

CABINET MEMBER UPDATE TO FULL COUNCIL

NAME: John Furey

PORTFOLIO: Deputy Leader and Cabinet Member for Economic Prosperity

MEETING DATE: 11 December 2018

Debugging the Apprenticeship Levy Report

The study is based on qualitative interviews with 18 Surrey levy payers from both public and private sectors including McLaren, BAE Systems, Pfizer, NatWest and SCC. The study found most employers are struggling to spend their levy pot as there are significant glitches in the levy design resulting in complicated set-up, resource intensive management and delays in developing apprenticeship standards, which have slowed adoption and inhibited the number of apprentice starts.

The SCC team is collaborating with the LGA and the Surrey Employment and Skills Board to publicise the employer-led recommendations from this work.

In addition, we are seeking a meeting with the Secretary of State for Education and Minister of State for Apprenticeships and Skills to discuss the findings and implications for Surrey employers.

Apprenticeship Task Force

The Apprenticeship Task Force, established in October, aims to investigate and develop an Action Plan for a unified approach to apprenticeship across SCC. It will consider the recommendations from the research with private sector companies and ensure that the County Council is best placed to maximise the use of the Apprenticeship Levy. The deadline for the draft recommendations is end 2018.

Transport for the South East

Transport for the South East (TfSE) has been operating in shadow form since June 2017. It brings together 16 local transport authorities and five LEPs across the south east. It is aiming to become a statutory body by the end of 2020 and will set a Transport Strategy for the South East. TfSE speaks with a single voice on the area's transport needs and priorities and will directly influence the decisions of national and regional infrastructure providers and operators (for example Network Rail, Highways England, ports, airports). Local authorities will retain responsibility for decisions relating to local transport projects.

In the last 12 months, TfSE has made considerable progress on developing the Transport Strategy. In July 2018 the Economic Connectivity Review was published, identifying the role of strategic transport in supporting the South East and UK economy, making the case for transport investment to increase productivity and identifying the severe impacts of lack of investment. This provides a platform for the ongoing development of the Transport Strategy. Work on the main Transport Strategy commenced in November 2018 and the draft strategy will be published for consultation in September 2019. Surrey members and officers will play a key role in shaping the development of the Strategy.

To achieve statutory status, TfSE will be required to develop a Proposal to Government which will need to demonstrate the strategic case for the creation of a sub-national transport body, having regard to the statutory requirements for such a Body. The Proposal will also need to identify the types of powers and responsibilities that TfSE will be seeking, as well as identifying the proposed governance structures. It is intended that the draft Proposal will be issued for consultation in May 2019, with a final version submitted to Government by November 2019. SCC input has been provided through member representation on the Shadow Partnership Board and the TfSE team will be undertaking further engagement with members and officers over the next few months on the draft Proposal.

CABINET MEMBER UPDATE TO FULL COUNCIL

NAME: Mary Lewis

PORTFOLIO: Cabinet Member for All-Age Learning

MEETING DATE: 11 December 2018

Two years ago, Surrey was one of the first places to experience a joint Ofsted/CQC SEND area review, covering both the County Council and Education and Health Partners. This resulted in a Written Statement of Action (WSOA) for the county council which has been monitored by the DfE. Re-inspections of those areas reviewed have recently been announced. Having been one of the first places inspected, it is likely that we will soon have a repeat SEND inspection from Ofsted – possibly even before Christmas.

There was a strong focus in the WSOA on timeliness of both converting old Statements of Educational Need to Education Health and Care Plans and new EHCPs. I have reported solid progress on these issues in previous statements. However, there is much more to having a good SEND service than getting the paperwork right. We know that there is still much more to be done to support children and families. My attendance with Senior Officers at the recent AGM of Family Voice left me in no doubt of that. SCC will welcome Ofsted and look for their insights not only on our progress against the WSOA, but also on our wider SEND Transformation Plan, which is currently out for consultation, and which aims to deliver a service that responds to need much earlier, enabling a far less adversarial relationship with families.

As reported several times, there is significant budgetary pressure in SEND resulting in Appeals to the Secretary of State from over 60 councils to levy 0.5% of schools' budgets for the High Needs Block and to clawback some of the excessive balances held by maintained schools. Feeding back on information requested by Members, in Surrey the individual school balances at 31/3/2018 were £38.1 million with £2.4 million held by confederations and groups- a total of £40.5 million. There has still been no response on the Appeals, but the Leader wrote to the Secretary of State, Damian Hinds about the unfairness of the Academisation process, which leaves schools' balances in the hands of Academies, untouchable even by the DfE itself, whilst deficits of schools converting to Academy status after poor Ofsted Inspections are left with the county council.

