

## CABINET MEMBER BRIEFING TO COUNTY COUNCIL

**NAME:** Denise Turner Stewart

**PORTFOLIO:** Deputy Leader, Communities and Community Safety

**Your Fund Surrey:** Large Community Projects has reached a key milestone having now awarded over £10m, with another £3m going to Cabinet in July, and £6m for discussion at Advisory Panel this autumn. Opening celebrations have taken place at Pirbright Amateur Community Sports Pavilion, Leatherhead and Dorking Gymnastics, Claygate Community Pool, and Normandy Community Café and Shop. There is also a lot of activity and enquiries in Small Community Projects as communities think about what they would like to deliver. To date we have funded 26 large projects and 34 small projects, covering all districts and boroughs. Your County Councillor Fund has also started strongly, supporting many Coronation events.

**Libraries Investment:** Cabinet approval has been given for significant investment in Epsom, Woking, Redhill, Staines, and Weybridge, which will transform our libraries into modern, vibrant hubs for the community. Use of our libraries continues to increase with 1741 events attended by 39,742 residents and visits in April/May up by 20% from the same time last year. Surrey is one of twenty-seven English authorities to win funding from the British Library programme “LibraryOn” to create virtual tours of libraries to improve accessibility, helping to promote the extensive offer to be found inside every branch.

**Community Link Officers & Community Engagement:** Early summer is a key period for engagement with residents and the team are working closely with staff from across the Council and partners to understand the views and ambitions of our communities. Recent highlights include the Horley Carnival, with twelve further events planned for July. Innovations include digital escape rooms and virtual games to reach young people and those who prefer to engage online. Insight gathered is being used to coordinate community action and to help us to respond to and deliver for our residents in our local communities.

**Local Area Coordinators (LACs):** Our four LACs are reaching and supporting more residents at risk of falling between existing services. They are proving an effective form of ongoing prevention, providing local, proactive support connecting people to their communities. LACs can also highlight wider strategic issues that can be addressed through the relevant partnership boards, as well as through local action; for example, regular housing drop-in sessions are now being held in Woking. Given the positive impact of these roles in the first four areas, we will develop the case for further medium-term partnership match-funding to extend the approach to all key neighbourhoods.

**Registration:** Surrey’s Registration and Nationality Service remains one of the busiest in the country. A new online notice appointment booking system was launched, and an online ceremony booking service is being tested. At end of 22/23, the service successfully achieved an income target of £3.8m for the first time.

**Customer Services:** They continue to handle high customer demand: 58,244 calls, 22,652 emails, 3,711 live chats, and 888,769 web visits from April to the first 3 weeks of June. The service continues to work closely with other services, particularly ETI and SEND/Children’s. Staff are planning for the August/September Home to school transport peak and have been embedded in the Task and Finish activities, providing resident insight and enquiry data, and working on improvements to web pages and the online self-service journey. Customer satisfaction levels for the service remain consistently high at over 90%.

**Surrey Fire & Rescue Service (SFRS):** They have been busy preparing for wildfires following the exceptionally busy period experienced in 2022, which saw the most 999 calls about wildfires in the service’s history. They have procured dedicated wildfire Personal Protective Equipment for crews and delivered specialist wildfire training to help keep our people safe at incidents. To help prevent fires and aid with preparedness the service has been working with land managers across Surrey, including the Ministry of Defence. Seen as national leaders in this area, SFRS have been invited to promote wildfire safety messages on the BBC national news, as well as BBC Surrey and Channel 5, and are filming with BBC Countryfile in early July. They will continue to promote the steps people can take to help reduce the likelihood of a wildfire starting, such as taking a picnic instead of a BBQ and making sure litter is carefully disposed of.

**Surrey Arts:** More than 3,000 children from over 85 schools took part in this year’s 10 Primary Festival Concerts to record audience numbers, and in June Surrey Arts hosted the 2023 Music Hub Conference for 100 specialist and non-specialist teachers from primary, secondary and specialist settings to support arts provision in schools. Two free Youth Arts and Culture festivals have been scheduled in July at Staines (1 July), and Redhill (8 July) to develop creative skills in 11 to 16-year-olds that could lead to a career in the creative industries.

## DEPUTY CABINET MEMBER BRIEFING TO COUNTY COUNCIL

**NAME:** Rebecca Paul

**PORTFOLIO:** Levelling Up

**The Task & Finish Programme:** This has focused on the most customer-facing elements of the Council's place services, particularly in the highways and environment portfolios, with a specific aim of delivering improvements that our residents will benefit from and notice in the short term. Feedback from residents shows that they feel frustrated with the current state of our roads and the general street scene from discarded signage, faded lines and overgrown hedges/vegetation to blocked gullies. By addressing these issues our streets will become more accessible for all and instil 'pride in place'.

The process has set out to identify where we can make changes to the way that we deliver our services and/or opportunities for investing further or differently in areas where customers and Members have indicated particular priorities. For the Surrey Streets Task & Finish Group, we have specifically looked at the following areas:

- Highway maintenance & Horizon
- Parking enforcement lines & road line refreshment
- Works signs & equipment
- Streetworks
- Customer Experience

Members and Officers have already implemented a number of immediate improvements, as well as setting out a number of short and medium-term actions and recommendations that will form part of an ongoing service improvement programme. Actions already undertaken include clearance of over 400 redundant signs and equipment from the network and a surge capacity applied to line painting, which has now more than halved the backlog, with our highest priority works now at over 80% complete. We will be agreeing future years investment via the budget planning process, with individual proposals to be scheduled for Cabinet decision where required.

**Data strategy:** The data strategy programme is continuing to make good progress and is extending its impact and reach across the organisation. During the first quarter of this year (the start of the second year of delivery for the programme), various knowledge products and learning opportunities including videos, best practice guides and apprenticeship opportunities have been made available through the newly established data academy and data hub. These resources aim to enhance data literacy throughout the Council by promoting the value of data and providing information on policies and best practices.

