

## CABINET MEMBER BRIEFING TO COUNTY COUNCIL

**NAME:** Denise Turner-Stewart

**PORTFOLIO:** Deputy Leader, and Customer & Communities

**Libraries Transformation:** As part of this programme, we are working towards our libraries becoming Community Hubs, where a mix of services will come together in a multi-purpose space to respond to the needs and interests of local communities. They will enable our residents to access information, services, and social interaction more easily and provide a 'one-stop shop' for local residents, which will not only help maximise the use of our physical assets, but also help empower our communities.

We will be running some initial pilot schemes in key neighbourhoods which will not only deliver immediate improvements for our customers but also enable us to test whether they meet the needs of our customers and add value to the community. The pilot schemes will be run at Merstham Hub, Walton Library, North Guildford, and Woking. We will also be installing digital screens at our libraries, with the first one already installed at Dorking Library; these will enable us to share important and useful information on wider council services with local residents, as well as what is going on in their local library, such as upcoming events.

Over the last year, we have seen an increase in events and visits to our libraries, with events up by 56% to 11,095, event attendees up by 43% to 244,704 and registered library borrowers up to 322,325. Surrey Prepared and the British Red Cross have been able to offer free Community First Aid Training sessions in our libraries across the county throughout 2024, with over 150 residents gaining practical skills to give them confidence to help if faced with an incident, injury or illness. Warm Welcome was launched at Staines Library in November and includes free hot drinks, launch of coats for all, energy advice and free activities available at most libraries across the county.

**Registration Service:** They are working to improve customer experience and expand the choice of services available, supporting income generation - the online booking experience was redesigned, which reduced calls to the contact centre for certain bookings and nine times more civil ceremonies are now being booked online. Group Citizenship Ceremonies are now being hosted at Woodhatch Place, attended by civic dignitaries, providing a sense of occasion for new British Citizens in Surrey, who can also purchase a professional photo as part of a new commercial service offer.

Major refurbishment and decarbonisation works have begun at Weybridge Register Office; the service successfully moved temporarily to Dakota and opened with minimal disruption; we are testing having a ceremonies room within a corporate office building which has been well received, with 17 ceremony bookings made in the first three weeks.

**Your Fund Surrey (YFS):** We recently celebrated their four-year anniversary since launching in November 2020. The initiative has given life to large and small scale projects across Surrey, and highlights the Council's commitment to empowering a thriving, inclusive, and vibrant community for all residents. Following approval at October Cabinet of £800k capital funding towards the re-build of Rowledge village hall in Waverley, the large project fund has now funded 47 projects totalling over £19m. Camberley and District Men's Shed recently opened and received £14,000 from YFS for equipment and fit out of the facility, which boasts 52 members and has improved men's mental health.

Applications for the YFS Small Fund are rising with over 300 projects supported to date, representing £3.37m (42%) of the total budget. Recently funded projects include: playground enhancements, sporting equipment, village hall improvements, and a community-led green courtyard project.

We are encouraging applications to be submitted by the end of December to ensure the money can be utilised for the benefit of our communities. Surrey's YFS investment in our communities provides many benefits to residents and our prevention agenda by increasing the ability of our communities to support themselves and improve independence and wellbeing.

## DEPUTY CABINET MEMBER BRIEFING TO COUNTY COUNCIL

**NAME:** Paul Deach

**PORTFOLIO** Deputy Cabinet Member to the Leader

Work continues at pace to further develop the council's newsletters as one of our key tools to help keep residents informed about what matters to them. I have also been working with the team to promote a range of initiatives to help keep people warm this winter and to support our greener futures ambitions.

**Newsletters:** Our work to improve our newsletters, the best way to directly reach our residents, is going from strength to strength. Last month's issue of Surrey Matters was opened by more people than ever before, showing that residents are interested in what we are telling them about.

The team have worked hard to ensure we are not just telling them things we want them to know, but what they're interested in too. Part of this is a reader survey which has already generated over 1,000 responses. The results from the survey will help make Surrey Matters even better.

Our first subject matter e-newsletter (Your Highways Update) continues to grow too, with over 11,800 residents now signed up and a consistently high open rate of 77%. I'd be grateful if Members could use local channels to publicise these newsletters and encourage their residents to subscribe. Our whole strategy around newsletters has resulted in a nomination for a prestigious comms award which is thoroughly well deserved.

**Greener Futures projects:** With the cold weather setting in, we have been focussing on promoting a range of initiatives to support residents this winter, especially those who may be struggling with rising costs. Throughout November we have been letting residents know about the re-opening of our 80 warm welcome venues and signposting them to advice on reducing their energy bills by our Surrey Energy Advice tool.

For our residents who are looking to fit energy saving measures in their homes, we recently launched an innovative Home Energy Improvement 'One-Stop Shop' pilot scheme. This provides support for residents who are planning to upgrade their homes with energy saving 'retrofit' measures including insulation, heat pumps and solar panels. We're also continuing to offer discounted solar panels through our Solar Together scheme. Additionally, we're supporting small and medium businesses in six Surrey boroughs to decarbonise and reduce their energy costs, with our new decarbonisation training and loan offer.

## CABINET MEMBER BRIEFING TO COUNTY COUNCIL

**NAME:** David Lewis

**PORTFOLIO:** Finance and Resources

**Budget Overspend:** At the end of October, the Council is forecasting an overspend of £17.7m for 2024/25, an improvement of £0.9m from the forecast at the end of September. This relates to ongoing price and demand pressures within Home to School Travel Assistance, Children's placement costs, demand pressures within Adult Social Care packages, forecast increased costs in relation to soft Facilities Management & Utilities, price increases relating to the disposal of dry mixed recyclables and the cost of additional investment in grass verge maintenance. Directorates are expected to take action to mitigate the forecast overspending to contain costs within available Directorate budget envelopes, without reliance on the contingency.

