% of the programme completed. However, the Winter period is challenging for lining works as the lines cannot be laid on a wet road surface, or when temperatures fall below 4degC, or when there is grit on the carriageway from preventative salting. There is a risk the programme will need to carry on into Q1 24/25.

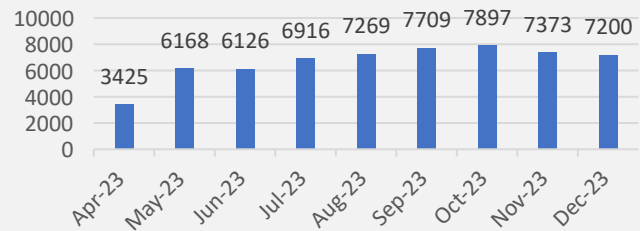
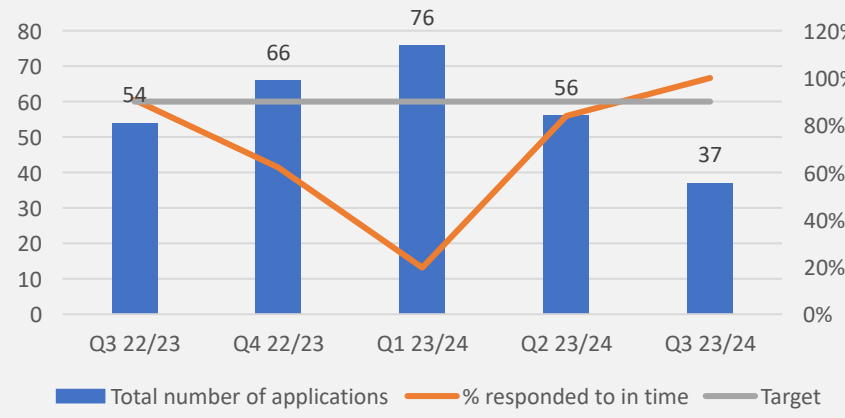
Signs: Metric measures the number of schemes delivered from revenue signs maintenance budget.

Performance has remained on track for 23/24 even though there has been a gradual decline in the number of schemes delivered each quarter with the fewest jobs carried out in Q3. Q1 & Q2 resulted in high volumes of work completed as gang was working on ordered works and find and fix. Q3 performance, though a green RAG, had fewer schemes completed due in part to Ringway taking delivery of signs maintenance back in-house and later due to issues with in-house delivery, reverting to delivery through a Ringway sub-contractor (Bill Kear). Performance was also impacted by resource availability during the holiday period.

Highway capital maintenance programme: This KPI measures progress of the Horizon programme and is measured by comparing delivery against budget forecast spend for carriageway and footways maintenance programmes. The KPI is profiled over the year according to the percentage of the programme we would expect to be delivered. In Q3 23/24, delivery against forecast budget spend is on track and the programme is progressing well with 660 schemes delivered by the end of December, 108 Structural Maintenance schemes, 118 footway schemes, 69 Surface Treatment schemes and 365 Capital safety Defect schemes (*Note: where there has been a lump sum payment for a service, it is counted as 1 scheme even though there would be multiple sites within the payment*).

Carriageway network in green condition: We have seen a slight improvement in the % of the carriageway in green condition. The additional capital investment in maintenance in 2023 will be reflected in the following years survey results.

Parking

KPI		Key: DM – Metric showing demand OE – Metric showing operational efficiency CO – Metric demonstrating outcome for Customers / Residents	Good to be	Latest result	Target	Change from previous quarter	Trends
OE	% of parking enforcement hours deployed (NSL)	H	89% (Q3 23/24)	95%	↑ +9% 80% (Q2 23/24)	New metric measuring effectiveness of the deployment of parking enforcement under the new contract.	
DM	PCNs issued (NSL)		7200 (Dec 23)	N/A	-2.3% 7373 (Nov 23)	<p>Number of PCN issued is directly linked to hours of deployment for Civil Enforcement Officers.</p> 	
Page 40 OE	% of Parking Lines backlog remaining (Ringway)	L	20.5% (Dec 23)	0%	↓ -3.7% 24.2% (Sept 23)	New metric being developed following T&F (no RAG yet)	
OE	Delivery of Parking Lines ordered (Ringway)	H	38.1% (Dec 23)	-	↑ +12.6% 25.5% (Sept 23)	New metric being developed (no RAG yet)	
OE	Disabled bay applications	H	100% (Q3 23/24)	90%	↑ +16.1% 83.9% (Q2 23/24)		

Commentary & Analysis


Parking Enforcement: Parking enforcement hours deployed by NSL is a new metric that measures the effectiveness of the deployment of parking enforcement under the new contract. Though an amber RAG, performance continues to improve (up from 53% in Q1 to 89% in Q3) as the recruitment campaign of Enforcement Officers starts to make an impact. At the start of the contract, only 12 Enforcement Officers had transferred over with secondments making up numbers in the early months. Performance is expected to be a green RAG for Q4.

PCNs issued: Patrol numbers and Penalty Charge Notices (PCNs) have been increasing every month from April to October 2023 with 7897 PCNs issued in October 23 vs former D&B average of 7,500. Decline in numbers noted as of November 23 (7373) & December 23 (7200) potentially due to the holiday season. We anticipate that we could be seeing 9,000 PCNs issued per month by the end of year 1. Targets are not set for PCNs but issuing them ultimately changes behaviour.

Parking Lines: Weather has hampered productivity in November and December, with 191 jobs completed since September. Better progress has been made completing the parking review orders issues in the last 6 months, up to 38% of the programme completed with an additional 227 jobs added to the programme in November. Outstanding jobs left are more time consuming and resource intensive as they involve issues such as heavily parked locations. Ringway have committed to providing 3 lining teams on parking and ad hoc lining work through the winter (one crew works nights when traffic conditions are lighter) and will be providing additional resources from March (when the weather improves) and into the 24/25 FY. We are also looking to develop a map-based works tracking system to help the works teams identify locations and uncompleted work.

Disabled Bay applications: Delays in site visits caused by staffing pressures, alongside backlogs causing a delay in ordering work impacted significantly on performance in the first 6 months of this year. Recent recruitment has been successful, the back log has been addressed and with the new technician now up to speed, performance has improved to 100%.

Parking

KPI		Key: DM – Metric showing demand OE – Metric showing operational efficiency CO – Metric demonstrating outcome for Customers / Residents	Good to be	Latest result	Target	Change from previous quarter	Trends
CO	EV Charge Point utilisation (Connected Kerb)		H	141933kWh (Q3)	>107631 kWh (Q1 result)	 +31.8% 107631 kWh (Q2 23/24)	The number of operational charge points has increased from 155 (Q1) to 173 (Q3). Emission savings by EV charging has increased by 35.1tCO2e as of Q1 (96.1 tCO2e in Q3 vs 61 tCO2e in Q1)

Commentary & Analysis

EV Charge Points: This metric was revised to measure power supplied to charge EV vehicles from SCC on-street public charge points instead of measuring the number of charge points installed. We believe this better demonstrates increased usage of EV charge points which has increased over 30% from the previous quarter although there was also a 5% increase in the number of operational charge points (173 in Q3 vs 165 in Q2).

Programme progress: Phase 1 Pilot is complete with 80 chargepoints fully operational. Phase 2 Pilot now has 82 sockets operational out of a total of 110. The launch of the first installations of the full Delivery Programme is imminent with the first fully funded by private sector locations. The Domestic Kerbside EV Chargepoints project has considerable interest, and the first installations are being prepared, this has included a new requirement to install certified chargepoint sockets in residents' properties.

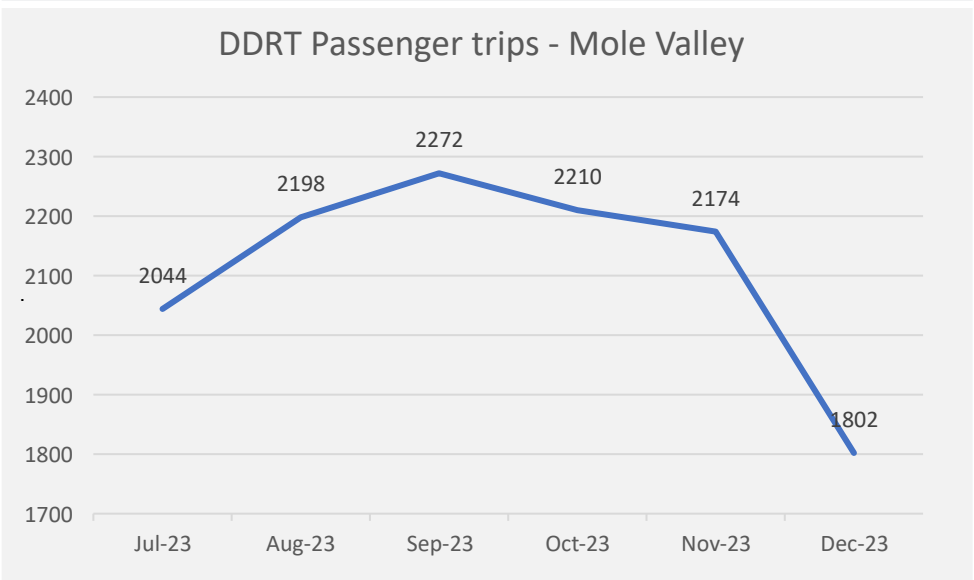
Transport

KPI		Good to be	Latest result	Target	Change from previous result	Trends																		
Key: DM – Metric showing demand OE – Metric showing operational efficiency CO – Metric demonstrating outcome for Customers / Residents																								
CO	Bus passenger journeys	H	2,353,734 (Q3 23/24)	2m	↑ +2.4% 2.29m (Q2 23/24)	<table border="1"> <caption>Bus passenger journeys vs Target</caption> <thead> <tr> <th>Quarter</th> <th>bus passenger journeys</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q3 22/23</td> <td>~2,000,000</td> <td>~1,400,000</td> </tr> <tr> <td>Q4 22/23</td> <td>~2,100,000</td> <td>~1,400,000</td> </tr> <tr> <td>Q1 23/24</td> <td>~2,100,000</td> <td>~2,000,000</td> </tr> <tr> <td>Q2 23/24</td> <td>~2,300,000</td> <td>~2,000,000</td> </tr> <tr> <td>Q3 23/24</td> <td>2,353,734</td> <td>2,000,000</td> </tr> </tbody> </table>	Quarter	bus passenger journeys	Target	Q3 22/23	~2,000,000	~1,400,000	Q4 22/23	~2,100,000	~1,400,000	Q1 23/24	~2,100,000	~2,000,000	Q2 23/24	~2,300,000	~2,000,000	Q3 23/24	2,353,734	2,000,000
Quarter	bus passenger journeys	Target																						
Q3 22/23	~2,000,000	~1,400,000																						
Q4 22/23	~2,100,000	~1,400,000																						
Q1 23/24	~2,100,000	~2,000,000																						
Q2 23/24	~2,300,000	~2,000,000																						
Q3 23/24	2,353,734	2,000,000																						
OE	Bus passenger journeys run on time	H	69.14% (Q3 23/24)	95%	↓ -4.08% 73.22% (Q2 23/24)	<table border="1"> <caption>% journeys on time vs Target</caption> <thead> <tr> <th>Quarter</th> <th>% journeys on time</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q3 22/23</td> <td>~72%</td> <td>~95%</td> </tr> <tr> <td>Q4 22/23</td> <td>~73%</td> <td>~95%</td> </tr> <tr> <td>Q1 23/24</td> <td>~73%</td> <td>~95%</td> </tr> <tr> <td>Q2 23/24</td> <td>~73.22%</td> <td>~95%</td> </tr> <tr> <td>Q3 23/24</td> <td>69.14%</td> <td>~95%</td> </tr> </tbody> </table>	Quarter	% journeys on time	Target	Q3 22/23	~72%	~95%	Q4 22/23	~73%	~95%	Q1 23/24	~73%	~95%	Q2 23/24	~73.22%	~95%	Q3 23/24	69.14%	~95%
Quarter	% journeys on time	Target																						
Q3 22/23	~72%	~95%																						
Q4 22/23	~73%	~95%																						
Q1 23/24	~73%	~95%																						
Q2 23/24	~73.22%	~95%																						
Q3 23/24	69.14%	~95%																						
OE	% of low emission fleet	H	58% (22/23)	75%	↓ -2% 60% (21/22)	Whilst this is below target, 92/130 (70%) SCC supported buses are classed as low emission																		

Transport

KPI	Key: DM – Metric showing demand OE – Metric showing operational efficiency CO – Metric demonstrating outcome for Customers / Residents	Good to be	Latest result	Target	Change from previous result	Trends
-----	---	------------	---------------	--------	-----------------------------	--------

Page 44	CO	DDRT passenger journeys (Mole Valley scheme only)	H	1802 (Dec 23)	New metric, TBC	<div style="display: flex; align-items: center;"> <div style="margin-right: 5px;">↓</div> <div> <p>-372</p> <p>2174 (Nov 23)</p> </div> </div>
---------	----	---	---	---------------	-----------------	---



OE	% Student fare / link cards issued on time	H	100% (Q3 23/24)	90%	No change 100% (Q2 23/24)
----	--	---	-----------------	-----	------------------------------

Performance consistently at 100%.
Fourfold increase in the number of applications received in Q3 compared to the same period last year (1353 in Q3 23/24 vs 298 in Q3 22/23)

OE	% Concessionary fare cards issued on time	H	100% (Q3 23/24)	90%	No change 100% (Q2 23/24)
----	---	---	-----------------	-----	------------------------------

Performance consistently more than 95% with an average of 8000 applications received per quarter. This is significantly less than 22/23 which averaged around 23,000 per quarter.

Commentary & Analysis

Bus passenger journeys- Numbers have been consistently improving since Q1 22/23 (up 10% in Q2 and a further 2.4% in Q3) as the bus industry recovered after Covid 19. The significant increase in numbers noted in Q2 is potentially due to discounted fares offered to residents through the 5000+ Surrey LINK bus cards issued to young people aged 20 and under and the £2 fare cap which has been extended until Dec 24. In addition, SCC have been maintaining additional school routes as they became commercially unviable.

Bus reliability continues to fall short of the 95% target set by Traffic Commissioners. Though only 6 of 91 authorities hit the target, our trend performance is lower in comparison to other South-East County Authorities (likely due to higher traffic levels in Surrey), who are typically operating between 80-86%. Improvement plans are in place through our Capital programme for bus reliability measures which is being monitored via the Enhanced Partnership Board chaired by the Cabinet Member. This includes bus friendly traffic management, bus lanes and intelligent bus priority at traffic signals to assist with reducing journey time and improving reliability.




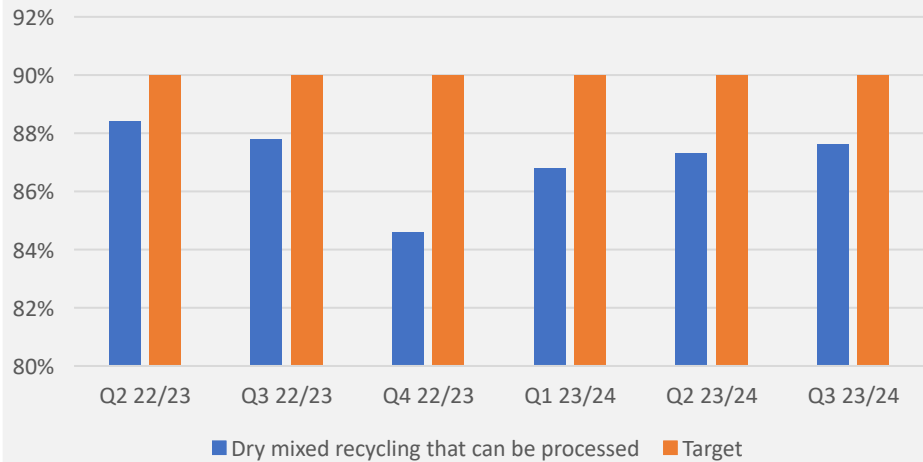

Low emission fleet: This metric has recently been amended to measure the total bus fleet with 272 out of 469 of the Surrey bus fleet classed as low emission. On SCC supported buses we have 92 out of 130 classed as low emission. Low emission is now classed as euro engine emission level 6, electric buses and hydrogen buses.

DDRT passenger journeys: This is a new metric and currently only measures passenger trip numbers for Mole Valley (MV) scheme which started with 2 buses increasing to 4 buses covering the whole district in May 23. Passenger trips for MV scheme from July to December 23 showed a steady increase from July to September with a decline from October onwards and the lowest number recorded for December due to significantly less use of the service w/c 25th December. Data for the 5 additional schemes started in Sep 23 will be included in next round of reporting.

Student Fare/Link cards: The Surrey Link card replaced the Student Fare card on 3 July 2023. Q2 is traditionally the busiest period with students applying for cards at the start of the school year. The Link card has been enormously successful with over 5000 cards issued to date. Comparing Q2 this year to last year we saw a 180% increase in number of cards issued. Comparing Q3 this year to last year, an even higher increase of 354% in number of cards issued was noted, with 100% of cards processed in time in both Q2 & Q3 23/24.

Concessionary Fare cards: ENCTS is the English National Concessionary Travel Scheme and is a statutory function. Travel was made free to the user in 2008 when previously it was a half fare scheme. When it started lots of residents applied and received passes valid for 5 years. This spiked for a couple of years and then slowly flattened meaning every 5 years we get a peak for a couple of years where renewals are high.

Waste

KPI		Good to be	Latest result	Target	Change from previous result	Trends
Key: DM – Metric showing demand OE – Metric showing operational efficiency CO – Metric demonstrating outcome for Customers / Residents						
DM	Volume of waste*	L	129,310 tonnes (Q3 23/24)	-	 -2.3% 132,353 (Q2 23/24)	Continued downward trend after a 6.4% decrease from Q1 (141,424 tonnes) to Q2 (132,353) volumes.
CO	Residual waste collected/household*	L	118.6 kgs (Q3 23/24)	<110.8 kgs (Q2 result)	 +7% 109.55 kgs (Q2 23/24)	This is based on household waste of 60,628 tonnes (a 7% increase from Q2 waste value) and will be validated once districts have input their data on Waste Data Flow.
Page 46						
OE	Dry mix recycling that can be processed	H	87.6% (Q3) <i>(Indicative data-tbc)</i>	90%	 +0.3% 87.3% (Q2 23/24)	<p style="text-align: center;">Dry mixed recycling rates</p>  <p style="text-align: center;">■ Dry mixed recycling that can be processed ■ Target</p>
OE	Power Exported from the Eco Park	H	1467 Mwh Nov 23	TBC	 -31% 2134 Mwh Oct 23	Power exported combines the Gasifier and Anaerobic Digester. 65% of the power generated in Nov 23 was exported, which is in line with the average % exported to date. Remaining power is used to generate the Eco Park. 3017 tonnes (100%) of food waste was processed in Nov 23 & 4154/4869 (85%) of black bag waste was processed.

Commentary & Analysis

Volume of Waste: Municipal waste tonnage collection in Q3 is lower than in Q2 due to less recycling (mostly garden waste) collected. Q3 23/24 collection is comparable to the volume of municipal waste collected in Q3 22/23 (130,352 tonnes). It should also be noted that the proportion of waste sent to landfill has dramatically reduced to less than 1% following investment in a shredder which makes waste suitable for Energy for Waste (EfW) plants.