Furthermore, efforts to improve data quality have expanded to involve additional teams across the Council, resulting in the analysis of over a million records to date. Regular use of data quality dashboards by teams is also helping to mitigate operational issues. This quarter we also published the Health and Well Being Strategy index on Surrey-i. We have also obtained CLT and Integrated Care Board approval to begin a programme of prevention analysis and insight, by mapping spend and understanding the outcomes it is delivering. Discussions are underway to relaunch the Surrey Office of Data Analytics (SODA) under the chairmanship of the new Chief Constable of Surrey.

**Hewitt Review:** The government commissioned an independent review of Integrated Care Systems in November 2022, which was led by Rt Hon Patricia Hewitt and the [review](#) published its findings on 4 April 2023. On 30 March 2023, the Health and Social Care Committee (HSCC) published their report - Integrated Care Systems: autonomy and accountability (the HSCC report can be read [here](#).) As there are a number of overlapping themes in the review and report, government published a combined response on 14 June 2023 and responded with broad support for a number of the recommendations, but also pointed to examples of where this work is already happening. Overall, in their response, Government:

- reaffirms their support for integrated care systems.
- confirms that national targets will be reviewed and streamlined.
- confirms there are no plans to refresh the NHS England Long Term Plan
- highlights that the upcoming Major Conditions Strategy will direct the prevention agenda for ICS.

The NHS Confederation are liaising with the Department of Health and Social Care and other key partners to look at how we might meet the ask in the Hewitt Review, related to a cross-government group of stakeholders meeting with ICPs, and SCC will be a part of that forum once it is established.

## CABINET MEMBER BRIEFING TO COUNTY COUNCIL

**NAME:** David Lewis

**PORTFOLIO:** Finance and Resources

**Budget monitoring position:** At the end of May, the Council was forecasting an overspend of £9.7m against the 2023/24 revenue budget. The overspend relates mainly to price inflation within Social Care placements in Children, Families and Lifelong Learning (CFLL), demand pressures within Area Care and Care Leavers and demand and market pressures relating to care packages in ASC. The capital forecast spend of £307.9m against a budget of £326.4m, represents forecast slippage of £18.6m, mainly relating to projects within Highways and Transport and supplier lead times in respect of electric buses.

**Budget and MTF Strategy:** The 2024/25 budget setting process and development of the MTF to 2028/29 has commenced. Early updates are planned for all four Select Committees and the Budget Task Group during July, including an updated process for the development of equality impact assessments. Capital programme budget setting has also commenced with a 10-year budget envelope approach.

**Statement of Accounts:** The draft 2022/23 Statement of Accounts for the Council, the Group, and the Pension Fund have been published on the Council's website. The 2021/22 Statement of Accounts remain unsigned due to a lack of resolution over the national issue in respect of the recently published triannual valuations of the pension fund. Discussions are ongoing nationally with audit firms to find a resolution.

**Safety Valve:** The Council remains on track with the Safety Valve agreement in terms of High Needs Block outturn position and cost containment. Delivery of improvements are on track. By March 2023 £64m out of the £100m from DfE had been received; we expect to receive £9m p.a. for the remainder of the agreement.

**Commercial Investments:** Halsey Garton Property Investments disposed of Melksham industrial property in May. Halsey Garton Residential has contributed to an options paper due to be presented to SIB in July in respect of its existing residential properties on a long leasehold from SCC. Essential worker housing opportunity is one of the options.

**Internal Audit:** Q1 delivery of the Annual Plan has been positive in terms of both work completed and high levels of assurance being reported. Support continues for the MySurrey programme post go-live.

**Design and Transformation:** The new Director of Design and Transformation, started in June. MyProteus are doing a joint piece of work across the ICS and SCC to complete a "health check" of our core transformation work. MyProteus are also working with ASC on our CQC readiness programme.

**Performance Insight:** Work is underway to design, develop and build a single data entry source to enable more seamless reporting for Select Committees, CLT, and Cabinet.

**Procurement:** It has been shortlisted for four prestigious external awards in the past two months, for Social Value, Modern Slavery, Sustainability, and collaborative procurement with the NHS. The Cabinet Office has announced that the new Procurement Regulations are now anticipated to come into effect in October 2024, due to delays in the bill receiving Royal Assent. Members of Procurement continue to work closely with the Cabinet Office to understand the impact of these changes and undertake preparatory work.

**Digital Business & Insights (DB&I):** MySurrey, went live in June and we are now into week 4 of Hypercare support. The first weeks of a project this size going live are always challenging. We have run a payroll, we have paid suppliers, and have had over 7,000 unique users. Call volumes have been extremely high as people get used to the new system. Over 99% of payroll processed correctly, but there have been some issues with variable pay, which are being fixed and, where appropriate, emergency payments made. Other issues have been around user profile access and familiarity with new processes: schools in particular have seen these issues, which are now being resolved.

**IT&D:** Further work has been undertaken to review the Council's cyber risk exposure. There is a significant volume of IT project demand and in-flight activity with a total of 97 projects. Key highlights from the Digital programme of work include the discovery activities that support the development of options for a Resident App and assisting in shaping opportunities for service transformation activities.

**Legal and Democratic Services:** The Centre for Governance and Scrutiny have been engaged to help support a "mid-term scrutiny refresh".

## CABINET MEMBER BRIEFING TO COUNTY COUNCIL

**NAME:** Natalie Bramhall

**PORTFOLIO:** Property and Waste

### Capital Projects - Delivery and Receipts:

- **Children's Homes:** Homes at Epsom and Walton are complete; sites visited by Councillors Bramhall and Mooney. Dorking planning application approved. Shaw Family Centre in Woking to complete mid-July.
- **SEND:** The programme is on track to deliver 11 projects in 2023.
- **SFRS:** New Fire & Rescue Stations at Lingfield and Chobham submitted for planning.
- **SFRS Wray Park Fire House and Training Facility:** Public engagement events held on 21-22 June.
- **Permanent Mortuary:** Property Panel approved feasibility and diligence for a site in Woking, any land acquisition will be subject to receiving planning permission.
- **Hubs update: Sunbury:** Planning application submitted and detailed design underway.  
**Weybridge:** Public engagement event held 25 May; positive feedback. Planning submitted in June.  
**Staines:** Detailed design underway, capital funding for the relocation and refurbishment was approved by Cabinet in June.
- **Libraries Transformation Programme:** Capital funding for four priority libraries (Epsom, Redhill, Woking, and Staines) approved by Cabinet in June. Site search underway for Guildford.
- **ASC:** Manor and Coveham sites planning approved. DBFO - Pond Meadow planning approved by Guildford BC. Mental Health Strategy report approved by Cabinet.

