

COMMUNITIES, ENVIRONMENT & HIGHWAYS SELECT COMMITTEE ACTIONS AND RECOMMENDATIONS TRACKER

April 2024

The actions and recommendations tracker allows Committee Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. Once an action has been completed, it will be shaded green to indicate that it will be removed from the tracker at the next meeting.

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RECOMMENDATIONS

Date	Item	Recommendation	Responsible Member/ Officer	Deadline	Progress check	Recommendation response accepted/ implemented
5 July 2023	Green Finance Strategy [Item 6]	CEHSC 51/23: Welcomes the review of effective communications and steps to improve engagement with residents on Net Zero; and urges consideration of online and offline communications, as well as opportunities to use Councilors to disseminate messages locally.				The Greener Futures Group Manager has <u>committed to an update on progress to the committee in early 2024</u> which will include an update on the Communications and Engagement approach and strategy. 25/09/2023. Agreed in forward planning that Engagement Strategy to be considered in GFRG May prior to update to CEHSC October 2024.
5 July 2023	Green Finance Strategy [Item 6]	CEHSC52/23: Requests an update to the Committee on progress in early 2024 including on the Communications & Engagement Strategy.				The Greener Futures Group Manager has <u>committed to an update on progress to the committee in early 2024</u> which will include an update on the Communications and Engagement approach and strategy. 25/09/2023. Agreed in forward planning that Engagement Strategy to be considered in GFRG in May prior to update to CEHSC October 2024.
5 October 2023	Climate Change Delivery Plan Annual Update [Item 5]	CEHSC 58/23: Recommends that a greater sense of prioritisation of projects (based on impact/cost) is reflected in Delivery Plan documentation given the resource constraints the Council is facing over the medium-term financial period. This will help decision makers assess what matters most and which areas of slippage are of greatest concern. Changes to be made				Changes to be made by <i>December 2024</i> and considered by the Greener Futures Reference Group.

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		by <i>December 2024</i> and considered by the Greener Futures Reference Group.				
5 October 2023	Climate Change Delivery Plan Annual Update [Item 5]	CEHSC 59/23: Recommends governance structure be revisited including role and future of the Greener Futures Board, by end 2023.				Awaiting update.
5 October 2023	Surrey Transport Plan (Ltp4) [Item 6]	CEHSC 62/23: Recommends that an update is provided to members on progress aligning Highways Maintenance and Inspection policies and procedures with LTP4 by end 2023; and that this be combined with the update that the Cabinet Member has already committed to provide Council members on the Task & Finish Programme (Streets and Environment Services) if appropriate.				Transport Plan Delivery Plan Report tabled for April 2024 Select Committee Meeting has been deferred.
4 December 2023	Surrey Fire And Rescue Service Performance Report & HMICFRS Inspection	CEHSC 70/23: Expresses concern over the number of areas for improvement identified in the HMICFRS inspection and in particular the general lack of performance management and oversight within protection that is identified. This affects productivity and effectiveness.				Responses published as part of Cabinet response on 19.12.2023. (Public Pack) Cabinet-Supplementary Agenda Agenda Supplement for Cabinet, 19/12/2023 14:00 (surreycc.gov.uk) Pg 9-11.

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		The Select Committee urges Officers to ensure there is clear direction and guidance to staff on prioritising risk and targeting activity; better performance management and quality assurance to ensure high risk premises are inspected in agreed timeframes; and audits carried out to a consistent and acceptable standard, whilst also maintaining the good progress that has been made in other areas.				SFRS Performance Review Select Committee Session scheduled 5 July 2024
Page 131 4 December 2023	Surrey Fire And Rescue Service Performance Report & HMICFRS Inspection	CEHSC 72/23: Notes that HMICFRS identifies a number of areas where poor ICT systems are limiting productivity and operational effectiveness (e.g., where records cannot be adequately updated due to system constraints) and even outdated reliance on several paper-based systems which are inefficient and hinder productivity. The Select Committee urges a review of the adequacy of existing systems in supporting and maximising operational efficiency and effectiveness and a check on deliverability of the ICT Strategy to determine whether it remains fit for purpose and whether the Service has the capacity and capability to complete these projects.				Responses published as part of Cabinet response on 19.12.2023. “Assurances have been given by the service that the deliverables in the ICT strategy can be achieved. The service has regular meetings to monitor delivery of IT projects with IT&D colleagues. The IT Projects Board and Asset Board are supported by SFRS’s Resources Working Group. IT&D chair the project board and attend the working group meetings. An IT roadmap has been developed highlighting the key projects over the coming years that support the delivery of the ICT strategy.” (Public Pack)Cabinet-Supplementary Agenda Agenda Supplement for Cabinet, 19/12/2023 14:00 (surreycc.gov.uk)

