

CABINET MEMBER BRIEFING TO COUNTY COUNCIL

NAME: Denise Turner-Stewart

PORTFOLIO: Customer and Communities, and Deputy Leader

The [Surrey Cultural Partnership Strategy 'Surprising Surrey'](#) reflects our cultural commitment in Surrey and our wider partnership and we thank the Surrey Cultural Partnership for all they are doing to promote arts and culture across the county. Access to culture plays a significant part in people's health and wellbeing, educational outcomes, equality of opportunity and richness of life. The Council has already invested resource into the [Surrey Culture Map](#) which aims to celebrate and champion the rich cultural offer within the county, enable strong networks to form and grow across the sector, and support our cultural organisations to be resilient and thrive. The Map is included within the [Partnership's Action Plan](#) which we will continue to support and work collaboratively to deliver these incredible benefits.

The **Libraries Transformation programme** is underway and will deliver improved flexible modern library layouts, allowing for a much wider programme of cultural events and activities and increased use by local communities and our partners. Our libraries will be multi-use hubs in our communities to serve a much wider range of needs across all ages. The modernisation of Woking Library is due to complete in December 24, Epsom Library January 25, with Weybridge Hub and Staines Libraries due to be completed in spring 25. **Refurbishments** have been delivered at Chertsey, Hersham and Molesey, Egham, Haslemere, Oxted, Reigate, Ash, Ashford, Ashted, Bookham, Camberley, Cobham, Cranleigh, Dittons, Dorking, Farnham, Godalming and Walton Libraries, with new furniture and flexible shelving installed, and resident feedback has been positive. **Super Access** will enable better and more open access for our residents via use of the library outside normal opening hours and is available in 7 Libraries, with Woking and Epsom Libraries due to go-live January 25; over 2,000 residents have signed up for this service. We delivered 476 **Summer Reading Challenge** events and activities attended by 24,696 residents between July and September 24. 10,240 children joined the Marvelous Makers Summer Reading Challenge, and Surrey Libraries worked in partnership with Surrey Arts to host free 'Creating Sounds' workshops for children of all ages.

Customer Transformation Programme: We are keen to develop our Library offer in each location to support the programme and ensure we can provide a wider range of services and support for our residents. Our Customer Programme is progressing quickly and a Cabinet decision in July was made to invest £11.3m over 3 years in our **Customer Transformation** as a priority to improve the experiences and outcomes for our residents and wider customers - our learners who may not live in Surrey, business community, those travelling through the county or working here, our staff who are working hard to deliver high quality, high impact services and support. Our customer programme has highlighted the need to embed a whole council approach to our interactions, supporting systems and processes to improve the ways our customers can access information and advice at an earlier stage. There is a focus on improving self-service capability via the website and supported self-service through a community model and enhanced customer contact centre (which will become our customer hub). A new reporting system for highways issues went live in Sept with over 1,000 issues logged successfully in the first 8 days; we continue to train staff to develop and embed the customer focused culture we are targeting and are developing our systems and capability to improve across the council.

Your Fund Surrey (YFS): Two more large fund projects were approved in September. Christ Church (Woking) awarded £495,000 towards the development of a Youth and Community Centre, a hub for young people and vulnerable groups; an important project, serving an identified need in a key area of the county. £135,625 was awarded to the Wonersh Bowling Club in Waverley; this rebuild project will enhance opportunities for the wider community by turning a tired and unwelcoming facility into a new, accessible and energy efficient hub. Both projects demonstrate the Council's commitment to supporting and enhancing communities. We have now funded 47 large projects throughout the county, bringing the total awarded to £21.3m. Three further projects valued at more than £3m will go to October Cabinet. The YFS Small Fund has funded over 260 projects valued over £2.5m, 32% of the total fund. The community impact and value of the Small Fund was evident over the last few weeks as a number of opening ceremonies were held, including the Hamilton playground in one of our key neighbourhoods Cobham and Downside, the opening of a brand new kitchen in a community centre in Long Ditton and a new outdoor cabin at Amber Move-On in Ockley, a charity who support disadvantaged and homeless young people. As we approach the fourth anniversary of YFS and move into the last phase of allocation, we will be celebrating the many projects that are now coming to fruition and showcasing the wonderful benefits these projects are delivering in our communities.

DEPUTY CABINET MEMBER BRIEFING TO COUNTY COUNCIL

NAME: Paul Deach

PORTFOLIO: Deputy Cabinet Member to the Leader

I have been working with our Communications Team over the past year along with Members, and we have made significant progress across a number of areas. We are focussed on ensuring more residents are engaged and that our communications are both useful and interesting to Surrey residents. Activities include:

Highways newsletter: Following the ongoing success of the council's flagship e-newsletter (Surrey Matters), I worked with the team to develop a weekly 'Your Highways Update' email newsletter to deliver hyper local information about planned works in each district and borough, and to highlight good news stories. Subscribers continue to grow with over 11,000 residents now signed up. Each issue is opened by an average of over 7,000 people - 77% of those who have subscribed. This is the highest open rate our newsletter platform contractors (e-shot) have ever seen.

We will be upping our promotion of the newsletter over the autumn to increase subscribers even further, using a range of tools including digital ads, popups in libraries, and posters at bus stops. Most importantly, ensuring residents are well-informed will lead to less disruption for local residents.

We are also increasing our highways content in every issue of Surrey Matters which reaches 210,000 subscribers. Alongside highways, we've been looking at our whole newsletter output to ensure we have the right newsletters for a range of different audiences. Examples are **Greener Matters**, our newsletter about climate change updates, **Family Matters**, a new newsletter aimed at parents or carers and our new **Library Matters** newsletter which the team are preparing to launch. All of these promoted through our Surrey Matters newsletter and elsewhere.

Other Communications: Outside of highways, last month we launched the 'It's My Library' Campaign. Aimed at getting more residents into our fantastic libraries, as well as promoting the fantastic range of new services they offer. This targeted campaign has already gone out on digital radio and a full suite of social media channels across Surrey.

We are also planning work to promote the great initiatives made possible through Your Fund Surrey. It is the four-year anniversary of the scheme on 16 November and we will be shouting about the difference the projects we have funded have made to communities across Surrey. Finally, I would like to mention the work to promote the expansion of the Surrey Connect on demand bus service. This has expanded to include my local area, and I have recorded some videos to help let my local residents know.