### Disposals – Surplus Declarations / Core Disposals:

- **Coxbridge Farm, Farnham:** S106 completed. Awaiting Waverley Borough Council's formal issuance of outline planning consent so that a 6-week JR period can commence. Targeting July Cabinet to enable contractual disposal of SCC's landholding.
- **Capital Receipts Programme 2022/23 – 2025/26:** As assets are being brought forward for confirmed disposal, we continue to forecast over £100m of sales through to 2025/26.
- **Marketing activity: Consort House, Redhill:** We have secured several bids and now negotiating with one specific party on a freehold sale basis.
- **Dormers in Caterham and Former Glenthornes site Staines:** Approval to support sale of Dormers at below best consideration to Tandridge proposed to go to September Cabinet. Glenthorne site now looking to instruct on new Planning Application.
- **Karibu Epsom and former Hillside/Portesbery Camberley:** Karibu is on the market and Former Hillside / Portesbery Camberley site now with agents appointed.

### Acquisitions:

- Over the past quarter, we confirmed terms on two assets to support our approved SEND and AP programmes.
- Recent commissions to acquire up to six 4/5-bedroom houses to support our approved CFLL Care Leaver programme. Three sites are being pursued. A further commission to secure a new 7/8-bedroom children's home is also being actioned under the Children's Programme.
- Lakeside Primary academy at Farnham is the preferred site for an SEMH free school development following the successful bid for DfE funding reported in early March. The current Lakeside primary school is moving to Mindenhurst by September 2023.
- The Edge Leisure Centre was handed back to SCC on 30 June by Waverley Borough Council and is being managed by L&P to support educational priorities of the Weydon Academy. Local third-party users cannot be supported, despite discussions with outgoing Waverley team.

### Property Strategy & Planning - Agile Programme:

- **Agile office space - Northwest/Southwest of the county:** Options are being pursued in both quadrants, providing the core office facilities our staff require to best deliver for residents, due to come to Cabinet in September.
- We are on course to deliver £2.3m of revenue efficiencies (£0.1m more than the original business case). By the end of 2023/24 we will exit a further 52,000 sq. ft. of dated leased office space, with a further additional 93,769 sq. ft. exited by the end of the programme in 2025.
- Highlights YTD have been the relocation of the staff and facilities from Consort House to Woodhatch Place and the completion of a newly refurbished, purpose built, Family Contact Centre on the ground floor of the West wing.

### **Extra Care/ Design, Build, Finance & Operate (DBFO):**

- **Phase 1a (59 units)** – Pond Meadow: Planning approval granted by Guildford Borough Council and decision notice will be issued once the S106 agreement has been finalised. Strategic delivery partner (Pond Meadow Limited) is preparing to complete RIBA Stage 4 detailed design and will advise anticipated start on site dates in due course.
- **Phase 1b (c.306 units)** – Lakeside, Brockhurst, Cuddington, Bentley & Pinehurst sites: Currently being considered by the Regulation 3 Planning team for outline Planning. Anticipated that this stage will be concluded in the autumn. Extra Care Housing (ECH) Strategic Delivery Partner has been appointed and the Agreement for lease process is underway, which should conclude in the autumn.
- **Phase 2 (c.219 units):** In July Cabinet will consider procurement of a DBFO strategic partner for three sites in the delivery programme. Anticipated that RIBA Stage 2 will complete in the Autumn.
- **Phase 3 (c 150 units):** SCC does not have any surplus assets suitable for ECH at this time; external site search has commenced.

### **Facilities Management (FM):**

- **Decarbonisation Projects:** FM is working closely with Greener Futures for delivery of 10 pilot projects (5 schools and 5 corporate buildings) as part of the Public Sector Decarbonisation Scheme (PSD3a). These projects will deliver new Air Source Heat Pumps (ASHP) to replace gas boilers that are at end of life, reducing SCC's carbon emissions and the installation of solar PV to increase SCC's renewable energy production and reduce utility costs. The budgeted costs for the works at these 10 properties is £7.5m with £1.6m of this cost being covered by Salix funding.
- **Energy Usage:** The carbon performance for YTD is showing a 9.7% reduction due to the on-going estate rationalisation. Forecasts for the remaining months of 2023 have been revised downwards by about £0.2m due to information from our supplier about lower gas prices.
- **The Edge Leisure Centre, Haslemere:** SCC will take over the operational and FM responsibility for managing the centre from 1 July 2023. Maintenance and Health & Safety arrangements have been put in place, to ensure that the adjoining Woolmer Hill School continues to have access to The Edge's facilities. Users of The Edge are being advised to seek alternative locations such as Haslemere Leisure Centre, which are managed by WBC's new providers 'Everyone Active'. SCC will continue to work with WBC and WMAT to explore options for community use of this facility in the future.

**Waste:** A commercial settlement to the dispute over the delivery of the Eco Park has been agreed with our waste contractor SUEZ. This will see SUEZ continuing to run the Eco Park and the four waste transfer stations and associated community recycling centres for a period up until 2029. The Council will have the option to reprocur other parts of the service such as materials offtake contracts or the ten stand-alone community recycling centres at any point after 30 September 2024. Discussions with Defra regarding the Waste Infrastructure Grant are continuing, these are expected to be concluded during July.

Separately, the Council has taken the decision to procure merchant energy from waste capacity to deal with approximately 150,000 tonnes per year of residual waste not dealt with at the Eco Park. The procurement will be completed and suppliers appointed by the end of 2023, in good time for commencement of new contracts in October 2024. In April this year, Cabinet approved a strategic waste infrastructure plan which sets out how we will manage Surrey's waste and encourage recycling and reuse over the next 30 years. It includes the ambition to develop two new transfer stations and a new Community Recycling Centre, as well as an additional recyclable materials processing facility in the county to reduce the impact of hauling our recyclable material over large distances.