In this financial year, SCC faces a £0.5 million budget pressure from two such sponsored conversions. This makes it clear that, when the Babcock 4S contract ends, the council needs to maintain some way of monitoring schools **before** they fail – both in its role of champion of children and families in the Education system, but also to prevent it picking up deficits. There is a comprehensive restructure under way in Education, Culture and Life Long Learning which will seek to provide such intelligence, as well as being fit to deliver transformed services in all areas of its remit.

It was a pleasure to join our Adult and Community Learning Service last month to give out English and Maths GCSE certificates to adult learners who have overcome a range of barriers to return to learning. Many had inspiring stories to tell and it was noticeable that their children and partners were hugely proud of them. I also attended the AGM of East Surrey College whose Adult Education Centre also provides leisure and GCSE courses. The college serves a large and diverse population of mainly young students and does very impressive work on Apprenticeships at all levels and to support young people with SEND.

The Libraries consultation continues. There has been a low response from younger people so far, many of whom are not currently library users. Some short videos have been made about Libraries as hubs, Community Link Libraries and the Digital Offer in Libraries now and in the future. Please encourage residents to watch, to read the strategy and to respond.

CABINET MEMBER UPDATE TO FULL COUNCIL

NAME: Mel Few

PORTFOLIO: Cabinet Member for Adults

MEETING DATE: 11 December 2018

This is my last report to Council as the Cabinet member for Adult Social Care and Wellbeing in which I have been directly involved over the last 9 ½ years since becoming a County Councillor.

During this period, I have come to appreciate the hard work and focus on residents that the service provides as well as facing up to the financial challenges driven by both the need to find savings each year (of which the service can be proud of generating an average £25-£30m annually), while managing to absorb annual increases on average of 6% per annum in the number of residents under its care.

This is a significant achievement when viewed against the well published financial difficulties that Adult services throughout the country are facing and Surrey is no exception.

The service is now focused on the three transformation programmes which call for continued savings of the same magnitude over 2018/19 and 2019/20 financial years:

- It is beginning to see the favourable outcome of the practice improvement programme.
- The process is underway to create an all age learning practice that will eventually be combined with the Children's service. The objective being to understand the total service and costs provided to this cohort of residents across their lifetime.
- I am now more optimistic that the accommodation with care and support project will, after a lengthy gestation period, start to be delivered.

My thanks to those members who have raised residents' problems with the service, as in many cases these have enabled improvements in both safeguarding and processes to be made.

Finally, my personal thanks to all members of the Adult service who have proved time and again willingness to accept and adapt to the challenges of meeting the demand while being conscious of limited funding.

CABINET MEMBER UPDATE TO FULL COUNCIL

NAME: Mike Goodman

PORTFOLIO: Environment & Transport

MEETING DATE: 11 December 2018

The Surrey Waste Plan is being reviewed. As a statutory land use plan, the new plan will guide the location and type of all waste management development in Surrey over the next 15 years. Cabinet will consider the proposed Submission Plan on the 18 December 2018. If agreed, the plan will be published on 14 January 2019 for a period of 6 weeks to allow representations to be made.

The new **Government Waste and Resources Strategy** is expected to be published before the end of 2018. We expect the strategy to contain proposals that will require producers of packaging to take more responsibility for its collection and recycling and this could include for example, deposit return schemes for drinks containers. There is also some indication that the strategy will seek to address the consistency of waste collection services across the country. It is expected that the strategy will build on proposals set out in the recent budget which include a proposed tax on plastic packaging containing less than 30% recycled plastic and additional funding for research into plastics recycling. This strategy could influence the CRC consultation but this will not be clear until after publication.

CRC Consultation To date there have been 7,240 responses to the consultation, 15 email responses, and we are aware of two petitions: one to keep Cranleigh CRC open and the other to keep Lyne CRC open.

Bus Consultation As part of our work to make sure we are financially robust we are consulting on the future of two additional free bus travel concessions. We are half way through the consultation, which finishes on 4 January 2019. So far we have received 1,250 responses. The outcome of the consultations will feed into final Cabinet decisions in January 2019.