CABINET MEMBER BRIEFING TO COUNTY COUNCIL

NAME: David Lewis

PORTFOLIO: Finance and Resources

Budget Forecast: At the end of July, the Council is forecasting an overspend of £15.5m for 2024/25. The overspend relates mainly to ongoing price and demand pressures within Home to School Travel Assistance, pressures in Adult's & Children's placement costs and price increases relating to the disposal of Dry Mixed Recyclables. Directorates are expected to take action to mitigate the forecast overspending in order to contain costs within available Directorate budget envelopes, without reliance on the contingency. The financial outlook for the remainder of this year remains challenging. At the end of July, forecast capital spend is £3.3m over the re-phased budget, due mainly to the acceleration of spend in highways and property. The 2025/26 budget setting process and development of the MTFs to 2029/30 commenced early, with monthly updates taken to CLT. An all-Member Briefing was delivered in May and a follow up 'drop-in' opportunity provided by the Cabinet Member for Finance and Resources. Early budget workshops were delivered to all four select committees during June/July and deep dives have been carried out by each committee over the summer into areas of identified risk and opportunity. Briefing sessions have also been offered to all political groups.

Statement of Accounts Audit: The draft 2023/24 Statement of Accounts for the Council, the Group (including our wholly owned subsidiaries) and the Pension Fund were taken to the Audit & Governance Committee in July. The Council's External Auditors EY have commenced their audit, including the VFM assessment. The Council anticipates bringing Final Accounts to the January meeting of the Committee.

As chair of the Home to School Travel Assistance Oversight Group, I can report that the 2024/25 forecast outturn position at Month four remains at £7.4m reported pressure with an additional £2.5m risk.

Digital: In August, the council went live with Microsoft Teams for office staff and a cloud-based solution, for contact centre and helpdesk telephony. This change reduced the number of landlines from circa 7,000 to circa 1,000. We have implemented fibre connectivity across 178 of our sites and moved to the very latest Wi-Fi technology.

We have recently rolled out Co-pilot edge for all Surrey staff enabling them to explore how this AI digital assistant can support their everyday tasks including summarisation and drafting. We have four other AI test and learn trials in specific areas. These trials are being used to test the capabilities against areas of high administrative overhead or time-consuming complexity. The work is due to conclude in December, at which point the ROI will be reviewed to determine the opportunity to deploy the capabilities more widely.

The MySurrey (Unit 4) system is not working in the way that it should. A comprehensive stabilisation plan is now in place to resolve the most pressing issues, with the highest impact on staff, including pensions, between now and December, and aims to address the rest by March 2025. The plan will address both technical platform deficiencies and process issues.

Core Function Redesign (CFR): The CFR transformation programme is currently in the process of redesigning Finance, Transformation, and People and Change – three areas critical to driving high performance. In addition, we have initiated work across our executive functions (PAs etc) and Comms. The Customer Programme is progressing quickly and a Cabinet decision in July was made to invest £11.3m over 3 years in Customer Transformation as a priority to improve the experiences and outcomes for our residents and wider customers.

Procurement Act 2023: This was due to come into force on the 28 October 2024 following a 6-month implementation period, however, central government announced a 4-month delay to allow time for a new National Procurement Policy Statement (NPPS) to be produced. The Act will now come into force on 24 February 2025.

Member Development Day: I am looking forward to welcoming all Members to our next in person Member Development Day taking place the day after Council (Wednesday 9 October), which will offer Members a chance to attend training sessions on Public Speaking, Corporate Parenting, and Digital & AI. Preparations for the induction of new councillors in May 2025 are also underway.

CABINET MEMBER BRIEFING TO COUNTY COUNCIL

NAME: Kevin Deanus

PORTFOLIO: Fire and Rescue, and Resilience

Surrey Fire & Rescue Service (SFRS): Essential redevelopment works at Reigate Fire Station will start in October 2024, construction is expected to last approximately 18 months. This work will bring many benefits and improvements to the fire station, aimed at modernising facilities, enhancing community safety, and will address both current and emerging risks. This includes larger appliance bays to accommodate the larger size of our existing fleet of fire engines, welfare and rest areas and a new separate space for use by SECamb.

A planning application has been submitted for SFRS's training facilities improvements at Wray Park. This £14.47m project will ensure that the service can continue to provide a highly trained emergency response to the communities and businesses of Surrey. The training facilities proposal retains the existing brick-built fire house and training towers but will decommission the live fire house and retain its use as a cold smoke facility using 'cosmetic smoke' to replicate real life conditions. The towers would continue to be used for ladder capture and cleaning with emissions drawn to a filtration plant before being released as clean air into the atmosphere. This project is programmed to start once the new Reigate fire station has been built.

Trading Standards: From 21 September, Surrey is now in a "restricted zone" seeking to contain and slow the spread of Bluetongue - a disease affecting cattle, sheep, and camelids (alpacas and lamas) spread by an infected midge biting an animal. The restrictions were placed on Surrey following the identification of Bluetongue cases close by (but not within) Surrey.

Trading Standards will provide information and guidance to livestock keepers on our website and via social media, drawing on information provided by the Animal and Plant Health Agency (APHA) to ensure information is current and consistent. At this stage we do not need to implement our contingency plans, however we will be keeping a watching brief and attending weekly briefings convened by APHA.

Vapes: 35 test purchases of vapes were attempted by underage volunteers working with Trading Standards in August. We are pleased to report that no shops sold, suggesting that there is better understanding in vape sellers about the rules. We will continue this work to ensure shops remain vigilant about the age of vape purchasers.

Health and Safety: Health and Safety governance arrangements internal audit report progress:

- The final action to be completed from the October 2023 internal audit report is health and safety training for senior leaders. This has been scheduled for 21 and 27 November for Executive Directors and Directors.
- A follow up audit is scheduled for early December (it was previously confirmed for Q2).
- Health and safety key performance indicators are now included in the quarterly Resources and Performance Select Committee performance data pack, as well as the quarterly Organisational Effectiveness report that goes to CLT.

Health and Safety Executive (HSE) Improvement Notice Asbestos in schools: significant work has been undertaken to comply with the Improvement Notice issued on the 11 April 2023. In addition, SCC's Asbestos contractor has been commissioned to audit 40 community and voluntary controlled schools in Autumn 2024. This will ensure all our schools have received targeted asbestos visits and are clear on roles and responsibilities to manage the risks from Asbestos.

