

Peter Martin - Economy and Prosperous Places**Enterprise Zones**

The new Enterprise Zone covering Longcross Park in Chertsey - one of the largest available sites for commercial development in Surrey - as well as Basing View in Basingstoke and Whitehill and Bordon's Louisburg Barracks in East Hampshire will start operations from 1 April 2017 and last for 25 years.

Enterprise Zones (EZs) are an initiative to support business growth, create new jobs and attract private sector investment to specific areas. Within the designated EZ boundaries newly located or expanded businesses are able to benefit from financial incentives, including reduced business rates. Business rate growth accruing from these new businesses is used for investment to support the EZ.

The Government announced applications for a new round of EZs in July 2015. This was aimed at ensuring that all Local Enterprise Partnership (LEP) areas could benefit from an EZ and local authorities were encouraged to work with LEPs to develop bids. The new Zone is the bid made by the Enterprise M3 LEP which covers the west of Surrey and the north of Hampshire.

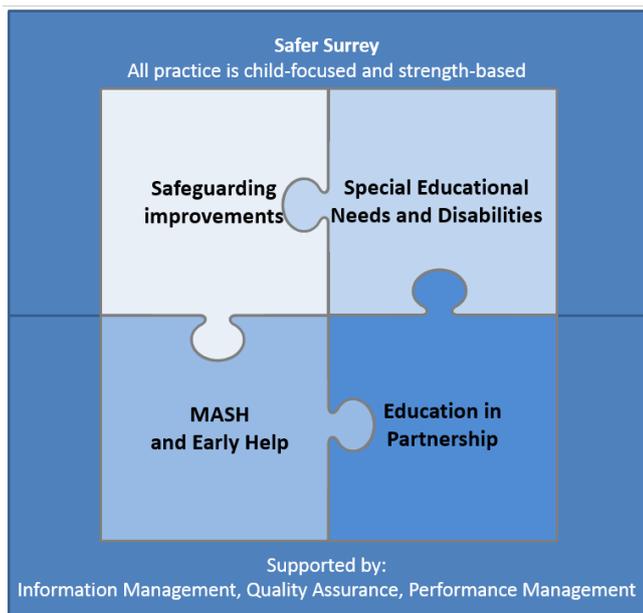
Before the EZ is formally established, a five year Implementation Plan setting out an investment programme to accelerate growth in the area and enable a greater business rates uplift has to be prepared. The Cabinet Paper going to the Cabinet meeting on Tuesday 28 March provides a detailed update on the Implementation Plan and the implications for Surrey.

Over 25 years the EZ could deliver about 130 new businesses, over 10,000 new jobs and generate an additional £193 million in retained business rates. For the Longcross site there could be 32 new businesses, 4,100 new jobs and 90,000 sqm of new floor space with the development generating over £140 million in additional business rate income over the full 25 year period.

Successful implementation of the EZ requires support from all the relevant local authorities. The county council will work with Runnymede borough council on the infrastructure and other interventions that are needed to maximise development on the Longcross site and to promote local place making initiatives.

Clare Curran - Children and Families Wellbeing

Children's Schools and Families improvement and transformation – whole system change -The Children's, Schools and Families directorate is undergoing a significant amount of change and transformation in order to ensure we have a sustainable approach that best meets the needs of children and families. There are a number of key work streams that are interconnected and are being managed as a part of wider whole system change.



Area
Safer Surrey
Safeguarding
MASH and Early Help
SEND
Education in Partnership

Progress so far - There has been some positive progress over recent months. This was reflected in feedback from the Department for Education (DfE) and Ofsted following separate reviews in January 2017. They confirmed that the pace of change has gained momentum. Progress continues to be strongly linked to how teams are embedding the Safer Surrey approach into their practice. [Safer Surrey](#) provides a robust framework for practice and helps secure better outcomes for children through its emphasis on the voice of the child.

Key challenges - The progress made to date is encouraging. However, there is much more to do. Day-to-day practice needs to be consistently good and we are working relentlessly to address areas we know require improvement – for example, raising performance in the MASH and for SEND services. And we have to transform the wider system in Surrey with our partners at a pace sufficient to meet the growing needs of children and families during in period of ever tightening financial constraint. This won't be easy, but I am confident that we now have the stronger leadership, improved partnership working, and right focus to succeed.