Residual waste collected/household: This is a new metric which will demonstrate progress towards the target to reduce residual household waste collected/per household by 50% by 2042 from 2019 levels. In Q2, residual waste collected/household reduced by 4% from Q1. However, in Q3, this increased by 7% from Q2 and by 3% from Q1 levels (*Note: Data to be validated once data from all the Districts and Boroughs is received*)

Dry mixed recycling processed: *Q3 data is indicative and will be confirmed once data from all the Districts and Boroughs is received.*

Contamination in DMR continues to affect performance which is consistently tracking below the target of 90%. This has been raised with Districts/Boroughs who are working to minimise obvious contaminants. Surrey Environment Partnership will also cover contamination in their meetings and their newsletter so that improvements can be made. Increase in recycling this quarter has been mainly due to an increase in mixed paper.

Power Exported from the Eco Park: This is a new metric which measures the Mwh of power generated from food waste and black bag waste processed at the Eco Park. Over the last 12 months 100% of the food waste and around 80% of the black bag waste was processed into energy. In addition to generating energy, we are reducing our reliance on 3rd party capacity and reducing the impact of our haulage.

Benchmarking

As a Waste Disposal Authority, we use Waste Data Flow to benchmark against 27 other authorities in respect of waste management. The latest data taking us to June 23 shows that Surrey is performing well in the 'percentage of household waste sent for reuse, recycling or composting', coming 3rd out of 23 authorities with 57.1%, with Oxfordshire top at 60.3%.

Surrey is more mid-range in terms of the 'percentage of waste sent to landfill' coming 9th out of 23 at 0.76% with East Sussex being the highest ranked County Council at 4th with 0.11%.

Flood Risk Management

KPI		Key: DM– Metric showing demand OE – Metric showing operational efficiency CO – Metric demonstrating outcome for Customers / Residents	Good to be	Latest result	Target	Change from previous result	Trends		
DM	Number of locations affected by flood risk or incidents where individuals or communities were supported		L	32 (Dec 23)	-	- 45% 58 ↓ (Nov 23)	Jun-23	43	Cumulative total for 23/24 = 367
						Jul-23	27		
						Aug-23	30		
						Sep-23	48		
						Oct-23	35		
						Nov-23	58		
CO	Number of properties flooded		L	78 (July 23 – 1 st wk of Jan 24)	-	- 204 282 ↓ (Jan – Jun 23)	This metric measures the number of properties flooded for which investigations were completed and risk assessments carried out by SCC. <i>The number is based on when SCC are made aware of the flooded property not when the property floods.</i>		

Page 8

Commentary & Analysis


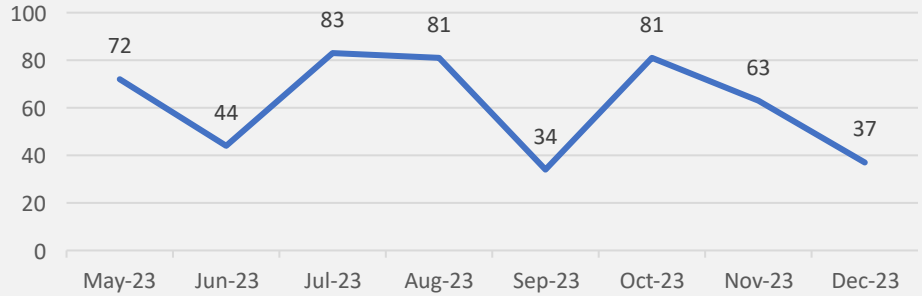

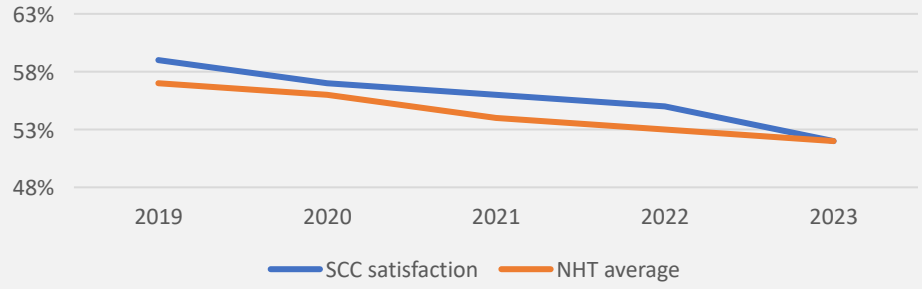
Number of locations affected by flood risk or incidents where individuals or communities were supported: A location is defined as an area which is flooded or for which a flood hazard is identified. It could be a single property or an area up to community affected by flooding e.g., Smallfield would be counted as a single location despite multiple properties benefiting. The aim is helping residents become more resilient by improving their ability to recover from a flood and preparedness for a flood.

Heavy rainfall on 9 May and 9 June led to higher numbers being supported than is usual at this time of year. That dropped in July and August, but enquiries rose by 60% again in September. This was mainly due to multiple smaller flooding events. Surprisingly Storm Babet, in the latter half of October, did not result in any serious property flooding. However, numbers increased again following Storm Ciaran and other wet weather experienced in November. Even though this number was anticipated to remain high for December, less inclement weather resulted in a drop in this number.

Number of properties flooded: Jan – June 23 data consisted of 33 internally and 249 externally flooded properties due to storms and multiple flooding events experienced. This number reduced for the period July to Dec to 10 internally and 68 externally flooded properties as storms and wet weather experienced in this period had a lesser impact. We are currently evaluating the impact of Storm Henk but early indications are that there were likely more than 200 properties flooded in January.

Flood Risk Management programme update: Caterham on the Hill Scheme is nearing completion. The £2M scheme will install Property Flood resilience equipment to homes at risk of surface water flooding in that area. With Woking BC no longer contributing to EA Sanway/Byfleet scheme there is now a funding gap. There is a risk that the project is unable to raise the required funding, but we are working with partners to look for funding opportunities for the Sanway Scheme including Thames RFCC.

Countryside & Natural Environment

KPI		Key: DM – Metric showing demand OE – Metric showing operational efficiency CO – Metric demonstrating outcome for Customers / Residents	Good to be	Latest result	Target	Change from previous result	Trends
CO	Trees planted		H	63,146 (22/23)	57,500 (SCC target)	N/A (profiled metric)	At the end of last planting season (March end 23), cumulative number of trees planted in Surrey is 471,978 against a target of 1.2m trees. Data on 23/24 tree planting and tree felling has not been published yet.
CO	Trees felled	L	Individual trees=5113 Groups of trees=266 (2023) (tbc)	-	-	Definitions: Felled = An established tree cut down to the base, stump, 1m or monolith Groups of trees = Exact number of trees included not known	
DM	Number of countryside issues reported to the Countryside estates team	L	37 (Dec 23)	-	 -41% 63 (Nov 23)		
CO	Resident satisfaction with condition of Rights of Way (NHT Public Satisfaction survey)	H	52% (2023)	52% (NHT average)	 -3% 55% (2022)		

Commentary & Analysis

Trees planted: In the last planting season of 22/23, SCC exceeded its target of 57,500 trees, hedges and woody shrubs. At the end of planting season, the cumulative number of trees planted across Surrey was 471,978 which included SCC's own planting projects and other Surrey planting by external partners, against a target of 1.2m trees by 2030. This planting season began in November 23 with a target to facilitate the planting of 36,000 trees for 23/24. The team expect to exceed this target by at least 8,000 due to collaborative working with our tenants at Bocketts farm. They have also supported partners to work with Woodland Trust enabling them to receive 11,830 free trees. Additionally, an increase in planting will be part of the woodland conservation works paid for as part of the mitigation for ADB included in T&F actions. Alongside this, as part of T&F outcomes, the Highway Tree planting programme has implemented improvements to the process for residents to request tree planting, making it more accessible, easier to request and removing the fee.

Trees felled: Final Tree Felling data for 2023 will be available by end of January 24 (Ash dieback work is still on going so full data is not available yet). Data on Tree Felling will include an accurate best guess of trees removed agreed with SCC subject matter experts. This is due to challenges around accurate counting of trees removed where groups of trees are felled, and due to felling of non-Ash trees when trees with Ash Dieback trees are felled.

Number of countryside issues: The number of reported issues tends to fluctuate with the school holidays with an increased number of reports in May, July, August and October. When compared to the previous year when storms were experienced in November and December, there is a 28% reduction in the number of issues reported in November (63 in Nov 23 vs 88 in Nov 22) and a 56% reduction in issues reported in December (37 in Dec 23 vs 85 in Dec 22). As in previous months, the highest number of issues in December relate to trees and vegetation (41%) followed by fly tipping (16%).

Resident Satisfaction with condition of rights of way: This measure is RAG'd according to how well Surrey scored against the national average results as per the 2023 National Highways & Transport (NHT) public satisfaction survey. The chart shows that satisfaction is generally declining, and although Surrey have historically tracked just above the national average, this year our satisfaction levels are equal to the average. We will get more detail on the reason for drops in satisfaction rates via the Rights of Way Improvement Plan (ROWIP) consultation this year.

Benchmarking

PMF (See slide 7 for NHT PMF context)

Indicator Description	Type	Surrey	Best	Average	Worst
Public Satisfaction with condition of rights of way	Condition	52	58	52	46

Planning

KPI		Key: DM – Metric showing demand OE – Metric showing operational efficiency CO – Metric demonstrating outcome for Customers / Residents	Good to be	Latest result	Target	Change from previous result	Trends
OE	% of planning approvals for County Council development processed within statutory timescales (Reg 3)	H	54% (Q3 23/24) <i>(Indicative data- tbc)</i>	80%	↓ -11% 65% (Q2 23/24)		
Page 51	Statutory Planning Applications responded to on time (Minerals and Waste)	H	72.5% (October 2021- September 2023)	60%			

Commentary & Analysis

Reg 3 Planning Applications: In Q3, 14/26 applications were processed in time. Although this is considered a red RAG rating (Amber is 70-80%), and performance is down by 11% on Q2, the speed of decision making and issuing of decision notices (based on the volumes 15/23 for Q1) is broadly consistent and indicates a positive increase from Q1 when performance dipped to 25% (overlapping with the retirement of the incumbent Planning Development Manager). New appointments into key roles has provided focus on improvements in this area alongside a detailed improvement plan being delivered as part of the Transformation programme.

Statutory Planning Applications: This KPI measures major development decisions made within the statutory timeframe. It is published quarterly, a quarter behind, on a rolling two-year basis. The stats published in December 2023 relate to the period from October 2021 to September 2023. SCC registered 72.5% over that period and have been on an upward trajectory from September 2022 when the County Council was just over 60%.

Benchmarking

Planning statistics are collected by DHLUC with performance tables available online. The % of planning approvals for County Council developments has been underperforming in recent months, with SCC ranked in 76th place out of 82 authorities in a rolling 24-month period (though it should be noted that SCC were also in 5th place in terms of the volume of applications). The Planning Service Improvement Plan picks up on this and makes recommendations to improve performance.

Placemaking

KPI		Key: DM – Metric showing demand OE – Metric showing operational efficiency CO – Metric demonstrating outcome for Customers / Residents	Good to be	Latest result	Target	Change from previous result	Trends																			
CO	% of successful ETI funding bids & all SCC CIL bids	H	67% (Q3 23/24)	70%	-	Definition: Only includes bids listed on the SCC bidding register and will exclude bids under £50,000. <table border="1"> <thead> <tr> <th></th> <th>Q1 23/24</th> <th>Q2 23/24</th> <th>Q3 23/24</th> </tr> </thead> <tbody> <tr> <td>No of all bids notified (includes all ETI bids & all SCC CIL bids)</td> <td>2</td> <td>0</td> <td>3</td> </tr> <tr> <td>No of approved bids</td> <td>2</td> <td>0</td> <td>2</td> </tr> <tr> <td>% successful</td> <td>100%</td> <td>N/A</td> <td>67%</td> </tr> <tr> <td>Value approved</td> <td>£5,745,100</td> <td></td> <td>£242,828 *Plus £937k</td> </tr> </tbody> </table>		Q1 23/24	Q2 23/24	Q3 23/24	No of all bids notified (includes all ETI bids & all SCC CIL bids)	2	0	3	No of approved bids	2	0	2	% successful	100%	N/A	67%	Value approved	£5,745,100		£242,828 *Plus £937k
	Q1 23/24	Q2 23/24	Q3 23/24																							
No of all bids notified (includes all ETI bids & all SCC CIL bids)	2	0	3																							
No of approved bids	2	0	2																							
% successful	100%	N/A	67%																							
Value approved	£5,745,100		£242,828 *Plus £937k																							


Commentary & Analysis

ETI Funding and CIL bids: Three ETI funding proposals were notified in Q3 of an outcome. An additional project has been included in the narrative as delivery will be carried out by SCC. The two successful ETI applications were for the Urban Tree Challenge Fund 2023-24 (£54k) and the Local Authority Treescapes Fund 2023-24 (£189k). Our submission to DLUHC’s Planning Skills Delivery Fund (£87k) was not successful as most of the funding (80%) went to LPAs for Backlog Funding, with only 3 out of 255 applications being granted to county councils for skills funding for 2023/24. A new round will open in spring 2024, enabling a resubmission.

*Tandridge District Council approved £937k CIL funding for Station Avenue Caterham, Public Realm Improvements. The project has not been included in the official return figures above as SCC was not the applicant, however ETI will benefit from the funding as delivery will come from SCC’s Placemaking Team. Although the previous two quarters have been light on bid notifications, there are currently 9 projects with a total grant value of £5.4m awaiting notification.

Healthy Streets for Surrey (DLUHC Pathfinder) – Healthy Streets in now embedded and moves into BAU. Since its launch in June 2023, web statistics for usage of the Healthy Streets for Surrey design code website are improving month on month. In November, 10% of users stayed in the site for over 10 minutes. From September 2023 to January 2024, 127 SCC officers (including the entire Transport Development Planning Team), 20 SCC members and 30 officers from Surrey district and borough councils received training on the design code.

Infrastructure & Major Projects

KPI		Key: DM – Metric showing demand OE – Metric showing operational efficiency CO – Metric demonstrating outcome for Customers / Residents	Good to be	Latest result	Target	Change from previous result	Trends
CO	Delivery of SIP				-	-	SIP is tracked and monitored through SIP Programme Report which is shared with the SIP Programme Board and Major Projects Board.
CO	River Thames Scheme						The River Thames Scheme is broadly on track but there is significant pressure on the programme. In early 2024 we will launch the Statutory Consultation which is a major milestone.
CO	Properties with access to gigabit capable infrastructure	H		80.88% (Dec 23)	+0.42% on previous month	 +0.15% 80.73% (Nov 23)	

Commentary & Analysis

Delivery of SIP: Phase 4 SIP Report approved at Cabinet in June 23. Projects included within this latest phase and previous phases are all progressing. Next tranche of SIP projects (Phase 5) programmed to go to Cabinet in March 24.

River Thames Scheme: The River Thames scheme is reaching a major milestone as the Statutory Consultation launches in early 2024. This is a huge task in the preparation to submit our Development Consent Order (DCO) including stakeholder engagement, landscape design and development of the Preliminary Environmental Information Report (PEIR). Until now, our plans have been quite high level, but at consultation our proposals will show a level of detail, which will bring issues and concerns to the surface. As we have seen with Ferris Meadow Lake and the open water swimmers, stakeholders can push back against our proposals. Other likely issues to arise during the consultation include construction traffic, landfill and environmental impacts. We are working hard in the background to keep elected representatives informed – SCC Cllrs, MP’s and Spelthorne Cllrs.

Properties with access to gigabit capable infrastructure: Surrey is on track to achieve 85% coverage of gigabit-capable speeds by the end of 2025, but gigabit-capable coverage is currently being delivered by commercial suppliers and fibre infrastructure delivery timeframes can vary from month to month. On-going engagement with commercial operators to identify communities that could benefit from government vouchers.


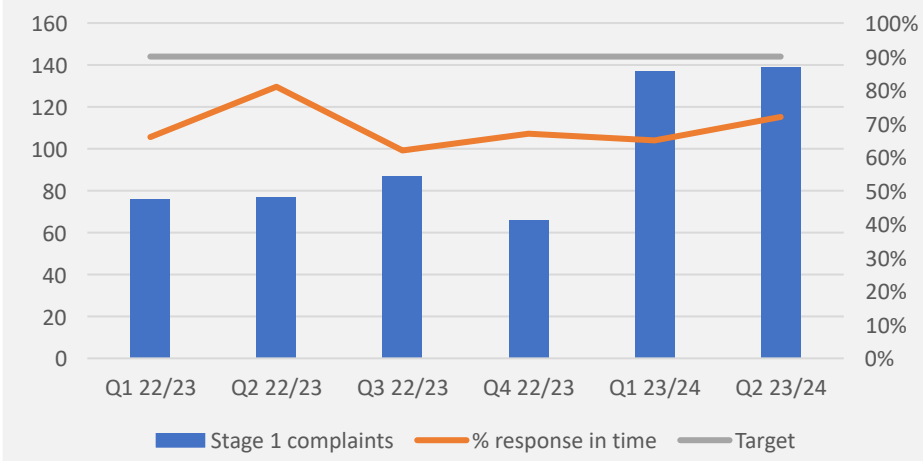
Page 50


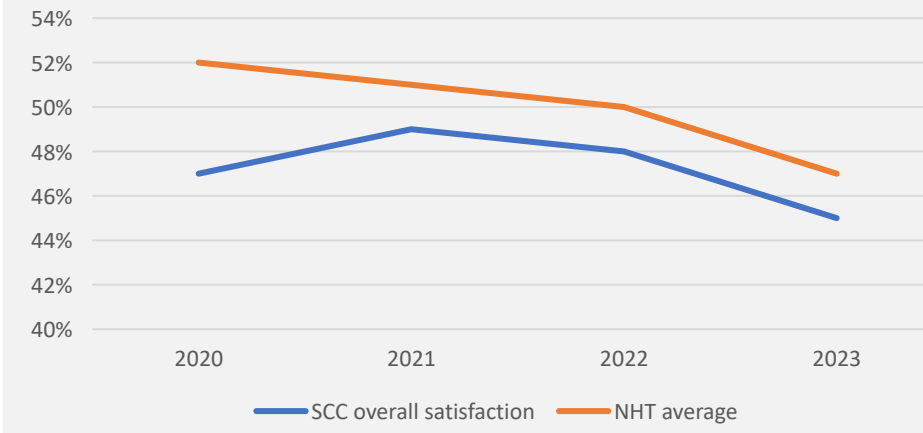
Customer

KPI		Key: DM – Metric showing demand OE – Metric showing operational efficiency CO – Metric demonstrating outcome for Customers / Residents	Good to be	Latest result	Target	Change from previous result	Trends
DM	Volume of enquiries	L	5,544 (Dec 23)	n/a	<div style="color: green; font-size: 2em;">↓</div> -36% 8,677 (Nov 23)		
OE	Customer enquiries responded to on time	H	71% (Dec 23)	80%	<div style="color: red; font-size: 2em;">↓</div> -4% 75% (Nov 23)		
CE	EPE enquiries responded to on time (EPE = EIG Priority Enquiries)	H	59% (Dec 23)	80%	No change 59% (Nov 23)		
CE	Clr enquiries responded to on time	H	78.32% (Dec 23)	80%	<div style="color: red; font-size: 2em;">↓</div> -7.68% 86% (Nov 23)		

Customer

KPI	Key: DM– Metric showing demand OE – Metric showing operational efficiency CO – Metric demonstrating outcome for Customers / Residents	Good to be	Latest result	Target	Change from previous result	Trends
-----	--	------------	---------------	--------	-----------------------------	--------

OE	Customer complaints responded to on time	H	72% (Q2 23/24)	90%	 +7% 65% (Q1 23/24)																
						<table border="1"> <caption>Stage 1 complaints and % response in time</caption> <thead> <tr> <th>Quarter</th> <th>Stage 1 complaints</th> <th>% response in time</th> </tr> </thead> <tbody> <tr> <td>Q1 22/23</td> <td>~75</td> <td>~65%</td> </tr> <tr> <td>Q2 22/23</td> <td>~78</td> <td>~85%</td> </tr> <tr> <td>Q3 22/23</td> <td>~88</td> <td>~65%</td> </tr> <tr> <td>Q4 22/23</td> <td>~68</td> <td>~70%</td> </tr> <tr> <td>Q1 23/24</td> <td>~138</td> <td>~68%</td> </tr> <tr> <td>Q2 23/24</td> <td>~140</td> <td>~75%</td> </tr> </tbody> </table>	Quarter	Stage 1 complaints	% response in time	Q1 22/23	~75	~65%	Q2 22/23	~78	~85%	Q3 22/23	~88	~65%	Q4 22/23	~68	~70%
Quarter	Stage 1 complaints	% response in time																			
Q1 22/23	~75	~65%																			
Q2 22/23	~78	~85%																			
Q3 22/23	~88	~65%																			
Q4 22/23	~68	~70%																			
Q1 23/24	~138	~68%																			
Q2 23/24	~140	~75%																			

CO	Customer satisfaction	H	45% (2023)	47% (NHT average)	 -3% 48% (2022)										
						<table border="1"> <caption>SCC overall satisfaction and NHT average</caption> <thead> <tr> <th>Year</th> <th>SCC overall satisfaction</th> <th>NHT average</th> </tr> </thead> <tbody> <tr> <td>2020</td> <td>47%</td> <td>52%</td> </tr> <tr> <td>2021</td> <td>49%</td> <td>51%</td> </tr> <tr> <td>2022</td> <td>48%</td> <td>50%</td> </tr> <tr> <td>2023</td> <td>45%</td> <td>47%</td> </tr> </tbody> </table>	Year	SCC overall satisfaction	NHT average	2020	47%	52%	2021	49%	51%
Year	SCC overall satisfaction	NHT average													
2020	47%	52%													
2021	49%	51%													
2022	48%	50%													
2023	45%	47%													

Commentary & Analysis

Customer enquiries: The volume of enquiries normally follows seasonal patterns with increased levels during 'pothole season'. This year we also saw the impact of bringing the grass cutting service back in house with enquiry volumes remaining high through to June. Performance recovered through the summer/autumn months but there was a 31% increase in the number of enquiries in November in line with winter pressures. Performance in responding to customer enquiries on time is currently tracking just below target. A 'Pinch Point' project resulting from Task & Finish has explored the correlation between high customer volumes and either low performance results or high demand areas. Several recommendations are being reviewed to help address the identified 'pinch points' including how we release the capacity of technical experts from responding to standard enquiries.