CABINET MEMBER BRIEFING TO COUNTY COUNCIL

NAME: Natalie Bramhall

PORTFOLIO: Property, Waste and Infrastructure

Halsey Garton Property Investments: Company continued to return a minimum of £14.3m in income to the Shareholder. Team completed 7 new lettings and 6 lease renewals, to note: **Loughborough:** New 10-year lease, rental increase of 24%. **Winchester:** Leasing of all 3 ground floor units concluded. Development of former Debenhams in Winchester is close to a conclusion.

Capital Projects Delivery: ASC: Supported Independent Living construction works started on site for the former Horley Library and Manor School sites. Former Coveham Hostel Oct 24 on site. **ASC Short Breaks:** Lakers project on track to complete Jan 25. Tender documentation for The Squirrels to be issued Oct. **SEND:** 48 of 81 committed construction projects completed, 260 new specialist school places for Sept 24. **SBN Reigate Priory:** ISG went into administration 19 Sept, application was a joint application with SCC. Discussions are ongoing with Reg 3 team. **Corporate Parenting: Dorking:** Construction to complete end of Oct. **Faircroft:** Contractor appointed, works started, completion target date May 25. **Hubs: Sunbury:** Procurement commenced. **Weybridge:** On track. **Staines:** Contractor contract signed. Lease arrangements being finalised.

SFRS: Reigate Fire Station: Planning consent granted Sept 24. Decant of existing fire station ongoing, enabling works commenced and nearing fruition. **Chobham Fire Station:** Final documents being collated for re-submission and issue to Reg 3. **Wray Park Vehicle Maintenance Workshop:** Additional funding awaiting close out.

New Salt Barns: Work progressing on Merrow to complete 29 Oct 24. New substation required at Godstone, works ongoing and on track to complete May 25.

Libraries: Woking: Demolition and strip out completed. **Redhill:** Library strip out complete. RAAC design to be completed Oct 24. Procurement of main works progressing. **Epsom:** Demolition and strip out of library space now complete.

Acquisitions & Disposals: Surplus Declarations / Core Disposals:

Capital receipts: Targeting £26m (over 25 asset sales) by 31 March 25, with further £30+m (over 15 asset sales) identified for financial year 2025/6.

QC Woking: Marketing of both Freehold and Leasehold continues, 6 open days have been concluded as part of campaign with close of bids targeting end of Sept 24 for subsequent review and evaluation in Oct 24.

Consort House Redhill: Legal papers in hand to lease whole building. Current target to complete lease by end of Oct 24 dependent on variant legal papers progressing.

Dormers: Completion remains outstanding due to legal reviews on claw back of value provisions in the contract. Now engrossing final transfer documents and securing final authorities to enable completion.

The Edge Haslemere: Remains open under 12-month arrangement with Waverley BC who have neither completed on the formal papers submitted, nor are able to provide financial data requested to support cost sharing principles. External consultants appointed to manage stakeholder workshops to support decisions beyond early 25.

Hillside / Portesbery: Re-marketing exercise requested following feedback on most recent marketing results.

Lakeside Frimley: Proposed contract to transfer land subject to consent for a new school had been delayed but Ministerial confirmation now confirmed that DfE may proceed.

Children's Home: Bids submitted on two homes to support the programme. **Looked after Children:** Fifth house placed under offer (Guildford) and solicitors progressing contracts. Potential sixth (final) house identified on the market and being assessed, pre bid stage.

Norbury Park Mickleham: HGR development site closed bids and Heads of terms being finalised.

Fairways Staines: Marketing commenced. **Chalkpit Bookham:** Marketing for sale with vacant possession commenced. Depot under temporary use by Ringway.

Deepcut Acquisition for SEN project: Planning submitted mid-Sept 24, acquisition targeting early 25.

Barnfield Horley: 9 bids secured. **Grafton Stables Worcester Park:** Commenced marketing of 5.5-acre wooded site.

Abbeywood Ash: 3 bids secured. **Arundel House Banstead:** 27 bids secured. **Auctions:** 19 assets being prepped.

Rentwood Fetcham: Marketing awaits relocation of SAVI to Bridgehead House subject to final business case/cost approvals.

Extra Care - DBFO Phase 1a (59 units) Pond Meadow: Planning permission granted and S106 in place. HE grant funding approved, prestart planning conditions commenced onsite as planned. **Phase 1b (5 sites c.306 units):** 4 have secured outline planning approval and Agreement for Leases being finalised. Lakeside remains under review. **Phase 2 (3 sites c.219 units):** RIBA Stage 2 design completed on all 3 sites, outline Planning secured at Birchlands and Orchard Court. Colebrook outline Planning Oct 24. **Phase 3 (c.150 units):** On hold. **Workplace & Facilities: Macro Ltd:** Phase 1 and 2 mobilisations of integrated facilities management contracts (both hard and soft) successfully launched July 24. Transition plan to be delivered by end Dec 24 has commenced, identifying four key priority areas for improvement within the contract. **Minor Capital Works:** 2024/25 programme has been formalised. Regular review and challenge meetings in place. Macro MI reporting being refined. **Decarbonisation Projects:** Greener Futures and FM working closely and coordinated to deliver decarbonisation and solar programmes through Macro.

Agile Organisation: Victoria Gate: Detailed floor designs completed and signed off. Fit out works underway for mechanical and electrical systems to uplift building occupation level to 700. Working with almost 100 teams to move around 2000 staff to achieve full utilisation of building. Occupation date targeted for April 25.

Fairmount House: Exiting lease by July 25. Majority of staff to relocate to other hubs. Revenue savings of circa £1.3m pa. **Ashley Park House to Dakota:** Ashley Park House fully vacated and staff migrated to Dakota.

Waste - Trumps Farm Materials Recycling Facility: Planning application progressing well. **Residual Waste Disposal Contract** signed and commenced on 1 Oct 24, significant saving to SCC of around £3m per year. **Green Waste Composting Contracts:** Competitive prices secured, early indications are this will deliver a saving to SCC of around £100,000 per year.

Contract with SUEZ: Renewal works at waste transfer stations and CRCs are almost complete.

Ivydene Cottage: Planning application being developed for a reuse hub on the site, including repair café, warm hubs, furniture upcycling and bike repair skills.

Circular Economy Waste Reforms: Expecting Government to provide an indicative level of funding that LAs should expect from Oct 24 because of implementation of extended producer responsibility. We have responded to Government's consultation on the introduction of carbon trading on emissions from energy from waste plant, highlighting the financial burden would fall to LAs, even though they have virtually no control over the carbon content of the waste that they collect.