**Home to School Travel Assistance (H2STA):** The largest area of financial pressure continues to be within Home to School Travel Assistance. The forecast for 2024/25 has reduced by £0.4m to £7.0m. There has been significant work to identify areas where costs could be reduced, to mitigate the continuing increase in demand for provision within the number of Children with EHCPs travelling to schools a distance from their homes. This has included large reductions in the number of post 16 pupils with individual transport arrangements now travelling independently. The draft budget for 2025/26 includes net growth of £11.8m for H2STA. This reflects the increasing demands in transport, as well as further efficiencies from stringent application of policies.

**Budget:** Cabinet approved a re-set capital budget after a validation exercise on deliverability carried out by Capital Programme Panel and Strategic Capital Groups. At the end of November, forecast capital spend is £10.9m over the re-phased budget, due mainly to the acceleration of spend in highways and property.

The Draft Budget for 2025/26 and MTFs to 2029/30 for both revenue and capital was agreed by Cabinet in November. While good progress has been made, there remains a budget gap of £17.4m in 2025/26 rising over the medium term to c£193m by 2029/30. Work is ongoing to close the residual gap and further funding information is anticipated around the 19 December, when the Provisional Local Government Finance Settlement is announced. Formal scrutiny of the Draft Budget by Select Committees took place in the first week of December.

**Statement of Accounts:** The draft 2023/24 Statement of Accounts for the Council, the Group (including our wholly owned subsidiaries) and the Pension Fund were taken to the Audit and Governance Committee in July. We anticipate bringing the Final Accounts to the January meeting of the Committee.

**MySurrey:** The MySurrey Stabilisation Board and supporting governance has been operational since early September. All work has been prioritised into 4 main categories – Audit Actions, Operational needs, Regulatory needs and Impact on staff. The HR, Pensions and IT teams continue to work closely together to prioritise pension improvements across the Council.

**Audit:** The Internal Audit progress report to Audit and Governance Committee on 20 November identified control weaknesses within audits around MySurrey, notably Minimal Assurance opinions for Payroll (including Pension Enrolment) and MySurrey User Access and Security, as well as Partial Assurance for MySurrey Integrations work. The Internal Audit service is re-prioritising its work on the back of MySurrey related issues and is working closely with the MySurrey Stabilisation Board to help ensure that all agreed actions in this area being covered by the programme of remedial work. Some follow up work on actions arising from Accounts Payable, Accounts Receivable and MySurrey Integrations audits is already underway.

**Transformation:** Our transformation plans are on track this year to deliver £6m of permanent efficiencies, as well as £27m of cost containment, of which £25m is related to the Safety Valve agreement. We are focusing our transformation efforts on our big complex issues in Children's and Adult's, and the need to drive down demand. This will support a significant proportion of the MTFs efficiencies at a directorate level, whilst also ensuring we are maximising cross cutting benefits to the wider system along the way. We are also looking to increase our efforts in communities as we continue our work in towns and villages and our hubs programmes to drive great impact and customer experience at a local level.

Work is underway with Officers regarding the planning of the Councillor induction process in May 2025, and plans will be presented to the Member Development Steering Group later this month.

## CABINET MEMBER BRIEFING TO COUNTY COUNCIL

**NAME:** Kevin Deanus

**PORTFOLIO:** Fire & Rescue and Resilience

**Emergency Planning – Winter Preparedness:** The Emergency Management & Resilience Team led the SLRF Winter Preparedness briefing on the 8 October. This contained a forward look from the Met Office on potential weather conditions. Partners provided an overview of current plans and processes. This briefing was then delivered to SCC service representatives at both the Corporate Risk and Resilience Forum and Corporate Resilience Group. Service representatives have been asked to actively monitor the risks against their Business Continuity Plans and will be regularly reviewed. All winter preparedness plans have been reviewed and are ready for use ahead of the winter period.

**Coroner's Service - Digital Post-mortem:** Following approval to proceed from Cabinet on 26 November 2024, the Coroner's Service will be taking forward a project to deliver a digital post-mortem service in Surrey over the next 12 months. This exciting development will make use of available CT Technology to conduct Coronial post-mortems, significantly reducing the number of invasive surgical post-mortems that need to take place. This will not only help to maintain the dignity of the deceased but will also create a much-improved experience for bereaved families and faith communities. It will also support the Council's priority of No One Left Behind by enabling post-mortems to happen more quickly, so loved ones can be released into the care of a family appointed funeral director. It will also enable service efficiencies in the longer term, alongside potential for income generation.

**Military Covenant:** The Council is a strong supporter and advocate of the Armed Forces community in Surrey which includes 3,920 regular members of the Armed Forces with 625 service families, 1,224 service children, 720 Reservists, 3,500 Cadets, 750 Cadet Force Adult Volunteers, and 32,500 veterans. We welcome the re-signing of the Armed Forces Covenant as those who serve, or have served, and their families are often hidden and therefore some members of the Armed Forces community can be disadvantaged when accessing services, often due to their regular moves, and experiences during service, as well as their strong sense of pride in not wanting to ask for help.

Work has been ongoing with partners across the District and Borough Councils, Health, Voluntary Sector and Military to develop a specific chapter in the Joint Strategic Needs Assessment on the needs of the Armed Forces community in Surrey, which is due to be published shortly. This covers aspects of service and post-service life, focusing on issues around education, healthcare, housing, and spousal employment. Key recommendations include recognising the Armed Forces community as a priority population, ensuring services are aware of the unique obligations of Service life, including the ultimate sacrifice, ensuring members of the Armed Forces community are identified at first point of contact and referred to the most appropriate service, improved data collection and sharing, and ensuring the Armed Forces Act 2021 Duty of 'due regard' is reflected within all appropriate system partners policies, plans and strategies.

**Remembrance events:** These were held across Surrey in November to pay tribute to the bravery and dedication of our fallen heroes and demonstrate our collective support for their families and loved ones. Events included the county service at Guildford Cathedral on Remembrance Sunday, where the County Council was represented by the Chairman, and an Act of Remembrance hosted by the Chairman in the Memorial Garden at Woodhatch Place on Armistice Day, which was very well attended by colleagues, Members, and staff and partners from the military community.

