

**CABINET – 20 DECEMBER 2022****PROCEDURAL MATTERS****Members Questions****Question (1) Will Forster – Woking South**

The Council's draft budget for the Customer and Communities directorate shows planned efficiencies that include (1) staff restructuring for Trading Standards and (2) reduced spend on Community Partnered Libraries by £80,000.

- a) How many staff, if any, would be lost in Libraries and Trading Standards?
- b) What would the non-staffing impact of funding cuts be on the Community Partnered Libraries?
- c) The plans for Communities Partnered Libraries include raising alternative funding locally, please can the Cabinet Member give more details?

**Reply:**

- a) There won't be any Library staff reductions in 2023/24. Trading Standards is a shared Buckinghamshire and Surrey Trading Standards Service. The proposals include removing a seconded Police Officer post which is based in Aylesbury, Buckinghamshire, and one Trading Standards Officer post. The service plans to recruit to a new Trading Standards Apprentice post.
- b) Our proposal to reduce funding to the Community Partnered Libraries (CPLs) largely relates to reducing the book fund. This is in line with proposals to reduce the book fund across the wider library network.

CPLs will be able to buy their own stock and will also be able to accept donated stock as other Community Libraries do across the country. Additionally, the CPL would retain access to the rest of Surrey Libraries stock and that of the Libraries Consortium, via the reservation service which would mitigate the impact on quantity and breadth of resources.

An EIA has been undertaken to identify and assess the impacts of the proposed efficiencies.

- c) All CPLs are responsible for generating income and raising funds as part of their current operating model. Many of them are very successful at this and we will continue to share good practice to support them with this activity. This mirrors best practice nationally where many CPLs run successfully and secure significant funding and sponsorship to support their delivery.

**Denise Turner-Stewart**

**Deputy Leader and Cabinet Member for Customers and Community Safety**  
**20 December 2022**

## Question (2) Catherine Baart – Earlswood and Reigate South

This question relates to Agenda Item 12 on parking and moving traffic enforcement.

A) Please provide details of how the choice was made between a wholly in-house operation against a partially outsourced operation, as part of this procurement decision.

B) Paragraph 17h) states that the contractor will provide basic maintenance of parking related road markings and signs. How will the current backlog in line repainting be addressed alongside this?

### Reply:

A) The main operating models for local authority parking enforcement are generally:

1. Wholly in-house (but some specialist elements still need to be contracted out)
2. Partially out-sourced, whereby the Council contracts out larger parts of the service.
3. To delegate all of the function under agency agreements

Surrey County Council has agency agreements in place (Option 3) with the District and Borough (D&B) councils until April 2023.

The D&B councils in turn use options 1 or 2 for the direct provision of the service, most utilising option 1.

In evaluating whether Option 1 or 2 would be the best approach for the County Council to provide the service directly, the performance of the different D&Bs from an enforcement and financial perspective was compared. It was found an authority that utilised Option 2 effectively had lower costs for issuing and processing Penalty Charge Notices (PCNs), and was also able to deploy Civil Enforcement Officers (CEOs) for longer periods more cost effectively.

This is an important factor because the purpose of parking enforcement is to gain compliance with parking restrictions to achieve highway safety and accessibility objectives. An enforcement presence is increasingly needed for longer periods of the day, seven days a week to ensure restrictions are effective.

Setting up a wholly in-house operation (Option 1) would call for the recruitment of a large team (from scratch) with the necessary skills and experience, already in short supply. Although some D&B staff might transfer in this situation, it would not be possible to rely on this as the D&Bs would still require their car parks to be managed.

Option 2, with a single provider carrying out most of the enforcement and administration functions offers more flexibility in the level of service provision through the contract, which can be scaled up or down more easily with a clear understanding of the associated costs. Enforcement suppliers are also generally able to draw on a wider pool of resources if needed.

This option also means, that overall there are fewer contracts to procure and manage for the council compared to a wholly in house team who would still need arrangements for specialist suppliers and equipment. (payment systems/cash collections and maintenance/specialist software/vehicles/transport/accommodation etc)

The Council's undertaking of Moving Traffic Enforcement will commence in 2023. Although some elements of this activity will be carried out in house, the supply and maintenance of cameras needs to be outsourced. Camera enforcement also involves PCN processing, and when combined with parking related PCN processing, offers greater scale to make savings through a contract that combines both areas.

Both Options 1 & 2 allow the Council to plan and manage the parking enforcement service to help meet our policies and objectives, however Option 2 was considered to be more practical, cost effective and require less resource to operate and manage.