Bagshot Community recycling Centre: A public consultation is currently underway to inform a Cabinet decision on the future of Bagshot CRC. A Cabinet decision will be taken before the end of the year.

New waste transfer station at Doman Road, Camberley: Discussions with Surrey Heath BC continuing regarding construction of a new waste transfer station.

Infrastructure: Good progress being made across the Major Scheme programme, highlights include:

A320 North of Woking Improvements has all approvals needed. Out to tender for scheme's construction. Planned to commence late 24/early 25.

Farnham Infrastructure Programme: 20mph in key parts of the town delivered (in phases). Water Lane signal crossing complete. Design continuing on Borellis Walk cycle scheme, further design development/assessment being undertaken on the Town Centre works.

Weybridge Town Centre: Improvement works to be delivered in phases. Monument Hill and Baker Street Junction complete. Manby Lodge School Crossing, Queens Road, new zebra crossing completed Aug 24. Design progressing for other phases ahead of planned delivery in 2025.

A308 Corridor: Improvement works being delivered in phases. The Black Dog signal improvements are complete. The Shears signal improvement currently in construction. Variable Message Signs complete and CCTV in progress. Consultation and design progressing for cycleways.

A23-3 Arch Road: Junction improvement design nearing completion. Legal processes to obtain some common land and small area of allotments to build the scheme are in progress with the borough council.

River Thames Scheme: Business Case Update Report: Programmed completion date of BCUR delayed due to change in dates for DEFRA Investment Committee to consider the application and receive Treasury approval. Work ongoing to mitigate risk of impact on approved budget. Report to Cabinet Nov. **Preparation for delivery:** Delay in completion of Invitation to Tender (ITT) documents, end of September. **DCO submission:** Aiming July 25 submission date, could be pushed to mid-Oct. Supplementary consultation Ferris Meadow Lake launched early Sept for 5 weeks. **Collaboration Agreement Part 2:** Work between SCC and EA continuing to progress this.

CABINET MEMBER BRIEFING TO COUNTY COUNCIL

NAME: Marisa Heath

PORTFOLIO: Environment

2030 Net Zero Target: Early indications show that the Council continues to be on track to meet its 2030 net zero target. From 2021 until present, officers have brought in £14m in Government grant funding to decarbonise the estate, focusing on switching buildings with end-of-life boilers to low emission heat pumps. Officers are focusing on solar installation, which will save the Council money on energy bills and contribute to the 2030 target. This includes a programme of rooftop solar installation which will commence in 2025, seeing installations on approximately 30 buildings. In addition, the installation of the solar canopy at Woodhatch Place is now complete.

Surrey's Local Nature Recovery Strategy: Work to develop this new statutory responsibility under the Environment Act is continuing. Resident and community engagement is a crucial part of this, and 8 workshops have been held to-date with over 140 Surrey residents, including farmers and landowners. 3 more workshops are planned, including a Surrey Nature Day on 28 September, which will provide an opportunity for residents to meet representatives from some of the important organisations involved in nature recovery in Surrey, and talk to them about what they are doing to help 'bring wildlife home.'

Ash Dieback: As nesting bird season concludes, we will be working to address Ash Dieback as part of our proactive approach to managing woodland across Surrey's Countryside Estate. In the interest of public safety, felling of diseased and dying ash trees is planned in higher-risk areas around the county throughout the autumn and winter. Whilst the loss of ash trees from disease will have a noticeable effect on our landscape, removal of the dead and dying trees is likely to result in indirect benefits to our woodlands, such as creating a more open canopy in targeted areas that allow more daylight to reach the forest floor. This is a critical component for many of our specialist wildflowers and will help their populations to recover. Our most sensitive sites are being completed under protected species licenses to avoid, reduce, and manage potential impacts caused by tree felling.

Basingstoke Canal Centre: Residents and users are being asked for their thoughts on the centre in Mytchett, and ideas for improvement in the future. A short public survey has been created to improve our knowledge of how people currently use the centre, when they visit, which facilities they use, but also what opportunities may encourage them to use it more often. Survey results will guide thinking around potential improvements that could not only enhance the Centre's community value but help it become more financially sustainable and fit for the future. The [survey](#) is being hosted on the Council's Commonplace platform, but hard copies are available, and posters are being distributed in the local area with QR codes that direct people to the survey.

Fuel Poverty: We continue to support residents struggling to heat their homes, mindful that Government's restrictions on the winter fuel allowance will put more pressure on some over 60s. 46,000 residents were assisted by the Fuel Poverty programme's work last winter, with additional targeted projects planned for this year, we are ensuring the most vulnerable residents in Surrey have a support network. Funding from the programme enables prevention projects in SFRS, Adults, Wellbeing and Health Partnerships, Citizen's Advice, Surrey Coalition of Disabled People as well as many others which are funded through the £1m grant we receive. We will run our **Warm Welcome scheme** again this winter, with about 80 venues across the county. Since 2022 we have installed almost £9m of Government funded energy efficiency measures in 346 fuel poor homes, creating annual energy savings of approximately £310,000 for these residents. Our **HUG2 scheme** will continue to run to March 25, after which further funding will be available. Surrey is one of the most successful local authorities in delivering Government funded fuel poverty schemes in the country.

Flooding: We recently published our first annual [Impact Report](#) into the steps SCC and our partners have been taking to manage the risk of flooding across the county. The report sets out the approach taken by risk management authorities to deliver against the objectives of **Surrey's Local Flood Risk Management Strategy** and includes some of the achievements and challenges faced. Throughout August and September, Surrey has seen persistent heavy rainfall which has affected communities across the county. Following heavy rain on the 1 August, we received 51 reports of properties affected by flooding. This included flooding at the Friary Centre in Guildford and the Square Shopping Centre in Camberley from surface water. Storms in early September and towards the end of the month have resulted in more localised impacts. SCC Teams continue to investigate reports of flooding and to pass on details to the relevant authorities as appropriate.