## CABINET MEMBER BRIEFING TO COUNTY COUNCIL

**NAME:** Natalie Bramhall

**PORTFOLIO:** Property, Waste and Infrastructure

**Land & Property - Hasley Garton Property Investments:** The first of three restaurants opened in the successful redevelopment of the former Debenhams, Winchester. Rent review completed in November at our industrial asset, Barnsley, securing 17% increase in rent payable to £2.28m per annum. Brightwells Development, Farnham, open to trade and extremely well received by our new tenants and their clients.

**Capital Projects Delivery - Adult Social Care (ASC) Supported Independent Living:** Construction started on site for the Former Horley Library and Manor School sites. Programmes on target to complete July and September 2025 respectively. The former Coveham Hostel commenced on site October 2024.

**ASC Short Breaks:** Construction works progressing well on Lakers project, on track to complete February 2025. The Squirrels start on site planned for April 2025.

**SEND:** 48 of 81 committed construction projects completed, 260 new specialist school places achieved for September 2024. **Hopescourt:** Works commenced on site 4 October, delay to overall programme and potential cost. Temporary accommodation costs in discussions. Hurst Road decant identified. **Reigate Valley School (RVC):** Following Planning Committee refusal, a review is taking place. **Woodfield School:** Handover due Q4 24/25. **SBN Reigate Priory:** ISG went into administration 19 September, the application was joint with SCC, is now on hold. Bat Surveys scheduled for Q1 25/26. **Farnham HE 2FE expansion/William Cobett colocation schools:** Consultant team appointed. Viability Request Funds underway. **Corporate Parenting Dorking:** Mid-November completion. **Faircroft:** Work started on site, completion target date May 2025.

**Hubs - Sunbury:** S73 submitted September 2024, expecting decision end of 2024. Contractor appointment Spring 2025. **Weybridge:** Internal demolitions complete. New roof trusses installed, flat roofs almost complete. On track for phased handover. **Staines:** Contract signed; lease arrangements finalised with Spelthorne. Main works progressing on site.

**SFRS: Reigate Fire Station:** Planning consent granted September 2024. Decant of existing station ongoing, enabling works commenced and nearing fruition. Scheduled to start in November, mobilisation underway. **Lingfield Fire Station:** Under construction. **Chobham Fire Station:** Final flood report and drawings sent to Reg 3 to commence 8-week consultation period, outcomes expected January 2025. **Wray Park Vehicle Maintenance Workshop:** RIBA 1 complete. Project team being remobilised, require Stage 2 sign off/approval.

**Depots: Godstone:** RIBA 3 complete allowing substation to be located within site. **New Salt Barns:** Work progressing on **Merrow site** for new Salt barn programmed to complete 31 January 2025. **Godstone,** new substation required. Works ongoing, on track to complete March 2025.

**Libraries: Woking:** Phase 1 complete, Phase 2 work begun in main library area. **Redhill:** RIBA 4 design and procurement of main works experiencing slight delays. Options under review with contractor to look at mitigations to programme. **Epsom:** Demolition and strip out of library space now complete.

**Acquisitions & Disposals - Key activities: Capital receipts:** Targeting £26m (over 25 asset sales) by 31 March 2025, with further £30m+ (over 15 asset sales) identified for financial year 2025/6.

**QC Woking:** Under review. **Consort House Redhill:** Contract papers to conclude a lease of the whole building. Temporary library service relocated to Belfry Centre.

**Former Barnfield Care Home Horley/Former Abbeywood Care Home Ash/Arundel House Banstead:** Terms agreed. **Dormers Caterham:** Sale completed October to Tandridge DC who will be taking forward an affordable housing scheme. **The Edge Haslemere:** Remains open under 12-month arrangement with Waverley Borough Council. External consultants now managing stakeholder workshops with the school and Council as key stakeholders, to support options and decisions beyond early 2025.

**Hillside/ Portesbery:** Further round of bids now closed and final Heads of terms to be reviewed.

**Lakeside Frimley:** Proposed contract to transfer land subject to the DfE securing consent for a new school delayed pending full Ministerial confirmation. The DfE were asked to procure its professional team, further updates are awaited.

**Children's Home:** Two homes to support the programme identified and placed under offer subject to outcome of due diligence and refit cost reviews. **Looked after Children:** Fifth house placed under offer (Guildford) and solicitors progressing contracts.

**Spital Heath Dorking:** Terms agreed to joint disposal of land with Surrey Police and Crime Commissioner.

**Fairways Staines:** Marketing continues. Close of bid dates under review.

**Chalkpit Bookham:** Marketing for sale with vacant possession continues, close of bids shortly.

**108 Vicarage Road Sunbury:** Marketing with strong interest shown.

**Beechcroft Nursery Epsom:** Marketing being prepared for 2.9-acre former nursery and vacant house.

**Former Glenthornes Staines:** Remarketing commenced.

**Auctions:** Pre auction marketing activities in hand to support small portfolio of surplus asset disposals.

**Extra Care DBFO: Phase 1a Pond Meadow (59 units)** Prestart planning conditions commenced onsite, full construction planned to commence March 2025. **Phase 1b (5 sites c.257 units):** 4 sites secured outline planning approval, and Agreement for Leases being finalised. Lakeside remains under review and expected unit numbers have been reduced for this phase accordingly. **Phase 2 (3 sites c.220 units):** Outline Planning permission secured at Birchlands, Orchard Court and Colebrook sites. **Phase 3 (c.189 units):** On hold.

**Agile Organisation:** Adaptation works to **Victoria Gate** will now be delivered within the original Cabinet approved budget. The 'fit out' is underway (mechanical and electrical systems) to uplift the building to occupation levels of 700. The physical migrations of circa 2000 staff, consultation, cultural change, workspace change (restacks and protocols) will continue alongside the communications team. **Fairmount House:** Staff to exit by lease end July 2025. Teams will be relocated to Woodhatch Place and Dakota. Services that are locality dependant, property options being finalised. **Woodhatch Place & Dakota:** Planning underway to restack offices to accommodate staff moving from Fairmount House.