EPE enquiries: The priority enquiries tend to include the more complex issues to resolve so despite the reduction in volume performance in response times is still below target. To improve response rates, a new escalation process for priority enquiries has been implemented and a weekly chasers' report is being circulated to relevant Directors.

























Councillor enquiries: The number of enquiries through the 'Councillor inbox' has risen consistently since July this year with numbers rising from 106 in July to 308 in November. Despite this, response to enquiries on time was above target in November at 86%. In December, the number of enquiries dipped by 54% from the previous month to 143 but even though there was a reduction in the volume of enquiries, response time was below target impacted predominantly by resource availability in the holiday season.

Complaints: Complaint volumes have peaked this year (2023/24) with 108% increase in the number of complaints in Q1 (April – June 23) from the previous quarter (Jan – March 23) and remaining high at 139 complaints in Q2 (July – Sept 23) . Despite this peak the performance in responding to complaints on time has remained fairly static, although it is still below target and has been consistently underperforming. Parking, Trees, Grass cutting, vegetation and lack of contact were the key complaint themes for Q2. A deep dive into Complaints data is taking place to review the root cause, which will sit alongside the programme of work analysing and improving pinch points in the customer journey and form part of the Customer Transformation programme under SWITCH.

Benchmarking

The NHT Public Satisfaction survey collects the public's views on **12 key Highways & Transport services** including Pavements, Cycle Routes/Lanes, Local Bus Services, Safety on Roads, Traffic Congestion, Pollution, Street Lighting, Condition of Roads, Rights of Way Network. The survey asks the public to rate how important and satisfied they are with the services, whether they have got better or worse in the last few years and if the council should spend less or more on each one in the next few years. The survey compares Surrey's results for the year with the **NHT Average results**, which is the average satisfaction of all authorities taking part in the survey this year.

Some highlights and key insights from the 2023 report are set out in the following slides:

Theme	Surrey	Trend Up/Down	Above/Below Ave
 Overall	45%		
 Accessibility	67%		
 Communications	45%		
 Public Transport	50%		
 Walking/Cycling	50%		
 Tackling Congestion	42%		
 Road Safety	51%		
 Highway Maintenance	39%		

Page 57

For overall satisfaction, Surrey is ranked 94/111 authorities taking part in the survey.

In the South East group, Surrey is ranked 13/19 authorities included.

In the County Councils group, Surrey is ranked 21/30.

For SE Authorities Service Improvement Group (SEASIG), Surrey is ranked 5/9.

Services ranked in order of importance in Surrey for 2023

1	Condition of roads
2	Safety on roads
3	Pavements
4	Traffic congestion
5	Street lighting
6	Level of traffic pollution
7	Local bus services
8	Rights of way network
9	Community transport
10	Cycle routes/lanes
11	Demand responsive transport
12	Local taxi services

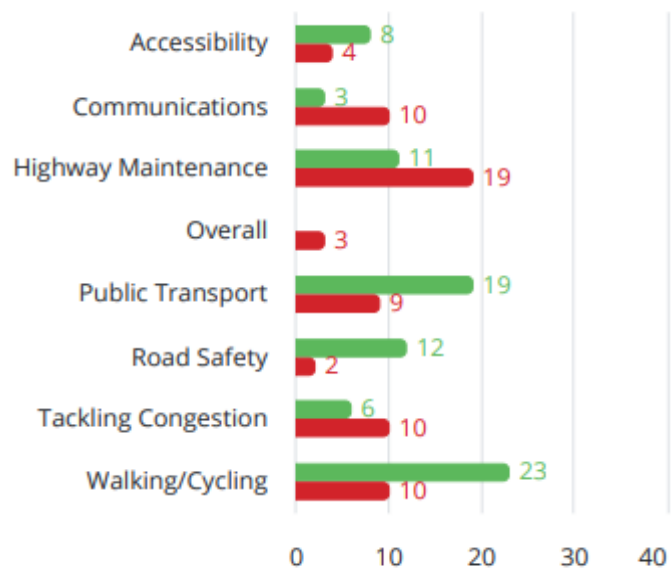
Results above vs below NHT average

66% of indicators above NHT average related to themes of 'Public Transport', 'Walking & Cycling' and 'Road Safety'

'Highway Maintenance' has the most indicators below NHT average satisfaction rates with the Condition of roads ranked as the most important service for residents.



Above/Below Average



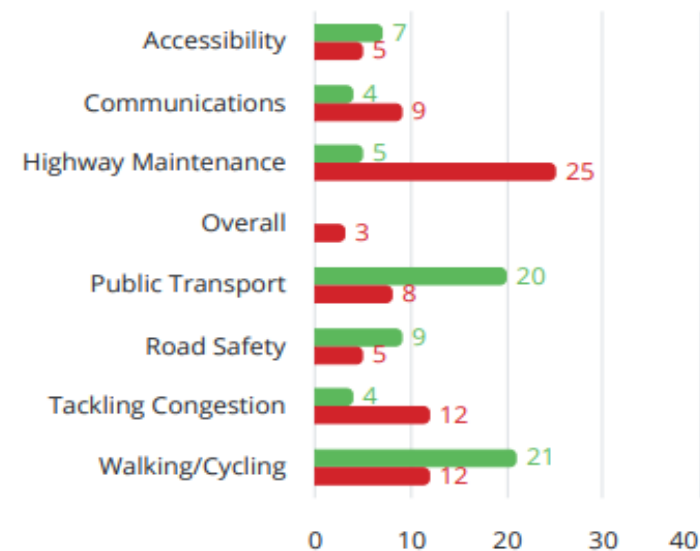
Results better or worse than last year

71% of indicators showing improvement related to themes of 'Public Transport', 'Walking & Cycling' and 'Road Safety'

'Number of potholes' and 'Condition of highways' top the individual indicators with the biggest drop in satisfaction from 2022.



Getting Better/Worse



Wednesday 7 February 2024

FEEDBACK FROM THE GREENER FUTURES REFERENCE GROUP ON A REFERRAL FROM COUNCIL – MOTION ON ADVERTISING & SPONSORSHIP POLICY

Purpose of report: To update Members of the Communities, Environment and Highways Select Committee on the outcome of consideration by the Greener Futures Reference Group of the Original Motion regarding Advertising and Sponsorship policy submitted to the meeting of the County Council on 11 October 2022.

Introduction:

1. Jonathan Essex submitted a motion to a meeting of the County Council held on 11 October 2022 on the topic of advertising and sponsorship policy. It was resolved that this Motion be referred to the Greener Futures Reference Group for consideration.
2. This report provides a summary of the conclusions of the GFRG following their consideration of the Motion and of the briefing and recommendations provided by officers (Appendix 1). It invites the Select Committee to note:
 - a) that the GFRG did not endorse the recommendation of Officers.
 - b) That the GFRG recommends that the Motion be referred to Cabinet for further consideration and debate.

Background.

3. The existing Advertising and Sponsorship policy was developed and endorsed by Cabinet in 2019. This was following identification of advertising on highways as a possible revenue stream. A number of advertising projects on Surrey County Council (SCC) infrastructure were developed large scale digital advertising sites. The Council is currently out to tender for a County-wide small format package with award due in March 2024. This is worth approximately £500k per annum and a total of c. £5 million over the 10-year term of contract.

4. Future changes to the existing Advertising and Sponsorship policy are delegated to the Head of Highways & Transport in conjunction with the Cabinet Member for Highways.
5. The Motion asked Council to amend its Advertising and Sponsorship Policy to ban advertisements specifically for fossil fuel companies, flights, petrol and diesel vehicles, and other as yet unidentified high carbon products. It also asked Council to promote adoption of the revised Advertising and Sponsorship Policy by other partners committed to Surrey's Climate Change Strategy. The Full text of the motion is the Annex 2.
6. The motion was referred to the GFRG on 11 October 2022 and considered formally at the GFRG on 8 March 20223 and subsequently on 30 November 2023.

KEY ACTIVITIES AND ANALYSIS:

7. Following the referral:

- the GFRG had an initial discussion on the topic on 8 March 2023. Background information relevant to the motion was provided to members of the group. There was insufficient time to fully consider the issue.
- a service briefing report on the Motion was requested and officers invited to address the points made and make recommendations as to whether they should be endorsed. This was circulated to the Group on 28 November 2023 for discussion at the 30 November GFRG.

8. On 30 November 2023, the GFRG held a further discussion on the item, inviting contributions from both the proposer of the Motion and from service representatives. Officers talked members through their considerations and proposed responses to the Motion. In the course of discussion, the following key points emerged:

- I. Officers were concerned about the commercial implications and viability of any change to the existing policy and argued that imposing restrictions would make any potential contracts unfavourable to the markets.
- II. An alternative was to utilise the income gained from advertising (c.£0.5m pa) to progress and implement projects to improve or expediate the attainment of Greener Futures objectives.
- III. The GFRG was concerned that the assessment was unduly negative and did not take account of any benefits that a change in approach could bring. The focus was on commercial costs and concerns and not on the opportunities presented in discouraging consumption of high carbon products and /or seeking to advertise instead green or neutral carbon products and services.

- IV. The GFRG felt strongly that having declared a Climate emergency and committed to a NetZero target for Surrey by 2050, Surrey County Council should show more leadership, even if detrimental to revenue in the short to medium term. And that it was not acceptable to be enabling advertising for commercial benefit by companies or products in direct opposition to the Council's net zero goals and aims.
- V. The primary interest of the GFRG was by definition, to protect greener futures interest and as such the group could not support the recommendation that no change be made to the advertising and sponsorship policy.

Conclusions:

9. Based on the above concerns members were not able to endorse the recommendation that the policy remain in its current form and no steps taken to ban fossil fuel related and high carbon products. Conversely, the Greener Futures Reference Group noted their support for the Motion and suggested that it 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.

Greener Future Reference Group Recommends

10. The Greener Futures Reference Group recommends that the Communities, Environment and Highways Select Committee notes that:
 - a) the GFRG did not endorse the recommendation of Officers.
 - b) the GFRG recommends that the Motion be referred to Cabinet for further consideration and debate.

Report contact:

Clare Madden, Scrutiny Officer

Clare.madden@surreycc.gov.uk

Sources/background papers

[Choose agenda document pack - Council 11 October 2022 - Surrey County Council \(surreycc.gov.uk\)](#)

Annexes:

Appendix 1 – Highways Service Briefing on Advertising & Sponsorship policy Motion (to be circulated separately)

Appendix 2 – Original Motion

ORIGINAL MOTION – ADVERTISING & SPONSORSHIP POLICY

Item 9 (iv)

Under Standing Order 12.3 the Cabinet Member for Environment, Marisa Heath, moved a proposal. The proposal was as follows:

That the motion below by Jonathan Essex be referred to the Greener Futures Reference Group - a Task Group of the Communities, Environment and Highways Select Committee - for consideration.

This Council notes that:

- Advertising is successful in encouraging demand for the products advertised. For example, research by Purpose Disruptors showed that the UK advertising sector, through increased product sales had the impact of increasing UK carbon emissions by 28% (186 MtCO₂) in 2019. Similarly, research by the New Weather Institute indicates that the carbon emissions resulting from the increased demand, for cars in the EU, generated by advertising, are more than Belgium's total greenhouse gas emissions.
- The [2022](#) Climate Mitigation Report published by the Intergovernmental Panel on Climate Change (IPCC) highlighted the potential for behaviour change to support carbon emission reductions. It lists regulation of advertising as an example of a policy measure that can have a "*major influence on mitigative capacity*".
- In an Attitudes to Advertising poll in the UK by Opinium Research in 2022 of 2000 people, 68% of UK adults said they would support restrictions on advertising of environmentally harmful products.
- Advertising prohibitions and restrictions already exist; these include prohibition on advertising all tobacco products and e-cigarettes, guns and offensive weapons, 'obscene material'. Rules also affect marketing aimed at children; high fat sugar and salt products; medical and health claims.

This Council believes that:

- Banning advertising does not ban the products themselves; people are still free to buy the products.
- Surrey County Council has committed to work in partnership to reduce carbon emissions across Surrey. A baseline report by Surrey University on behalf of the Surrey Climate Commission showed the extent of scope 3 emissions (in what we buy and import from outside of Surrey). One area where these can be reduced in Surrey is through the impact of advertising in public spaces.

- Some advertising content undermines the Council's objectives. For example, petrol and diesel car adverts, especially for Sports Utility Vehicles, undermine air quality objectives. Airline advertising undermines carbon emission targets.

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.

This page is intentionally left blank

HIGHWAYS SERVICE BRIEFING ON ADVERTISING AND SPONSORSHIP POLICY MOTION

Purpose of report: To brief members of the Communities, Environment and Highways Select Committee on the Original Motion regarding the Advertising and Sponsorship Policy submitted to the Council meeting on 11 October 2022.

Introduction and background:

1. Jonathan Essex raised a two-part Council Motion (see below) relating to the Advertising and Sponsorship Policy in October 2022.
2. Cabinet Member for Environment, Marisa Heath, moved a proposal that the motion be referred to the Greener Futures Reference Group
3. Jonathan Essex confirmed that he was in support of the referral of the motion to the Greener Futures Reference Group.
4. The motion is directed at advertising for the whole County but EIG, specifically Highways, has taken on responsibility to respond to the Motion as the service is the most advanced in progressing advertising opportunities.
5. Any recommendations from the Group would apply to all the County Council functions and not be restricted to just Highways

Part 1

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.

6. 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.

7. If restrictions are imposed mid-term of contract this will have legal consequences as they will effectively undermine commercial terms and the assessments that informed them.
8. 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.
9. Most car companies still producing diesel/petrol cars have their own Carbon targets which are mirrored in the adverts they produce.
10. Commercial “holiday” flights are high carbon impact but so too are the flights that, for example, bring fruit and vegetables into our country out of season.
11. Airfreight is responsible for less than one percent of total UK food miles but it produces 11 percent of the carbon dioxide emissions from UK food transport, according to SOAS University of London.
12. The energy and media industry are self-regulating and acutely aware of sensitivity around the promotion of fossil fuel products.
13. 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”.
14. The advertising policy already stipulates that all advertising must comply with the following:
 - 1.1 Guidelines laid out by the Advertising Standards Authority (ASA)
 - 1.2 The rules laid out in the [UK Code of Non-broadcast Advertising](#)
 - 1.3 Follow the [Code of recommended practice on Local Authority publicity](#)

Part 2

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.

15 The comments above are also valid for the second part of this motion. If the conclusions below are agreed, it would be inappropriate for the County Council to promote its adoption to other partners

Conclusions:

- 16 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.
- 17 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.
- 18 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.

Recommendations:

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

Resolution	Service recommendation
<p>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.</p>	<p>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.</p> <p>Any further products that are added to the list of prohibited products to advertise would subsequently also be banned by the media owners.</p> <p>There is the option of utilising the income gained from advertising to progress and implement projects that improve or expediate the attainment of our Greener Futures objectives</p>

<p>Implement this revised Advertising and Sponsorship Policy internally and wherever possible promote its adoption by other partners committed to Surrey's Climate Change Strategy.</p> <p>This should include restricting advertising of high carbon products on bus stops, billboards and advertising spaces, plus all publications by Surrey County Council</p>	<p>As per the above.</p> <p>Some advertising is managed by others and whilst it 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</p>

Report contact

Richard Bolton, Assistant Director- Highways Operations and Infrastructure (Environment, Infrastructure and Growth Directorate) and Highways Advertising Project Sponsor.

Contact details

Richard.bolton@surreycc.gov.uk

Sources/background papers

Presentation delivered to Greener Futures Members Reference Group on the 30th November 2023

BBC new article published October 2023- [Why some foods have the same carbon footprint as 5 miles in an SUV - BBC Food](#)

WEDNESDAY 7 FEBRUARY 2024

MINERALS AND WASTE LOCAL PLAN

Purpose of report: To update members about progress in preparing the Minerals and Waste Local Plan.

Introduction:

1. Surrey County Council (SCC) in its capacity as the Minerals and Waste Planning Authority (MWPA) has a statutory duty to maintain an up-to-date development framework in respect of minerals and waste management development. At present, this framework comprises the following development plan (DPD) and supplementary plan (SPD) documents:
 - The [Surrey Waste Local Plan 2019 – 2033](#).
 - The [Surrey Minerals Plan Core Strategy 2011 – 2026](#).
 - The [Surrey Minerals Plan Primary Aggregates DPD 2011 – 2026](#).
 - The [Surrey Aggregates Recycling Joint DPD 2013 – 2026](#).
 - The [Surrey Minerals Plan Site Restoration SPD 2011 – 2026](#).
2. Planning applications for minerals and waste management development in the county must by law be determined in accordance with these policy documents and any other material planning considerations e.g., the [National Planning Policy Framework 2023](#) (NPPF). Surrey's 11 Local Planning Authorities (LPA) must also have regard to these policy documents in preparing their local development plans and making planning decisions.
3. In November 2020, SCC's Cabinet resolved to begin the preparation of the county's first joint Minerals and Waste Local Plan (MWLP) recognising that the minerals development framework requires updating, and to address a range of challenges. These included a changing climate, biodiversity loss, and the growing overlap between minerals and waste management development, and in particular the positive role recycling can play in conserving and keeping primary materials in use for as long as possible to prevent waste.
4. In March 2021, officers updated the Communities, Environment and Highways Select Committee (CEHSC) about the preparation timetable for the MWLP and

preliminary work done in respect of the first formal stage of the plan-preparation process - the Regulation 18 Issues and Options Public Consultation. At this time, an initial member engagement strategy for this stage of the plan-preparation process was agreed following and taking on board engagement with members of the CEHSC.