The decision to opt for a partially outsourced operation for this procurement was also influenced by generally positive experiences of neighbouring authorities who had been through a similar process for example East Sussex and Hampshire County Councils.

B)There is provision in the parking enforcement contract to ensure that enforcement is not compromised by damaged or missing statutory signs or lines. It gives our contractor the ability to quickly fix anything that may prevent enforcement. It is not a replacement for our wider road marking and signs works, which includes new parking schemes. These will still be delivered through our highways maintenance contractor (Ringway).

The introduction of new road markings and signs can take time, in part due to programming and access issues (for example parked cars can hinder the installation of new waiting restrictions). While most work ordered through the current programme has been completed since the Ringway contract commenced, Officers are working closely with our contractor to ensure that any works still to be delivered are completed in the most efficient manner.

The installation of new road markings is very much weather dependant. New markings cannot normally be installed on wet roads, in temperatures below freezing or those contaminated with road salt. This makes the winter months uniquely challenging.

**Kevin Deanus**  
**Cabinet Member for Highways and Community Resilience**  
**20 December 2022**

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| <b>Question (3) Jonathan Essex – Redhill East</b> |
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At the council budget meeting in February 2022 the council agreed to commit an additional funding of nearly £8m (1% of the proposed Council tax increase) on mental health, including to accelerate projects to prevent people either falling into a chronic condition or will reduce pressure on the medicalised solutions delivered by our Mental

Health Trust. Can you confirm what this money has been allocated to be spent on and what impact this will have.

**Reply:**

As part of the Council's 2022/23 Final Budget, an increased investment of £7.9m was included for Mental Health Services. £1.4m of this has been allocated to our People-focused Directorates, directly supporting the increased expenditure linked to demand for care. Adult Social Care was provided with £700k to increase the number of clients with MH needs who could receive care packages; this enabled an additional 79 people to receive packages of care in a 7 month period. £300k is contributing towards the support of the Community Connections contract and to support front line staffing teams' pay inflation. An additional £300k was provided to Children's, Families and Learning and £100k to Public health to support residents with managing their Mental Health needs.

The remaining £6.5m transformation investment creates a fund which can be used over multiple years, set up to encourage match funding from partners. This new approach has proved successful, attracting a contribution into the Fund from Surrey Heartlands ICS of £4m and extended our ability to invest in early intervention and prevention activities.

The next stage of the work, completed in September 2022, resulted in further match-funding when we awarded £1m to Community Foundation Surrey. This was match funded by them creating a £2m grant fund for scaling up programmes that enable mental health prevention. Two awards have been made from this investment fund to date:

1. Surrey Care Trust - £249,921 awarded over 5 years with £41,752 in year one. This is an expansion of a mental health intervention called "nurture through nature"; a programme through which young people with mental health needs can join group sessions, structured around peer mentoring, in outdoor contexts across Surrey.
2. Be Me - £253,746 awarded over 5 years with £34,531 in year one. This scale up award will fund the expansion of the delivery of courses to young people in secondary schools throughout Dorking and the surrounding area in order to support vulnerable young people who are experiencing low self-esteem, anxiety or lack of confidence. An additional 160 courses will be funded over the 5 year project.

Having been successful in gaining further match-funding into the transformation fund, officers have been working hard over the past few months to set up the process for receiving bids for new initiatives (targeted at voluntary and community organisations) which is robust and equitable, whilst enabling innovation to thrive. The MH Investment Fund opened to applications in November and the response has been overwhelmingly positive. We were delighted that over 50 applications were received

when the funding window closed in December. The first assessment panel will be held on 19<sup>th</sup> December where bids will be assessed for potential award, with follow up dates to be held in early January due to the demand seen. We will be able to confirm the first set of programmes invested in early in the new year once due process has been completed to ensure appropriate use of public money.

The second window for applications will be opened again in January with an ongoing assessment process running for the length of the fund. Key to the success of this fund has been the support of Cabinet, Select Committee and Members and we would encourage your continued promotion of the fund locally, and your support of small organisations you may know working in this space to bring forward bids.

Work on supporting Mental Health within Surrey has been far reaching and comprehensive. Most recently, we have worked collaboratively as a health system to understand the best programmes to invest the £8.5m of National Discharge Funding which has been allocated to Surrey. The Surrey Heartlands ICB and Surrey Health and Wellbeing Board agreed a key priority of this funding was to support the discharge of MH patients out of acute settings and to facilitate their ongoing care needs at home. Surrey has allocated £290k towards this programme, demonstrating our ongoing commitment towards residents with MH challenges.

**Mark Nuti**

**Cabinet Member for Adults and Health**

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