**Waste: Surrey Materials Recycling Facility:** Planning application for a MRF at Trumps Farm, Chertsey is expected to be submitted end of 2024. **Extended Producer Responsibility for Packaging:** Details of payments that will be made to local authorities in 2025/26 for the management of packaging waste expected to be announced soon. **Management of waste upholstered domestic furniture:** A legal requirement for separate collection of waste upholstered domestic furniture will be implemented at our Community Recycling Centres (CRCs) from 1 December 2024. This is because of the potential for persistent organic pollutants to be present in the material and foam filling. Due to space constraints, we will no longer be able to accept this material at our five smallest sites.

**Waste Infrastructure developments:** Officers are progressing work on a new Waste Transfer Station (WTS) in Camberley, a new WTS and CRC in Guildford and a reuse hub at Shepperton. **Reuse initiatives:** Work continues on initiatives to reuse as much material as possible collected at our CRCs, including bicycles, medical equipment and sports equipment.

**Infrastructure: A320 North of Woking Improvements:** SCC will look to appoint preferred contractor with a view to commence works in the new year.

**Farnham Infrastructure Programme:** 20mph in key parts of the town now delivered. Borellis Walk cycle scheme programmed to commence in January as is the Town Centre Improvements scheme.

**Weybridge Town Centre:** Improvement works to be delivered in phases. Monument Hill and Baker Street Junction complete. Manby Lodge School Crossing, Queens Road, new zebra crossing completed Aug 24. Construction commenced at Bridge Road and Old Wharf Junction in November. Design progressing for other phases ahead of planned delivery in 2025.

**A308 Corridor:** Improvement works being delivered in phases. Both Black Dog Junction and Shears Junction improvements are complete. VMS complete and CCTV in progress. Consultation and design progressing for cycleways.

**A23-3 Arch Road:** Junction improvement design nearing completion. Legal processes to obtain some common land and small area of allotments to build the scheme in progress with Borough Council.

**Guildford E-Bike Share Scheme:** Take up of scheme has been positive with cycle usage exceeding initial expectations making it one of the most successful in the country. New E- bikes fleet have, however, been susceptible to brute force attacks allowing them to be taken and ridden without paying or registering. The supplier is reviewing this issue.

**River Thames Scheme:** SCC and the Environment Agency have agreed that this is an appropriate point for a 'mid-project' review, aim is to ensure that the solution being progressed remains the most cost-efficient approach while still delivering expected flood risk reduction benefits. Infrastructure and Projects Authority (IPA) will be conducting an independent assurance review of the project during December.

## CABINET MEMBER BRIEFING TO COUNTY COUNCIL

**NAME:** Marisa Heath  
**PORTFOLIO:** Environment

**Surrey's 2050 Net Zero:** Next month officers will take a report to Cabinet outlining that Surrey's 2050 Net Zero target remains on track, with a 16% reduction in carbon emissions, against an ambition of 20-40% reduction by 2025/26. Actions have delivered 30,000t carbon savings, £18m of annual bill savings for residents, businesses and the public sector and over 14MW solar - equivalent to powering 9,000 homes. £70m of grants and private sector funding.

The Council's 2030 target also remains on track, with direct emissions reduced by 38% compared to an expected reduction of 40-69% by 2025/26. In addition to achieving carbon savings of 6.7kt carbon per year, the plan has brought about bill savings of over £4m per year and £0.5MW additional solar onto the estate. This has been part-funded by £4.5m of external funding. Both targets are at risk of going off track in future years without continued resource, funding and further support from the Government.

**No One Left Behind - Surrey's winter warmth offer:** This includes schemes which help residents to reduce energy bills and stay warm this winter. Surrey's Home Energy Advice Team delivers in person energy advice and thermal imaging of Surrey homes; to date 700 households have been supported. Low-income households experiencing fuel poverty could be eligible for services delivered by the Council to provide free energy efficiency, solar and low carbon heating measures for their homes. The Council recently launched a one stop shop for energy advice and access to trusted installers for all residents. On 2 December we held a Member training session to highlight the offers available for residents and how Members can play a role in helping to reach and promote these schemes to eligible residents who often aren't aware of the support that is available. This will be followed by an asset pack for Members which will cover all services relating to environment offered to residents.

**Flooding:** The Thames Regional Flood and Coastal Committee (TRFCC) has awarded SCC £500,000 to work with the National Flood Forum to support community Flood Action Groups in Surrey over the next five years, often protecting some of Surrey's most vulnerable residents.

**Nature Recovery and Access:** The Council is currently consulting on a new ten-year Rights of Way Improvement Plan. Over the past twelve months over 4,300 residents and over 70% of Parish Councils have contributed to drafting this statutory document. Feedback from the twelve-week consultation will be used to produce a final plan for presentation to the Cabinet in March 2025. The draft plan and extensive background information can be viewed and commented on here: [Rights of Way Improvement Plan for Surrey - Surrey County Council](#)

**Ash Die Back Programme:** The Council's programme continues this autumn and winter as part of the Council's proactive approach to woodland management and public safety. Felling at ten sites has been carefully managed for and wildlife protection including Norbury Park, Shere woodlands and Newlands Corner. Works began after bird nesting season and the majority of works are due for completion by Christmas.

**Basingstoke Canal Centre:** Residents and users have been asked for their thoughts on the Basingstoke Canal Centre in Mytchett, and ideas for improvement in the future. Feedback shows how valuable the site is to the local community for outdoor activities and community cohesion. Suggestions for improvements to catering and facilities on site are being incorporated into the Council's Visitor Improvement Capital Programme on its Countryside Estate.