5. In September 2021, officers briefed the Cabinet Member for Highways, Transport and Economic Growth (the Cabinet Member) about the purpose, scope, and range of the Issues and Options consultation and held an all-member briefing session about the same.
6. In October 2021, the Cabinet Member, in consultation with SCC's Cabinet, agreed to the launch of the Issues and Options public consultation. Accordingly, in November 2021, the MWPA commenced the Issues and Options consultation which was open for 16 weeks. The consultation closed in March 2022.
7. In June 2022, officers provided the CEHSC with a written update about the preliminary outcomes of the Issues and Options consultation and the associated implications for the MWLP. In September 2022, the MWPA published a Summary of Responses Report relating to the MWLP and the Issues and Options public consultation.
8. In May 2023, the Cabinet Member agreed an extension to the timetable for the preparation of the MWLP by 24 months to address the lack of waste site options and because of various uncertainties as discussed in paragraphs 31 to 33 below. This resulted in amendment of the [Minerals and Waste Development Scheme](#) (MWDS).
9. At present, a range of project and technical work is ongoing with respect to the second stage of the MWLP preparation process - the Regulation 18 Preferred Options Public Consultation. This consultation will commence in June 2025 and a draft MWLP document will be published at the same time.

Looking Back – Minerals and Waste Local Plan

Issues and Options Public Consultation

10. The first of several formal stages of preparing a local development plan document is prescribed by [Regulation 18 of The Town and Country Planning \(Local Planning\) \(England\) Regulations 2012](#). It requires that the MWPA formally notify a range of statutory and non-statutory stakeholders about SCC's intention to prepare a local development plan document and invite their representations about what that document ought to include.
11. Consequently, the purpose of the 16-week Issues and Options public consultation was to: (a) formally notify statutory and non-statutory stakeholders

of SCC's intention to prepare the MWLP; (b) scope relevant challenges and opportunities; and (c) find out what is important to stakeholders in respect of minerals and waste management development.

12. The consultation also involved a 'call for sites' exercise which comprised an invitation to landowners and the minerals and waste management industry to nominate any land in Surrey that may be suitable for future minerals or waste management development.
13. In summary, the Issues and Options consultation material set out the strategic planning (regulatory, spatial and policy) context for minerals provision and waste management in Surrey and explored the overall scale of need for additional minerals and waste management facilities over the MWLP's 15-year plan-period.
14. A wide range of traditional and social media, digital tools, correspondence, meetings, and exercises were employed by officers to notify and engage with stakeholders about the consultation and encourage their feedback. These initiatives included informal discussions with Surrey's Local Planning Authorities (LPAs) and other special interest groups (such as the Weald Action Group) prior to commencement of the consultation; written notification of over 650 stakeholders (including Surrey's Members of Parliament); a [YouTube video](#); a GIS-based and interactive [story map](#); and advertised public drop-in events at public libraries.
15. The Issues and Options consultation attracted 144 written representations whilst its digital consultation platform attracted over 2,300 visitors and 205 contributions. Over 245 stakeholders watched the MWPA's YouTube video and over 200 stakeholders subscribed to receive news and updates about the MWLP. The use of social media to promote and publicise the consultation resulted in over 334,000 targeted and organic social media impressions with over 580 clicks. The 'call for sites' undertaken in parallel to the Issues and Options consultation generated over 20 site nominations.
16. Despite the concerted efforts of officers to publicise the Issues and Options public consultation and meaningfully engage with stakeholders about the same, the consultation attracted a modest response.
17. However, alongside digital and traditional engagement activities, the MWPA commissioned Lake Market Research to conduct qualitative research and gather informed, in-depth feedback from Surrey residents about the vision and 13-strategic objectives proposed in the Issues and Options public consultation. This comprised two deliberative, virtual focus group workshops held with 53 residents in March 2022. The information collected from these exercises is intended to complement other consultation outputs and provide additional insight from a representative resident audience who do not typically engage in planning

consultation exercises (hard to reach groups) and help officers gain a fuller understanding of the perspective of Surrey's range of communities.

18. Overall, feedback received in response to the Issues and Options public consultation was largely constructive and positive and will be helpful in informing the continued preparation of the MWLP. The MWLP's [digital consultation platform](#) and the relevant Issues and Options consultation material remains accessible to stakeholders.

Communities, Environment and Highways Select Committee

19. Following the Issues and Options consultation, in June 2022, officers reported the key themes and outcomes emerging from consultation to the CEHSC. This report included a selection of non-representative comments made by stakeholders and detail about the nature and extent of the relevant consultation material, stakeholder engagement, and publicity.

Summary of Responses Report

20. In September 2022 the MWPA published a [Summary of Responses Report](#) relating to the preparation of the MWLP and the Issues and Options public consultation. This report, in accordance with SCC's [Statement of Community Involvement](#) (2019) provides a detailed summary of the nature and extent of the Issues and Options consultation material, stakeholder engagement, and publicity; and representations made by stakeholders. It also records and sets out the MWPA's initial responses to the issues raised and feedback provided by stakeholders and lists the nominations made pursuant to the associated 'call for sites'.
21. The policy options identified, and material planning matters raised by stakeholders, along with site nominations made pursuant to the 'call for sites' exercise, will be considered by officers and used to inform the preparation of the draft MWLP and Regulation 18 Preferred Options Public Consultation.
22. Publication of the Summary of Responses report on SCC's website was advertised by way of the ['latest news'](#) facility related to the MWLP digital platform.

Site Identification and Evaluation

23. The NPPF requires that planning policies should provide for the extraction of mineral resources of local and national importance, and that the MWPA should plan for a steady and adequate supply of aggregate minerals (sharp sand and gravel and soft sand¹) and industrial minerals (silica sand² and brick clay³) in the

¹ Permitted reserves of 7-years

² Permitted reserves of 10-years for individual sites

³ Permitted reserves of 25-years

form of specific sites, preferred areas and/or areas of search and locational criteria as appropriate.

24. Similarly, the [National Planning Policy for Waste 2014](#) (NPPW) explains that the MWLP should identify sites and/or areas for new or enhanced waste management facilities in appropriate locations and to provide sufficient capacity to manage an equivalent amount of waste to that arising in the county over the MWLP plan-period.
25. To this end, and since November 2022, the MWPA has assessed 287 individual sites (including 22 'call for sites' nominations pursuant to the Issues and Options consultation) to establish their suitability for inclusion in the draft MWLP as potential minerals and waste management site options.
26. These preliminary assessments focused on potential sites for aggregate minerals and waste management and involved a range of differing policy and environmental filters to narrow down long lists of site options to short-lists which were and could be subjected to further detailed assessment.
27. For aggregate minerals, the site identification and evaluation process yielded a shortlist of 15 site options which will be subject to further assessment, engagement, and consideration in 2024 to ascertain their viability for future mineral working. Further detail relating to this work is provided in paragraphs 58 to 61 below.
28. However, the site identification and evaluation exercise for waste management produced fewer suitable options. Of the 12 site options initially shortlisted for waste management only 1⁴ was considered suitable following further assessment by officers.
29. At the close of the Issues and Options consultation, the county was forecast to experience a waste management capacity gap of up to 1.3 million tonnes per annum (mtpa) by 2035⁵. This capacity gap was anticipated mainly due to the expiry of several temporary planning permissions for construction, demolition and excavation waste (CD&E waste) recycling facilities⁶ and the lack of capacity to manage (residual) waste that cannot be reused, recycled or recovered i.e., 'other recovery' capacity.
30. The waste management capacity gap anticipated and the absence of suitable waste management site options poses a significant challenge to the preparation

⁴ Some 3ha of land for 'other recovery'.

⁵ Based on SCC's 2019 Waste Capacity Needs Assessment.

⁶ One of the main ways in which inert waste is managed.

of the MWLP in that it will need to provide for sufficient facilities to manage waste arising in Surrey over the 15-year plan-period.

Minerals and Waste Development Scheme

31. The need to identify suitable land for waste management facilities to bridge the forecasted capacity gap in Surrey beyond 2035 is a challenge which has not been resolved by the 'call for sites' undertaken as part of the Issues and Options consultation, or the subsequent site identification and evaluation exercises undertaken by officers.
32. Preparation of the MWLP also faces significant hurdles and uncertainties arising from the [Levelling Up and Regeneration Act 2023](#); the Government's intention to amend the NPPF, reform the plan-making system, and introduce National Development Management Policies; forthcoming regulations pursuant to the Environment Act 2021; and Natural England's review of the Surrey Hills Area of Outstanding Natural Beauty boundaries – all of which have the potential to materially affect the way the MWPA plans for future minerals and waste management development.
33. For these reasons, in May 2023, the Cabinet Member approved an extension to the timetable for preparing the MWLP for an additional 24-months. This extension means that second stage of the plan-preparation process, the Regulation 18 Preferred Options Public Consultation, will take place in June 2025 whilst the MWLP is anticipated to be examined in public in late 2026 to coincide with the end of plan-period associated with the existing minerals development framework. The updated MWDS was published on SCC's website and advertised by way of the 'latest news' facility related to the MWLP's digital platform.

Waste Capacity Needs Assessment

34. To partly address the need to identify suitable land for waste management facilities and to update SCC's 2019 Waste Capacity Needs Assessment (WCNA), the MWPA commissioned a comprehensive WCNA for the county covering the period up to 2042 including a review of land-take requirements for modern waste management facilities.
35. In this regard, since December 2022, officers have been working with waste planning consultants to review anticipated arisings for principal waste streams and identify corresponding management capacity requirements for Surrey over the MWLP plan-period (2026 to 2042). These assessments have established that:
 - There is a sufficient capacity to meet the recycling and composting requirements through to the end of the MWLP plan-period.

- From 2031 there is a predicted shortfall in non-inert landfill which will result in a cumulative shortfall in residual waste management capacity of some 607,000 tonnes towards the end of the MWLP plan-period.
 - Even when considering capacity at the gasification facility at Charlton Lane Eco Park there is a predicted shortfall in 'other recovery' capacity throughout the MWLP plan-period.
 - A shortfall in inert waste (CD&E waste) recovery capacity of some 224,500 tonnes is predicted to arise in 2027 increasing to about 1,219,000 tonnes per annum in 2042.”
36. To address these challenges it will be necessary to, inter alia, safeguard Surrey’s existing waste management facilities; establish if capacity at facilities outside Surrey will remain available for the MWLP plan-period; and identify land (where appropriate) to provide for ‘other recovery’ capacity for non-inert waste, recovery capacity for inert waste either in the form of CD&E recycling facilities or permanent deposit to land (such as the restoration of mineral workings or large-scale engineering schemes), and/or the possible provision of further non-inert landfill capacity.
37. The WCNA has been published on SCC’s website and advertised by way of the ‘latest news’ facility related to the MWLP’s digital platform.

Call for Sites

38. Consequently, to identify new site options for future waste management development officers issued another ‘call for sites’ in November 2023 targeted specifically at land that may be suitable for waste management development.
39. The ‘call for sites’ held in 2021/2022 was linked to the Issues and Options consultation and targeted at landowners and organisations in Surrey. In contrast, the second ‘call for sites’ is targeted at a UK-wide audience by being publicised in several prominent national agricultural, materials/waste, and land-use planning publications. Officers hope that this national approach will enable a good selection of Surrey site options to be nominated by landowners for the MWPA’s consideration. The second ‘call for sites’ is set to close at the end of February 2024, further detail is provided in paragraph 53 below.

Looking Ahead – Minerals and Waste Local Plan
--

40. With the new timetable for the preparation of the MWLP, officers are undertaking a range of preparatory work relevant to the second stage of the plan-preparation process, the Regulation 18 Preferred Options Public Consultation which will commence in June 2025. This work can be separated into several key streams.

Project Management

41. Officers will adopt a project management approach to the preparation of the draft MWLP and Preferred Options consultation to align with SCC's ambitions for delivering projects and programmes across the organisation, support SCC's priority objectives⁷ and provide the best outcomes for residents.
42. Officers are therefore in the process of preparing a project plan which is due to be finalised in early 2024. The purpose of the project plan is to provide transparency, structure, certainty, and appropriate oversight in relation to preparation of the draft MWLP and Preferred Options consultation. It will also identify key workstreams, tasks and milestones. This approach is consistent with SCC's ambition for consistent and high-quality project management.
43. As part of the project plan, officers will be proposing four gateways at key points in the project timeline which will facilitate, and be used to assess, project progress, and determine whether it is on track to meet its objectives or whether it requires remedial action. Where remedial action is required, gateways will be used to identify what action(s) need to be taken by officers to correct course or otherwise expedite progress. At each gateway, there will be a meeting of a project board to review relevant work that has taken place or due to take place, evaluate project progress and help officers make necessary decisions. Initially, the project board will agree the scope of the project, its objectives and outcomes, governance arrangements, project timeline, and project risks and mitigations.
44. It is anticipated that the project board will comprise members who have permanent and temporary roles. Permanent board members will be expected to be available at each gateway and include an Executive Sponsor, a Senior Responsible Owner, a Project Manager, a Project Officer, and a Technical Expert. Temporary board members will be invited to contribute to the management of the project on an ad-hoc basis according to relevant workstreams and the need for specific skills, knowledge, expertise, or advice. Ad-hoc board members could include the Cabinet Member, SCC Directors, and specific team managers or senior officers who specialise in relevant subjects including planning law, spatial planning, development management, communications, and community engagement.

Stakeholder Communication and Engagement Plan

45. The project plan will be supplemented by a Stakeholder Communication and Engagement Plan (SCEP) which is anticipated to be finalised before the end of March 2024 with the help of SCC's community engagement and communication teams/officers. This plan will set out how the MWPA will communicate and

⁷ Enabling a growing economy and a greener future, tackling health inequalities, and empowering thriving communities.

engage with stakeholders (including elected members and residents) relative to the preparation of the draft MWLP and Preferred Options consultation.

46. Having regard to the four project gateways discussed at paragraphs 43 and 44 above, a summary of key communication and engagement work to be carried out by officers is set out below for illustrative purposes⁸:

Table 1: Key Project Stages

Project Gateway 1	Foundation
<i>By 31 March 2024</i>	
<ul style="list-style-type: none"> • Prepare and present officer report updating CEHSC members about MWLP preparation progress. • Hold SCC members Q&A forum. • Finalise SCEP. • Maintain open-door policy for members who wish to discuss any aspect of the MWLP preparation process. • Continue to use 'latest news' facility to advertise MWPA publications e.g. Local Aggregates Assessment, Annual Monitoring Report, WCNA. 	
Project Gateway 2	Sites
<i>By 31 January 2025</i>	
<ul style="list-style-type: none"> • Continue to use 'latest news' facility to advertise MWPA publications e.g. Local Aggregates Assessment, Annual Monitoring Report, WCNA. • Preparation of public events to be held during the Preferred Options consultation window including those related to locations of preferred site options. • Prepare and hold an all-member briefing and Q&A about preferred site options. 	
Project Gateway 3	Policy
<i>By 31 March 2025</i>	
<ul style="list-style-type: none"> • Finalise preparation of public events to be held during the Preferred Options consultation window including those related to locations of preferred site options. • Commence publicity of public events to be held during the Preferred Options consultation window including those related to locations of preferred site options. 	
Project Gateway 4	Consultation Launch
<i>By 30 June 2025</i>	
<ul style="list-style-type: none"> • Finalise preparation of digital consultation platform. 	

⁸ See Draft SCEP at Appendix 2 for further detail.

- Prepare and publish social media, and other publicity material including leaflets posters.
- Prepare and distribute hardcopy prints of Preferred Options consultation material.
- Prepare digital and traditional press advertising in a range of publications.

47. The draft MWLP and Preferred Options consultation is set to be published and commence by 31 June 2025 respectively. The consultation is anticipated to be open to stakeholders for at least 10 weeks meaning that it is likely to close in early September 2025.
48. During the Preferred Options consultation window, several public events will be held at a range of venues (at differing times) across Surrey. Some of these events may be by invitation only, and others will be open to all that have an interest in the preparation of the MWLP. These events will be managed by officers and used to facilitate constructive face-to-face engagement with a range of stakeholders particularly residents, communities and elected members who may be close to preferred site options identified in the draft MWLP.
49. Officers will also utilise the 10-week Preferred Options consultation window to respond to any questions, concerns, or requests made by stakeholders (including residents and elected members). During this time, officers would also make themselves available to meet with any special interest groups, resident associations, statutory stakeholders, and elected members to discuss the draft MWLP and Preferred Options consultation where requested, practical, and appropriate.

Member Engagement Strategy

50. Elected members are important stakeholders for the purposes of the draft MWLP and Preferred Options public consultation. Consequently, officers will seek to keep them informed and engaged leading up to and during the consultation. Officers intend engaging with members in the following ways leading up to the launch of the Preferred Option consultation in June 2025:

Table 4 – Member Engagement

Action	Date
From December 2023 to June 2025, officers will continue to maintain an open-door policy for members so that they can seek information, ask questions, or raise concern about any aspect of the MWLP preparation process including the forthcoming publication of the draft MWLP and Preferred Options consultation.	

Officers will prepare and hold a Q&A session with members of the CEHSC about the preparation of the MWLP.	Early 2024
Officers will provide the CEHSC with a written updated about MWLP preparation progress and challenges since December 2023.	December 2024
Officers will prepare and hold a Cabinet Member Briefing about preferred site options (minerals and waste) to be included in the draft MWLP.	By end of January 2025
Officers will prepare and hold a Cabinet Member Briefing about preferred policies to be included in the draft MWLP	By end of April 2025
Officers will prepare and hold an All-Member Briefing about preferred site options and policies to be included in the draft MWLP	Before June 2025
Officers will prepare a written report for SCC's Cabinet seeking approval for Preferred Options consultation to commence.	Before June 2025

Waste Capacity Needs Assessment

51. As explained in paragraphs 34 to 37 above, the 2023 WCNA is an important evidence document for the preparation of the MWLP. It is an objective and quantitative assessment that determines the waste management capacity gap in Surrey for each principal waste stream, and in turn how much land may need to be identified by the MWLP for new waste management facilities by 2041/2.
52. The 2023 WCNA has informed the preparation of SCC's 2022 Annual Monitoring Report (AMR), and in 2024 (and subsequent years) the WCNA and AMR will be updated by officers⁹ concurrently to provide for a consistent evidence base which supports the preparation of the MWLP. These documents will be published on SCC's website as appropriate, and publications will be advertised using the 'latest news' facility related to the MWLP's digital platform.

⁹ With the support of technical experts where necessary.

Site Identification and Evaluation

53. Considering the waste management capacity gaps set out in paragraph 35, officers anticipate that the MWLP would, in theory, need to provide for additional waste management capacity through the allocation of new sites. However, in practice, this need will be met through a combination of:
- Identifying suitable land appropriate for new permanent and strategic waste management facilities through a second 'call for sites' for sites exercise and evaluating the suitability of any new site options nominated pursuant to the second 'call for sites'.
 - Initiating specific discussions with Surrey's LPAs with a view to identifying land that may be suitable for CD&E waste recycling and 'other recovery' facilities, including employment, housing, or brownfield land.
 - Initiating specific discussions with neighbouring MWPA's to explore the potential for a proportion of Surrey's CD&E waste management and 'other recovery' capacity requirements to be provided for by existing waste management facilities or allocated waste sites in neighbouring counties.
 - Carefully considering and assessing the implications of continuing with the existing policy approach of providing for temporary CD&E waste recycling capacity at mineral workings contrary to the preferences of stakeholders as expressed during the Issues and Options consultation.
 - Working with LPAs and SCC's development management officers to prepare planning policy and associated guidance which emphasises the strategic importance of safeguarding Surrey's existing waste management infrastructure and promotes and facilitates sustainable waste management and a circular economy.
 - Continuing discussions with landowners and waste operators to identify new land that may be suitable for waste management, and existing waste management facilities that may be suitable for expansion, diversification, or improvement to provide for new or additional waste management capacity.
54. The suitability of any new sites or land identified through these initiatives would be evaluated by officers in the same way as site options previously assessed as discussed in paragraph 26 above.
55. Issues that affect the likely spatial distribution or location of future waste management development in Surrey are identified and described in Appendix B of the NPPW. However, there are additional challenges that will need to be considered by officers in this regard including the Metropolitan Green Belt;

locations where growth in waste arisings is likely to materialise over the MWLP plan-period; identified need for future waste management capacity; and the distribution of existing waste management facilities including CD&E waste recycling.