Benefits for children and families - The changes we are making are essential to ensuring all children in Surrey get the right support at the right time, whatever their specific needs or the specific services involved. We are shifting to a system where support is provided earlier, is integrated, and is designed *with* children and families, drawing on the strengths they and their communities have.

Denise Le Gal - Business Services and Resident Experience

Over the last financial year Surrey County Council along with its partner East Sussex County Council have operated the Orbis partnership across the back office functions from both Councils under an integrated management structure.

Orbis has had a number of successes in its first year of a year business plan and had delivered savings to date of across the partnership of £2.4M for the sovereign authorities.

Whilst continuing to deliver services to both organisations Orbis has at the same time reshaped its organisational structure and now, as planned, operates an integrated leadership team through a joint governance structure across all 6 functions of, Property, IT & Digital, Finance, Procurement, Business Operations and HR&OD. This was supported by the Orbis pay strategy which allows for blended roles across three partners.

The team has continued to build an identity and culture that has provided opportunities for Orbis to grow its presence and talent through internally developed and delivered programmes such as Ingenium, EPIC+ and a Shadow Board. This approach is unique and a differential that sets Orbis apart as an employer in the market place and has in the last year been recognised with a number of awards, including 'Organisational Culture Excellence Award' at the OC Excellence Awards and highly commended in 'Most Effective Partnership' at the PPMA awards.

Orbis is also a founding member of the Shared Services network and participated in the inaugural Shared Services Summit with the two other leading public sector partnerships, LGSS and OneSource. The three organisations look to bring together ideas and learning from across the public sector business services arena to develop and learn from each other and meet the challenges the sector is facing.

Orbis, as well as delivering efficiency, has also won in a commercial environment business delivering pension services for Hillingdon, as well as gaining acceptance on the Norfolk framework as the supplier of pension administration, creating opportunities for further income. Work has also been ongoing to ensure hygiene technology factors are met when working across multiple locations.

The ultimate endorsement of the approach to the partnership working is Brighton and Hove City Council looking to join the partnership under a shadow year arrangement in 2017.

Orbis will continue to deliver to its business plan whilst looking at opportunities to enhance the value it brings to not only its sovereign authorities but its partners and customers through the core ethos of Orbis.

Helyn Clack - Wellbeing and Health

Health and Wellbeing Board – Since my December update we have had four Health and Wellbeing Board Meetings covering a wide variety of topics including: Safeguarding, Sustainability and Transformation Plans (STPs), prevention, homelessness, carers, mental health, older adults health and wellbeing, and children’s health and wellbeing. We have had interesting discussions which have helped to progress the integration health and social care across Surrey. For the latest information on the Health and Wellbeing and to read a summary of the discussions, please read the [Public Update](#).

From 1 April we will have a new co-chair – Dr Claire Fuller, Clinical Chair at Surrey Downs Clinical Commissioning Group – and the Police and Crime Commissioner, David Munro has replaced the Chief Constable on the Board to represent Surrey Police.

Sustainability and Transformation Plans (STPs) continue to progress in the three geographical footprints covering Surrey shaping the way health and care is delivered to Surrey residents. Surrey Heartlands STP - covering the largest geographical area in Surrey - has strong joint leadership from both health and local government. The involvement of the County Council at all levels in the STP (from the CEO chairing the Transformation Board to officers helping to shape various workstreams) is helping to bring together two very different cultures, approaches and languages of the NHS and local government. This not only helps to smooth and accelerate integration of services, but also improves each organisation’s understanding of the different pressures each is under. Plans are beginning to take shape to devolve health and social care powers in Surrey Heartlands. For more information see the Cabinet report for the March 24 Cabinet and Councillor Mel Few’s Cabinet Member update for Council which includes detail of the devolution plans.

The **Surrey Tobacco Control Strategy 2016-21** has been launched, after a consultation took place in the Autumn. Smoking is still the main cause of preventable illness and premature death, and the single biggest cause of health inequalities, resulting in people who are the worst off experiencing poorer health and shorter lives. The [Strategy](#) provides a comprehensive, strategic, multi-agency approach to reducing the smoking prevalence in Surrey. The Smokefree Surrey Alliance will deliver the strategy and ensure effective, coordination of multiple partners, delivering interventions designed to reduce the harm caused from tobacco in Surrey.