CABINET MEMBER BRIEFING TO COUNTY COUNCIL

NAME: Matthew Furniss

PORTFOLIO: Highways, Transport and Economic Growth

Transport: We have secured 'ZEBRA' zero emission bus funding from Government to fully electrify: **436** (4 EV buses) Woking-Sheerwater-West Byfleet-Byfleet-Brooklands-Weybridge Station-Weybridge Town Centre. **446** (6 EV buses) Hatton Cross-Heathrow-Ashford Hospital-Staines-Penton Park-Chertsey-St Peter's Hospital-Ottershaw-Woking. **461** (9 EV buses) Chertsey-St. Peters Hospital-Ottershaw-Addlestone-Weybridge-Walton-West Molesey-Hampton Court-Kingston.

The first buses arrive in 2025/26, adding to the growing number of zero emission projects across the county delivered with SCC, government, and private sector investment, demonstrating our net zero commitment. Bus Service Improvement Plan (BSIP) funding is enhancing a range of bus services as we grow patronage, helping to deliver the LINK Card. We have issued over 11,000 LINK Cards, offering half fare bus travel to those aged 20 and under, with 3,894 applications processed over the summer, demonstrating the attractiveness of the scheme. New Surrey Connect DDRT operating zones started on 2 September, which have been well received by residents. Currently 20 DDRT buses are operating daily, to be increased as passenger demand grows in the new territories. DDRT continues to have high passenger and service satisfaction ratings (circa 98%), with new travel opportunities created for residents, supporting the ambition that no one is left behind.

Planning is underway for the construction of the Guildford to Godalming Greenway scheme (£4.6m) that has been awarded funding from Active Travel England as well as local sources (SCC and Waverley CIL, S106). Construction is programmed to commence in early 2025. Work has commenced on a main element of the Department for Transport funded A25 Dorking to Reigate Safer Roads Scheme on West Street, Reigate. It includes resurfacing, new zebra crossings, bus stop clearways and wider, segregated cycle lanes that will improve safety for all road users and improve compliance with the 30mph speed limit. A contract has been awarded to implement average speed cameras to improve compliance with the 40mph speed limit between Dorking and Reigate.

Contracts have also been awarded to implement average speed cameras on the A283 Petworth Road in Chiddingfold and Witley, and on the A24 Horsham Road between Dorking and Beare Green. Over the summer, schemes to improve road safety and support more walking, scooting, and cycling to school have been implemented near St Joseph's School (Redhill), St Alban's School (Molesey), Burstow School (Smallfield), Puttenham Infant School (Puttenham), Echleford Primary School (Ashford), Clarendon Primary School (Ashford), Walsh Infant and Junior School (Ash), Tormead School (Guildford). Further schemes are due to be implemented later this year near William Cobbett Junior School (Farnham), Hurst Park Primary School (Molesey), Cobham Free School (Cobham), Leatherhead Trinity School (Leatherhead), Holmesdale Community Infant School (Reigate), Box Hill School, (Mickleham), and St Martin's School (Dorking).

The National Highways funded 'A3 Electric Towns and Cities Initiative' has been closed early following a difficult decision taken by the project's Strategic Board. This was due to a lack of interest in the grants available. Whilst recipients who took advantage of the scheme welcomed the grant funding, numbers remained very low. However, we continue to work with both Guildford Borough Council and National Highways on improving air quality in the vicinity of this strategic road, alongside work to reduce transport-related emissions in partnership with partner Environmental Health Authorities.

Planning & Placemaking: Placemaking continues to progress the delivery of its public realm schemes in town and village centres across Surrey. Croydon Road (Caterham) construction continues, due to be completed in Spring 2025. Ewell Village has now commenced detailed design with construction anticipated at the end of 2025. Over the last quarter, Placemaking have coordinated and submitted Community Infrastructure Levy (CIL) bids to Elmbridge, Spelthorne and Epsom & Ewell with a total value of £5.97m. Decisions on all of them are expected by November.

The Placemaking Team were successful in securing Proptech funding (£85,000) for a Design Code AI Pilot Project to establish whether AI could improve the quality and efficiency of designs in new developments and potentially speed up the planning process. The AI tool has now been built and is currently undergoing user testing

with key stakeholders (SCC colleagues, boroughs & districts and property developers). The Spatial Planning team coordinated the Council's response to the Gatwick Airport DCO Examination in Public, working with other local authorities to challenge Gatwick Airport Limited and to secure improvements for local residents. The examination lasted for six months and ended in August. The Examining Authority has three months to write up their recommendations and then the Secretary of State has three more months to decide.

Economic Growth: Following the successful launch of Business Surrey in April 2024 we continue to grow our reach with 12.6k unique website users (29.2k total website views) and 501 enquiry forms completed by the end of August (achieving a conversion rate of 3.98%, nearly double the industry standard of 2%). We are working with partners to focus efforts on engagement and brand awareness. The Growth Hub team is now well established and delivering targeted business support and advice to high-growth small and medium-sized enterprises across Surrey. We have so far provided support to 280 businesses, with 178 of those receiving light touch intensity support (up to 1 hour) and 102 of those receiving medium intensity support (1 to 12 hours).

Programme delivery continues to bridge the gap between skills and employment in Surrey with the recent launch of Surrey Skills Bootcamps courses, lasting up to 16 weeks, which focus on sectors that are crucial to Surrey's future economy. 465 applications have already been received across the 9 bootcamps, against a target of delivering 540 starts by the end of March 2025, along with 4,888 visitors to the associated webpage. These programmes are being delivered alongside the work of the Surrey Careers Hub which, in its first year of delivery, increased performance across all Gatsby benchmarks and achieved its target of 90% of schools achieving at least 3 Gatsby benchmarks. The final stages of planning are underway for the second Festival of Skills which is being held on 15 October, with over 2,500 attendees signed-up and nearly 80 exhibitors (which include both businesses and education providers) – we are now at venue capacity for both learners and exhibitors.

Following the transition of Local Enterprise Partnership (LEP) powers to SCC, we are establishing our new economic leadership role informed by a refresh of Surrey's economic evidence and strategy. Via the newly established governance, we are ensuring our stakeholders, especially businesses, play a key role in inputting to the development of our work. Engagement opportunities with the One Surrey Growth Board, the Surrey Business Leaders Forum, and other stakeholders have been scheduled to review the work and our approach including inputs on workforce skills gaps and employment challenges, infrastructure, industry, and place. Alongside the emerging strategy, a strategic framework is being developed to inform the investment of LEP legacy funding, to enable the realisation of the local economic growth priorities.