**Climate Resilience:** On the 21 November, Cllr Heath chaired the first of a series of meetings of the Surrey Adapt Forum, a community of professionals, academics and residents with a focus on how we adapt to a changing climate. This builds on the launch of the [Surrey Climate Change Adaptation and Resilience Strategy](#) earlier in the year. The meeting focused on Ecosystem based adaptation and nature-based responses to climate change. The Environment Agency has approved the Outline Business Case and funding for the Smallfield Flood Alleviation Scheme. The total value of the scheme, which includes installing property flood resilience measures and work to reduce surface water flows is £3.9m, of which £3.5m is to be funded through Defra Grants and Local Levy. Further development of the scheme will begin next year. Details of what support is available for residents and businesses will also be included in the Member Asset Pack.

## CABINET MEMBER BRIEFING TO COUNTY COUNCIL

**NAME:** Matthew Furniss

**PORTFOLIO:** Highways, Transport and Economic Growth

**Transport:** Last year in Surrey we saw positive growth in bus use, with over 26m journeys made, significantly up on the 24m the year before. So far this year, nearly 12m journeys have been made and we will be reporting our full year numbers to the government next May. Underpinning patronage growth is our close partnership work with bus operators, which has seen joint investment in more zero emissions buses, coupled with council investment for better local bus services and more Digital Demand Responsive Transport (DDRT), alongside the application of our Bus Service Improvement Plan (BSIP) funding from the Government to support service enhancements.

I am therefore pleased with the new funding award of £12m for 2025/26 that will be invested in better bus services delivering the aspirations set out in our BSIP. Our work to accelerate the introduction of zero emission minibuses in the community transport sector continues to be successful, with partners investing alongside us. Charging infrastructure is vital, so I am encouraged that Woking Bustler has recently invested in developing a disused car park to provide 14 EV chargers to support their EV fleet, seven of which are funded by the County Council.

**Road Safety Outside Schools:** As part of the £3million Road Safety Outside Schools programme we have just completed the implementation of a new signalised crossing and footway improvements on Weybourne Road, Farnham. This will support children walking to and from Farnham Heath End Secondary School and William Cobbett Junior and Infant Schools. A new School Street will be implemented on the nearby Bullers Road after Christmas. A road safety scheme has been implemented in West Street, Reigate, consisting of two new zebra crossings, and wider cycle lanes segregated from motor traffic using bolt down kerbs and posts (called “wandorcas”). The narrower traffic lanes have contributed to lower traffic speeds making it safer and quieter for road users and residents.

**Economic Growth:** To support our local businesses, we established Business Surrey in April 2024 – our dedicated service for Surrey businesses, which continues to grow its reach. The Surrey Growth Hub team is also well established and building momentum, delivering targeted business support and advice to high-growth Small and Medium Enterprises (SMEs) across Surrey. Up to the end of October 2024, our Growth Hub has provided support to 886 businesses, with 757 of those receiving light touch interventions (up to 1 hour), 127 medium intensity support (1 to 12 hours), and 2 high intensity support (exceeding 12 hours).

Sitting alongside these is the Surrey Careers Hub, which is part of our employment, skills, and workforce delivery programme. The Careers Hub was established in September 2023, to support Surrey schools and colleges with their provision of careers education. We continue to place a strong focus on ensuring Surrey’s employers can recruit a local workforce, and we delivered our second Surrey Festival of Skills on 15 October. Over 2,000 students and teachers attended and engaged with more than 80 exhibitors, consisting of employers and further and higher education opportunities.

The recent Autumn Statement has indicated a need for us to further embed our role in frontline delivery. Alongside the continued successes of the Careers and Growth Hubs, we will undertake a new role in the delivery of the Connect to Work programme. We will be supporting up to 900 residents annually into work, focusing on groups such as ex-offenders, homeless people, veterans, care leavers and people with disabilities. We will also take on accountability for the roll-out of ‘Made Smarter Adoption’ to the South-East region, offering businesses with a manufacturing process support with adoption of digital technologies. These programmes rely on strong employer and partner connections aligned to community integration and detailed planning and preparation to ensure that we deliver successfully and at pace.

**Growth and Innovation Fund Award Framework:** Whilst delivery becomes the primary area of focus, we continue to be driven by an evidence-led strategic approach as we refresh Surrey’s evidence base and refresh our economic strategy. As we look to the future, we will use these pieces of work to produce a Growth and Innovation Fund Award Framework which will underpin future funding decisions and provide us with the tool we need to prepare future funding bids.

We are proud to say that the Framework has been comprehensively informed by business as well as contributions from other stakeholders and partners represented through the One Surrey Growth Board and Surrey Business Leaders Forum and we look forward to bringing it to Cabinet for endorsement in February before its formal launch in March.



**Planning Development** has achieved 100% of minerals and waste applications determined on time and this will be publicly reported as a key performance indicator. The teams continue to meet the demands of an ambitious capital programme of SCC projects, ensuring that no one is left behind. In the context of the recent Supreme Court ruling the team are actively involved in the Horse Hill site ensuring that planning compliance is achieved.

Transport Development Planning continues to respond to consultations on large strategic developments in Surrey which are at different stages in the planning process, from Pre-application through to the consideration of Reserved Matters. The Technical Team is working intensively with National Highways and other agencies in delivering the M25 Junction 10 scheme, and the Ash Road Bridge scheme, which creates a bypass for the heavily congested level crossing on the A323, set to open over the Christmas period, following intensive work to complete the project. The teams are providing their normal services to the 12 LPAs and developers on top of these additional demands.

**Placemaking:**

- **Cranleigh High Street** - we are hosting engagement events in Cranleigh in the first week of December, to help refine the final designs for the High Street improvements planned for 2025.
- **Horley** - additional engagement is planned to take place at the Horley Christmas fair on 7 December to show plans for the High Street improvements. Horley Wayfinding work is underway, and signage manufacturing is ready for production.
- **Ashford Town Centre** feasibility design stage is progressing, a concept model was recently shared with SCC and Spelthorne Borough Council partners.
- **Croydon Road, Caterham** is underway with construction due to be complete by April 2025.
- **Tongham** - the gateways have been road safety, and a designer is preparing remedial works. At the roundabout and pocket park detail design is underway, works are being scheduled with the contractor.
- **Shalford** - the team are working with GBC to gain permission to use the Common Land as part of the project, as well as the Highways team to integrate the Placemaking and 20mph scheme where possible. They are considering developing the second option for detailed design which will not require use of the Common Land – which would allow them to potentially start construction on site early summer. There is currently no date for the agreement for use of the Common Land.

