

SURREY COUNTY COUNCIL

TUESDAY 6 MAY 2014

**QUESTIONS TO BE ASKED UNDER THE PROVISIONS
OF STANDING ORDER 10.1**

CABINET MEMBER FOR TRANSPORT, HIGHWAYS AND ENVIRONMENT

(1) MR ROBERT EVANS (STANWELL AND STANWELL MOOR) TO ASK:

The private bus operator Abellio recently made crucial changes to the 441 bus route that serves Stanwell Moor. These changes all adversely affect the residents, young and old, reducing the connections between the village and the neighbouring areas, Staines, Stanwell and Ashford.

Has the Cabinet Member for Transport, Highways and Environment had any discussions with Abellio on this matter? Would the Cabinet support me in trying to get these changes reversed?

Reply:

Bus service 441 (Heathrow Airport-Staines-Englefield Green) is run by Abellio, without a contractual obligation to, or financial support from Surrey County Council. Current national bus legislation gives Abellio the prerogative to make such decisions on route in respect of its own non-contracted services, having given The Office of the Traffic Commissioner the statutory 56 day period of notice. The 441 service has not served Stanwell Moor since 5 April and the company informed the Council that the time saved would contribute to a more reliable timetable for the service overall and would provide a more attractive facility for the greater majority of their customers. County Council officers did question Abellio on the essential need, or otherwise, of omitting Stanwell Moor and have expressed their concerns to Abellio. The County Council is unable to insist that Abellio reverse its decision.

However, by way of mitigation, the County Council has allowed the diversion by Abellio of existing contracted bus service 557, so that it serves Stanwell Moor village and links the area to Ashford, Stanwell and Heathrow Terminal 5. From Terminal 5, onward connections are available to other parts of the airport, within the free travel zone. This change has been secured at no additional cost.

To provide a continued link from Stanwell Moor village to Staines, the County Council has introduced additional supported journeys on Monday-Friday bus service 590/591, together with a limited number of journeys on Saturdays.

Therefore, given the circumstances that I have described, the Council has achieved the most satisfactory solution for local residents.

LEADER OF THE COUNCIL

(2) MRS HAZEL WATSON (DORKING HILLS) TO ASK:

In response to a question by me at the Cabinet meeting on 22 April 2014, I asked the Leader of the Council who made the decision and on which date the decision was made to use the Runnymede Centre for a new secondary school, to which the Leader responded in writing:

'During the week commencing 3 March 2014 colleagues in CLT, after discussion with myself and the Deputy Leader began the process of moving to temporary types of occupancy so that the site could be prepared to be available for secondary school provision'.

Whilst I very much welcome the County Council planning for providing additional school places, why was the decision, which is a "key decision" according to the Council's Constitution, not made in a formal meeting with a proper record of who made the decision and why in accordance with the Council's Constitution so that the decision could be scrutinised? Or, is the Cabinet now exempt from complying with the Constitution if it so wishes?

Reply:

As an experienced member of this Council, I would have expected Mrs Watson to be well aware that a decision to move staff out of accommodation is NOT a key decision.

CABINET MEMBER FOR SCHOOLS AND LEARNING

(3) MRS HAZEL WATSON (DORKING HILLS) TO ASK: (2nd question)

How many of the additional classrooms to be provided in the Autumn Term of 2014 will be demountables?

Reply:

The County moved away from the use of demountables at the end of the 2012/13 academic year and no longer procure these.

A new modular building solution was developed in 2012/13 for use in the Autumn Term of 2013. The benefits of this are:

- Long life expectancy, value for money and low maintenance costs
- Flexibility to attain full planning, through a range of external finishes and roof solutions
- Enhanced energy and acoustic efficiency
- Flexibility to readily change internal specifications to meet the full pupil age range and teaching requirements

- Speedy installations, saving on programme time and cost
- Modules can be readily relocated, when no longer required on site

The new units have been very positively received by users.

In 2014, we will be delivering modular units at 7 school sites to meet bulge classes and at 8 school sites with permanent expansions.

CABINET MEMBER FOR COMMUNITY SERVICES

(4) MRS HAZEL WATSON (DORKING HILLS) TO ASK: (3rd question)

In the 2013 calendar year, how many Surrey residents returned completed complaints feedback surveys and how many of them were satisfied with the way in which their complaint was handled by the County Council?

Reply:

Surrey follows the Local Government Ombudsman's (LGO) good practice guidance and customer satisfaction is measured through the escalation process for the majority of complaints. If a customer is dissatisfied with the response to their complaint they are invited to escalate their complaint to the next stage.

For Adult Social Care complaints, stages are not allowed by the Department of Health therefore the Service undertakes random sampling of its complainants. In 2013/14 Adult Social Care sent out 65 dip samples surveys of which 9 were returned. Of the 9 surveys returned: 6 people said the process was easy, 2 people said it was hard and 1 person did not comment.

The escalation process for each Service includes a final stage to the LGO if required. The following table shows the number of complaints escalated by stage and where the LGO has found fault in 2013/14.

Area	Complaints received at stage 1	Complaints escalated to:			Fault found by LGO with investigation
		Stage 2	Stage 3	LGO	
Business Services	28	2	N/A	3	0
Chief Executives	47	6		1	0
Customer & Communities	181	16		3	0
Environment & Infrastructure	625	141		18	0

Adults Social Care	119	N/A		12	5
Schools and Learning	79	7		10	1
Children's Social Care	338	15	0	21	1