56. As discussed in paragraph 27 above, the situation regarding aggregate minerals site options is generally more favourable, and it is expected that once the existing short-list of site options has been subjected to further assessment officers are expecting there to be sufficient suitable site options to provide for the 7-year landbank requirement for soft sand and sharp sand and gravel over the course of the MWLP plan-period.
57. However, following the completion of the further assessment work the aggregate mineral site options identified will need to be evaluated to establish their viability. Viability of mineral site options would concern factors such as the extent and quality of mineral deposit and certainty that the landowner would provide for the extraction of the mineral resource. Ascertaining viability would also involve a range of technical input from several stakeholders including the Highway Authority; the Lead Local Flood Authority; the Environment Agency; relevant LPAs; and SCC's Historic Buildings Officer, Archaeologist, Landscape Officer, and Ecologist¹⁰.
58. The number of site options for aggregate minerals to be included in the draft MWLP (or the amount of sand and gravel the MWLP will provide for) will be based on local and regional aggregate demand and supply economics over the 15-year plan-period. This need is calculated annually by the MWPA having regard to a range of factors and presented in SCC's LAA documents which are published on SCC's website following agreement with the South East England Aggregates Working Party (SEEAWP).
59. Similarly, in 2024, site identification, evaluation, and viability exercises will be undertaken for industrial minerals (silica sand and brick clay). The number of site options for industrial minerals to be included in the draft MWLP will also be based on quantitative demand and supply assessments prepared by officers and published as part of the Preferred Options public consultation.
60. The location all mineral site options to be included in the draft MWLP will be based on the draft spatial strategy for minerals presented to stakeholders as part of the Issues and Options consultation. For minerals development (excluding oil and gas) any spatial strategy is limited by the fact that minerals can only be worked where they are found, and some resources are sterilised or

¹⁰ Similar efforts would be made in respect of waste site options particularly technical input from technical experts such as the Lead Local Flood Authority, the Environment Agency, and the Highway Authority.

cannot be worked due to the presence of other development (such as housing). The type of resources available in different parts of the county reflect the underlying geology of the area. For example, sharp sand and gravel is generally limited to the northwest, soft sand (and silica sand) is found in a narrow band that generally runs through the centre of the county, and brick clay deposits are generally found in the south.

61. For oil and gas development, the MWLP will not set out a spatial strategy or identify or otherwise allocate land. These are matters which are predetermined by Petroleum Exploration and Development Licences (PEDL) issued by the [North Sea Transition Authority](#) (formerly the Oil and Gas Authority). However, the MWLP will seek to provide guidance for each PEDL area about matters that need to be considered when developers' select locations for new well sites.
62. During the 10-week Preferred Options consultation window, officers intend holding public events at suitable venues in (or close to) communities which may be affected by preferred site options identified by the draft MWLP. This will enable officers to meet residents and elected members in person and discuss the relevant site identification and evaluation process and any concerns they may have about preferred site options (or any other aspect of the draft MWLP).
63. Site identification and evaluation reports and quantitative demand and supply assessments prepared by officers to inform the draft MWLP and Preferred Options consultation will be published as part of the consultation exercise in the interests of transparency and stakeholder scrutiny. These reports are also likely to be the principal subject of discussion at some of the public events to be held during the Preferred Options consultation window.

Conclusions:

64. Preparation of the MWLP faces several challenges which have arisen since conclusion of the Regulation 18 Issues and Options public consultation in March 2022. To address some of these challenges officers will need to undertake a range of specific actions which would not be possible within the original plan-preparation timetable. Consequently, the Cabinet Member for Highways, Transport and Economic Growth agreed an extension to the plan-making timetable for an additional 24-months.
65. Since June 2022 officers have been undertaking a range of work to lay a sound foundation for preparing and publicising the draft MWLP and Regulation 18 Preferred Options public consultation which is set for June 2025. This has included the preparation of a comprehensive and up-to-date Waste Capacity Needs Assessment, Annual Monitoring Report, and Local Aggregate Assessment. It has also involved preparing and publishing a Summary of

Responses report associated with the Issues and Options consultation, identification and evaluation of 287 minerals and waste site options, and preparation and publication of a second ‘call for sites’.

66. Looking ahead, officers will continue to prepare the draft MWLP and Regulation 18 Preferred Options consultation within a project management framework to ensure that associated workstreams are managed effectively to meet the key gateways set out in the project timeline¹¹. In this way, officers are confident in overcoming the challenges discussed in this report including identification of sufficient suitable minerals and waste site options to meet Surrey’s need for a steady and adequate supply of minerals and sufficient facilities to manage its waste. It will also help ensure that officers prepare a positive and effective draft MWLP and Preferred Options public consultation that provides clarity and certainty to stakeholders and which enables a growing economy and a greener future, tackles health inequalities, and empowers thriving communities.

Recommendations:

67. To note the progress made in preparing the Minerals and Waste Local Plan since the Communities, Environment and Highways Select Committee was last updated in June 2022; and the challenges to the same following the conclusion of the Regulation 18 Issues and Options public consultation.
68. To acknowledge the project management approach to preparing the draft Minerals and Waste Local Plan and Regulation 18 Preferred Options public consultation.
69. To encourage member feedback about the draft Stakeholder Communication and Engagement Plan or any other aspect of the plan-preparation process set out in this report.

Next steps:

70. Officers will continue to prepare the draft MWLP and Regulation 18 Preferred Options public consultation in line with any finalised project plan and Stakeholder Communication and Engagement Plan. The Preferred Options public consultation is set to be undertaken in June 2025 in accordance with SCC’s Minerals and Waste Development Scheme and Statement of Community Involvement.

¹¹ See Appendix 1 for a streamlined version of the draft project plan timeline.

Report contact

Ibrahim Mustafa, Principal Planning Officer

Contact details

ibrahim.mustafa@surreycc.gov.uk

Sources/background papers

Delegated Report to Cabinet Member for Highways, Transport and Economic Growth about Minerals and Waste Development Scheme – 25 April 2023.

Minerals and Waste Development Scheme - May 2023.

Report to Community, Environment and Highways Select Committee providing update about preparation of the Minerals and Waste Local Plan - 14 June 2022.

Communities, Environment and Highways Select Committee Sub-Group. Officer report - Minerals and Waste Local Plan: Proposed Member Engagement Strategy - 11 March 2021.

Issues and Options Summary of Responses Report 2022.

Surrey County Council 2022 Annual Monitoring Report.

Surrey County Council 2022 Local Aggregate Assessment.

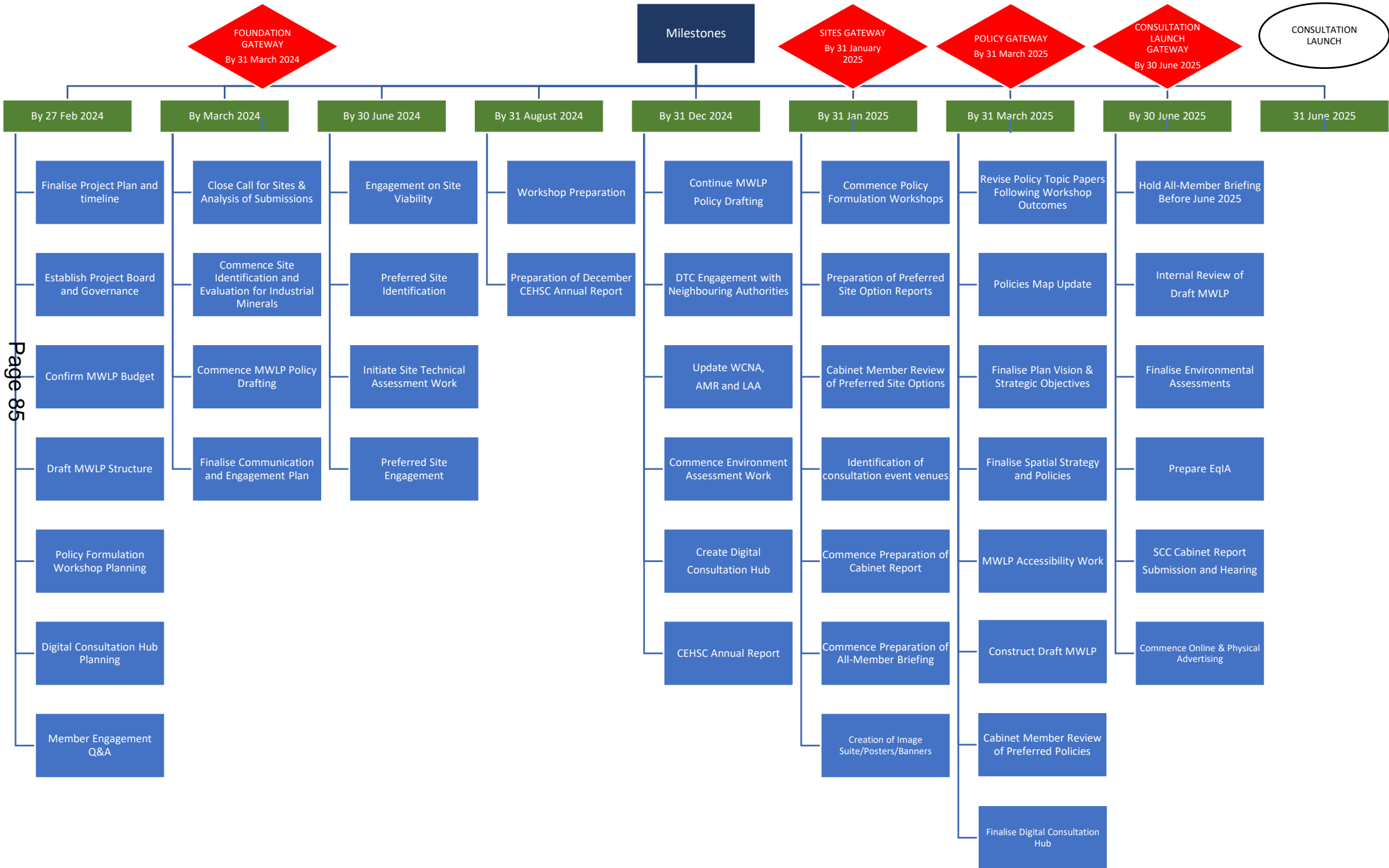
Surrey County Council Waste Capacity Needs Assessment 2019.

Surrey County Council Waste Capacity Needs Assessment 2023.

The Town and Country Planning (Local Planning) (England) Regulations 2012.

Surrey County Council Statement of Community Involvement 2019.

Appendix 1: Illustrative Project Plan Timeline



This page is intentionally left blank

Minerals and Waste Local Plan



Reg 18 Preferred Options Stakeholder Communication and Engagement Plan



Purpose

This Stakeholder Communication and Engagement Plan (SCEP) has been prepared to facilitate effective communication and engagement with a range of differing stakeholders associated with the preparation of the Minerals and Waste Local Plan (MWLP) and its Regulation 18 Preferred Options public consultation.

Preparing an effective SCEP not only involves communicating technically complex information about land-use planning for minerals and waste management development to a diverse group of stakeholders, but it also includes finding meaningful ways to engage with them. Meaningful engagement allows stakeholders to interact with information and shape the preparation of the MWLP. It also creates interest and a sense of ownership. Opportunities for engagement should be planned strategically at appropriate times for appropriate stakeholders.

Accordingly, the SCEP has been prepared with the following questions in mind relevant to the MWLP and Regulation 18 Preferred Options public consultation to be held between July and September 2025:

- Who needs to know about the consultation?
- What do stakeholders need to know?
- When do stakeholders need to know?
- How do stakeholders get information?
- How can stakeholders engage with information?

This SCEP is not a public document. It has been prepared to compliment the Minerals and Waste Local Plan Regulation 18 Preferred Options project plan and for the benefit of planning and other relevant officers within SCC.

Regulatory Context

Surrey County Council (SCC) is the Minerals and Waste Planning Authority (MWPA) for Surrey. The MWPA is responsible for preparing and maintaining an up-to-date local development plan which sets the vision, strategy, objectives, and land-use planning policies for future minerals and waste management development in the county. Any development plan adopted by SCC sets the legal framework for determining planning applications relating to minerals or waste management development. It is also a material consideration for Surrey's 11 Local Planning Authorities (LPA) in preparing their local development plan documents and making their planning decisions.

The Government wants to see all parts of England covered by an up-to-date local development plan. Consequently, every five years, all planning authorities are required to assess whether their local development plan requires review and renewal. Development plans must be effective and compliant with the law and national planning policy and guidance.

SCC's primary development plan documents for minerals and waste management development were adopted in 2011 and 2020 respectively. Following assessment of these documents SCC resolved to move away from preparing separate local development planning documents for minerals development and waste management development. It has instead decided to prepare Surrey's first joint MWLP.

The MWLP will be underpinned by a positive 15-year vision and seek to deliver sustainable minerals and waste management that provides for a steady and adequate supply of minerals and sufficient capacity to manage Surrey’s waste over that period (2026 to 2041). It will also provide for development that mitigates against and helps Surrey adapt to climate change, and combats biodiversity loss. It will also reflect the growing overlap between minerals development and waste management development (keeping material in the economy as long as possible to prevent waste); and safeguard the county’s valuable mineral resources and waste management facilities from other development.

MWLP Preparation

SCC’s Minerals and Waste Development Scheme sets out the timetable in which the MWLP is to be prepared and adopted. This timetable is reproduced below for convenience:

Diagram 1 – MWLP Preparation



Issues and Options Consultation

In November 2021, the MWPA commenced the Issues and Options consultation which was open for 16-weeks and closed in March 2022. The purpose of this consultation was to: (a) formally notify stakeholders of SCC’s intention to prepare the MWLP; (b) scope relevant challenges and opportunities; and (c) find out what is important to stakeholders in respect of minerals and waste management development.

A wide range of traditional and social media, digital tools, correspondence, meetings, and exercises were employed by officers to notify and engage with stakeholders about the consultation and encourage their feedback. These initiatives included informal discussions with Surrey’s LPAs and other special interest groups (such as the Weald Action Group) prior to commencement of the consultation; written notification of over 650 stakeholders (including

Surrey's Members of Parliament); a [YouTube video](#); a GIS-based and interactive [story map](#); and advertised public drop-in events at public libraries.

The consultation attracted 144 written representations whilst its digital consultation platform attracted over 2,300 visitors and 205 contributions. Over 245 stakeholders watched the MWPA's YouTube video and over 200 stakeholders subscribed to receive news and updates about the MWLP. The use of social media to promote and publicise the consultation resulted in over 334,000 targeted and organic social media impressions with over 580 clicks.

Despite the concerted efforts of officers to publicise the Issues and Options public consultation and meaningfully engage with stakeholders about the same, the consultation attracted a modest response.

However, alongside digital and traditional engagement activities, the MWPA commissioned Lake Market Research to conduct qualitative research and gather informed, in-depth feedback from Surrey residents about the vision and 13-strategic objectives proposed in the Issues and Options public consultation. This comprised two deliberative, virtual focus group workshops held with 53 residents in March 2022. The information collected from these exercises is intended to complement other consultation outputs and provide additional insight from a representative resident audience who do not typically engage in planning consultation exercises (hard to reach groups) and help officers gain a fuller understanding of the perspective of Surrey's range of communities.

Overall, feedback received in response to the Issues and Options public consultation was largely constructive and positive and will be helpful in informing the continued preparation of the MWLP. The MWLP's [digital consultation platform](#) and the relevant Issues and Options consultation material remains accessible to stakeholders.

Preferred Options Consultation

The Regulation 18 Preferred Options public consultation is to be held between July and September 2025. The purpose of this stage of the MWLP preparation process is to consult and engage stakeholders about a draft MWLP document including preferred policy and site options to address the key issues identified relevant to future minerals and waste management development in Surrey.

The consultation will involve communicating preferred planning policies and sites or areas of land to be identified or otherwise allocated or safeguarded for future minerals and waste management development based on a range of general and site-specific technical evidence documents including a Local Aggregate Assessment, an Annual Monitoring Report, a Waste Capacity Needs Assessment, a Strategic Environmental Appraisal and Sustainability Assessment, and Health Impact Assessment.

Stakeholders will be invited to provide their views about the draft MWLP in general and preferred policies and site/land designations in particular. Accordingly, the communication goals for the Preferred Options consultation are to:

- 1. Raise awareness amongst stakeholders about the preparation of the MWLP and how they can contribute to this process.**
- 2. Raise awareness amongst stakeholders about the strategic importance of minerals and waste management development.**

3. **Raise awareness amongst stakeholders about the links between minerals and waste management development and topical issues that are relevant to and have a direct impact on all stakeholders such as climate change and the decline in biodiversity.**
4. **Be accessible to all stakeholders irrespective of their technical knowledge, abilities, and resources, by using plain English and avoiding unnecessary jargon and technical detail and presenting information in a way that allows for ease of stakeholder navigation and understanding.**
5. **Involve and engage with underrepresented audiences such as the black, asian and minority ethnic (BAME) community, young people, females, and people with disabilities.**

These goals align with SCC's strategic focus on empowering thriving communities, enabling a greener future, and growing sustainable economy so everyone can benefit. They also correspond to SCC's customer promise principles - listening; making things happen; being open and honest; making things easy and accessible; and building good relationships.

Stakeholders

SCC's [Statement of Community Involvement](#) (October 2019) sets out when, and who the MWPA should consult about the preparation of the MWLP. It also sets out a requirement for the MWPA to involve a wide range of groups, organisations and people who may be directly or indirectly affected by planning decisions in Surrey including statutory organisations, and hard-to-reach groups who may find it challenging to get involved in the planning process.

Accordingly, stakeholders for the purposes of the Regulation 18 Preferred Options public consultation comprise an extensive range of organisations and individuals including:

- The Secretary of State for Levelling Up, Housing and Communities.
- Surrey's elected members.
- Surrey residents.
- Surrey LPAs.
- Surrey Parish Councils.
- SCC colleagues.
- Other LPAs and MWPA's.
- Surrey neighbourhood planning groups, resident associations, amenity societies, and special interest groups.
- The Environment Agency.
- Natural England.
- Surrey Hills Area of Outstanding Natural Beauty (AONB) Board.
- Surrey Wildlife Trust.
- The County Highway Authority.
- The minerals and waste management industry including representative bodies such as the Minerals Products Association and Environmental Services Association.
- Regional technical forums such as the South East England Aggregate Working Party, and the South East Waste Planning Advisory Group.
- Local technical and strategic forums such as Surrey's Planning Working Group, the Surrey Planning Officer Association, and the Surrey Future Steering Board.