Our Community Recycling Centres continue to perform well, and we are looking to expand our reuse offering by developing a reuse and recycling hub at Shepperton. The continued success of the reuse shops has meant that we have been able to donate a proportion of the net profits to charity. Successful recipients of the grant award will be announced shortly. Finally on 18 June, the government announced that it intended to amend the law to require local authorities to accept small amounts of construction waste from residents DIY activities free of charge at community recycling centres. I have been working with Officers to enable the Council to comply with this requirement as soon as possible.

## CABINET MEMBER BRIEFING TO COUNTY COUNCIL

**NAME:** Matt Furniss

**PORTFOLIO:** Transport, Infrastructure and Growth

**Skills & Economy – Innovation:** On 12 June the Government announced that our CoSTAR bid was successful and that the National Lab for CoSTAR would be developed at Pinewood Studios with Surrey benefiting from a £6m Satellite Studio and Incubator space. The OBC was successfully approved by the Infrastructure Board on 27 June and will now go to CPP on 15 August ahead of Cabinet approval in September/ October.

**Place:** The SCC-wide operation roll-out of the towns approach continues. E&G have been supporting the 'town leads' with strategic planning, advice, guidance, processes, and communications. For the towns we are leading on, the setup of the partnership in Chertsey and Leatherhead is progressing well, Horley is now into the delivery programme.

**Skills:** Transitioning of the Careers Hub service into SCC from the two LEPs continues working towards September start with TUPE and recruitment processes about to get underway. LSIP has been submitted and now working in conjunction with FE Colleges to develop bid for Local Skills Improvement Fund (LSIF).

**Buses:** Time expired bus contracts have now been retendered with awards made to bus operators for a September start. In addition, one-year contracts have been awarded for the new Digital Demand Responsive Transport (DDRT) schemes which will launch at the end of August. The next phase of DDRT schemes planned for 2024 will include new areas and expansion of the existing schemes. The Surrey LINK half adult bus fare scheme for all Surrey residents aged 5 to 20 inclusive will start during July 2023.

Young persons can apply through the LINK portal from Monday 3 July with the scheme live on buses from Monday 17 July. The Government's £2 fare scheme has now been extended beyond June until 31 October 23 when the bus fare cap will change to £2.50, this fare cap will then continue until 30 November 2024. Hydrogen fuel cell buses funded through the County Councils capital programme will enter service during 2024 in East Surrey on the Metrobus network, bringing zero emission buses to areas including Epsom, Redhill, Reigate, and Horley.

**Healthy Streets:** On 25 October 2022, Cabinet endorsed The Healthy Streets for Surrey Guide and agreed adoption of the guide as County Council policy for the design of streets in all new developments in the county. The digital version is now live. You can pro-actively use it at <https://healthystreets.surreycc.gov.uk/>. It is design guidance to create healthier and more sustainable streets for residents by prioritising air quality, physical activity, and community wellbeing. The guidance discusses ways to achieve sustainable streets, such as developing safer walking and cycling routes, promoting public transport, and engaging with local communities. The digitisation was led by Surrey County Council's placemaking and planning teams working with Create Streets, with funding from Department for Levelling Up, Housing and Communities (DLUHC). A soft launch in mid-June included a demonstration at Surrey Development Forum and Planning Working Group. Further showcases are planned.

A key next step is for all Surrey Borough and District Councils to endorse Healthy Streets for Surrey. DLUHC invited Senior Politicians and Officials from all 25 participating Design Code Pathfinder local authorities to an online celebratory event on 22 June. DLUHC and Office for Place officials thanked Pathfinders, including SCC, for showing leadership at the local level. By using design codes, we will enter a virtuous cycle of regenerative development. Design coding is a linchpin in Government's ambitions for changes to the planning system. It is proposed to be mandatory for all local authorities in the Levelling-Up and Regeneration Bill. Associated themes of placemaking and beautiful and sustainable design are already embedded in the National Planning Policy Framework.

## CABINET MEMBER BRIEFING TO COUNTY COUNCIL

**NAME:** Kevin Deanus

**PORTFOLIO:** Highways and Community Resilience

**Highway technology:** Surrey Highways are constantly looking for new and innovative ways to deliver the service. For the past two years we have been trialling technology to capture and assign defect priority for potholes through video, AI, and machine learning. As we enter the third year of the trial, we are confident in the accuracy of the technology for reporting potholes and so the next stages of the trial will be to train the software to identify other safety defects – lining, ironwork, kerb damage etc. – and then to work on integrating the system with our highways system so that defects identified by the software are logged as jobs for our Highway Contractor to fix.

The implementation of this technology once it has been fully tested will provide significant efficiencies in how the service is delivered. We are also trialling various new materials and techniques for example we have recently trialled a new road marking material which provides nearly the double night-time visibility compared to traditional road marking and is also a longer lasting material. Along the same section of road, we have also installed solar studs which have greater visibility than traditional studs and which stay illuminated all through the hours of darkness, even during winter months which will provide a safer travelling experience.

**Military Covenant:** In November 2022 the Armed Forces Covenant was enshrined in law when the Armed Forces Act came into force. Surrey is seen as an exemplar authority in relation to our work on the Armed Forces Covenant, but we continue to seek ways to further improve and ensure our Armed Forces community does not face disadvantage when accessing our services. To help raise awareness of the requirements of the new Armed Forces Act, Armed Forces Awareness Training sessions have been provided online by SCC to colleagues working with residents both within the County Council as well as within District and Borough Councils, and other partner agencies. To date over 969 people have received this training in Surrey with more courses available which can be booked via the [Armed Forces Community](#) on SharePoint. The Forces Connect App, sponsored and run by Surrey County Council, continues to increase its reach across the country with over 20,000 downloads and 33 regions across the UK currently signed up. The free to access and easy to use app signposts users to local and national sources of help, advice, and support.

In March the Annual Surrey Armed Forces Covenant Conference was held at Army Training Centre Pirbright, bringing more than 150 people together to forge new partnerships and find ways to improve the lives of those who serve or have served. The event was chaired by Helyn Clack with WO2 Johnson Beharry VC as the keynote speaker. It saw the launch of [Armed Forces Covenant Report 22-23](#), celebrating achievements across the county over the past year. It is a really positive read and can be found on the SCC website.