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						Pg 9-11. SFRS Performance Review Select Committee Session scheduled 5 July 2024
4 December 2023	New Draft Vision Zero Road Safety Strategy	CEHSC 75/23: Is concerned over the available funding to meet the demand to implement more 20mph speed limits which is likely to be high and asks that further work is done to review and clarify funding arrangements including the funding position for each County Councillor (who will be responsible for making the final decision on whether to proceed with schemes in his/her area under the new policy). This should take account of the Integrated Transport Scheme budget for County Councillors and other available sources. Consideration should be given to granting more flexibility to Councillors on how they choose to use their Members Highways Allocation.				Responses published as part of Cabinet response on 19.12.2023. Excerpt from Cabinet Response: "The public consultation on the draft new road safety strategy running from January to mid-March will help us determine the level of support and likely demand for new 20 mph schemes, and consequently whether the level of funding available requires review. Consideration is already being given to increasing the funding available to local County Councillors for investment in highways within their Division. In the coming financial year, this may rise from £100,000 to £120,000, of which £40,000 may be available for capital highway improvements that could include new 20 mph schemes. Cabinet acknowledges the important point raised in recommendation (III) and will be giving careful consideration to the level of funding available for 20 mph schemes in future years, balanced against the clear need to set a balanced budget at Service level and council wide."

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						(Public Pack)Cabinet-Supplementary Agenda Agenda Supplement for Cabinet, 19/12/2023 14:00 (surreycc.gov.uk) Pg 5-8.
4 December 2023	New Draft Vision Zero Road Safety Strategy	CEHSC 76/23: Urges further work to clarify the process of local community engagement including how to determine adequate levels of engagement and support to approve a scheme plus the process for agreeing schemes with RoadSafe Partners, and how any conflict will be managed. Expresses concern that the approach set out might in fact prove more onerous than the existing one, making 20mph more rather than less difficult to achieve.				Responses published as part of Cabinet response on 19.12.2023. "Cabinet would accept in part the recommendation." (Public Pack)Cabinet-Supplementary Agenda Agenda Supplement for Cabinet, 19/12/2023 14:00 (surreycc.gov.uk) Pg 5-8.
4 December 2023	New Draft Vision Zero Road Safety Strategy	CEHSC 77/23: Asks that clarity on this and the funding position above be bought back to the Committee in Spring/Summer 2024 following completion of the public consultation.				Responses published as part of Cabinet response on 19.12.2023. "Cabinet therefore agrees with recommendation" (Public Pack)Cabinet-Supplementary Agenda Agenda Supplement for Cabinet, 19/12/2023 14:00 (surreycc.gov.uk) Pg 5-8.

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						Select Committee Session scheduled for June 2024.
4 December 2023	Partnerships Prosperity & Growth Update: Homes Strategy & LEP Transition of Functions	CEHSC 78/23: Welcomes the creation of a Surrey <u>Growth Hub</u> and the greater clarity and coherence for local businesses that this will bring.				Acknowledged. There will continue to be updates shared with Members as the service launches and begins operating. For example, there is an All Members Briefing on 4 th March which will include reference to the Surrey Growth Hub and ways that Members can support local business engagement with the service.
4 December 2023	Partnerships Prosperity & Growth Update: Homes Strategy & LEP Transition of Functions	CEHSC 79/23: Seeks reassurance that support to business on <u>green issues and decarbonisation</u> is prioritised by the new Growth Hub service in line with Council net Zero goals.				A comprehensive review was conducted at the end of 2023 into the need and demand of the existing business support ecosystem in Surrey. A gap in provision was identified related to county-wide Net Zero carbon programmes, and this will feature in our programme of support that the Surrey Growth Hub will offer during 2024/25.
4 December 2023	Partnerships Prosperity & Growth Update: Homes Strategy &	CEHSC 80/23: Endorses the planned governance review of the One Surrey Growth Board and the vital importance of ensuring local business voices and needs are at the heart of decision making and arrangements going forward. Requests the Cabinet Member/Service to report back to the Committee on 'business voice' and on progress more broadly with				Acknowledged. An update will be shared with the committee on governance changes and progress with the LEP transition process. (Response 1 March 2024)