Highways Communications: Surrey Highways social media channels continue to gain followers, with 2,000 new Facebook followers since April 2024. During the recent A24 diesel spill, social media updates were rapidly stepped up and became the key source of information for local communities, with each post reaching over 80,000 people; video updates were also viewed over 55,000 times. A significant amount of media coverage has been generated over the past few months across local, regional and trade media, highlighting our extensive road resurfacing programme, investment in road markings, engineering award, and the Street Works Taskforce.

DEPUTY CABINET MEMBER BRIEFING TO COUNTY COUNCIL

NAME: Jonathan Hulley

PORTFOLIO: Strategic Highways

Congestion Management Plan: Whilst the current key focus of the project is on collaboration with utilities, further work is planned to consider the wider impacts and management of congestion and identify how we can:

- minimise the impact of our own works.
- optimise the functioning of our traffic signals.
- ensure we have the right roles, systems and organisational structure in place.
- expand lane rental coverage.
- further lobby government for changes to legislation.
- continue to drive down works durations.

Improvements that have been realised in the past year include:

- 17% increase in the number of Streetworks Inspections of utility works.
- Targeted emails being sent to stakeholders regarding emergency works in their area.
- Webpages created to explain why utility works are needed, to answer frequently asked questions and to give information on utility works that may cause considerable disruption.
- Social media and Highways Update articles being used to share information about utility works.
- Performance based inspections now targeting increased site visits on poorest utility performers.

Streetworks Taskforce: Three out of the four organised taskforce meetings have now been held, with the final one due on 27 September. There has been good representation and engagement from all the key utility sectors at the meetings. The second taskforce meeting focused on communications and agreement was made to set up a regular communications group with Comms reps from SCC and utility companies to discuss best practice and work towards agreed joint Communications Protocols.

Agreement was also made at this meeting to set up an operational working group to discuss different solutions for signage to make sure that it is as clear to the travelling public as possible. Officers are working on identifying the appropriate utility company representatives to join these two working groups and will be setting up regular meetings of both groups.

The third taskforce meeting focused on how SCC and utilities can share information on their longer-term programmes (potentially using a shared mapping tool) to identify opportunities for collaboration and to enable better coordination and communication of works. The final meeting will identify what ongoing collaboration is required, as well as agreeing to a Code of Practice which both SCC and utilities can sign up to.

DEPUTY CABINET MEMBER BRIEFING TO COUNTY COUNCIL

NAME: Steve Bax

PORTFOLIO: Highways

Grass cutting programmes: Following my update in July where I explained the difficulties we had experienced, I am pleased to confirm that great progress was made with both the urban and rural grass cutting programmes. The measures we put in place substantially pulled the programmes back on track. The final cut of the calendar year will be taking place between October and November. Working with our contractors, plans have been strengthened to reduce the likelihood of falling behind programme next spring. If you do notice an issue in your division, I would again encourage you to report them to officers, ideally via our website or using the dedicated Councillor email.

Weed spray programme: This has now been fully completed in ten of the eleven districts and boroughs, with the remainder finishing imminently. To supplement the one treatment of conventional glyphosate, we have deployed crews to remove weeds in some locations. Weed growth has been extensive, and with this season's growing conditions one treatment is not sufficient to manage weeds at a level some of our resident's desire. Options are being considered as to how we can make the treatment more effective next year.

Road marking: The budget for general road marking refreshment was increased to £1.9m this financial year. This is an unprecedented level of investment, and I am pleased to confirm excellent progress is being made across the county. Our contractor has employed multiple resources to deliver this ambitious programme, with up to 5 crews out on the network at any one time. With the advent of autumn, the work will become more challenging, but efforts are being made to continue delivering. The details explaining the priorities for this year were shared with all Members in my email of the 3 July. Some of you will have seen the positive changes on the ground, with to date: 406,164 metres of lines and 8,772 symbols/letters refreshed so far this year (for comparison, by this time in 2023 the figures were 103,645 metres and 1,846 symbols/letters).

Horizon road and pavement programmes: These are on track with nearly half of the planned programme completed by the end of August, equating to 55 miles of roads and 21 miles of pavements. In addition, a further 20 miles of roads have been resurfaced through our patching programmes and in response to several diesel spills.

Since taking back responsibility for grass cutting and weed control, we experienced some operational issues that I have previously explained. Nevertheless, this year good progress was made, and we are in a better position than in 2023. I am pleased to confirm that we are committed to continually improving all aspects of our environmental maintenance works and significant plans are being developed for 2025. This will include additional resources in the early part of the season to help us maintain the grass cutting programme during the challenging spring months, an increase in weed control treatment, and new designated visual improvement gangs specifically targeting the look of an area. These new gangs will be starting this autumn, and I will be sending further details to all Members in the coming weeks.

CABINET MEMBER BRIEFING TO COUNTY COUNCIL

NAME: Mark Nuti

PORTFOLIO: Health and Wellbeing, and Public Health

Publication of a Loneliness and Social Isolation Joint Strategic Needs Assessment (JSNA) chapter: A new [JSNA chapter](#) has been published focused on people experiencing Loneliness and Social Isolation. It covers the whole life course, recognising that children and older adults (and everyone in between) can be affected by loneliness. The chapter highlights the link between isolation and poor health outcomes and the inequalities which are often driven by economic factors and the structure of society. It outlines the intersectionality of loneliness and social isolation with other wider determinants of health and wellbeing and calls for a whole systems approach to tackling its causes and consequences. Ten recommendations have been developed to progress this work.

Publication of a Whole System Food Strategy: The impact that food has on health is significant and wide reaching, contributing to rising obesity levels, more type 2 diabetes, and an increase in tooth extraction because of tooth decay. What we eat also impacts on our mental wellbeing. This [strategy](#) recognises the need to not just empower individuals and to support healthier food choices but to change the food environment we live in, acknowledging the impact of rising fast-food outlets and the ease in accessing takeaway and online food delivery services. The Public Health Team have agreed with system partners seven priorities and numerous aligned delivery actions to address the drivers (access, affordability, built environment) of poor health outcomes related to food. Implementation of these and the related action areas is being initiated through the Surrey Food Partnership.

Tobacco control: With the recent publication of the Surrey Tobacco Control strategy 2023-26 and the recent national announcement around the possible extension of the smoking ban to some outdoor areas, the Public Health Team have been working hard to support those looking to quit. The team recently ran a CPD event for Tobacco Dependency Advisors, on Nicotine Replacement therapy (NRT) use within their Long-Term Plan pathways. This is in preparation for the upcoming Stoptober campaign which the team will be working with the Communications team to ensure effective messaging.