Digital Communication and Engagement

In line with the Government’s agenda to digitise the planning system, the Preferred Options public consultation is to be presented to stakeholders on a digital consultation platform. This approach will facilitate:

- On-line engagement with the consultation as an alternative to traditional methods (e.g. inspecting documents and making representation in writing) thereby increasing the scope and potential for stakeholder engagement (particularly hard-to-reach groups).
- Provision of information and data in a more digestible format and offering stakeholders the option to consume information important to them and delve into varying levels of detail based on their interest and expertise.
- Visible and transparent stakeholder digital participation information and data.
- The use of SCC’s websites, digital publications, and social media channels; and ETI email links to advertise the consultation.
- The use of other appropriate digital platforms/websites to advertise the consultation by way of pop-ups.
- Publicity about the consultation in digital publications such as Surrey News, the Guildford Dragon, and Surrey Matters.
- Provision of an interactive story-map based on SCC’s real-time Geographical Information System (GIS).
- An accessibility menu to cater for a diverse range of stakeholder needs including those relating to neurodiversity, dyslexia, and impaired vision.
- A ‘latest news’ facility which would connect stakeholders with updates about the preparation of the MWLP and the consultation, and notifications and details about related events in the community.

Actions relating to digital engagement are set out below:

Table 1 – Digital Engagement

Activity	Audience	Responsibility	Cost	Due date
Creation of image suite, banners, posters.	All	Design Team	TBC	By Site Allocations Gateway – 31 January 2025
Digital advertising including pop-up banners.	All	Communications Team	TBC	By Site Allocations Gateway – 31 January 2025

Selection of digital consultation platform.	All	Policy Team	No cost.	By Site Allocations Gateway – 31 January 2025
MWLP progress update brochure.	All	Policy Team Communications Team	TBC	By Site Allocations Gateway – 31 January 2025
Google Ad Words campaign, using both search terms and banner advertising.	Targeted	Communications Team	TBC	By Policy Gateway – 31 March 2025
Finalisation of SCC webpage for consultation, to include: <ul style="list-style-type: none"> • Consultation Timeline • Consultation Event Dates • FAQs • Link to digital consultation platform • Links to social media platforms. 	All	Policy Team	No cost.	By Policy Gateway – 31 March 2025
Finalisation of digital consultation platform.	All	Policy Team	No cost.	By Policy Gateway – 31 March 2025

Finalise adverts including social media (SCC LinkedIn, Facebook, Twitter).	Targeted	Communications Team	No cost.	By Policy Gateway – 31 March 2025
Accessibility check for all published documents.	All	Policy Team Accessibility Team	No cost.	By Policy Gateway – 31 March 2025
Email stakeholders – consultation launch. Stakeholder consultation database would require updating before this date.	Targeted	Policy Team Communications Team	No cost.	Preferred Options Consultation Launch Gateway – 30 June 2025

Printed Communication and Engagement

For stakeholders without ready access to digital means of engaging with the Preferred Options consultation, physical hardcopies of the consultation material will be made available at public libraries throughout Surrey (and at Quadrant Court) for the duration of the public consultation. Stakeholders will also be afforded the opportunity of providing feedback or making representations in writing (email and/or letter). In this regard, and for the purposes of flexibility, the MWPA will continue to accept written feedback and representations from stakeholders for a reasonable period (some 10-days) beyond the close of the consultation.

Similarly, printed adverts in newspapers and magazines, or brochures, posters and flyers can be more accessible to individuals who may not have easy access to digital publications or devices. This includes older residents, those without internet access, or people who cannot or choose not to use digital devices.

Actions relating to printed engagement are set out below:

Table 2 – Printed Engagement

Activity	Audience	Responsibility	Cost	Due date
Identify printed press advertising e.g.: <ul style="list-style-type: none"> Recycle for Surrey, Surrey 	Targeted	Policy Team Communications Team	TBC	By Site Allocations Gateway –

Matters and Shelf Life e-newsletters <ul style="list-style-type: none"> • Surrey Comet • Surrey Mirror • Guildford Dragon • Woking News • Elbridge Guardian • Surrey Now 				31 January 2025
Send out printed press advertising.	Targeted	Policy Team Communications Team	TBC	By Policy Gateway – 31 March 2025
Distribution of leaflets and posters advertising launch of consultation. Distributed at prominent locations such as council offices, public open spaces, libraries, SCC contact centre. To include QR code linking to SCC website and/or digital consultation platform.	All	Policy Team	No cost.	By Consultation Launch Gateway – 30 June 2025

Physical engagement

Over the course of 2024 officers will prepare and hold a series of policy workshops with various SCC officers and teams. These workshops will utilise the technical skills, knowledge, and experience of relevant officers and teams to help prepare relevant parts of the draft MWLP particularly in relation to specialist topics (e.g., ecology, landscape, climate change, historic environment, restoration etc.) relevant to minerals and waste management development. They will also facilitate important technical and regulatory engagement with SCC colleagues ahead of the Preferred Options consultation.

To engage directly and in person with Surrey’s residents (and other stakeholders) about the draft MWLP and Preferred Options consultation, officers will hold a series of advertised public events at a range of suitable venues during the 10-week consultation window. Some of these events may be by invitation only and others will be open to all that have an interest in the preparation of the MWLP. These events will be managed by officers and used to facilitate constructive face-to-face engagement with a range of stakeholders particularly residents,

communities and elected members who may be close to preferred site options identified in the draft MWLP.

Officers will also utilise the consultation window to respond to any questions, concerns, or requests made by stakeholders (including residents and elected members), and make themselves available to meet with any special interest groups, resident associations, statutory stakeholders, and elected members to discuss the draft MWLP and Preferred Options consultation where requested, practical, and appropriate.

Actions relating to physical engagement are set out below:

Table 3 – Physical Engagement

Activity	Audience	Responsibility	Cost	Due date
Identification of scope and range of policy formulation workshops.	Targeted	Policy Team	No cost.	By Foundations Gateway – 31 March 2024
Preparation and commencement of policy formulation workshops.	Targeted	Policy Team	No cost.	By Site Allocations Gateway – 31 January 2025
Identification of venues for public events. The MWPA will be supported by other SCC teams at events. MWPA to ensure that venues are accessible.	All	Policy Team Engagement Team	No cost.	By Site Allocations Gateway – 31 January 2025
Confirmation of venues for public events. MWPA to secure venues and cover cost as required.	All	Policy Team Engagement Team	TBC	By Policy Gateway – 31 March 2025

Hold public consultation events.	All	Policy Team Engagement Team	TBC	By Consultation Window End September 2025
----------------------------------	-----	--------------------------------	-----	--

Member engagement

Elected members are important stakeholders for the purposes of the draft MWLP and Preferred Options public consultation. Consequently, officers will seek to keep them informed and engaged leading up to and during the consultation. Since 2020 SCC members have been involved in the preparation of the MWLP as follows:

- In November 2020, SCC’s Cabinet resolved to begin the preparation of the county’s first joint Minerals and Waste Local Plan.
- In March 2021, officers updated the Communities, Environment and Highways Select Committee (CEHSC) about the preparation timetable for the MWLP and preliminary work done in respect of the first formal stage of the plan-preparation process - the Regulation 18 Issues and Options Public Consultation. At this time an initial member engagement strategy for this stage of the plan-preparation process was agreed with members.
- In September 2021, officers briefed the Cabinet Member for Highways, Transport and Economic Growth (the Cabinet Member) about the purpose, scope, and range of the Issues and Options consultation and held an all-member briefing session about the same.
- In October 2021, the Cabinet Member, in consultation with SCC’s Cabinet, agreed to the launch of the Issues and Options public consultation.
- In June 2022, officers provided the CEHSC with a written update about the preliminary outcomes of the Issues and Options consultation and the associated implications for the MWLP.
- In May 2023, the Cabinet Member agreed an extension to the timetable for the preparation of the MWLP by 24 months.
- In December 2023, officers provided the CEHSC with a written updated about MWLP preparation progress and challenges since June 2022.

Additionally, officers intend on engaging with members in the following ways leading up to the launch of the Preferred Option consultation in June 2025:

Table 4 – Member Engagement

Action	Date
From December 2023 to June 2025, officers will maintain an open-door policy for members so that they can seek information, ask questions, or raise concern about	

any aspect of the MWLP preparation process including the forthcoming publication of the draft MWLP and Preferred Options consultation.	
Officers will prepare and hold a Q&A session with members of the CEHSC about the preparation of the MWLP.	Early 2024
Officers will provide the CEHSC with a written update about MWLP preparation progress and challenges since December 2023.	December 2024
Officers will prepare and hold a Cabinet Member Briefing about preferred site options (minerals and waste) to be included in the draft MWLP.	By end of January 2025
Officers will prepare and hold a Cabinet Member Briefing about preferred policies to be included in the draft MWLP	By end of April 2025
Officers will prepare and hold an All-Member Briefing about preferred site options and policies to be included in the draft MWLP	Before June 2025
Officers will prepare a written report for SCC's Cabinet seeking approval for Preferred Options consultation to commence.	Before June 2025

Measuring success

The MWPA propose to undertake an evaluation exercise following the Preferred Options consultation to measure the success of the consultation in the context of stakeholder communication and engagement. This exercise will also ensure that stakeholder feedback received during the consultation is considered in future stages of the MWLP preparation process and help identify areas for improvement in future plan-making communication and engagement. How the MWPA will seek to measure the success of the consultation and the metrics to be used is set out below:

Table 4 – Measuring Success

Consultation Aim	Evaluation Metric
To engage all statutory stakeholders.	All statutory stakeholders consulted.
To engage with a wide range and representative sample of non-statutory stakeholders.	Number of non-statutory stakeholders deliberately notified about the consultation. Number of non-statutory stakeholder responses.

	<p>Geographic distribution of non-statutory stakeholder responses (postcodes).</p> <p>Demographics associated with non-statutory stakeholder responses e.g. age, ethnicity, sex, disability etc.</p>
<p>A response rate from statutory and non-statutory stakeholders which is materially higher (+25%) than that received for the Reg 18 Issues and Options consultation.</p>	<p>Total number of statutory stakeholder responses.</p> <p>Total number of non-statutory stakeholder responses.</p>
Consultation Objectives	Evaluation Metric
<p>Raise awareness about the preparation of the MWLP and how stakeholders can contribute to this process.</p> <p>Raise awareness about the strategic importance of minerals and waste management development.</p> <p>Raise awareness about links between minerals and waste management development and topical issues such as climate change and the decline in biodiversity.</p> <p>Be accessible to all stakeholders irrespective of their technical knowledge, abilities, and resources.</p> <p>Involve and engage with underrepresented audiences.</p>	<p>Positive/Negative feedback from stakeholders.</p> <p>Quantification of stakeholder responses targeted towards topical issues set out in the MWLP.</p> <p>Were a wide range of methods of engagement and communication used?</p> <p>Was an enhanced level of accessibility ensured on all published documents?</p> <p>Was every venue used suitable for disabled stakeholders?</p> <p>Were public consultation events held at appropriate times?</p>
Broader evaluation questions	Evaluation Metric
<p>Was setting up the consultation efficient, effective and on time?</p>	<p>Did setting up the consultation go according to the intended timetable?</p> <p>Staff time / resources used.</p> <p>Budgets and costings?</p>
<p>How successful was the engagement, and could engagement be improved for next time?</p> <p>Did all key stakeholders participate?</p> <p>Which methods worked best for which types of people?</p> <p>How easy were responses to analyse and interpret?</p>	<p>Finalised evaluation metrics to be discussed and agreed with Communication and Engagement Teams.</p>

If participation was intended to be representative, was this achieved?	
--	--

If it was intended to reach specific groups, was this achieved?	
---	--

DRAFT

WEDNESDAY 7 FEBRUARY 2024

CABINET RESPONSE TO SELECT COMMITTEE REPORTS

Purpose of report: To update the Committee on the Cabinet response to the December 2023 Select Committee reports and recommendations on i) Road Safety Strategy and ii) Surrey Fire and Rescue Performance.

Introduction:

1. The Committee reviewed the draft road safety strategy and 20mph policy at its December Committee session and made recommendations.
2. The Committee also reviewed the HMICFRS Inspection report into Surrey Fire and Rescue Service and the Service's response.
3. The Committee made a number of conclusions and recommendations to Cabinet. (Appendix 1 and Appendix 2)
4. The Cabinet published a formal response to those recommendations (Appendix 3 and Appendix 4).

Recommendations:

5. The Select Committee to note the response to its recommendations as set out at Appendix 3 & 4.

Appendices

Appendix 1 – CEH Select Committee Report Surrey Roadsafe Vision Zero Strategy Recommendations

Appendix 2 – CEH Select Committee Report SFRS Recommendations

Appendix 3 – Cabinet response to CEHSC Roadsafe Vision Zero Strategy Recommendations

Appendix 4 – Cabinet response to CEHSC SFRS Recommendations

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

This page is intentionally left blank

REPORT OF THE COMMUNITIES, ENVIRONMENT & HIGHWAYS SELECT COMMITTEE

Item under consideration: Surrey RoadSafe Vision Zero Road Safety Strategy 2024 to 2035

Date Considered: 4 December 2023

The Community, Environment and Highways Select Committee received a report on the **New Draft Vision Zero Road Safety Strategy and 20 mph Speed Limit Policy**. The report was presented by the Cabinet Member for Highways, Transport and Economic Growth.

In advance of receiving this report the Committee held a private evidence gathering session on 5 October to hear the views and experiences of key stakeholders and to learn from the experience of others in implementing new 20mph speed limit policies. External stakeholders including the Police and representatives from the campaign group 20s Plenty were present. The session was held in private to allow for frank and honest discussion. A note of this session is included at the Annex.

In considering the new draft Road Safety Strategy and 20mph Speed Limit Policy, the Select Committee, inter alia, noted that:

1. To realise the ambition of the Vision Zero road safety strategy there needs to be an enhanced focus on reducing speeds in town centres, residential areas, and village centres, especially near schools, where the exposure to risk for people walking, wheeling, and cycling is greater. Nearly half of all Surrey's road casualties (49%) are located on 30 mph speed limit roads most of which are in built up areas. In addition, 81% of pedestrian casualties and 69% of cycling casualties took place on 30 mph speed limit roads.
2. One of the central aims of the new strategy is therefore to allow greater flexibility to implement more 20 mph speed limits across a greater number of Surrey's roads, especially in town centres, village centres, residential areas and near schools where people want them. This will help reduce

casualty numbers and the high number of pedestrian and cyclist casualties on Surrey roads.

3. The proposed approach is pragmatic and designed to be flexible. Resident support for 20mph will need to be demonstrated and decision-making kept as local as possible. Blanket roll-out is not proposed.
4. The approach has been refined to address Police concerns that additional enforcement measures will place pressure on limited enforcement processing capacity and that a signed-only approach might not always be enough to change behaviour. The proposals are supported by the Fire and Police Service.
5. Under the proposed new model, physical traffic calming measures will only be required where the mean average speed is 28mph or above. Below that 20mph can be implemented with light touch accompanying measures such as vehicle-activate signs (VAS) and carriageway roundels or *signed only* 20mph where the mean average speed is below 24mph. This is a change from the existing policy under which physical traffic calming measures are required above 24mph.
6. A range of funding streams are available including additional funding of £2.5m for road safety, ITS scheme funding, and Members' highway maintenance allocations which are rising to £120k per annum. The exact size of public appetite and requirement is not yet clear however the expectation is that demand will be high.
7. There is more work to be done to work out the detail of the local consultation and decision-making process and that officers accept the risk that this new process could prove lengthier than the existing one. Officers highlighted the importance of introducing 20mph limits where they have the support of local communities and the greatest chance of success without enforcement measures.

After detailed discussion and noting the responses to its key lines of enquiry, the Select Committee agreed the following conclusions and recommendations for Cabinet to consider.

RESOLVED

That the Communities Environment and Highways Select Committee:

- I. Notes that Surrey has some of the highest numbers of pedestrian and cycling road casualties of any local authority in Great Britain and welcomes the draft Vision Zero Road Safety Strategy aimed at reducing fatal and serious collisions to zero by 2050. Further Welcomes the collaborative approach that has been taken and that the Strategy has been developed in partnership with Surrey Police (including the Police and Crime Commissioner), Surrey Fire and Rescue and National Highway colleagues.

- II. Supports the new target for reducing collisions by 50% by 2035 (and to zero by 2050) and the new 20mph policy which allows greater flexibility to implement more 20mph speed limits across Surrey where they are supported locally. Further supports the principles underpinning the new approach including that:
 - The focus should be on reducing speeds in town centres, residential areas, village centres and near schools.
 - That any new speed limit must be supported by local people and the local County Councillor.
 - and that requirements or expectations for additional enforcement by Surrey Police should be carefully managed.

- III. 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.

IV. 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.

V. Asks that clarity on this and the funding position above be brought back to the Committee in Spring/Summer 2024 following completion of the public consultation.

Johnathan Hulley

Chairman, Communities, Environment & Highways Select Committee

COMMUNITIES, ENVIRONMENT AND HIGHWAYS SELECT COMMITTEE

PRIVATE COMMITTEE SESSION ON 20MPH

Item under consideration: NEW 20 MPH SPEED LIMIT POLICY FOR SURREY

Issue:

1. On 5th October the Communities, Environment and Highways Select Committee held a private information gathering session on the development of a new 20mph speed limit policy for Surrey.
2. The session was attended by Council Transport Officers, Cabinet Members, the Police and representatives of the campaign group *20s Plenty*. A written submission was provided by Surrey Fire and Rescue Service as well as input from the Police and Crime Commissioner. A list of attendees is provided at the Annex.
3. This report provides an overview of the discussion along with key findings and interim conclusions of the Select Committee.

Recommendation/Action:

- For the report to be circulated for information to relevant Cabinet Members and Officers.
- For the report to inform iCab consideration of the revised draft policy on 21 November 2023.

Findings:

4. Fatal and serious collisions have not reduced in Surrey over recent years. Surrey has among the highest number of pedestrian and cyclist road casualties of any local authority with the majority taking place on 30mph speed limit roads. In 2022 Surrey was the second worst in the country for deaths and serious injuries.
5. When collisions occur at 20mph 90% survive and at 30mph around 40% survive. There is good evidence that reducing vehicle speeds reduces the severity and impact of collisions and can help to encourage more walking, wheeling, and cycling.
6. 20mph speed limits form part of a wider Vision Zero and Safe System approach to road safety which incorporates 5 elements: Safe Speeds, Safe road users and behaviours, Safe roads and streets, post collision care and safe vehicles. The County Council (including SFRS), Surrey Police, the Police and Crime Commissioner for Surrey, and National Highways are collaborating to develop a new partnership road safety strategy.
7. Surrey's aim is to
 - develop a flexible and targeted approach with 20mph speed limits introduced where they are judged to be **credible** and successful at reducing speed, **appropriate** for the local highway and **supported locally**.
 - to focus 20mph in certain priority areas and types of locations such as schools and village centres (where also appropriate and locally supported).