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	LEP Transition of Functions	integration by the end of this Municipal year (May 2024).				
4 December 2023	Partnerships Prosperity & Growth Update: Homes Strategy & LEP Transition of Functions	CEHSC 81/23: Supports continuing efforts to work collectively with Councils, housing associations, other public sector land-owners, service providers and the private sector in a spirit of collective endeavour to address the evidenced housing crisis in Surrey.				Acknowledged. (Response 1 March 2024) <i>Housing Strategy Update scheduled for Autumn 2024</i>
4 December 2023	Partnerships Prosperity & Growth Update: Homes Strategy & LEP Transition of Functions	CEHSC 82/23: Recognises the efforts that have been made to engage Districts and Boroughs and that these are ongoing. Asks the Service to continue working to resolve these issues and for the Cabinet Member to report back to the Committee on the state of play in this regard before the end of the next Municipal year (May 2025).				Acknowledged. An update will be shared with the committee. (Response 1 March 2024) <i>Written Update to be provided Autumn 2024.</i>
4 December 2023	Partnerships Prosperity & Growth Update: Homes Strategy &	CEHSC 83/23: Asks the Cabinet Member and the relevant Executive Directors to update the Committee on progress against the Strategy at or before its October 2024 Session, including on progress against workstream KPIs for the SCC Programme for Housing as appropriate.				Acknowledged. An update will be shared with the committee. (Response 1 March 2024) <i>Written Update to be provided Autumn 2024.</i>

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	LEP Transition of Functions					
7 February 2024	ETI Performance report [Item 5]	<u>1/24 Welcomes the performance framework</u> and the range of credible and useful KPIs which provide transparency over performance in a number of vital service areas	Jo Diggins			The Performance team are continually looking for ways to improve transparency over performance and welcomes the feedback from the committee
7 February 2024	ETI Performance report [Item 5]	<u>2/24 Notes that it highlights a mixed performance picture</u> with a number of challenges particularly in respect of the number of killed and seriously injured on Surrey roads, the lines programme, bus reliability, and customer/Councilor enquiries	Jo Diggins			<p>The Performance team acknowledges the mixed performance picture, and reassures the committee that where challenges or poor performance is identified this is escalated within the service/directorate to address.</p> <p>In terms of the areas referenced:</p> <p>The number of killed and seriously injured on Surrey roads is being addressed through the emerging Surrey RoadSafe Vision Zero Road Safety Strategy, which will come back to the Committee in the summer.</p> <p>We are pleased to confirm that the lining programme is back on track. Following the marked improvement in Q3, this has continued into Q4 despite the challenging weather conditions.</p>

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Page 137						<p>Bus reliability will form part of the Bus Service Improvement Plan update to be presented to the Committee on 29 April 2024.</p> <p>There is a widescale Customer Transformation Programme underway that is seeking to address issues that affect performance in responding to customer and Councillor enquiries.</p>
7 February 2024	ETI Performance report [Item 5]	3/24 Expresses concern around the efficiency and efficacy of road repairs which is an issue residents care deeply about; and the efficacy of services that have been brought back from the Bs & Ds for example parking enforcement and verge-cutting	Jo Diggins			The Performance team will continue to monitor performance in these areas.
7 February 2024	ETI Performance report [Item 5]	4/24 Expresses concern about the results of the National Highways & Transport Services Public Satisfaction survey which reports that for overall satisfaction, Surrey is ranked 94 th out of 111 authorities taking part. Surrey should have an ambition to be in the top quartile	Lucy Monie / Jo Diggins			The concern around public satisfaction is shared. The Customer Transformation programme has identified a number of areas where improvements can be made to address areas of low satisfaction. This is a key priority for the directorate over 24/25.
7 February 2024	ETI Performance report [Item 5]	5/24 Welcomes increased investment following Task & Finish to deliver improvements in a number of areas including customer experience, the lines programme and gully cleaning; and welcomes plans to publish the gully cleaning programme next year and the new Highways online reporting tool.	Jo Diggins			We continue to work on the outputs from Task & Finish and plans are in progress with publicising the gully cleaning programme and launching the new Highways online reporting tool