Surrey County Council joined the nation in marking Armed Forces Week which ran from 18 - 24 June - holding a number of events to publicly thank the Armed Forces for their outstanding contribution and sacrifice. These included Surrey's Joint Services' Charities Choral Mattins at Guildford Cathedral, along with events at Woodhatch, with Flag Raising on the Monday and Reserves Day on the Wednesday – both warmly hosted by SCC Chairman Saj Hussain, who is also now Surrey's Armed Forces Champion and Chair of the Surrey Civilian Military Partnership Board. Veterans' hubs were also part of the week, with the launch of a new veterans' hub in Banstead – run by Royal British Legion and supported by SCC. The Chair also attended a special meeting of the Ashford and St Peter's Hospital Veterans' Armed Forces Day Breakfast Club with Dr Ben Spencer MP, ex-service personnel and reservists currently working at the hospital and a number of local veterans.

## DEPUTY CABINET MEMBER BRIEFING TO COUNTY COUNCIL

**NAME:** Jordan Beech  
**PORTFOLIO:** Highways

**Grass Cutting:** Adhering to the grass cutting programme has been an issue following the transfer from district and boroughs councils and there are two main reasons for this. We have new contractors who are learning their areas and as they do so, they are getting additional insight into the time it will take them to cut each area and that then impacts the next cuts. It has become evident that previously published dates may have been unrealistic. We had a very wet few weeks and cutting the grass whilst raining or when the grass is wet is not advisable due to risk of damaging the blades, grass clippings clumping, tearing the grass at the root, and impacting the quality of the cut. This means we must return to the areas missed once they dry out which has a knock-on impact to the ongoing programme. To help combat the increase in enquiries and complaints, we have now updated the programme to show previous cuts and next cut, stated when the programme was last updated and how often we will endeavour to update it going forward. We have also updated our website to make it clearer why cutting cannot be done when the grass is wet and how this could impact the programme.

**Parking Enforcement:** The new parking enforcement service has now been running for just over three months. Twelve Civil Enforcement Officers (CEOs) transferred from the district & borough teams to NSL under TUPE regulations on 1 April, which was a lower number than hoped. During the first week of April staff underwent training and familiarisation with new areas, equipment, and IT systems etc. As of the first week of June, there were approximately 40 NSL CEOs working on our Surrey contract following an extensive recruitment drive. Other important appointments at NSL include supervisors and base managers as well as a contract analyst who will concentrate on reporting enforcement data and identifying/targeting enforcement activity where needed as well as other improvements to the service.

During April there were 4,154hrs hours of enforcement activity with 10,965 vehicle observations resulting in 3,423 Penalty Charge Notices (PCNs) across the county. During May there were 22,458 vehicle observations resulting in 6,122 PCNs countywide. New SCC Enforcement Team members will join in June/July and recruitment at NSL will continue. This will help manage the service and improve the response we can provide to enquiries. In July we will send Borough/District specific enforcement updates to county Members with an offer to attend a parking task group for their area. This will be an opportunity to discuss local parking issues with the NSL/SCC Team such as patrol areas and school enforcement.

**Potholes:** These have been a plague across the country since the beginning of the year. A combination of periods of very cold and very wet weather over the winter and spring, coupled with a hot summer last year has left many roads across the country in a poor state. We appreciate how frustrating the increase in potholes is for our residents. We are fixing as many as we can, and as quickly as we can, but we understand some of our road conditions are poor now which is making driving and cycling challenging in some locations. We have increased our highways teams by 300% and they are working night and day to fix around 1,600 potholes and other defects every week. We are still receiving high numbers of reports of potholes, and it is sometimes taking us longer than usual to make repairs.

However, we are pleased to report that the situation is improving. The number of new reports of potholes are dropping and we are increasing how many are being fixed. We cannot be everywhere all at once, but please be assured if a pothole is reported, we will get to it, and we will fix it. Our priority is to ensure the safety of the highway. We therefore sometimes need to put temporary repairs in place, purely as an interim measure. Sometimes we must carry out a temporary repair initially which could be because the pothole is on a busy road and closing it at that time would cause significant traffic problems for road users, or because the ground is wet and not suitable for a permanent repair at that time. The emergency surfacing programme will continue until the end of the summer. In addition to this, we are also spending £70m on our Horizon programme which will see many more roads and pavements treated during the coming year.



## CABINET MEMBER BRIEFING TO COUNTY COUNCIL

**NAME:** Marisa Heath

**PORTFOLIO:** Environment

**TREE PLANTING 2023-24:** As part of the County Council's [1.2 Million Tree Strategy](#) we have applied for a third round of Local Authority Tree Funding from the Forestry Commission for this winter and two new Volunteer Co-ordinators, also externally funded, are now in post to support communities and Tree Wardens looking to plant trees in their local open spaces. Following the driest June on record, we have increased our water regimes for trees planted last winter, using standpipes rather than bowsers to save on fuel. We also know there is a shortage of young trees locally, so this year we are reviewing the possibility of the Council growing its own trees from seed at a nursery based on Council land.

**Green Finance Strategy:** The Council's Green Finance Strategy is due to go to Cabinet in July and this sets out the approach that the Council will take to finance the Council's 2030 net zero carbon target as well as the county wide 2050 target. The Strategy includes a number of finance mechanisms which the Council is developing, and which will result in county wide carbon reductions, growth of Surrey's green economy as well as covering their costs and/or generating a return on investment. This includes solar power purchase agreement for schools and other public sector buildings, a green loan for SME businesses and a green loan to enable households to invest in energy saving measures.

**Carbon reduction and energy savings:** The Council is currently delivering a number of schemes for residents and businesses which enable them to reduce their energy consumption and energy bills as well as reducing carbon.

**Home Upgrade Grant:** £12m of central government grant funding is now available for Surrey residents to make home improvements relating to heating. This funding aims to support off-gas, low-income households improve energy efficiency and reduce environmental impact. Residents meeting the grant criteria could receive up to £38,000 to fund measures that; improve insulation (including wall, loft and underfloor), install solar PV, solar thermal or air source heat pumps.