- To introduce limits where a reduction in speed is credible and successful without the need for enforcement or significant supporting measures (although supporting measures will be necessary in some areas). “**Lower speeds in the right places**”:
8. Enforcement processing capacity is already stretched, and additional enforcement measures would place further pressure on limited resource. A commensurate increase in Roads policing resource or back-office processing capacity is unlikely in the current environment in the short to medium term.
 9. In the Police’s view enforcement measures such as static or mobile cameras should not be routine. 20mph should be self-enforcing / ‘self-policing’ as far as possible with limits introduced where they have the support of local communities and the greatest chance of success without enforcement measures. Concerns were expressed that a signed-only approach might not always be enough to change behaviour and that additional traffic calming or other environmental measures may be necessary to achieve reductions in speed where 20mph is introduced.
 10. Existing national ACPO speed enforcement guidelines recommend locations are surveyed after implementation to measure the success of speed reduction interventions. If unsuccessful, further consideration of suitable alternative measures should take place and be implemented until successful speed reduction is achieved. The Police continue to support this approach for signage supported by environmental changes such as road markings or traffic calming, where necessary.
 11. Surrey Fire and Rescue Service support a data-driven and evidence-led approach to introduction of 20 mph where appropriate based on a robust assessment of benefits and impacts. The impact of 20 mph speed limits on emergency response should be factored in including the speed emergency vehicles can travel and ease of progress where there are limited pass points in urban areas. Where implemented, the impact of 20 mph speed limits should be regularly reviewed and evaluated.
 12. There are benefits in taking a holistic approach to implementation which considers the surrounding area as opposed to implementation street by street, or in the immediate vicinity of a hospital or school. Risk and speeds may be higher on more peripheral and less congested routes such as the journey to school from a neighbouring residential area.
 13. ‘20s Plenty for Us’ supports local communities in asking for 20mph speed limits where people work, live, learn, shop and play. Having analysed what has worked in other parts of the UK including Scotland and Oxford, 20s Plenty advocate:
 - An approach tailored for Surrey: Half of all Local Authorities in UK are committed to 20mph on most residential streets but all are taking a different approach. Important to find an approach that is appropriate for Surrey and which suits its unique mix of urban and rural communities.
 - Not a blanket approach but focused where there is community support.
 - Targeting a wider surrounding area, not just individual streets: Many of the benefits are to be found in reducing speeds and road traffic accidents on surrounding roads.
 - Making certain types of areas the norm for roll-out such as schools, town centres and residential streets, then working out the exceptions.
 - Setting a central budget for implementation.

14. Research shows that 20mph speed limits reliably reduce speeds even where they are signed-only, although not necessarily by the full amount (e.g. reductions of 2-6mph where speed limit is reduced from 30mph to 20mph); and that speeds reduce even without enforcement as one slower driver helps others to comply.

Committee Conclusions:

That the Communities Environment and Highways Select Committee:

- I. Supports the current direction of travel in policy terms, specifically development of a flexible approach to the implementation of 20mph where credible, appropriate and supported locally.
- II. Supports the location-based approach with principles around the types of locations that should be considered as a priority for 20mph (e.g. schools, village centres)
- III. Notes that increasing enforcement of 20mph could place additional pressure on already stretched police road safety resource and back-office processing capacity and also on the courts.

JONATHAN HULLEY

Chairman of the Communities, Environment and Highways Select Committee

20MPH PRIVATE COMMITTEE SESSION ATTENDEES

- Assistant Chief Constable Sussex Police Simon Dobinson, Head of Operations Command (Joint with Surrey Police)
- Kevin Deanus, Cabinet Member for Highways and Community Resilience
- Matt Furniss, Cabinet Member for Transport, Infrastructure and Growth
- Katie Stewart, Executive Director for Environment, Transport and Infrastructure
- Paul Millin, Strategic Transport Group Manager
- Lucy Monie, Director, Highways and Transport
- Duncan Knox, Road Safety & Sustainable School Travel Manager
- Adrian Berendt, 20s Plenty
- Alistair Bayliss, 20s Plenty
- CEH Select Committee Members: Catherine Baart, Stephen Cooksey, Jonathan Hulley (Chairman), Andy Macleod, Lance Spencer (Vice-Chairman), Steve Bax (Vice-Chairman), Richard Tear, Buddhi Weerasinghe, John Beckett

This page is intentionally left blank

REPORT OF THE COMMUNITIES, ENVIRONMENT & HIGHWAYS SELECT COMMITTEE

Item under consideration: SURREY FIRE AND RESCUE SERVICE PERFORMANCE REPORT & HMICFRS INSPECTION

Date Considered: 4 December 2023

The Community, Environment and Highways Select Committee received a report on the Surrey Fire and Rescue Service Performance Report & HMICFRS Inspection. The report was presented by the Cabinet Member for Fire and Rescue, and Resilience and the Chief Fire Officer, Dan Quin.

In considering the report, the Select Committee noted that:

- The service was given a *Cause of Concern* in relation to the service's Risk-Based Inspection Programme (RBIP). Immediate action has been taken to address this Cause of Concern and an action plan was developed and shared with HMICFRS in October 2023. The HMICFRS report found that out of the eleven areas assessed one was graded as *good*, three areas were graded as *adequate* and seven areas graded as *requires improvement*. Twenty-four Areas for Improvement (AFI) have been identified and these have been brought together into the service's Inspection Improvement Plan (IIP). Since submission of the Inspection Report the Service are working closely with their HMICFRS service liaison lead who has reviewed both the *Cause of Concern* action plan and the Inspection Improvement Plan and reported that both are comprehensive and should address the issues highlighted in the report. The Inspection Improvement Plan will be developed and refined further over the coming weeks to ensure the service maintains a focus on the key actions required to meet the recommendations.
- The outcome of the inspection was disappointing for the service but has had a galvanising effect. There is momentum and commitment across the service to seeking further change and improvement. A revised RBIP has been developed covering which prioritises 2955 Very-High and High-Risk sites across Surrey. A new requirement for highest risk sites to be visited annually has been introduced. The new RBIP has been peer reviewed by the National Protection Policy and Reform Unit (PPRU), which sits within the National Fire Chiefs Council, and locally by West Sussex Fire and Rescue Service.

- Additional monitoring and scrutiny arrangements have been put in place including weekly meetings with the Cabinet Member and monitoring by the Place and Communities Board. Some changes have been made at a strategic leadership level to improve oversight, governance and monitoring within the organisation.
- A new Prevent and Protect software solution is being developed and rolled out. This will ensure firefighter's have the most up to date risk information available to them. The system connects premise information with operational risk information alongside service prevention and protection activities. Delivery of this IT project forms a vital part of the improvement plan and will be critical to improving workforce efficiency. The Fire and Rescue Service is confident, with the support of IT colleagues, that this and other aspects of the ICT strategy can be delivered.
- Prosecution rates have improved. Five Prohibition Notices have been issued since April 2022. Work has been undertaken to improve the robustness of processes to support enforcement action and prosecution where appropriate including improved engagement with the Council legal department. The Chief Fire Officer noted that enforcement action and Prohibition Notices do not always lead naturally to a prosecution and that prosecutions are quite rare. The outcome of any prosecution is to satisfy the Regulatory Reform (Fire Safety) Order and that premises are safe.
- HMICFRS will return in February 2024 for a four-day visit, which will include talking to the protection officers, reviewing the *Cause of Concern* action plan and conducting interviews with the Heads of Service and Fire Station-based staff. Following this visit a decision will be taken as to whether the *Cause of Concern* is closed. The Chief Fire Officer paid tribute to the incredible and ongoing work of committed members of Surrey Fire and Rescue Service staff.

After detailed discussion and noting the responses to its key lines of enquiry, the Select Committee agreed the following conclusions and recommendations for Cabinet to consider.

RESOLVED

That the Communities Environment and Highways Select Committee:

- I. Expresses appreciation of the efforts of Surrey Fire and Rescue Service and notes ongoing public support for the service and improvements that have been made to bring about a positive working culture.
- II. 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. 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.
- III. Echoes the concern of HMICFRS that only one prosecution was carried out in the five years from 1 April 2017 to 31 March 2022 and that the service doesn't consistently use its full range of enforcement powers or take appropriate opportunities to prosecute those who don't comply with fire safety regulations. The Select Committee notes that prosecution rates have improved since April 2022 and urges the Cabinet Member for Fire and Rescue, and Resilience to keep this issue under review; to ensure that the service's relationship with the Council legal team is effective and that adequate support is provided to enforce fire safety legislation.
- IV. 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.

Johnathan Hulley

Chairman, Communities, Environment & Highways Select Committee

This page is intentionally left blank

CABINET- 19 December 2023

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

**Item under consideration: Surrey RoadSafe Vision Zero Road Safety Strategy
2024 to 2035**

Recommendations:

That the Communities Environment and Highways Select Committee:

- I. Notes that Surrey has some of the highest numbers of pedestrian and cycling road casualties of any local authority in Great Britain and welcomes the draft Vision Zero Road Safety Strategy aimed at reducing fatal and serious collisions to zero by 2050. Further Welcomes the collaborative approach that has been taken and that the Strategy has been developed in partnership with Surrey Police (including the Police and Crime Commissioner), Surrey Fire and Rescue and National Highway colleagues.
- II. Supports the new target for reducing collisions by 50% by 2035 (and to zero by 2050) and the new 20mph policy which allows greater flexibility to implement more 20mph speed limits across Surrey where they are supported locally. Further supports the principles underpinning the new approach including that:
 - The focus should be on reducing speeds in town centres, residential areas, village centres and near schools.
 - That any new speed limit must be supported by local people and the local County Councillor.
 - and that requirements or expectations for additional enforcement by Surrey Police should be carefully managed.
- III. 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.

- IV. 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.
- V. 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.

Cabinet Response:

Cabinet is grateful to the Chair, Vice Chair and Members of the Communities, Environment and Highways Select Committee for scrutinising the draft new Surrey RoadSafe Partnership Road Safety Strategy and welcomes the recommendations they have submitted. Cabinet is particularly grateful to the Select Committee for their work in receiving evidence from a variety of important stakeholders at a private session, which helped shape their views on the proposed new approach to 20 mph speed limits.

Our draft new road safety strategy, including the 20 mph speed limit policy, has been developed in partnership with other organisations that also have key road safety responsibilities, namely Surrey Police (including The Police and Crime Commissioner for Surrey), the Surrey Fire and Rescue Service, and National Highways. Our draft new strategy is, therefore, very much a partnership strategy, owned equally and endorsed by all the partners who have a shared goal of reducing death and injury on Surrey's roads.

Therefore, Cabinet wholeheartedly accepts and concurs with recommendation (I).

In considering the draft new 20 mph policy, this has been developed with reference to best practice, whilst also taking into account the views of a range of stakeholders. The draft new policy is designed to allow for greater flexibility in the implementation of new 20 mph schemes so that they can be effective in reducing speeds and collisions, with a focus on reducing speeds in town centres, residential areas, village centres and near schools. It also emphasises the need to consult carefully with local people to gauge support for change and, if necessary, to refine schemes prior to implementation. Local Members are proposed to be at the centre of this.

The draft new policy has been developed in consultation with Surrey Police, the aim being to ensure that new 20 mph will be largely self-enforcing without the need for additional enforcement resources. Ongoing collaboration with Surrey Police will be channelled through the Surrey RoadSafe Partnership governance arrangements already in place and summarised in the strategy.

Therefore, Cabinet accepts and concurs with recommendation (II).

Funding for 20 mph schemes could come from a variety of source, including:

- County Councillor individual highway allocations
- Central Integrated Transport Scheme budget for local County Councillors to nominate highway improvement schemes in their Division
- Central Road Safety Schemes budget
- Central Road Safety Outside Schools budget
- Local Street Improvements programme
- Funding from Active Travel England for cycling or walking schemes
- Major Transport Schemes
- Funding from development as a condition of planning consent
- Community Infrastructure Levy

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.

Officers are currently undertaking work to develop and enhance our processes for engaging with residents and road users on highway improvement projects, including new 20 mph schemes. The Council is committed to better and earlier engagement with residents and road users, accepting that this will likely mean additional effort and time in developing proposals. However, Cabinet believes that this is important and will

be worthwhile, ensuring that there is support for new 20 mph schemes, which in turn will result in greater acceptance and compliance with new lower limits. This is a better outcome for everyone.

Cabinet does not envisage a need to additionally consult with partners through the Surrey RoadSafe Partnership on highway schemes. Existing arrangements in securing partner comments are effective and fit for purpose.

Therefore, Cabinet would accept in part recommendation (IV).

Public and stakeholder feedback received during the consultation running from January until mid-March will enable the RoadSafe Road Safety Strategy to be reviewed and amended. At that point we will also have greater clarity on the public engagement process for highway improvement schemes, including new 20 mph schemes.

Post consultation and strategy refinement, the final strategy will be subject to approval by the Surrey RoadSafe Partnership Board and then by Cabinet. Prior to that, further scrutiny from the Select Committee on the draft final version of the strategy, inclusive of public engagement process and funding, would be welcome. Cabinet therefore agrees with recommendation (V).

Matthew Furniss

Cabinet Member for Highways, Transport, and Economic Growth

19 December 2023

CABINET- 19 December 2023**CABINET RESPONSE TO THE REPORT OF THE COMMUNITIES, ENVIRONMENT & HIGHWAYS SELECT COMMITTEE****Item under consideration: SURREY FIRE AND RESCUE SERVICE PERFORMANCE REPORT & HMICFRS INSPECTION****Recommendations:**

That the Communities Environment and Highways Select Committee:

- I. Expresses appreciation of the efforts of Surrey Fire and Rescue Service and notes ongoing public support for the service and improvements that have been made to bring about a positive working culture.
- II. 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. 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.
- III. Echoes the concern of HMICFRS that only one prosecution was carried out in the five years from 1 April 2017 to 31 March 2022 and that the service doesn't consistently use its full range of enforcement powers or take appropriate opportunities to prosecute those who don't comply with fire safety regulations. The Select Committee notes that prosecution rates have improved since April 2022 and urges the Cabinet Member for Fire and Rescue, and Resilience to keep this issue under review; to ensure that the service's relationship with the Council legal team is effective and that adequate support is provided to enforce fire safety legislation.
- IV. 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.

Johnathan Hulley
Chairman, Communities, Environment & Highways Select Committee

Cabinet Response:

- I. We are delighted that the hard work and professionalism of our staff has been recognised. These are staff who, on a daily basis, put their lives on the line to protect the residents of Surrey. A positive working culture is a vital cog in this process. It is accepted that we have commenced an improvement journey, and it will be the staff themselves who own and drive improvements across the service.

- II. SFRS are continually reviewing their Performance Management Framework, the understanding of such across the workforce, and supporting governance arrangements. This includes a suite of Key Performance Indicators to monitor performance. For example, Safe and Well Visits, audits, risk information and other key areas of delivery.

The Service has reviewed its Risk Based Inspection Programme (RBIP) and will include a different measure of risk utilising a wider range of factors. This method has been reviewed by the National Fire Chiefs Council and external peers who have confirmed that the content of our RBIP with regards to Very High, High and Medium risks are equivalent to those on their risk radar. SFRS's timeline on inspection frequency is also equitable to that expected in a RBIP.

The revised RBIP sets out expectations of the workforce and our fire safety managers are better enabled to manage and distribute work to the inspectors.

There is now a more robust system of allocating audits to inspectors in line with the RBIP and ensuring that very high and high-risk premises are prioritised for inspection. This will be further enhanced by the introduction of a new software system called Prevent and Protect (P&P).

Inspectors are encouraged to 'work smarter' and spend most of their time in the community, working with businesses and Responsible Persons. This expectation will also be supported with the new P&P software system, enabling every visit to 'collect once and use many times'. Furthermore, we are currently discussing additional tools that will enable enhanced remote working, such as the types of vehicles they use.

- III. The service is working with SCC's legal team to understand the appetite to pursue more prosecutions. However, these must comply with legislation and meet the public interest test, targets cannot be set against the number of prosecutions. The National Fire Chief's Council is in the process of creating a National Prosecutions Team to offer support to fire and rescue services, including legal advice. SFRS will monitor this to ensure it keeps abreast of developments.

- IV. 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.

An IT roadmap has been developed highlighting the key projects over the coming years that support the delivery of the ICT strategy.

Kevin Deanus
Cabinet Member for Fire and Rescue, and Resilience
19 December 2023

This page is intentionally left blank

WEDNESDAY 7 FEBRUARY 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

This page is intentionally left blank

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: Emily Wilkinson**

Date of Meeting	Type of Scrutiny	Issue for Scrutiny	Purpose	Outcome	Relevant Organisational Priority	Cabinet Member/Lead Officer
-----------------	------------------	--------------------	---------	---------	----------------------------------	-----------------------------

7 February 2024	Performance Update (Ongoing scrutiny)	1. Environment, Transport and Infrastructure (ETI) Performance Report Note: Deferred item. Originally scheduled for July 2023	To provide the Select Committee with performance information on the Environment, Transport & Infrastructure directorate.	The Committee to review the performance, provide oversight and feedback.	Empowering communities Growing a sustainable economy so everyone can benefit. Enabling a greener future	Matt Furniss, Cabinet Member for Highways, Transport and Economic Growth Marissa Heath, Cabinet Member for Environment. Katie Stewart, Executive Director for Environment, Growth, Land, Property and Infrastructure
	Progress Update	2. Minerals and Waste Local Plan	To receive an update report on the work that has been completed this year on the Minerals and Waste Local Plan. The report will also include proposals for future comms and engagement and set out the work to be done next year on the Minerals and Waste Local Plan.	The Committee reviews the progress made on the Minerals and Waste Local Plan. The Committee can also feed into the proposals that will be set out for next year's work.	Empowering communities Growing a sustainable economy so everyone can benefit	Natalie Bramhall, Cabinet Member for Property, Waste and Infrastructure Matt Furniss, Cabinet Member for Highways, Transport and Economic Growth

		3. Advertising & Sponsorship Policy Motion	Report from GFRG on Motion referral from Council. Jonathan Essex motion on Advertising & Sponsorship 22 October 2022. Discussed at GFRG March 2023 and November 2023.	The Committee to note the conclusions of the GFRG and comment as appropriate. GFRG to report to March Council.	Enabling a Greener Future	<p>Katie Stewart, Executive Director for Environment, Growth, Land, Property and Infrastructure</p> <p>Matt Furniss, Cabinet Member for Cabinet Member for Highways, Transport and Economic Growth</p> <p>Marissa Heath, Cabinet Member for Environment.</p> <p>Katie Stewart, Executive Director for Environment, Growth, Land, Property and Infrastructure</p>
29 April 2024	Progress Report (Ongoing scrutiny)	1. Delivering in Partnership Towns – Update (Deferred from Feb 24 at request of Michael Coughlin)	To provide the Select Committee with a progress report and update on the Committee’s recommendations.	The Committee to review progress and provide oversight and feedback.	Empowering communities Growing a sustainable economy so everyone can benefit.	<p>Denise Turner-Stewart, Cabinet Member for Communities and Community Safety</p> <p>Michael Coughlin, Executive Director of Prosperity, Partnerships and Growth</p>
	Pre-Scrutiny	2. Land Management Policy (Links to Surrey Food Strategy & Motion to Council – see below)	Pre- scrutiny ahead of Cabinet report Summer 2024.	To be considered alongside related Motion referred from Council* (Lance Spencer Motion)		<p>Marissa Heath, Cabinet Member for Environment.</p> <p>Katie Stewart, Executive Director for Environment, Growth, Land, Property and Infrastructure</p>

	Council Motion	3. Council Motion on Plant Based Meals and related policy development including Surrey Food Strategy	<p>Motion referred from Council 11 July 2023. To consider the Motion and the Service/ Officer's response and make recommendations to the Cabinet or the Council for decision.</p> <p>This Council calls on the Cabinet to:</p> <ul style="list-style-type: none"> I. Ensure that food provided at all council catered events and meetings is predominantly plant-based, preferably using ingredients sourced from local food surplus organisations. II. Ensure that school meals service have a totally plant based menu one day per week, ideally Mondays. III. 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. IV. To further encourage and empower students to make informed decisions about the food available in their school. V. 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. 	The Committee to consider the Motion and report back to Council in May 2024.		Marissa Heath, Cabinet Member for Environment.
	Pre-scrutiny	4. Surrey Transport Plan (LTP4) Delivery Plan	First sight of the new Surrey Transport Plan Delivery Plan. Committee reviewed the approach to developing the delivery plan in October 2023.	The Committee to provide input on the new delivery plan.		<p>Matt Furniss, Cabinet Member for Highways, Transport and Economic Growth</p> <p>Katie Stewart, Executive Director for Environment, Growth, Land, Property and Infrastructure</p>
MAY/JUNE	Special Session TBC	Road Safety Strategy & Speed Limit Policy – Consultation Results	Outcomes of public consultation on new Road Safety Strategy, launched January 2024. Deadline for consultation	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		<p>Matt Furniss, Cabinet Member for Highways, Transport and Economic Growth</p> <p>Katie Stewart, Executive Director for Environment,</p>