## DEPUTY CABINET MEMBER BRIEFING TO COUNTY COUNCIL

**NAME:** Steve Bax

**PORTFOLIO:** Highways

**Verges and Weeds:** As the grass-cutting season draws to a close, most areas have either completed or are nearing completion of their final cuts for the year. Weed control has been completed across the entire county, although excessive weed growth remains a concern in certain areas. To address this, operational crews have been deployed to manually remove weeds in key locations, such as town centres. Additionally, contractors have been commissioned to resume grass cutting in late February or March 2025, depending on growing conditions. An update was shared with all Members on 7 November 2024, detailing the contractors and resources assigned to each area.

Furthermore, herbicide treatment of the highways will take place around March/April 2025 to manage weed growth in preparation for the next season. A comprehensive environmental maintenance plan has been developed, which includes additional flailing works, as well as the introduction of our new 'Roadside Rangers', who will focus specifically on improving the visual quality of the county's highways. Initially, two Roadside Ranger Teams were established, but due to the success of this initiative, the number has been increased to eight crews as of the 25 November 2024. I can provide further details on the work carried out and how Members can request additional works in their respective divisions.

**Re-lining:** The road marking refreshment programme is progressing well across the county, with substantial progress made. Up to five road marking crews are currently active on the network. Recent large-scale works include the refreshment of M25 Junction 6, with plans already in place for Junction 8. Despite the onset of the wetter season, we are on track to fully utilise the £1.9 million budget allocated for this programme.

**Road Repairs:** Our Horizon Road and pavement programmes are on track with over half of the planned programme completed by the end of November, equating to 92 miles of roads and 29 miles of pavements. In addition, 24 miles of roads have been resurfaced through our patching programmes and in response to several diesel spills. In addition to our resurfacing programmes, we have also completed 39,987 pothole repairs between the 1 April and 30 November.

## DEPUTY CABINET MEMBER BRIEFING TO COUNTY COUNCIL

**NAME:** Jonathan Hulley

**PORTFOLIO:** Strategic Highways

**Task & Finish:** Recommendations from Task and Finish are now being monitored through 'business as usual' (BAU) processes as the activities transition to BAU, with support in place to follow up outstanding actions. These fall into seven themes:

- Signs
- Streetworks
- Lines
- Customer experience
- Trees
- Flooding and drainage
- Highways maintenance.

**Streetworks Taskforce and Congestion Management:** Four taskforce meetings were held during July, August, and September 2024, with good representation and engagement from all the key utility sectors. The meetings will continue on a quarterly basis, the next one planned for January 2025.

Improvements identified in the meetings include:

- Setting up a regular communications group with Comms Reps from SCC and utility companies to discuss best practice and joint Communications Protocols.
- Establishing an operational working group to discuss solutions for clear signage.
- Sharing information on longer-term programmes to enable better collaboration and coordination of works.
- Buy-in from utilities to discuss a shared mapping tool and champion its use.
- Agreement from utilities to provide SCC with lists of "planned" emergency works to mitigate the impact on the network (several utilities including SGN have already started to provide this information).
- SCC to draft a further letter to lobby government on the need for legislative changes regarding emergency works, to be signed by all 14 utility companies who form part of the Taskforce as well as the SE7 Authorities.

A successful media campaign is being delivered to highlight the work of the Taskforce which has included coverage in [local newspapers](#), [BBC Surrey](#), That's TV South East, and a [social media video](#).

## CABINET MEMBER BRIEFING TO COUNTY COUNCIL

**NAME:** Mark Nuti

**PORTFOLIO:** Health and Wellbeing, and Public Health

**Fuel Poverty:** Following the launch of our Warm Welcome scheme for Winter 2024/25, combined with a drop in temperature, the programme's services have been extremely busy. We have seen fuel voucher demand increase, bringing the total number of vouchers issued from April to 1,523. By comparison, last year we distributed 1,134 vouchers in total. We have successfully launched 82 Warm Welcome venues on 1 November, as well as an additional 4 light touch venues, and 15 external venues being advertised on our [map](#). Through this network and partners we have distributed over 8,000 winter essential items, with demand for top ups of these items higher than usual. We have also distributed 287 energy efficient appliances to vulnerable residents. The Surrey Community Action, Warmth Matters team so far this year have given energy advice and support to over 3,000 residents.

The frontline worker Fuel Poverty training launched in October, and we have had 49 staff attend so far. The aim of this is to educate staff who work with vulnerable residents on how to spot the signs of fuel poverty and get them the support they need. The Digital Welfare project commenced in October which is helping digitally excluded residents to get online and assist them with signing up to the Priority Services register. 40 residents attend their first sessions during Get Online week.

The winter 'HEAT energy efficiency home surveys' surveyed 66 homes last month. This project is critical to tackle the long-term issue of homes being inefficient and to lower heating bills. We launched our partnership with SGN and community partners on 28 October at Zero Carbon Guildford. This was a strategic gathering of partners to discuss how we can work together to support residents this winter and a video from the event can be found here: [Warm Welcome venues return to Surrey - YouTube](#). We are drafting our bid for SGN's 2025/26 funding. We will have some initial feedback in December around the level of funding available through our partnership going forward.

**Bridge the Gap:** Surrey's Bridge the Gap assertive outreach programme, which offers life-changing support to approximately one hundred people experiencing multiple disadvantage at any one time, continues to be delivered through an alliance of eleven voluntary, community and social enterprise organisations. The alliance and the Public Health core team which manage the service continue to socialise the findings and recommendations of the recently published [JSNA chapter](#) (co-produced by people with lived experience). Next steps will include the co-design of governance arrangements, five-year strategy and reviewing some commissioning arrangements for related services.