The Public Health team has been working with the 11 Borough and Districts to help produce the **Surrey Homeless Health Needs Audit**, designed to develop the evidence base and inform the improvement of the health offer to homeless people in Surrey. 329 people responded to the audit, including those who are street homeless and those in hostel and supported accommodation. The audit provides valuable local insight into a group who has a lower life expectancy and greater health and support needs compared to the general population. The report can be accessed on [Surrey](#).

John Furey - Highways, Transport and Flooding

Project Horizon's road and pavement programme - The programme is now available, which will enable the next five years to be planned. However, learning from the past four years, it became apparent that setting a five year programme in stone introduced a risk level for other roads not on the programme to deteriorate to a degree that required intervention.

Therefore the programme will be flexible, initial detail in year two and further years will be subject to change, dependent upon the asset condition.

Members should therefore be aware that programme details are capable of change to help local difficulties newly identified and to have a firm understanding that where possible the programme will be delivered as set down.

Flooding Issues - We now have in place 17 local Flood Forums formed across the county operated by local people. It is our intention to further deepen residents' understanding of the manner in which they can lead and determine the areas of spend required in gullies, ditches and wet spots.

Members should be clearly aware that the wet spot list does not reduce as we tackle the prioritised issues. We retain all listed wet spots to ensure that not only have we been aware, but there will be continued attention given to those areas.

Furthermore, I am requesting additional funding from the Thames Regional Flooding and Coastal Committee, to set up an exemplar for all the other authorities dealing with flooding.

Part Night Street Lighting - The rollout to the Boroughs and Districts continues apace. To date, following a request for review, over 4,000 lights have been turned back on.

The request to review has worked extremely well, and the public have responded accordingly and on occasions accepted that there would be no change following the safety team and police review.

I have received a number of complimentary and supportive emails and letters from the public expressing their delight at the reduction in light pollution and their new found ability to enjoy the sky at night.

Mel Few - Adult Social Care, Wellbeing and Independence

Tower Awards - At the last Social Care Services Board meeting I was extremely pleased to be able to present Tower Awards to members of the team who had the tough task of converting the old collapsing Adults Social Care computer programme, known as the AIS, to the new liquid logic system.

What made this implementation successful (very unusual in IMT programme implementation) was bringing the system online in time and within budget, with no complaints from the users.

Integration with Health - The next step in the integration journey was achieved recently with formal legal agreements signed with Epsom Health and Care Alliance and Surrey Heath Clinical Commissioning Group (CCG). The next year will see the Adults service working in shadow form with health including pooled budgets. Work in moving ahead with other CCGs is progressing albeit steadily and includes the Heartlands STP submitting their MOU to NHS England for a shadow year in 2017/18.

An example of this work is the integrated hubs whose key objective is to ensure that there is a central point where elderly frail patients are triaged by a multidisciplinary team and clinically managed by the team to avoid emergency acute hospital admissions.

Accommodation with Care and Support Project - Planning approval has now been received for the construction of a residential home for 10 young adults with severe autism in Alfold, Surrey. This is the first project of this type for residents with learning disabilities but we expect to see more supported living projects going forward.

The older people strategy for extra care accommodation has identified 5 potential sites which can accommodate a 40-60 unit facility within Surrey. A provider market workshop is planned for April to obtain expressions of interest for extra care provision in Surrey which hopefully can be commenced shortly.

Richard Walsh - Localities and Community Wellbeing

Library Service - The library service lends to Surrey residents in a year over 5,616,000 books and 300,000 audio-visual items from a stock of over 1.3 million items. Children under 13 borrowed more books than ever from Surrey libraries in the last year- over 2 million, the highest figure for more than a decade. The library network receives annually 3,448,600 physical visits by Surrey residents. The service answers per year 886,000 library information enquiries and fulfils 281,000 book requests. 1,601,900 on-line visits are made annually to the library's website. The service has 319,000 members and 73% were active last year. Children 0-14 make up 27% of borrowers and people 15-65 make up 55%, older adults 65+ make up 17% of borrowers. Since 2009, the 65+ age group, as a % of total active borrowers, has risen from 15.9% in 2009 to 20.7% in 2015. The library service, with the help of volunteers, provides books to a thousand housebound readers. The library service delivers a wide range of health and wellbeing related activities including recently over 40 dementia tea parties for sufferers and carers. As the contract holders for Dementia Access Alliance staff have been working with stakeholders such as Surrey Choices (for Autism), Dyslexia Action and the Alzheimer's society and are working towards a checklist of design and signage solutions to improve the use of libraries for these groups of people including a pilot library.