Residents can find out more at <https://www.actionsurrey.org/>

**Local Nature Recovery Strategy:** Surrey County Council has now received formal appointment from Government as the Local Authority responsible for preparing a Local Nature Recovery Strategy for the Surrey LNRS area. This is a new statutory responsibility under the Environment Act 2021. The LNRS is one of Government's flagship new nature recovery measures which is expected to make important contributions to delivering national targets and objectives as well as local environmental priorities. The LNRS is expected to be collaboratively developed and as such the Council is working closely with partners including the Surrey Nature Partnership, Surrey Wildlife Trust, and Boroughs and Districts.

**Flood Risk Management:** On 9 May a rainstorm moved across Surrey with some areas seeing rainfall of more than 32mm per hour. Communities that were particularly impacted by flooding as a result included Caterham on the Hill in Tandridge, and Hooley in Reigate and Banstead. Teams have been in contact with affected residents and carried out clean up operations as well as investigations into the circumstances of any flooding. In June, SCC officers together with colleagues from the Environment Agency and National Flood Forum met with leaders and members of seven Surrey Flood Action Groups. The meeting at Guildford Fire Station discussed the formalising a Surrey Flood Forum that brings together and represents Flood Action Groups from across the county. The agenda focussed on the benefits of recognising pan-Surrey rather than local flood issues and how the Forum can take a strong lead in educating Flood Action Groups in areas such as legislation and the powers and duties of authority partners. The Group agreed to look to appoint a Chair and develop its terms of reference, with the next meeting scheduled for October.

**River Thames Scheme:** The project team is continuing to develop proposals for the landscape and green infrastructure to be provided as part of the project. This follows a series of workshops held earlier in the year with District and Borough and County Members, Planning Officers, and representatives from local interest groups. The scheme will look to deliver flood risk benefits alongside providing habitat and biodiversity improvements, active travel opportunities, improved access to green open spaces and recreational areas and help us mitigate the impacts of climate change. Once the proposals are developed further, we will be holding further public consultation later in the year.

## DEPUTY CABINET MEMBER BRIEFING TO COUNTY COUNCIL

**NAME:** Paul Deach

**PORTFOLIO:** Environment

**Solar Together:** We have recently re-launched our solar panel group-buying scheme 'Solar Together' to support residents to invest in local renewable energy generation, cut carbon emissions and save on energy bills. As part of the scheme Surrey residents are invited to register interest to purchase solar PV systems, with optional battery storage and EV charge points. The scheme is also open to residents who already have existing solar PV systems, who are interested in battery storage retrofit to increase their independence from grid supply. Those interested can register for free <https://solartogether.co.uk/surrey/>

**Greener Futures Engagement:** The Council has developed Parish Council Climate Action Plan Toolkits, which have been designed to support Parish Councils in understanding the role they can take in reducing emissions in their local areas as well as how they can engage with local residents. The toolkits are currently being piloted with four Parish Councils in the Tillingbourne catchment and will be rolled out to more councils later in the year. Officers have been delivering fundraising training for environmental community groups across the county to support them to develop bid writing skills that will enable them to draw in funding to cover their costs. To date 9 groups have received the training.

Officers have been developing a Greener Futures Engagement approach and toolkit which focuses on creating trusted networks and building relationships. This is based upon research with different sectors of residents to understand which elements of the Greener Futures priority resonates with them the most, in order to enable us to develop effective comms and engagement messages. This work has been shared with Boroughs and Districts, and community groups through training sessions. In addition, Officers have been working with colleagues in Communications to develop a communications plan for the next year which includes all of our key campaigns.

A Greener Futures mailing list has been established. We plan to use this tool to ensure stakeholders are kept updated with targeted, relevant information, such as funding and support opportunities, Greener Futures project developments, and good news/ success stories. This mailing list includes all Members from SCC, and representatives from Districts and Boroughs, and Town and Parish Councils. It also includes representatives from community groups and organisations. There are currently 700 people in the mailing list and officers are looking to grow this further. Work is progressing to update the Greener Futures webpages on the main SCC site and well as the re-launch of a Greener Futures blog hosted by Commonplace. These platforms are to be used to improve resident knowledge of our progress and objectives. We continue to work alongside the SCC Communications Team to ensure an aligned approach.

**Increasing Biodiversity:** The Council is reviewing how it can put nature first in how it manages all its assets. A new Ecology Officer to specifically oversee works on site, including the decline in ash tree health is now in post and actively working with the teams on how we manage sites across Highways, the Countryside Estate, and land associated with service-based buildings. Current site-based projects where large-scale actions are taking place to enhance nature and improve biodiversity include heathland restoration at Ockham and Wisley Commons, and heathland restoration at Puttenham Common. A second phase of habitat works will commence in September by Highways England. A workshop was held with local ecological groups with expertise on Sheepleas to help steer the Council in how to minimise disturbance to wildlife whilst Ash Die Back works take place and how we can support rare or protected species on site. A workshop was also held with local ecological experts on Norbury Park last month to prompt discussions on how the whole site could contribute better to biodiversity. This group will continue to advise the Council and contribute to a land management plan for the whole site which we expect to consult on this Autumn. On a more operational level we have been working closely with Surrey Fire and Rescue Services to raise awareness of the dangers and damage caused by wildfires.

**Newlands Corner:** The Council's Visitor Improvement programme has reached its final stages. An 'all access route' was launched at the end of March with Surrey's Coalition for the Disabled. The 'All Access' route has been smooth-surfaced to enable wheelchair users and buggies to use the walk and two new benches installed to provide resting points. This part of the project has been funded by the Surrey Hills Landscape and delivered in partnership with the Albury Estate and Surrey's Coalition for the Disabled.

## CABINET MEMBER BRIEFING TO COUNTY COUNCIL

**NAME:** Mark Nuti

**PORTFOLIO:** Adults and Health

**Mental Health Investment Fund:** The Mental Health Investment Fund (MHIF) is a Surrey wide, all age, resource which is focused on prevention, removing barriers, and supporting people to become proactive in improving their emotional health and wellbeing. The fund is for new and/or existing non-statutory services meeting the needs of local neighbourhoods and communities and is aligned to meeting the outcomes of Priority 2 of the Health and Wellbeing Strategy.