				December 2023 Committee Session.		Growth, Land, Property and Infrastructure
5 July 2024	Ongoing scrutiny	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 TBC	2. Your Fund Surrey Update <i>Deferred from Feb 2024 Public Committee session. Decision that a report at the end of the Municipal year would be more useful.</i>	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 of Prosperity, Partnerships and Growth
	Special Session TBC	3. UTILITIES - Energy	Possible special session on Utilities – Energy (Private).	Private session to engage with energy operators in Surrey with the aim of enhancing future strategic engagement for the benefit of residents.	Empowering communities Growing a sustainable economy so everyone can benefit	Katie Stewart, Executive Director for Environment, Growth, Land, Property and Infrastructure
October 2024	Progress Report TBC	Housing strategy Progress Update	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. Additional recommendation for the Service to report back to the Committee on	The Committee to review progress, provide oversight and feedback.	Empowering communities Growing a sustainable economy so everyone can benefit	Denise Turner-Stewart, Cabinet Member for Communities and Community Safety Michael Coughlin, Executive Director of Prosperity, Partnerships and Growth

			progress to engage Districts and Boroughs on the Housing Strategy and resolve outstanding issues by May 2025.			
	Ongoing Scrutiny	Climate Change Delivery Plan Annual update	To receive a whole programme assessment annual progress report on the Climate Change Delivery Plan.	The Committee to provide its feedback progress against the Plan.	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>
December 2024	Budget Scrutiny	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
	Ongoing Scrutiny	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.	<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>Dan Quin, Chief Fire Officer</p> <p>Bernadette Beckett, Chief of Staff</p>

WRITTEN UPDATES or INFORMAL BRIEFING SESSION

Date tbc	Progress Update	DDRT and '20 and Under Half Fare Concessionary Scheme'	Discussed at March 2023 Committee Session on 'FUTURE BUS NETWORK REVIEW AND LOCAL BUS SERVICE INVESTMENT'. A member asked if feedback could be provided to the committee regarding the success of the DDRT and '20 and Under Half Fare Concessionary Scheme' at an appropriate time. The Cabinet Member for Transport, Infrastructure and Growth agreed to provide the committee with an update (Autumn 2023).	The Committee to review progress on roll out of DDRT and the half fare scheme.		Matt Furniss, Cabinet Member for Cabinet Member for Highways, Transport and Economic Growth Katie Stewart, Executive Director for Environment, Growth, Land, Property and Infrastructure
Date tbc	Progress Update	Review of Highways Policies in line with LTP4	To provide the Select Committee with a written update on progress to align highways policies with LTP4.			Matt Furniss, Cabinet Member for Cabinet Member for Highways, Transport and Economic Growth Katie Stewart, Executive Director for Environment, Growth, Land, Property and Infrastructure
Before Cabinet 27 Feb 2024	Pre-decision Scrutiny	Essential Worker Accommodation (Housing Strategy)	To provide the Select Committee with an opportunity to consider the issue prior to cabinet decision.	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 of Prosperity, Partnerships and Growth Marie Snelling, Executive Director Customer and Communities

<p>By May 2024</p>	<p>Progress Update</p>	<p>Greener Futures – Communications & Engagement Strategy</p>	<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: <i>This Council resolves to:</i> <i>I. Establish a cross-party working group to consider how Members should meet publicly with Borough/District councillors and together engage with residents and local organisations to agree upon how the Greener Futures Delivery Plan will be implemented a locally level.</i> <i>II. Task the cross-party working group to report back to Cabinet in autumn 2022.</i> <i>(Motion tabled by Lance spencer)</i></p>	<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.</p>	<p>Enabling a Greener Future</p>	<p>Marisa Heath, Cabinet Member for Environment</p> <p>Katie Stewart, Executive Director – Environment, Transport & Infrastructure</p> <p>Carolyn McKenzie, Director – Environment</p>
<p>By May 2024</p>	<p>Progress Update</p>	<p>LEP transition Update</p>	<p>Recommendation from December 2024 Committee session that an update on LEP integration is provided to the Committee by May 2024.</p>	<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>	<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>

ITEMS NOT SCHEDULED:

TBC		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.	Consider October or December Committee session 2024		
TBC		Review of Parking Enforcement	Requested by Committee. Awaiting EGI proposal on scrutiny of Parking, Ringway & Verge Cutting.	Initial performance discussion 7 Feb 2024 session.		
TBC		Ringway Contract Update	Requested by Committee. Awaiting EGI proposal on scrutiny of Parking, Ringway & Verge Cutting.	Initial performance discussion 7 Feb 2024 session.		
TBC		Verge Cutting review	Requested by Cllr Macleod 4 Dec 23 Session. Agreed by Chairman. Awaiting EGI proposal on scrutiny of Parking, Ringway & Verge Cutting.	Initial performance discussion 7 Feb 2024 session.		
TBC	Scrutiny	Climate Change Adaption Plan Was scheduled for May 2023 Committee session which was cancelled. An update in 2024 would be timely given current flooding issues in Surrey.	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.
TBC		The Nature recovery strategy to include countryside, rural matters and land management.				

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
July 2024	Energy Scrutiny	Special Session on Energy				
tbc	Digital/ Telecoms Scrutiny	Special Session on Digital/Telecoms				
tbc	Regulators & Government	Special Session with Local Government, Government & Regulators				

October 2024	Budget Scrutiny	Potential deep dive budget sessions. TBC				
November 2024	Budget Scrutiny	Online Budget Briefing session with Finance. TBC				
December 2024	Budget Scrutiny	Public Committee Session to Review draft Budget.				

**COMMUNITIES, ENVIRONMENT & HIGHWAYS SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER**

February 2024

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

KEY			
	No Progress Reported	Action In Progress	Action Completed

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 <u>urges consideration of online and offline communications, as well as opportunities to use Councilors to disseminate messages locally.</u>				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. Written update or informal briefing to be scheduled by May 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. Written update or informal briefing to be scheduled by May 2024

COMMUNITIES, ENVIRONMENT & HIGHWAYS SELECT COMMITTEE ACTIONS AND RECOMMENDATIONS TRACKER

February 2024

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

KEY			
	No Progress Reported	Action In Progress	Action Completed

Date	Item	Recommendation	Responsible Member/ Officer	Deadline	Progress check	Recommendation response accepted/ implemented
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 by <i>December 2024</i> and considered by the Greener Futures Reference Group.				Reminder sent to the Greener Future Group Manager and Director of Environment 26.01.2024.
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				Report tabled for April 2024 Select Committee Meeting.

COMMUNITIES, ENVIRONMENT & HIGHWAYS SELECT COMMITTEE ACTIONS AND RECOMMENDATIONS TRACKER

February 2024

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

KEY			
	No Progress Reported	Action In Progress	Action Completed

Date	Item	Recommendation	Responsible Member/ Officer	Deadline	Progress check	Recommendation response accepted/ implemented
		already committed to provide Council members on the Task & Finish Programme (Streets and Environment Services) if appropriate.				
4 December 2023	Budget 2024/25 And Medium-Term Financial Strategy	CEHSC 63/23: Supports in broad terms the budgetary approach set out in the slides shared with the Committee including the directorate efficiency proposals and the broad goal to achieve efficiencies without any reduction in service or visible impact to residents over the immediate 24/25 financial period and in future years.				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 27-28.
4 December 2023	Budget 2024/25 And Medium-Term Financial Strategy	CEHSC 64/23: Supports the Capital programme which remains ambitious, specifically the ongoing investment in highways and roads improvement, flooding and drainage schemes and greener futures programmes.				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 27-28.

COMMUNITIES, ENVIRONMENT & HIGHWAYS SELECT COMMITTEE ACTIONS AND RECOMMENDATIONS TRACKER

February 2024

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

KEY			
	No Progress Reported	Action In Progress	Action Completed

Date	Item	Recommendation	Responsible Member/ Officer	Deadline	Progress check	Recommendation response accepted/ implemented
4 December 2023	Budget 2024/25 And Medium-Term Financial Strategy	CEHSC 65/23: Notes that revenue funding gaps persist particularly in relation to the Environment, Transport and Infrastructure budget where a further £8m reduction is still to be found. Notes with some concern that this gap does not reflect the full £8.7m required to fully implement the Task & Finish group recommendations although it does reflect the lower investment amount of c. £5m to address this work.				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 27-28.
4 December 2023	Budget 2024/25 And Medium-Term Financial Strategy	CEHSC 66/23: Further notes the results of the public engagement consultation and feedback to Councillors which shows that better roads and pavements is of the highest priority to residents; and therefore, recommends that spending on protecting our highways assets and infrastructure should be prioritised in line with residents wishes and priority given to plugging this funding gap in further budget discussions.				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 27-28.

COMMUNITIES, ENVIRONMENT & HIGHWAYS SELECT COMMITTEE ACTIONS AND RECOMMENDATIONS TRACKER

February 2024

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

KEY			
	No Progress Reported	Action In Progress	Action Completed

Date	Item	Recommendation	Responsible Member/ Officer	Deadline	Progress check	Recommendation response accepted/ implemented
4 December 2023	Budget 2024/25 And Medium-Term Financial Strategy	CEHSC 67/23: Supports continued investment in ITS schemes to improve Road Safety and urges Cabinet to remain focused on the need to reduce deaths and injury on Surrey's roads and for funding to be looked at for future years.				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 27-28.
4 December 2023	Budget 2024/25 And Medium-Term Financial Strategy	CEHSC 68/23: Highlights that tackling climate change remains a high priority for residents as evidenced by the Surrey Says open survey exercise and urges Cabinet to ensure this continues to be reflected in budget planning over the MTF period as further cuts are sought.				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 27-28.
4 December 2023	Surrey Fire And Rescue Service Performance Report & HMICFRS Inspection	CEHSC 69/23: Expresses appreciation of the efforts of Surrey Fire and Rescue Service and notes ongoing public support for the service and improvements that have been				Responses published as part of Cabinet response on 19.12.2023. (Public Pack)Cabinet-Supplementary Agenda Agenda Supplement for

**COMMUNITIES, ENVIRONMENT & HIGHWAYS SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER**

February 2024

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

KEY			
	No Progress Reported	Action In Progress	Action Completed

Date	Item	Recommendation	Responsible Member/ Officer	Deadline	Progress check	Recommendation response accepted/ implemented
		made to bring about a positive working culture.				Cabinet, 19/12/2023 14:00 (surreycc.gov.uk) Pg 9-11.
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. 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.				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.

**COMMUNITIES, ENVIRONMENT & HIGHWAYS SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER**

February 2024

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

KEY			
	No Progress Reported	Action In Progress	Action Completed

Date	Item	Recommendation	Responsible Member/ Officer	Deadline	Progress check	Recommendation response accepted/ implemented
4 December 2023	Surrey Fire And Rescue Service Performance Report & HMICFRS Inspection	CEHSC 71/23: Echoes the concern of HMICFRS that only one prosecution was carried out in the five years from 1 April 2017 to 31 March 2022 and that the service doesn't consistently use its full range of enforcement powers or take appropriate opportunities to prosecute those who don't comply with fire safety regulations. The Select Committee notes that prosecution rates have improved since April 2022 and urges the Cabinet Member for Fire and Rescue, and Resilience to keep this issue under review; to ensure that the service's relationship with the Council legal team is effective and that adequate support is provided to enforce fire safety legislation.				<p>Responses published as part of Cabinet response on 19.12.2023.</p> <p>"The service is working with SCC's legal team to understand the appetite to pursue more prosecutions. However, these must comply with legislation and meet the public interest test, targets cannot be set against the number of prosecutions. The National Fire Chief's Council is in the process of creating a National Prosecutions Team to offer support to fire and rescue services, including legal advice. SFRS will monitor this to ensure it keeps abreast of developments."</p> <p>(Public Pack)Cabinet-Supplementary Agenda Agenda Supplement for Cabinet, 19/12/2023 14:00 (surreycc.gov.uk) Pg 9-11.</p>

**COMMUNITIES, ENVIRONMENT & HIGHWAYS SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER**

February 2024

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

KEY			
	No Progress Reported	Action In Progress	Action Completed

Date	Item	Recommendation	Responsible Member/ Officer	Deadline	Progress check	Recommendation response accepted/ implemented
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) Pg 9-11.</p>

**COMMUNITIES, ENVIRONMENT & HIGHWAYS SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER**

February 2024

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

KEY			
	No Progress Reported	Action In Progress	Action Completed

Date	Item	Recommendation	Responsible Member/ Officer	Deadline	Progress check	Recommendation response accepted/ implemented
4 December 2023	New Draft Vision Zero Road Safety Strategy	CEHSC 73/23: Notes that Surrey has some of the highest numbers of pedestrian and cycling road casualties of any local authority in Great Britain and welcomes the draft Vision Zero Road Safety Strategy aimed at reducing fatal and serious collisions to zero by 2050. Further Welcomes the collaborative approach that has been taken and that the Strategy has been developed in partnership with Surrey Police (including the Police and Crime Commissioner), Surrey Fire and Rescue and National Highway colleagues.				Responses published as part of Cabinet response on 19.12.2023. “Cabinet wholeheartedly accepts and concurs with 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 74/23: Supports the new target for reducing collisions by 50% by 2035 (and to zero by 2050) and the new 20mph policy which allows greater flexibility to implement more 20mph speed limits across Surrey where they are supported locally. Further supports the principles underpinning the new approach including that:				Responses published as part of Cabinet response on 19.12.2023. “Cabinet accepts and concurs with recommendation.” (Public Pack)Cabinet-Supplementary Agenda Agenda Supplement for

**COMMUNITIES, ENVIRONMENT & HIGHWAYS SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER**

February 2024

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

KEY			
	No Progress Reported	Action In Progress	Action Completed

Date	Item	Recommendation	Responsible Member/ Officer	Deadline	Progress check	Recommendation response accepted/ implemented
Page 144		<ul style="list-style-type: none"> - The focus should be on reducing speeds in town centres, residential areas, village centres and near schools. - That any new speed limit must be supported by local people and the local County Councillor. - and that requirements or expectations for additional enforcement by Surrey Police should be carefully managed. 				Cabinet, 19/12/2023 14:00 (surreycc.gov.uk) Pg 5-8.
	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			

**COMMUNITIES, ENVIRONMENT & HIGHWAYS SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER**

February 2024

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

KEY			
	No Progress Reported	Action In Progress	Action Completed

Date	Item	Recommendation	Responsible Member/ Officer	Deadline	Progress check	Recommendation response accepted/ implemented
		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.				<p>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.</p> <p>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.”</p> <p>(Public Pack)Cabinet-Supplementary Agenda Agenda Supplement for Cabinet, 19/12/2023 14:00 (surreycc.gov.uk) Pg 5-8.</p>

**COMMUNITIES, ENVIRONMENT & HIGHWAYS SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER**

February 2024

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

KEY			
	No Progress Reported	Action In Progress	Action Completed

Date	Item	Recommendation	Responsible Member/ Officer	Deadline	Progress check	Recommendation response accepted/ implemented
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.

COMMUNITIES, ENVIRONMENT & HIGHWAYS SELECT COMMITTEE ACTIONS AND RECOMMENDATIONS TRACKER

February 2024

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

KEY			
	No Progress Reported	Action In Progress	Action Completed

Date	Item	Recommendation	Responsible Member/ Officer	Deadline	Progress check	Recommendation response accepted/ implemented
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.				Response expected 29 January 2024.
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.				Response expected 29 January 2024.
4 December 2023	Partnerships Prosperity & Growth Update: Homes Strategy & LEP Transition of Functions	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 integration by the end of this Municipal year (May 2024).				Response expected 29 January 2024. Housing Strategy Update scheduled for October 2024

COMMUNITIES, ENVIRONMENT & HIGHWAYS SELECT COMMITTEE ACTIONS AND RECOMMENDATIONS TRACKER

February 2024

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

KEY			
	No Progress Reported	Action In Progress	Action Completed

Date	Item	Recommendation	Responsible Member/ Officer	Deadline	Progress check	Recommendation response accepted/ implemented
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.				Response expected 29 January 2024. Housing Strategy Update scheduled for October 2024
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).				Response expected 29 January 2024. Housing Strategy Update scheduled for October 2024
4 December 2023	Partnerships Prosperity & Growth Update: Homes Strategy & LEP Transition of Functions	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				Response expected 29 January 2024. Forward Planning meeting scheduled in February to agree how this will be scheduled.

COMMUNITIES, ENVIRONMENT & HIGHWAYS SELECT COMMITTEE ACTIONS AND RECOMMENDATIONS TRACKER

February 2024

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

KEY			
	No Progress Reported	Action In Progress	Action Completed

Date	Item	Recommendation	Responsible Member/ Officer	Deadline	Progress check	Recommendation response accepted/ implemented
		workstream KPIs for the SCC Programme for Housing as appropriate.				

Actions

Date	Item	Action	Responsible Officer	Deadline	Action response
5 July 2023	Surrey Fire And Rescue Service Performance [Item 7]	SFRS and Democratic Services to set up a meeting/site visit for members education regarding what SFRS does in depth.	Tina Thorburn + Emily Wilkinson	Service Visit will be booked in for early 2024.	Service Visit has been booked in for 09/02/2024.
5 October 2023	Surrey Transport Plan (Ltp4) [Item 6]	The Cabinet Member for Transport, Infrastructure and Growth will share the response regarding guidance and the carbon reduction toolkit from the Secretary of State and the Transport Minister when received.	The Cabinet Member for Transport, Infrastructure and Growth – Matt Furniss		<div style="background-color: #90ee90; padding: 2px;">The Cabinet Member Provided a response which was shared with the Committee on 7 November 2023.</div> <div style="background-color: #ffcc00; padding: 2px;">The response from the Secretary of State and the Transport Minister will be</div>

COMMUNITIES, ENVIRONMENT & HIGHWAYS SELECT COMMITTEE ACTIONS AND RECOMMENDATIONS TRACKER

February 2024

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

KEY			
	No Progress Reported	Action In Progress	Action Completed

					shared once received. 10/10/2023.
4 December 2023	Budget 2024/25 And Medium-Term Financial Strategy [Item 5]	Director Finance Insight and Performance (Rachael Wigley) to Share league table slide setting out projected borrowing requirement compared to other Councils with Cllr Baart.	Director Finance Insight and Performance Rachel Wigley		Email sent to Cllr Baart 21/12/23. Circulated with Committee 08/01/2024
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 around the Highway Funding Formula.	Cabinet Member for Highways, Transport & Economic Growth Matt Furniss		Meetings with Department for Transport TBC. Outcome will relayed to the Committee once meeting has taken place.
4 December 2023	Surrey Fire And Rescue Service Performance Report & HMICFRS	Chief Fire Officer (Dan Quin) will share the BBC Surrey Radio interview relating to the latest Fire Inspection Report.	Chief Fire Officer Dan Quin		Link to interview circulated to Committee.
4 December 2023	New Draft Vision Zero Road Safety Strategy And 20 Mph Speed Limit Policy [Item 7]	Road Safety & Sustainable School Travel Manager (Duncan Knox) to share graph table of Surrey Road deaths data compared to neighboring counties.	Road Safety & Sustainable School Travel Manager Duncan Knox		Response shared with Committee.

**COMMUNITIES, ENVIRONMENT & HIGHWAYS SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER**

February 2024

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

KEY			
	No Progress Reported	Action In Progress	Action Completed

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.
-----------------	--	--	--	--	---

This page is intentionally left blank