Supporting people with Serious Mental Illness (SMI): Mental and emotional health and wellbeing have increased rapidly over recent years as described in the most recent JSNA [chapter](#). Those worst affected are those with SMI, who we believe, based on a recent NHS analysis, are a group less known to services and represent an area of unmet need. The team are working with acute providers to conduct an equalities audit which will help us further understand the needs of people with SMI and the inequalities that exist. This will inform next steps to providing further support. This work will be supported by the newly established Mental Health Intelligence Network, led by Public Health.

Outbreak response and Immunisation uptake rates: The Council's Health Protection team has been busy in recent months, supporting the UK Health Security Agency (UKHSA) with the management of a number of outbreaks/incidents including gastrointestinal illness, measles, COVID-19, and water contamination at Bramley. The team are also working with ICBs to develop clinical pathways to ensure the delivery of effective treatments and prophylaxis in future measles outbreak response. The measles, mumps and rubella (MMR) vaccine uptake in Surrey children has increased and we hope for further improvement in response to the upcoming national childhood immunisations campaign and the two new digital adverts in Staines Town Centre and Belfry Shopping Centre (Redhill).

Towns and Villages approach: We continue to develop our towns and villages approach and the Integrated Care Partnership (ICP) has committed to further strengthen shared coordination at the local town and villages scale across the county. Stronger joint working alongside communities between the County Council, district and borough councils, the local NHS, and the Voluntary, Community and Social Enterprise (VCSE) sector is crucial to addressing health inequalities. A key part of this are our teams on the ground in communities (the “**team around the community**”) and we continue to see the positive impact of working alongside our communities.

Combined Meeting of the Health and Wellbeing Board, and Integrated Care Partnership (ICP): The first combined meeting of the Surrey Health and Wellbeing Board, and Surrey Heartlands Integrated Care Partnership took place on Wednesday 18 September with the Surrey Heartlands Integrated Care Board taking place in the afternoon, thus creating a Health and Wellbeing Day. The aim of the combined meeting is to improve

collective oversight and assurance around strategy delivery (HWB and ICS); to enable more collaborative strategic direction setting and decision making; and to improve streamlining of governance and the value of partners coming together. The meeting successfully brought together partners across Surrey and facilitated a constructive conversation on topics which impact the broad spectrum of health and wellbeing needs of citizens in Surrey. An example of this will be the regular review of our new Health and Wellbeing Strategy Index which now provides indicators across all three priorities which will allow us to better understand where progress is being made and where improvement may be needed. The next meeting will be a community deep dive into a town/village in Guildford and Waverley which members from across the combined meeting and ICB are invited to.

CABINET MEMBER BRIEFING TO COUNTY COUNCIL

NAME: Sinead Mooney

PORTFOLIO: Adult Social Care

Transformation with focus on Technology Enabled Care and Homes (TECH): TECH pilots have been in operation in Surrey since 2021. Whilst these programmes have achieved positive outcomes for both residents and health and social care there is still much work to be done. To transition and transform our technology offer, in July 2024, we established a new leadership team with work now being led by Commissioning. Following a root and branch review of services, technology, and outcomes, work is underway to ensure improved benefits and outcome measures are in place. Technology is integral in delivering personalised health and social care outcomes, maximising independence and achieving financial efficiencies. We intend to commission and procure a partner(s) to help deliver our strategic ambitions in this area including developing a self-funder model to ensure we maximise commercial opportunities that come from technology solutions. Using technology and data insights that promote independence at home as well as in formal care settings we will transform social care into a proactive, responsive, and inclusive service that ensures no one is left behind.

Care Quality Commission (CQC) Assessment: The CQC is assessing how well the Council is performing against statutory duties set out in Part 1 of the Care Act 2014. The CQC onsite visit took place 30 July - 1 August, with the assessors speaking to leaders, staff, partners, providers, carers, and people who draw on support. They also did a deep dive into 10 cases conducting interviews with professionals involved in these cases, as well as carers and the people who draw on support. The CQC will give the Council an overall rating and we anticipate this will be published in mid-October 2024.

Short breaks: Much work has been undertaken in the last 18 months to refresh SCC's short breaks offer for people with learning disabilities and their families. This comprises the development of our allocations policy, staff guidance, greater diversity of non-residential options, and two new bespoke buildings to replace, and more than double, the current residential offer at Banstead. The building work to develop a residential short breaks setting in Woking is well underway and it is expected to open in early 2025. Once it is open, the current setting will close and a new, bespoke setting will be developed on the same site. This second setting is scheduled to open in early 2026. At the ground-breaking ceremony in Woking, people and their carers gave positive feedback on the planned new facilities - having one in each part of the county, as well as the inclusive design, will greatly improve equity of access. In addition to scaling up our improved residential offer, we are also offering a range of non-residential short breaks that better respond to people's needs and aspirations as well as offering them and their carers a break.

Housing update: Government is currently consulting on major changes to the planning system, with officers from across SCC contributing to a joint response on the proposed changes to the National Planning Policy Framework. The implications of the proposed changes, if introduced, include a dramatic increase in housing targets across Surrey and the likely release of green belt land. This consultation provides an opportunity to reinforce the Call to Government, submitted following the work on the Surrey Housing, Accommodation and Homes Strategy. Over the last few months SCC has presented at several events, to promote the Housing Strategy and extensive delivery activity that is currently underway in delivering Supported Independent Living accommodation and Extra Care Housing through our Right Home, Right Support Strategy. Most recently, officers have spoken at a National Housing Federation "Starts at Home" event to promote the excellent work SCC is doing in this space on a national platform.

Right Homes, Right Support Strategy (Affordable Extra Care Housing, Supported Independent Living and Short Breaks): Work is underway preparing the Pond Meadow (Guildford) site for construction. This includes planning conditions in relation to wildlife habitat requirements, which started in July 2024 as planned. However, due to these taking longer than expected construction has been delayed. It is anticipated that this will now commence in December 2024. We have secured outline planning at a further six sites across Surrey in Epsom and Ewell, Reigate and Banstead, Runnymede, Surrey Heath and Tandridge. We are currently tendering to identify the strategic delivery and housing management partner for three sites across Surrey. Once we have concluded this tender and subject to a successful outcome, we will have delivery partners in place for all the affordable Extra Care Housing on County Council owned sites. We are making good progress delivering our new Short Breaks accommodation in Woking and our new Supported Independent Living in Reigate and Banstead and Woking.