Railways On Monday 19 November overrunning Network Rail engineering works caused severe disruption, blocking all lines between Weybridge and London Waterloo. The lines reopened just after 09.30; too late for many residents to get to work, school, etc. The rail industry has admitted that the level of service that day was unacceptable. An independent investigation is taking place and I will be raising this with the Managing Director of South Western Railway when I meet him later this month.

Air Quality Grant Bid A bid to DEFRA has been made for a range of school-based interventions. The bids include a raised table zebra crossing outside Spelthorne School in Ashford, a signalised raised table crossing and traffic calming outside Ravenscote School in Camberley and a pedestrian refuge outside Egham Hythe School, Egham. We will hear in the New Year if we have been successful. The value of the bid is circa £700,000.

Newlands Corner meters have been changed and they now only take contactless payments, visitors need to put in their registration number in order to get a ticket. This has been necessary because of systematic vandalism and abuse of the system, costing in the region of £1,500 for each occurrence.

The Countryside Estate Consultation closed on 3rd December 2018. Over 1,300 individual responses were received along with feedback from focus groups, representatives of the community and discussions with other organisations. The county council are working in partnership to produce the strategy with Surrey Wildlife Trust, who manage the Countryside Estate on our behalf. We will now draw the feedback together into a 25 year strategy for the Countryside Estate linking it to the delivery of the Government's 25 Year Environment Strategy and the County Council's 2030 Vision.

CABINET MEMBER UPDATE TO FULL COUNCIL

NAME: Clare Curran

PORTFOLIO: Cabinet Member for Children

MEETING DATE: 11 December 2018

Corporate Parenting: We were told by Ofsted in May this year that *“the Corporate Parenting Board has had a mixed impact on improving services and outcomes for children in care”* and that *“the board has not ensured an equitable and consistent approach to some fundamental entitlements”*. This was simply not good enough for our children and young people and in the immediate weeks that followed, the Corporate Parenting Board was reformed to maximise impact and ensure that the services and support we offer is what Members would want for their own children and is as good as it possibly can be.

Work has been progressing on the Charter for Looked after Children and Care Leavers. The Charter is predominately made up of three components: the Promise, the Core Offer for Looked after Children and Local Offer for Care leavers, and the Bursary Fund.

We have completed the review of our **Promise** to our children and young people and this has been developed in partnership with the Children in Care Council and looked after children. All Members are being asked to reaffirm this promise and many of you have done so on the way in to the meeting. It will be available again at the end of the meeting today if you missed it. Our promise is that:

- **Home** – We will do the best we can to make sure where you live is right for you and you feel safe
- **Relationships** – We will help you keep in touch with family and friends in your life
- **Listening** – We will listen to you and involve you fully in making plans about your life
- **Skills for life** – We will help you develop skills that will support you throughout your life
- **Fun** – We will make sure you have opportunities to have fun and be happy

We have been working on the “Surrey Offer”, which are the core things we believe we should provide to all our looked after children and care leavers to help them to lead a healthy, happy and independent life.

Going beyond what we have a legal responsibility to provide – such as providing good quality and timely plans and assessments, support from Personal Advisors, Independent Reviewing Officers and an Advocacy service – we will be enhancing our offer to include:

- A new welcome pack when a child becomes looked after and the opportunity to meet with a care experienced apprentice
- Children starting secondary school will be given a mobile phone and laptop
- Free leisure opportunities, support for hobbies, access to clubs, music & sports lessons.
- Birthday cards and good luck or congratulations cards for personal milestones
- A mentoring scheme, driving lessons and even a small ‘celebration fund’

The proposed changes to the offer have been agreed in principle by the board this month. The next step is to fully cost the offer and we will be looking at new and innovative ways to fund this, working with local businesses, charities and other organisations. A delivery plan is being prepared and I expect the new offer to be rolled out in a phased approach in 2019.

In line with the enhanced core offer, we have also been looking again at the Bursary Fund to ensure it has a real impact for children, and we will be changing the way the money is allocated. We must ensure it is better publicised and allows foster carers, as well as social workers, to apply to the fund. The Corporate Parenting Board will review the proposal next month to ensure the fund helps meet the ambitions of Members for our looked after children and care leavers.