Two of the Bridge the Gap providers (Guildford Action and Oakleaf) recently welcomed a visit from members of Combined Meeting of the Surrey Health and Wellbeing Board/Surrey Heartlands Integrated Care Partnership. This was an opportunity for members to hear directly from beneficiaries of the Bridge the Gap service experiencing multiple disadvantage in Surrey, whilst also looking to strengthen links by exploring areas for partnership working and resourcing.

**Health Protection:** As we enter the winter months, the number of outbreaks of flu and COVID-19 continue to increase, particularly in care homes. The Health Protection Team continue to raise awareness of the vaccines available (including free flu vaccination for Surrey County Council staff). The aim of the campaign is to both protect those who are most at risk of serious illness and to reduce transmission of flu to vulnerable people who may have a lower response to their own vaccination.

The Joint Strategic Needs Assessment (JSNA) chapter on air quality is underway, with the first working group meeting taking place in November. With the publication of the JSNA chapter on TB imminent, an action plan to drive the recommendations is in development. The team has also been raising awareness for Antimicrobial Resistance (AMR) week which took place in November.

**Mental Health:** The government recently published a national suicide strategy, setting out their ambitions for reducing suicide rates and improving support for those who have self-harmed or been bereaved by suicide. The team have [drafted a new suicide prevention strategy](#) to reflect the national strategy and local priorities based on the data, intelligence and learning work. Extensive engagement has now taken place for this draft strategy and has resulted in a number of changes reflecting the views of professionals and communities. The ambitious aims outlined will drive the delivery of suicide prevention work over the next five years. The team has also been working on a whole systems approach to addressing gambling related harm, including the recent launch of the gambling prevention delivery group.

## CABINET MEMBER BRIEFING TO COUNTY COUNCIL

**NAME:** Sinead Mooney

**PORTFOLIO:** Adult Social Care

**Care Quality Commission (CQC):** Following a recent inspection, the CQC has rated Surrey County Council as good, in how well we are meeting our responsibilities to ensure people have access to adult social care and support. CQC has a new responsibility to assess how local authorities meet their duties under [Part 1 of the Care Act \(2014\)](#). CQC has given a score out of four for each of the nine areas of the assessment framework. Surrey scored:

1. How the local authority works with people – two
2. Supporting people to lead healthier lives – three
3. Equity in experience and outcomes – three
4. Providing support (care provision, integration and continuity) – three
5. Partnerships and communities – three
6. How the local authority ensures safety in the system – three
7. Safeguarding – two
8. Leadership (management and sustainability) – three
9. Learning, improvement and innovation – three

James Bullion, CQC's chief inspector of Adult Social Care and integrated care, said *“Overall, Surrey County Council should be proud of this assessment and the foundation they've created on which to build improvements and further innovation”*. We recognise that there are pockets of good service but in some areas, this is inconsistent. We continue to learn from the assessment and feed this into our transformation programme with a focus on safeguarding, waiting lists and unpaid carers.

**First Housing Affordable Housing Round Table Meeting:** In November, SCC lead the first affordable housing roundtable, which was attended by 35 representatives from registered social housing providers, developers, and senior local authority representatives. The session identified the continued undersupply of affordable housing within Surrey, with some districts in Surrey having seen no affordable houses delivered in the last six months.

It was recognised that there is a market failure where registered providers are facing a challenging financial position, with many lacking the financial capacity to take on new affordable housing stock. This is not just contributing to the shortage of affordable housing but also impacting the viability of residential sites overall. There was positive engagement from all participants, with a real willingness to support collaborative efforts to tackle the issues identified and to come together and form a Surrey wide powerful housing voice. A further session will be organised in the new year to progress the next steps in identifying collective action and solutions.

**Budget:** At the end of September 2024 (month 6 reporting) an overspend of £3.8m (0.8%) was forecast against Adult Social Care's £470.4m 2024/25 budget. The overspend is due to a £3.9m overspend on the total care package budget, primarily related to starting the year with higher care package commitments, combined with spending pressures during the year, particularly for Older People care packages, and a £2.1m overspend on the Adult Social Care staffing and other expenditure budget due to underachievement against the workforce reconfiguration efficiency target, pressures related to statutory responsibilities for Deprivation of Liberty Safeguard assessments and improved recruitment and retention to deliver core statutory duties.

These pressures are partially mitigated by a £1.2m underspend for wider support services and £0.9m of additional grant funding and smaller reduced expenditure across other services within the directorate. The service continues to look for opportunities to reduce the overspend, while also mitigating pressures. The Council's 2025/26 Draft Budget and MTFs to 2029/30 includes a budget requirement for Adult Social Care in 2025/26 of £482.3m, with £46.8m of budgeted pressures and £30.8m of planned efficiencies. This represents an increase of £16.1m (3.4%) compared to the original 2024/25 Adult Social Care budget.

The delivery of the Adults, Wellbeing and Health Partnerships (AWHP) Transformation and Improvement programme is essential to achieving the budgeted efficiencies, with £18m of Adult Social Care's planned efficiencies in 2025/26 reliant in full or in part on transformation plans. In June 2024 Cabinet agreed up to £8m of investment from reserves over the period 2024/25 – 2026/27 to enable delivery of AWHP's Transformation and Improvement programme in recognition of its importance to ASC's future operational and financial sustainability.

## CABINET MEMBER BRIEFING TO COUNTY COUNCIL

**NAME:** Clare Curran

**PORTFOLIO:** Children, Families & Lifelong Learning

**Progress in Children's Services:** The Council's commitment to Children's Services, through the transformation programmes is delivering positive outcomes and fostering creative solutions. Our leadership team and staff are prepared and motivated to demonstrate the progress we have made and our commitment to supporting enhanced outcomes for children and families in Surrey. I hope inspectors will recognise our strengths, progress made, and innovation in key areas such as approaches to Pre-Birth assessment and planning, our recent work within the area of extrafamilial harm and the introduction of the Intensive Family Support Service. We also recognise that there are still things we must be better at doing and Achieving Excellence and other performance management forums are actively addressing these areas.