Customer Satisfaction survey - All libraries have been surveyed in phases over the last two years. The corporate satisfaction rate target was 95%. The overall satisfaction rate was 97% and a number of SCC managed and community partnered libraries scored 100%. The top 3 aspects most valued are friendly helpful and knowledgeable staff, breadth and wide selection of stock, and location and convenience. The top three areas for improvement are longer opening hours, a greater selection of titles, access to toilets and baby changing facilities.

Registration Services - Surrey is one of the biggest registration services in the country; we registered 20,000 births, 12,000 deaths (5% increase on last year) and 9,000 notices of marriage/civil partnership. We conducted 4,000 marriage and civil partnership ceremonies and 2,200 new British citizenship ceremonies (15% increase on last year). Over 95% of customer comment cards give us the highest satisfaction rating.

Surrey Adult Learning - Surrey Adult Learning continues to have strong growth on its programme, with learner numbers up 7.1% in the autumn term compared to the previous year. The growth is self-funded through learner fee income, which is on course to exceed 2 million pounds in the 2016-17 academic year.

Surrey Heritage - Surrey Heritage, marked LGBT (Lesbian, Gay Bi and Trans) History Month with a display of items for the archive celebrating the history of sexual diversity in Surrey that was viewed by over 2,000 people. Professor Peter Hegarty of the University of Surrey wrote, *'Thank you for making my history accessible. A truly lovely event, and a great success.'*

The service completed a Heritage Lottery Fund project celebrating the Surrey playwright, R C Sherriff. Working with schools in Elmbridge, Sherriff's letters from the trenches were turned into a play. Sherriff's biographer wrote, *'I think you should feel fantastically proud with what you've accomplished'*. Surrey in the Great War: A County Remembers continues, involving over 150 volunteers from across the county, ranging in age from 14 to 80. The project website now carries thousands of records and several hundred World War I stories.

Mike Goodman - Environment and Planning

Countryside – On 9th March Surrey Countryside and Rural Enterprise Forum held its third annual conference attended by organisations across Surrey, focusing on farming and its role in managing the countryside, rural business and engaging the public. I am pleased to confirm the Planning Inspectorate has given Commons Consent to enable us to progress with parking charges at Newlands Corner. Parking charges are part of a number of activities in the Surrey Wildlife Trust's Business Plan for the Countryside Estate that will provide the funding needed to make the Countryside Estate self-sufficient by 2020 and ensure it is available for future generations. The business plan will be published shortly.

Waste - Work continues to secure savings and efficiencies across the waste service. Changes to the operation of the community recycling centres, including reduced hours during least busy times and charges for some non-household waste have been successfully implemented and are starting to deliver required savings. Reuse shops have opened at Leatherhead, Witley and Woking CRCs with a reuse shop at Earlswood due to open in April. These provide income to offset operating costs.

Fly Tipping – Nationally levels of fly tipping have increased but in Surrey I am pleased to say that, thanks to concerted efforts from Surrey Waste Partnership, levels of fly tipping decreased from April 16 to Feb 17 by over 1,110 tonnes compared to the same period in the previous year, saving around £120,000 in reduced disposal costs. The Partnerships and Intelligence Officer began work in November 2016, working closely with district and boroughs to assist with detection and enforcement of fly-tipping activities, supported by the Partnership's 'Tip Off' communications campaign. A number of districts and boroughs have had successes finding and prosecuting offenders. Better sharing of intelligence and best practice will enable others to do the same.

Air Quality - The links between air quality, public health and transport are now well understood. Transport and public health teams are working closely with the boroughs and districts to develop a multi-agency approach. We are updating the Local Transport Plan Air Quality Strategy and developing a joint action plan. This will be overseen by the Health and Well-being Board.

Bus Service - Despite Abellio's resignation from a number of bus contracts, we managed to maintain most impacted services. We are monitoring services to ensure Surrey gets the best value for money. I can report significant improvements in service reliability, performance and reductions in complaints. Work is now focused on the long term future of the network, including dialogue with Transport for London about the future sustainability of cross boundary services, within the envelope of a balanced budget.