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7 February 2024	ETI Performance report [Item 5]	6/24 Requests further work to improve signage on the highways network to improve information to residents; and to publicise mechanisms for residents to report issues and faults	Lucy Monie			We are continuing to review how we improve this area and hope to implement some new signage in the summer. A new highways email subscription has been launched and we have seen a good response. Work is ongoing to see how we can improve our website and social media to support how we publicise reporting mechanisms
7 February 2024	ETI Performance report [Item 5]	7/24 Requests that additional KPIs/metrics be developed in respect of cycling and active travel and a target for reducing the number of car journeys on our roads.	Jo Diggins			The Performance team will review the opportunities available to incorporate these metrics into the Framework for Highways & Transport.
7 February 2024	ETI Performance report [Item 5]	8/24 Requests scrutiny by this Committee of Climate Change adaptation and flood risk management in light of severe extreme weather and flooding suffered by residents and that this be scheduled by the end of 2024	Jo Diggins			Scrutiny of Climate Change Adaptation has been added to the agenda for Autumn.
7 February 2024	Mineral and Waste Local Plan [Item 7]	9/24 Notes with concern the ongoing difficulty in identifying suitable land for waste management facilities to bridge the forecast capacity gap in Surrey beyond 2035 and the further additional 'call for sites' underway and applauds the efforts that are being made.	Caroline Smith		16/03/24	Update awaited.

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7 February 2024	Mineral and Waste Local Plan [Item 7]	10/24 Urges the Service to prioritise proactive discussions with Surrey's LPAs and other partners to identify suitable land and/or alternative ways of increasing capacity at existing suitable sites through expansion, diversification or improvement or use of facilities in neighbouring counties.	Caroline Smith		16/03/24	Update awaited.
7 February 2024	Mineral and Waste Local Plan [Item 7]	11/24 Commends the project management approach and the detailed communication and engagement plans which include steps to keep members fully informed during the preferred options consultation; and invites officers to provide an update to the Committee at an appropriate time.	Caroline Smith		16/03/24	Update awaited.

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ACTIONS

Date	Item	Action	Responsible Officer	Deadline	Action response
4 December 2023	Budget 2024/25 And Medium-Term Financial Strategy [Item 5]	Cabinet Member for Highways, Transport & Economic Growth (Matt Furniss) to feedback outcomes from meetings with Department for Transport officials	Cabinet Member for Highways, Transport & Economic Growth Matt Furniss		Meetings with Department for Transport TBC. Outcome will be relayed to the Committee once meeting has taken place.

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		around the Highway Funding Formula.			
4 December 2023	Partnerships Prosperity & Growth Update [Item 9]	Cabinet Member for Adult Social Care (Sinead Mooney) will share the Housing Minister's response to the Call to Government on housing issues in Surrey once received.	Cabinet Member for Adult Social Care Sinead Mooney Katie Stewart/Rhiannon Mort		The response will be shared once received 12.01.2024.
7 February 2024	Environment, Transport and Infrastructure (ETI) Performance Report [Item 5]	1/24 The Assistant Director Highways Operations and Infrastructure to hold a conversation with Cllr John Beckett about fallen trees in his division.	Richard Bolton Assistant Director Highways Operation and Infrastructure		Discussion held on 9 th Feb. Completed and Arb team aware of confusion for future delivery.
7 February 2024	Environment, Transport and Infrastructure (ETI) Performance Report [Item 5]	2/24 The Assistant Director Highways Operations and Infrastructure to hold a conversation with Cllr Jan Mason about gulleys in her area.	Richard Bolton Assistant Director Highways Operation and Infrastructure		Discussion completed on 14 th Feb with works programed. Completed
7 February 2024	Environment, Transport and Infrastructure (ETI) Performance Report [Item 5]	3/24 The Strategic Transport Group Manager to provide a summary report on the Digital Demand Response Transport (DDRT) service including details of passenger journeys to the Committee.	Paul Millin Assistant Director Strategic Transport		Report to be taken at CEH Select Committee on 29 April 2024.