**Children's Residential Homes:** Following the Capital investment of £34m for expansion of our in-house Surrey children's homes, three brand new children's homes have been delivered across the county, with two more coming on stream, as well as our replacement home, where the current building is no longer suitable. Across our estate of eleven registered children's homes, we are very proud of our stabilised and improved Ofsted ratings across SCC's portfolio, with all homes now being graded as Good and two Outstanding. In addition, delivery of 28 additional beds of care leaver accommodation in Surrey is on track. The first four of these (four self-contained flats) went live in March 2024, three (with a further existing SCC property under consideration) of six planned shared houses have been purchased as "move-on" accommodation through the Group Living for Care Leavers (GLCL) project.

**Fostering improvement journey:** The Foster Carers' Charter is a significant commitment from the council (as Corporate Parent and the provider of the regulated Fostering Service) to the foster carers approved and supported by Surrey County Council. Based on principles developed by the Fostering Network, it sets out detailed expectations for how the Council and foster carers will work together to enable good quality care for children. The fostering film premiere and information session '[Everything](#)' launched on the 14 November. I hope that this will contribute to our ambition for at least 30 new foster families across the county to join us by the end of March 2025.

**Ofsted / CQC Improvement Plan:** Despite a slight reduction in new Education, Health and Care (EHC) needs assessment requests, the total number of EHCPs continues to rise, reaching 15,818 in October 2024. Surrey's Additional Needs and Disabilities Partnership Improvement Plan, developed in response to the 2023 Ofsted / CQC inspection, focuses on six key areas. It aims to address inconsistencies in SEND service experiences across Surrey, enhancing support through clear actions, evaluation, and collaboration with families and partners. The recovery plan has improved the timeliness of EHCNAs and annual reviews, health have improved waiting times for therapies, and the quality of EHC plans is also improving. Our alternative provision offer has been strengthened through a new contract with providers, and fewer young people are receiving less than 15 hours of alternative provision. Work on communication and building relations with families still has some way to go, but this remains a priority area and focus for improvement.

**Expansion of Early Years Entitlements:** From September 2024 all children from the age of nine months to school age are now entitled to 15 hours per week funded Early Education. In Surrey 8283 codes have been issued which exceeds the number previously estimated by the Department for Education (DfE). The Early Years Teams are supporting the sector to expand to accommodate the increased demand, to ensure the quality of provision and to support the sector to be inclusive. The council is providing grant funding opportunities to meet the increased demand when the next phase of the expansion is launched in September 2025 when the entitlement increases to 30 hours per week. This is in addition to the capital funding available from the DfE for schools to develop Early Years provision.

**Surrey Adult Learning (SAL):** 8100 adults participated in SAL's 850 courses across the seven centres or remotely in 2023/24, 500 more than the previous year. Registrations have increased for English for Speakers of Other Languages and maths and English leading to a qualification from entry level to GCSE. Learners had a 95% achievement rate in their English GCSEs up from 93.5% and above the national average of 77.2%. In maths, this was 96% up from 91% and 15% above the national average of 81% and for SAL's apprentices was 79.1%, up from 70.4% in the previous academic year. A digital dippers course has started in Staines for learners registered with the DWP, initially for those aged over 50, it has now expanded to those over 19.

## DEPUTY CABINET MEMBER BRIEFING TO COUNTY COUNCIL

**NAME:** Maureen Attewell

**PORTFOLIO:** Children, Families and Lifelong Learning

**Creation of the Intensive Family Support Service (IFSS):** The IFSS is now operating; supporting families with interconnected needs. Through this service, the early help offer in Surrey is expanded to bridge the gap between existing targeted support and statutory services. It enables families to receive help in their homes and communities, accessing intensive and specialist support that meets their needs and avoids unnecessary escalation.

It is worth noting that, there has been a reduction in Child In Need (CIN) plans between June and September this year, compared to last year where during the same period the number of children on a CIN plan increased by 133; this year the number during this period reduced by 138. This is interesting because the number of children supported by IFSS this year over the Summer was 165. These could be early signs that investing in the intensive support service is reducing the demand for statutory services, however it is early days and requires monitoring.

Recruitment to IFSS is ongoing and currently two thirds of the frontline workforce have been recruited to. Feedback from all families supported by IFSS is sought during and following the period of support. Here is one example of positive family feedback from IFSS that highlights the importance of working with whole families:

*“The support we’ve received from Bronwyn stands in stark contrast to our past experiences with social workers and support services. In the past, we often encountered a revolving door of social workers, which made it difficult to build trust and receive consistent help. Many of those workers treated us more like a statistic than individuals, and their promises often went unfulfilled. This led to feelings of frustration and distrust among my children.*

*In contrast, Bronwyn has provided a consistent, compassionate approach that recognises the needs of our entire family. She actively engages with us, listens to our concerns, and follows through on her commitments. Her ability to coordinate support from various professionals has been invaluable, and she genuinely cares about our well-being. This continuity and personalised support have made a significant difference, helping us feel more secure and hopeful about our situation.*

*Overall, I want to emphasise that the service Bronwyn represents has been crucial for our family during this challenging time. The focus on addressing the needs of our entire family has been greatly appreciated, especially as we work toward healing and stability.”*

**Rebranding of Early Help as Families First:** Early help is a system, rather than something delivered by Children’s Services or a commissioned service through SCC. The Early Help Partnership Board agreed to brand early help to reflect this and agreed on Families First as it has a national footprint in the Family Path finders. Families First principles are for organisations throughout Surrey to adopt and use in their work to enable there to be a consistent approach to supporting families and putting their needs first.

The principles are:

- Prioritise the wellbeing, wishes and feeling of children.
- Include everyone, supporting whole families, in their communities.
- Empower families in their choices, never assume or judge.
- Promote family strengths and value the family’s experience.
- Communicate simply and clearly, with no surprises.
- Respect families and be reliable and trustworthy.

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