Round 1 applications took place in December 2022. 55 bids were submitted of which 10 bids were successfully awarded funding totalling approximately £530,000. These successful bids cover a broad age range and are spread across the 11 Surrey districts and boroughs. Round 2 went live at the beginning of June 2023 and closes in mid-July. We have already had significant interest in this round and expect to be able to fund many more projects which support innovative approaches to improving the emotional wellbeing and mental health of Surrey residents.

**Delivering the Accommodation with Care and Support Strategy:** Work continues to deliver affordable Extra Care Housing at Pond Meadow, Guildford (Phase 1a). The development has secured Planning permission and the decision notice will be released once all aspects of the Section 106 agreement have been finalised. We have completed the process to identify the development and housing management strategic partner of Extra Care Housing for a further five sites in Surrey (Phase 1b). We have been granted full planning permission to develop Supported Independent Living for people with learning disabilities and/or autism at three sites across Elmbridge, Reigate and Banstead, and Woking.

In March 2023, Cabinet endorsed capital funding of £12.24m for Short Breaks services located at The Squirrels, The Horseshoe, Banstead, in Reigate and Banstead, and Lakers, Denton Way, Goldsworth Park, in Woking. The planning applications have formally been submitted for both sites. At Cabinet in April five sites were allocated capital funding for feasibility assessments and allocated as in-principle for Supported Independent Living for people with mental health needs. These future developments are subject to successful feasibility assessments, full business cases and approval by Cabinet. The site names and locations are currently confidential. The feasibility assessments are underway.

**Celebrating Carers Week:** Carers Week was celebrated in Surrey with a variety of different events at locations around the county. Our team of Carer Practice Advisors (CPAs) attended a wide range of local town centre and local community and hospital locations.

**Discharge to Assess:** IMPOWER were commissioned by Surrey County Council to support discharge and flow in East Surrey and Royal Surrey acute hospitals through winter and spring (November 22 - May 23). This work included supporting the identification of opportunities and delivery of interventions at three levels - 1) on wards, 2) within each acute hospital and 3) across the wider system, including community hospitals. The work aimed to improve outcomes for patients, relieve pressure from the acutes by increasing discharges and reducing length of stay, and reduce avoidable adult social care long-term care and support costs.

The work delivered:

- Increased weekly discharges - 9% hospital wide and 25 additional from assessment areas and 17% reduction of failed no criteria to reside discharges.
- Reduced average length of stay (LOS) - 9% less inpatients with  $\geq 21$  day LOS hospital wide. 17% LOS reduction on older persons unit.
- Reduced discharges to long-term placements - 42% reduction from intermediate care ward.
- Increased staff understanding of best practice - 78% increase in staff understanding of best practice.

## CABINET MEMBER BRIEFING TO COUNTY COUNCIL

**NAME:** Clare Curran

**PORTFOLIO:** Education and Learning

**SEND (Special Educational Needs & Disabilities) improvement work:** A refreshed partnership strategy for Inclusion and Additional Needs was adopted in January 2023 and since then, partners have been collaborating closely to put the plan into action. For example, following a positive evaluation of a pilot, the Team Around the School model is being developed into a county-wide targeted approach.

Improving the timeliness of Education Health and Care needs assessments and annual reviews remain a high priority, because we know the importance of these on the experiences and outcomes for children and families. We are taking steps to minimise the impact of any current delays by improving the quality and frequency of information for families who are waiting, whilst prioritising the most vulnerable children. We have invested in additional resources in key teams to increase capacity for needs assessments and reviews and are exploring the possibility of further resources to accelerate and embed improvement.

Improving communications with families remains another high priority. A multi-agency Customer Relations Steering Group has been set up, to focus on improving communications and relationships with families. We ensure the active involvement of Family Voice Surrey in workstreams, so the voice of parents and carers is heard. Further work to understand key themes of enquiries and complaints across the county, is underway to inform practice and system improvements. Examples of resulting improvements made are:

- the introduction of drop-in "surgeries" for parents and carers.
- updates to the Local Offer website to ensure that good quality information is accessible to families.
- the development of a series of webinars and short videos covering a range of topics, aimed at ensuring families understand all aspects of the statutory assessment process.

**SEND capital programme:** Delivery of Surrey's SEND and Alternative Provision Capital programme remains on track. As of 2022/23, accommodation for around 800 new specialist school places has been delivered across Surrey at a cost of £37m. As a result of this, Surrey's state-maintained specialist education estate has already been increased by more than 700 places, from around 3,320 in 2019 when the Capital programme started to around 4,000 places now. A further 200 additional school places for children with additional needs and disabilities (AND) in Surrey will be delivered for the 2023/24 school year. A new special free school for autistic children, Betchwood Vale in Mole Valley, has been granted planning permission, and it has been announced that another special free school for children with AND in the north of the county will be funded by the Government through the next phase of their Free School programme.

**Home to School Travel Assistance (H2STA):** June's Children, Families, Lifelong Learning and Culture Select Committee recognised the significant improvements made within this service since September. The select committee heard Family Voice give a positive overview, with assurances around new working arrangements and positive feedback from parents. The new Parent Guide was launched in conjunction with Family Voice which gives key information to families, it is available through SCC, Family Voice, and is on the Local Offer website.

The service is working proactively to contact families ahead of time to advise continuation of transport arrangements as well as contacting all post-16 families to discuss their applications. A weekly dashboard has been developed to understand the work throughput during peak demand, and a daily call highlights where pressures need to be mitigated quickly by re-allocating resource to demand. Newly developed performance data shows performance against KPIs and a clear financial forecast. Appeals and Complaints are being dealt with within timescales. The new team takes the initiative to work directly with families as issues arise, to ensure that early intervention prevents escalation.

I sent all Members details on how we can fully support families that contact us about H2STA, which I hope you find useful. By signposting families to the service's developed communications channels rather than a scattergun approach, we will enable the team to respond to queries in a timely, efficient, and effective manner.