CABINET MEMBER UPDATE TO FULL COUNCIL

NAME: Denise Turner-Stewart
PORTFOLIO: Community Services
MEETING DATE: 11 December 2018

Community Safety

On the 27th November, Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) conducted an inspection of the Counter-Terrorism Prevent provision, including the Channel meeting. They have reported that Surrey Channel is now an exemplar to other local authorities, with high standards of risk management and safeguarding decisions. SCC will be creating an internal 'Stronger Communities Group' to enable a cross directorate approach to tackle Prevent, Domestic Abuse and Serious & Organised Crime.

Surrey Registration Service wins national award for Excellence in Service Delivery

The Surrey Registration Service have been awarded the LRSA Excellence in Service Delivery award at their recent 'Year Ahead' national conference. This award is only given to one registration service in the country each year and is a fantastic honour. The award recognises innovation in the industry and despite an unprecedented number of nominations this year, we were lucky enough to win due to the work we have done around our death and bereavement services. This is a reflection of the commitment and professionalism of the staff in our registration service.

Customer services

Customer Services is working to expand the 'single front door' model for managing customer enquiries, in line with the Council's recently approved Target Operating Model (TOM). Customer Services' ASC team is trialling an initial sift of professional referrals in two locality teams. This will enable contacts to be dealt with proportionately at the right place and the right time. Discussions are also taking place with Children, Families and Learning (CFL) about a potential proposal to form a Referral and Request Team within Customer Services, as part of the improvement plan for the Multi-Agency Safeguarding Hub (MASH). Customer Services continues to work closely with IT& Digital to identify opportunities to improve online self-service options for customers and maximise resolution rates at first point of contact.

Finally, a new customer feedback system will go live by the end of the calendar year. A provider for a new Blue Badge case management system has been selected after a tendering process. This will improve the customer experience when applying for a Blue Badge.

Emergency Management

Emergency Management are supporting the national position that although the UK still feels that a No Deal position is unlikely, we are right to prepare for this scenario. Emergency Management have been liaising with various government bodies to assist with planning and to give assurance that Surrey is prepared to implement contingencies in a No Deal situation. A Members' Briefing that will update on SCC's preparations for Brexit will be taking place on 25 February 2019. I look forward to seeing as many Members present as possible.

CABINET MEMBER UPDATE TO FULL COUNCIL

NAME: Colin Kemp

PORTFOLIO: Lead Cabinet Member for Place

MEETING DATE: 11 December 2018

Winter Preparedness

With Christmas fast approaching I would like to remind you that our website provides a variety of information and advice for residents on [winter](#) preparedness, including details of highway activities such as gritting and responding to emergency events. These activities are more frequent during the winter and are prepared for by the Highways Teams as much as possible. This includes continuing to provide staff cover and managing the roads over the Christmas holiday period. So if you find you need to [report](#) a highway emergency or issue during the Christmas break then please continue to do so in the usual way.

Severe Weather Recovery and Roads Maintenance Programme Update

As you know, following the severe winter of 2018/19, we have allocated an additional £12m in this financial year and £8m in 2019/20 to repair damaged roads. Members and local highway officers worked together to understand the priorities, primarily focussing on B and C roads. Approximately 600 roads were assessed and around 100 were found to not be suitable either because they needed too much or not enough work, which left us with around 500 provisional sites. Since August over 220 schemes have been completed which is an amazing achievement as each site had to be surveyed, measured, costed, programmed and delivered. 58 members provided a number one priority in their area and 55 of these have been completed so far. A further 60 schemes are programmed for completion by the end of March 2019.

In addition to the severe weather schemes, we have also delivered 20 Major Maintenance schemes, 50 Surface Dressing schemes and are on target to complete 80 footway maintenance schemes and over 250 preventative patching schemes on local residential and connecting roads across the county. In total this means we will have delivered around 700 road and footway maintenance schemes by the end of this financial year which is a staggering number, providing network improvements to many of our residents. Details of the 2018/19 schemes are available on the [website](#) for review and as I have previously promised, quarterly [updates](#) to this year's programme have also been provided to help improve communication to our residents.

The remaining severe weather schemes are now being surveyed and measured so that we will be able to start the 2019/20 programme in April. They will be delivered alongside our other planned works including an estimated 18 major maintenance schemes, 70 surface dressing schemes and we will also again have a large and varied programme of preventative patching sites and footway schemes. The programmes for 2019/20 are currently being finalised and will be shared early in the New Year.