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7 February 2024	Environment, Transport and Infrastructure (ETI) Performance Report [Item 5]	<p>4/24 The Highways Service/Head of Highways to liaise with the claims team to find out: i) of the claims made how many are paid? ii) what more can be done to ensure the claims process and claims eligibility is made clear to the public through the claims webpage and application process. Feedback on both points to be circulated to Committee members</p>	Lucy Monie The Head of Highways	<p>i) Claims data as of 14/03/24</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Calendar Year</th> <th style="text-align: center;">Total Vehicle Damage Pothole Claims Received</th> <th style="text-align: center;">Settled</th> <th style="text-align: center;">Repudiated</th> <th style="text-align: center;">Open (Ongoing)</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">2021</td> <td style="text-align: center;">195</td> <td style="text-align: center;">42</td> <td style="text-align: center;">153</td> <td style="text-align: center;">0</td> </tr> <tr> <td style="text-align: center;">2022</td> <td style="text-align: center;">734</td> <td style="text-align: center;">82</td> <td style="text-align: center;">650</td> <td style="text-align: center;">2</td> </tr> <tr> <td style="text-align: center;">2023</td> <td style="text-align: center;">3418</td> <td style="text-align: center;">457</td> <td style="text-align: center;">2876</td> <td style="text-align: center;">85</td> </tr> </tbody> </table> <p>ii) In relation to the information available on the website regarding the claims process, officers believe this to already be quite extensive and includes: managing expectations regarding legal liability and explaining the process and timescales. Links are provided below for reference. The information on the website is also repeated within the initial pages of the claims portal when a claimant logs in/registers to submit a new claim. Highways insurance claims - Surrey County Council (surreycc.gov.uk) Frequently asked questions about insurance claims - Surrey County Council (surreycc.gov.uk) Home Surrey County Council insurance claims portal (surreycc.gov.uk)</p>	Calendar Year	Total Vehicle Damage Pothole Claims Received	Settled	Repudiated	Open (Ongoing)	2021	195	42	153	0	2022	734	82	650	2	2023	3418	457	2876	85
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					Officers believe that all the relevant information is already available for people to consider prior to submitting a claim, however the Liability Claims Manager would welcome feedback on what improvements may be required.
7 February 2024	Environment, Transport and Infrastructure (ETI) Performance Report [Item 5]	5/24 The Strategic Transport Group Manager to share the LCWIP programme summary with the committee.	Paul Millin Assistant Director Strategic Transport		Completed and circulated to Committee 07.02.2024.
7 February 2024	Environment, Transport and Infrastructure (ETI) Performance Report [Item 5]	6/24 The Executive Director for Environment, Infrastructure/Head of Highways - to share a plain English Summary of the different areas of responsibility of the Highways Department plus the amount of money being spent this year and next. Focus on promoting positives and providing something that can be shared with residents.	Katie Stewart / Lucy Monie Executive Director for Environment, Infrastructure & Growth. The Head of Highways		<p>All Members have been issued with a Members guide and this will continue to be updated – with County Councillors being asked what revisions they would like. As part of the customer transformation programme, our highway webpages are being reviewed to ensure that they clearly and concisely detail what the service is responsible for – this will be complete later this summer. These pages should give clear information to our residents and can be shared.</p> <p>We have also recently started the “Your Surrey updates” which provides regular information, including positive stories, directly to residents via email – please do encourage your residents to subscribe.</p> <p>All Members are invited to twice yearly briefings through the Stakeholder & Engagement Team – this spring these are focusing on budgets available to Members but we can review if a further wider update would be useful.</p>

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7 February 2024	Environment, Transport and Infrastructure (ETI) Performance Report [Item 5]	7/24 EIG Directorate to organise a Ringway depot site Visit for the Committee.	Katie Stewart Jo Diggins		Scheduled for 15 July.
7 February 2024	Environment, Transport and Infrastructure (ETI) Performance Report [Item 5]	8/24 The Infrastructure & Major Projects Group Manager to provide a written update on the rollout of EV and on-street charging infrastructure ahead of the April Select Committee date. [Possible Annex to the Local Transport Plan 4].	David Stempfer Infrastructure & Major Projects Group Jo Diggins Deputy Chief of Staff		An update on the rollout of EV and on-street charging infrastructure is to be provided an Annex to the Local Transport Plan 4 Select Committee report. This Annex is being drafted by Jonathan James – SCC's EV Project Manager. <i>Report deferred April to October 2024.</i>

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