CABINET MEMBER BRIEFING TO COUNTY COUNCIL

NAME: Clare Curran

PORTFOLIO: Children, Families and Lifelong Learning

Special Educational Needs and Disabilities (SEND) Recovery: In July, 72% of Education, Health and Care Plans (EHCPs) were issued within statutory 20-week limits. All 917 overdue assessments were completed. This fell back to 67% in August as overdue assessments were completed. It is projected that timeliness will be maintained at 70% throughout Autumn, with the goal of 100% of EHC Needs Assessments being completed on time. As of 1 September, 68.5% of annual reviews were up to date, compared with 25% in July 2023. Annual reviews of vulnerable learners remain a priority, with 77% now up to date. We will ensure that 75% of annual reviews and 100% for vulnerable learners are up to date by December 2024.

End-to-End review: This review of the EHCNA assessment process highlighted fragmentation and inconsistencies across the SEND system, leading to frustration and delay for families and education providers. Work is underway across 5 areas of focus: workforce development, right sizing the service, consistency, quality, and communications, internal and external. Changes already made have reduced staff turnover, increased performance against statutory KPIs, and reduced Stage 1 complaints, together with an overall reduction in complaints about SEND services compared to the same period in 2023.

Safety Valve update: The Council remains on track to manage its projected £39 million Dedicated Schools Grant deficit for 2024/25 under our Safety Valve Agreement. Achievements to August 2024 include a 5% reduction in EHCP needs assessment requests due to early intervention measures like the Team Around the School and Specialist teaching support to schools, clearing the EHCP backlog, and cost avoidance of £6.47 million through the specialist school banding framework and control of independent sector placements. SCC has also allocated 92% of the 261 new specialist school places for 2024/25, containing costs by £7.4 million. However, risks such as delays in providing Department for Education (DfE) funded free schools, inflationary pressures, rising demand for specialist provision, and potential independent school fee increases may undermine future progress. We are committed to addressing these challenges and sustaining improvements toward a more sustainable and effective SEND system. A formal request has been made to the DfE for additional funding and for the Safety Valve period to be extended to 2030/31 as DfE funded free school provision is delayed until after the end of the current agreement.

Families First: This is our way of describing how practitioners work together to ensure families receive the right support at the right time. The six principles developed enable everyone in the partnership to adopt a consistent approach and encourage holistic support for families, engaging them in a way that best meets their needs to always prioritise the needs of children. These principles have been widely consulted on with partners and families.

Adolescent Service: Following a period of consultation, the Adolescent Service was implemented in June 2024 to identify and support the needs of older children and their family. There are 3 Area Adolescent Teams in the North, East & West, and a Central Hub to focus on Missing, Exploitation, risk and intelligence and an Edge of Care Service. The Central Hub provides intensive, responsive, and extra-familial based services. The Adolescent Service is built on the belief that relationships are key to achieving change and is underpinned by 'Relational Practice' principles, which prioritises establishing, attending to, and maintaining empathetic and honest interpersonal relationships.

Intensive Family Support Service (IFSS): This was set up in 2024 to work with Surrey families who have multiple and overlapping needs across all family members and require an intensive approach to help them change, make progress and thrive. The service is working with 60 families across 4 teams in the county which will increase with further recruitment. IFSS impact will be monitored using the DfE's "National Supporting Families Outcomes Framework" to measure progress towards 10 family outcomes. Initial feedback forms from families working with the service show an overwhelmingly positive experience. No families open to IFSS have yet gone on to need a statutory safeguarding service.

DEPUTY CABINET MEMBER BRIEFING TO COUNTY COUNCIL

NAME: Maureen Attewell

PORTFOLIO: Children, Families and Lifelong Learning

Youth Justice Service (YJS): The service is anticipating Surrey's next Youth Justice HM Inspectorate of Prisons (HMIP) inspection with the new window due to open in early 2025. The revised methodology and framework remain under review with updated guidance yet to be confirmed but preparation is already underway based on what we know so far. What we have learnt from previous experience is that HMIP will be focused on the provision of high-quality services offered to children working with the YJS. They will want to see that the YJS and partnership agencies understand the needs of the children they support, with an emphasis on effective assessment and parallel planning. The inspectorate will be keen to understand how Surrey responds to the needs of children by providing the right type and volume of services, underpinned by effective partnership work.

Young Surrey - What is working well? The following projects, programmes and pilots have been created and established using external funding:

'Engage – Youth Workers in Custody': A first for Surrey, in a fully externally funded, programme aimed at reducing the risk of becoming entrenched in serious youth violence, offending, and exclusion, that seeks to build a relationship-based intervention to young people at the point of arrest; as it is proven that children and families have a 'teachable, reachable moment' at this point.

Guildford – Gypsy, Romany, Traveller (GRT) pilot: Targeted work with Guildford police in response to increased reporting of anti-social behaviour at weekends and economic impacts to local businesses within the town centre. Aims and objectives:

- To gather intelligence over what is going on over the weekends, when and by whom.
- Respond to identification of anti-social behaviour by gaining feedback from engagement within the town and young people as to why and what activities could be put in place to support them whilst in town.
- Feedback from local businesses as to what the issues they are experiencing are and why.

Safe Space Pop-Ups: This project is aimed at teaching young people how to support their safety on-line and on the street by creation of a 'safe space'. The 'safe space' is a physical space somewhere in the community where they can come to talk to youth workers/ youth volunteers, meet peer to peer as well as access a range of other support. The project aims to tackle youth culture and violence, offer alternatives away from online digital communities, awareness, and support around social media/ digital community and conflict and intimidation.

Non-Violence Resistance Coaching (NVR) for Parents: This has been developed for responding effectively to aggressive, violent, self-destructive, and controlling behaviour in children, adolescent and young adults. Three ten-week programmes have been delivered so far over 2024, with an 80% full 10-week attendance rate. The programme supports the adolescent, youth justice and intensive family support service by offering additional programme support for parents of young people they are supporting.

Youth Workers – Hospital and Acute Settings (A&E) and School Nurses – Pilot: Every year thousands of children and young people come through hospital as victims of assault and exploitation. At this time of crisis, the pilot proposes that youth workers working in the acute settings are there and available to offer support to young people meeting them at a moment of change and working with them to find a positive way forward.