## CABINET MEMBER BRIEFING TO COUNTY COUNCIL

**NAME:** Sinead Mooney

**PORTFOLIO:** Children & Families

**New Surrey County Council children's homes:** We want to help more children who are looked after by SCC to live in Surrey, close to the community they are from. To achieve this, we have an ambitious capital programme underway to create additional Surrey homes for Surrey children. I am excited to confirm that the first two of these new family-style children's homes, located on two sites in Epsom and Walton, have been completed and will be registered with Ofsted over the summer. We intend that the first children will be living in these homes by early autumn. These are the first of what will be a growing number of new children's homes that will be created, owned, and operated by SCC over the next five years. In total we intend to deliver 30 more spaces overall in local homes for Surrey's children, whilst also renovating and re-providing several existing children's homes, so that they better meet the needs of Surrey's looked after children now and into the future.

**Budget:** On going pressures have caused the 23/24 forecast to start the year with a £6m overspend. This is a combination of £4m within Children Looked After (CLA) Placements, £1m for Care Leavers and £1m for Area Care budgets. The CLA placements overspend reflects significant price inflation for external residential and supported accommodation placements. A lack of market sufficiency is also resulting in some children needing to be placed in more high-cost provision, as suitable spaces are not available at the level they require. Care Leavers and Area Care budgets are impacted both by inflation and the level of demand in the services. These areas of pressure are the largest currently identified in the early budget planning for 24/25.

**Corporate Parenting Board (CPB) Annual Report 2022-23:** Key changes have been implemented to improve the function of the Board, including reviewing participation of children and young people (CYP) and a review of the forward plan. The report noted significant achievements of sponsored CPB projects, including establishment of a universal leisure offer for CYP (and 50% discount for Foster Carer's and their birth children) over 35% of eligible CYP are utilising the leisure offer. The Celebration Fund approved 206 awards to CYP. The Link Member scheme has been relaunched in light of the children's homes capital programme and membership changes. The Board has championed SCC signing up to the [Care Leaver Covenant](#) – this will promote a whole Local Authority approach to corporate parenting.

**Events:** All staff in the Directorate were recently invited to join the Leadership Team and Cabinet Members for a summer picnic at Woodhatch Place and were treated to a gloriously sunny day, allowing them to gather on the lawns. The event was to say thank you and celebrate all the fantastic work which has taken place in the last year, and to connect with colleagues old and new. During May we celebrated Fostering Fortnight in Surrey which is a National Campaign to increase awareness of Fostering and recruit additional carers and to thank all in the Fostering community for all they do every day to support Looked After Children and Care Experienced young adults. One of the events we held in Surrey was a thank you lunch for our foster carers, which I attended along with Officers from the Fostering Service. It was a lovely opportunity to thank carers, to let them know how much we appreciate them, and to recognise their importance as part of the team planning and caring for our children.

**A Housing, Accommodation and Homes Strategy for Surrey:** Having been adopted by the Cabinet in March, the strategy has been the subject of a public engagement exercise over a timeframe that made allowance for District and Borough Council elections. The early feedback in terms of the relative priorities shows that affordability is felt to be the most important issue to address. Surrey Leaders have requested a briefing for all Councillors and a particular focus on the 'Call to Government'. A session has been arranged for the afternoon of 26 July to which all district and borough councillors and County Councillors have been invited to. SCC is continuing to work to bring forward accommodation and housing provision, in line with the Call to Action. The Call to Government will be submitted to Ministers in September, at the request of Surrey Leaders that they have an opportunity to consider it in their individual councils.

**Equality, Diversity & Inclusion:** In June, The Local Government Association undertook a peer review of our ED&I work at SCC focussing on the four themes of their ED&I Framework: leadership and organisational commitment; understanding and working with your communities; responsive services and customer care; diverse and engaged workforce. The team undertook 35 interviews/ focus groups over the two-day visit with staff, Members, managers, and representatives from partner organisations. The feedback from stakeholders was used alongside our self-assessment to enable them to identify strengths, good practice, and areas of development for SCC to consider as we continue to develop our work to ensure that no one is left behind. The team provided initial feedback and we will receive a full report in four weeks. This will be shared with stakeholders and inform the development of the SCC ED&I Strategy and associated delivery plan.

## DEPUTY CABINET MEMBER BRIEFING TO COUNTY COUNCIL

**NAME:** Maureen Attewell

**PORTFOLIO:** Children and Families

**Foster Care Services:** One aspect of Surrey Childrens Services sufficiency plan is to ensure we have Surrey homes for Surrey's Looked After Children, with an aim to increase the number of children living with Surrey approved foster carers, rather than with foster carers approved by external providers often living outside of Surrey. We are approaching the challenge to increase our numbers of Surrey foster carers by reviewing our recruitment processes and to understand why such a high number of Surrey approved foster carers are leaving the role, what changes the service can make to retain carers to prevent them leaving the role, and how the service can enable its current foster carers to meet the needs of a more diverse group of children, in particular disabled children, teenagers and sibling groups.

In March 2022 Surrey's Fostering Service launched a Retention Board to explore these issues and to review the effectiveness of the support and processes put in place to improve retention. After six months, some progress had been made but it was slow and recognised that the remit of the group needed to be extended to consider how we entice potential carers to come to us in the first place. On 13 June 2023 there was a relaunch of the board to the Retention and Recruitment board, facilitated by Team Managers with a keen interest in this area. Terms of Reference for the board have been updated and will be reviewed at the next meeting on 8 August 2023.

The board comprises of a cross section of stakeholders including foster carers, fostering staff and wider children's services personnel (virtual school, IROs, children's social workers and colleagues in health) to enhance the message that we all have a role to play in recruiting foster carers for Surrey's children, and we all play a vital part in supporting and working with the carers we already have to help them feel heard, valued and part of the team around the child, as foster carers nationally often share is missing within their role which can lead to dissatisfaction and a decision to leave the role.

Following a meeting to discuss the work being undertake in the service to recruit and support foster carers, I was keen to be involved and support this piece of work and so will be joining the board going forward. The board meets bi-monthly and shares ideas and views about what can be done to not only improve Surrey fostering services' visibility, so those interested in fostering apply with us, but also to consider the wider "offer" we have for our current carers to encourage them to stay.

I am sure all Members will be supportive of this ambition and hope they will do whatever they can to promote the Surrey fostering service within their local communities and encourage residents to consider whether this is something they would like to do.