Rail - The need for southern rail access to Heathrow has been raised with the Aviation Minister and the Secretary of State for Transport. More detailed assessment work is commencing to help us make the case for this vital scheme. We continue to lobby government to commit to enhancements on the Brighton Main Line and take Crossrail 2 to the next stage of development. Our work in these vital areas is also helping shape enhanced partnership working with TfL. We are also working with Great Western Railway and Network Rail on additional services on the North Downs Line, to transform this vital orbital transport link. We are also lobbying the two shortlisted bidders for the replacement South West Trains franchise to ensure the needs of residents and businesses are met.

Aviation – We recently responded to the Government's consultation on night flights and are currently preparing our responses to two Government consultations on a draft Airports National Policy Statement (NPS) and changes to UK Airspace Policy. In addition to our view on southern rail access, we are particularly concerned that the consultation on the NPS is being undertaken when the final flightpaths and possible respite measures are not yet known. Noise is a significant issue for many communities in Elmbridge, Runnymede, Spelthorne and Surrey Heath. Therefore, I am very disappointed that no consultation events were planned for Elmbridge and Surrey Heath. I raised this with the Minister for Aviation, who declined to make changes to the consultation arrangements. I have now written to the Government's independent adviser on the consultation arrangements to challenge this. On the UK Airspace consultation, we will be expressing our concern over the potential impacts that concentrated flightpaths from airports could have on Surrey.

Linda Kemeny - Schools, Skills and Educational Achievement

Corporate Parenting: As Chairman of the Corporate Parenting Board (CPB) which is a multi-agency partnership, I have this month completed the Lead Member Report for Corporate Parenting 2016 which has been scrutinised by the Social Care Services Board and presented to the CPB for consideration. As Members of the Council, one of the primary responsibilities we have is to ensure that those children who are growing up in the care of the County Council as our looked after children and care leavers are provided with the best possible opportunities and support to achieve their full potential.

As corporate parents, we have a duty to ensure as far as possible that all the children in our care and those leaving care have the same life chances and outcomes that all good parents want for their own children. An important part of our responsibilities is our pledge to consult with children and young people which is a part of our Corporate Parenting Strategy (2015-2018), currently being refreshed.

With our largest number of looked after children in 2016, 903 up from 779 in 2015, including 153 unaccompanied asylum seeking children, plus 479 care leavers who are entitled to ongoing support until the age of 21 or 25 if in higher education, I am pleased at the efforts made last year to ensure that our looked after children and care leavers have a voice and an opportunity to tell us what they think of our services. The 2016 BIG Report collated the views of 168 children and young people, the majority of whom told us they were happy in their placement as well as confident about their health.

Looked after children and care leavers have a range of ways in which they can share their views. Care Council is a group of young people aged 13-24 who meet monthly to talk about what is important to them, as do younger children in care through Care Council Juniors. They come up with ideas and inform the CPB about what they would like to stop, start or change about the care system in Surrey. Care Council members and our Children's Rights Apprentices attend the CPB for alternate meetings, providing a welcome space to hear directly from each other and to give feedback about our progress in making changes and improvements. Feedback last year was generally very positive and some important suggestions were made, such as 'Stop changing my social worker', 'Need to see my social worker more often', 'Knowing and understanding my personal education and health plans', and 'Give me support to deal with bullying', which are all being addressed and followed up.

Growing up in care can be a positive experience for children and young people, provided we make sure that our services work effectively to improve outcomes. Overall there has been some positive progress in 2016, with evidence of improvements in the priority areas for action identified for the year including improved practice to safeguard children from child sexual exploitation, children who go missing, and unaccompanied asylum seeking children. An independent return home interview is in place for children reported missing, supporting work to understand why children go missing and to reduce the number of episodes. A key area of concern continues to be the high percentage of our children (22%) who are placed outside Surrey. While there are often good reasons for this, we will be looking at further ways to enable them to remain in the county where appropriate.

Looking forward, with stronger leadership in place in Children's Services and improved partnership working, I believe the CPB will continue to strengthen its effectiveness and impact for children in 2017. The new Council will also need to ensure that all Members are fully trained to fulfil what is a critical corporate parenting role, including participating in our excellent Total Respect training.

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