Investment Strategy

The Investment Board approved an acquisition in the industrial sector to contribute to the further diversification of the Investment Portfolio at its last meeting, and this is on schedule to complete this week. This brings us closer to delivering the agreed target of £10m per annum by 2020/21.

The investment strategy aims to deliver income from a diversified portfolio and a mix of tenants as well as sectors is one of the measures of diversification. This strategy helps to mitigate the risk of tenant failure which is of increasing concern, particularly in the retail sector. Tenant voids across the portfolio, which are measured in terms of an estimate of the rent which would otherwise be receivable, are currently running at 3.1%. This is significantly below the industry benchmark for an established portfolio of about 7%.

CABINET MEMBER UPDATE TO FULL COUNCIL

NAME: Tim Oliver

PORTFOLIO: Lead Cabinet Member for People

MEETING DATE: 11 December 2018

Health and Social Care Integration

We are making good progress in creating a 10 year strategic plan for improved health outcomes in Surrey. A wide range of engagement including interviews and a workshop has taken place over the past month; priority areas for intervention are beginning to emerge with a focus on the wider determinants of health. A second workshop is scheduled for 24 January 2019.

Following submission of the Better Care Fund (BCF) and Improved Better Care Fund (iBCF) Quarter 2 2018/19 return in October, preparatory work is underway for the 2019/20 Better Care Fund plan which is likely to start formally in the new year once national guidance is made available.

Health and Wellbeing Board

Following the October workshop where the board discussed the need to reflect both the emerging place-based models of governance and delivery and the wider determinants of health, existing Health and Wellbeing Board members agreed to change the membership to include representation from the Integrated Care Partnerships, the housing sector, further education and universities, mental health providers and the Local Enterprise Partnerships.

The Chairs have invited new members to join the Health and Wellbeing Board and the membership proposal was endorsed at the Health and Wellbeing Board meeting on 6 December 2019.

Public Health

Leading the way in developing innovative approaches to our work, members from the team along with colleagues from Children and Family Health Surrey and the Surrey Heartlands local maternity system have been successful in an application to [the Design Council's, Design in the Public Sector Programme](#). The Design Council will support the project team through a number of workshops and coaching sessions looking at how we can improve the support and outcomes for parents, with multiple vulnerabilities, under 25 years and their children by using design thinking to really understand the issues.

At a recent workshop, funded by the Health Foundation, GPs, commissioners and data analysts from across Surrey Heartlands explored how data can be used to inform the development of Primary Care Networks – new care models for local neighbourhoods of between 30,000-50,000 residents. They examined ways of integrating layers of data from across the health and care system to create displays of information known as [data visualisations](#). These can be used to inform decision makers to assist with service improvement and to see how specific groups of citizens can be identified for health and care interventions. For example: looking at the differing health needs of the population based on demographics, emergency admissions from care homes, mental health needs and the profile and health issues of carers.

CABINET MEMBER UPDATE TO FULL COUNCIL

NAME: Charlotte Morley

PORTFOLIO: Cabinet Member for Corporate Support

MEETING DATE: 11 December 2018

Robotic Process Automation

I would like to congratulate two of the teams within Orbis for winning a national award for their pioneering work with Robotic Process Automation. Our IMT and Business Operations teams picked up the Pensions Technology Award at the recent Rewards Strategy Awards in London for their work to automate time consuming processes. Work that used to take two days to a month can now be done by a robot in around 20 minutes, freeing up our staff time to focus on more valuable work. Orbis' cutting edge programme deploying Robotic Process Automation continues to receive national attention as we strive to bring further efficiencies and greater operational excellence to our three authorities.

IT & Digital – Digital Declaration

Following a CLT recommendation and support from myself as Cabinet Member for Corporate Support and the Leader of the Council, Surrey County Council has joined the list of 131 other Local Authorities as a signatory to the MHCLG Local Digital Declaration. The declaration affirms our collective ambition for local public services in the internet age, and our commitment to design services that best meet the needs of citizens and deliver value for money. The declaration sets out a number of guiding principles for our technology, staff, leaders, and politicians that will support our transformation journey. The Council has specifically committed to furthering the use of tools to help reduce cost and save time on manual tasks and identify what can be done to improve digital inclusion for residents within Surrey. To this end Surrey County Council and Oxford City Council in partnership have been awarded £80,000 from the Local Digital fund to explore “Can chatbots and AI help solve service design problems?”. More information can be found at <https://localdigital.gov.uk/declaration/>.

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