

CABINET – 26 March 2019**PROCEDURAL MATTERS****Public Questions****Question 1: Pauline Robertson, Director Frimhurst Enterprises CIC**

I run a supported work Social Enterprise for Adults with LD in Frimley Green.

3 of our current team travel independently to Work by bus. All 3 need to use bus before 9.30 am to arrive for work at 10 am. All 3 lack the communication and cognitive skills to ask for ticket and managed sorting money and collecting change.

All 3 will now need to find support to help them on this journey therefore giving up some hard fought independence.

Why are Surrey CC discriminating against adults with disabilities who wish to access colleges, work, day services and adult education classes?

Reply:

The Council has to make difficult decisions due to our funding pressures. Through a review of our non-statutory and discretionary functions, and following an 8 week public consultation, Cabinet took a decision on 29 January 2019 to remove one additional Council funded concession which is over and above the England wide statutory national concessionary travel scheme. This means that from 1 April 2019 disabled pass holders will be entitled to the England wide statutory scheme, i.e. free travel after 09.30 until 23.00 Monday to Friday, plus all day, Saturday, Sunday and Public Holidays. This mirrors the offer to older person pass holders. Cabinet did listen to what residents said, deciding to retain the C+ (companion) passes, which we continue to fund as a Council.

Concern has been expressed that some disabled pass holding residents who lack communication and cognitive skills, an ability to sort money and collect change, will now be asked to pay for a pre-09.30 journey to get to work. This was recently highlighted for three employees travelling to Frimhurst Enterprises, a community interest company which offers adults with learning disabilities the opportunity to develop independence and work skills. I met with Pauline Robertson at Frimhurst Enterprises on Friday 22 March 2019 to discuss their concerns. I agreed to continue to offer support to identify practical options to help make travel less onerous and to support residents maintain their independence.

Help for residents includes:

- Helping Hands Card is a scheme designed to give customers a helping hand when using bus services; a simple way to help drivers help you. The [credit card sized information card](#) holds a brief written instruction for the driver that can be shown upon boarding the bus. The driver is made aware of the customer's needs or requirements quickly, directly and discreetly without the customer having to verbally communicate it.
- Purchasing a season ticket or a preloaded smartcard ticket, thus making travel easier for passengers who do not necessarily have the cognitive skills to handle cash.
- Opportunities to review the work start time.

In addition, if voluntary or community organisations approach us we will link them with the appropriate bus company to see what season ticket or smart ticketing options may be available to support their disabled staff in getting to work in the morning. We will act as a conduit between these voluntary and community organisations and our bus company partners. The ticketing offer will be a commercial decision for the bus companies of course. However, we will try and create a smooth pathway and reduce uncertainty as residents plan for the 1 April change.

In mitigating the impact we continue to negotiate with bus companies to secure a commercial offer of a reduced fare for disabled pass holders before 09.30 Monday to Friday. So far we have secured:

- Arriva has agreed to offer a £1 flat fare to disabled pass holders before 09.30 Monday to Friday
- Safeguard has agreed to offer a £1.20 flat fare to disabled pass holders before 09.30 Monday to Friday
- Stagecoach has agreed to offer a half fare to disabled pass holders before 09.30 Monday to Friday

Negotiations are ongoing with other bus companies. It must be stressed this is a commercial decision for bus companies to take.

Mr Mike Goodman
Cabinet Member for Environment & Waste
26 March 2019

Question 2: David Beaman, Waverley Borough and Farnham Town Councillor

At the meeting of SCC's Cabinet held on 30th October 2018 in response to a public question from myself Councillor Colin Kemp (then Lead Member for Place) provided details of proposed work in repairing walls, general landscaping including creation of new flower beds and eradication of Japanese knotweed in the tennis courts in the Library Gardens, Farnham and I am pleased to report that this work is now being undertaken and appears to be nearly completed.

With Easter falling late this year the Summer months will soon be here and both local residents, some of whom live in properties with little if any personal gardens and many with children, as well as visitors to Farnham if the hours of public opening could be extended to include evenings and weekends especially Sundays as well as Public Holidays when these gardens are currently closed since I understand that the gates are opened and closed by Library staff when the Library itself is open.

Could the ongoing negotiations with Farnham Town Council (and any other interested parties) regarding the possible transfer of administration and maintenance of the Library Gardens include agreement for provision of extended opening times during the Summer months to allow the Library Gardens to be open during evenings and on Sundays and Public Holidays from the earliest possible opportunity?

This issue was first raised in a public question by my colleague George Hesse (who, like myself, is now an elected councillor on Farnham Town Council for Farnham Castle ward in which the Library Gardens are located) to the Cabinet 1 year ago at a meeting held on 27th March 2018 and now that the work that needed to be undertaken has nearly been completed it would be a shame if the residents of and visitors to Farnham were denied the opportunity

to use the calm facilities provided by the Library Gardens on Summer evenings and on Sundays and Public Holidays for another year.

Reply:

As stated in Cllr Colin Kemp's address of 30 October 2018, Surrey County Council had set aside funding and initiated an exciting project to invest in replanting, landscaping, pond clearance and restocking and rebuild of a historic wall at Farnham Library Gardens. This work is well underway. The gardens are part of and next to Farnham Library and are a great resource for both the library users and the wider community.

You are correct in saying that the gates to the gardens are opened and closed by library staff and so the garden opening hours correspond with those times and allows for the gardens to be accessible Monday to Friday 9.30am to 5.30pm with a late night closure until 7pm on Tuesday and Saturday 9:30 to 5pm. Unfortunately, due to instances of past vandalism it is important that the gates are closed.

There have been discussions with Farnham Town Council as expressed by Cllr Kemp when the question was last asked, there has not been much recent progress. We would like to resume these discussions to find a positive outcome for our residents.

Ms Charlotte Morley
Cabinet Member for Corporate Support
26 March 2019

Question 3: Mr William Chapman, Resident

The question relates specifically to the former residential care home known as the Pinehurst Resource Centre at 141 Park Road, Camberley, GU15 2LL, but is equally applicable to all former facilities handed over by the Surrey County Council to Camelot EU operating either as Camelot Real Estate Management Ltd (nr 10525303) and Camelot Guardian Management Ltd (nr. 06520700).

The contractual arrangement between the Surrey County Council and Camelot EU was terminated and former property guardians were told to vacate the property.

Camelot EU raised various invoices after the vacated date and have subtracted such amounts from the deposit which former guardians had to provide prior to occupation. The Property Estates Team has provided in writing the fact that no keys were handed over to the Council. The Pinehurst property has been boarded up and photographic evidence shows that the few items left on the property have not been removed.

Did the Surrey County Council apply a general policy whereby if such properties and with reference to the Pinehurst Resource Centre, were in fairly good condition when handed back the Surrey County Council would not require the services of Camelot EU to engage in clearance services and the replacement of locks of the individual rooms occupied?

Reply:

A guardian contract, which covered a property known as Pinehurst, between Surrey County Council and Camelot EU has now ended. We cannot go into the detail of the terms of this contract. The property mentioned above is now vacant and boarded. All items required to be

returned by Camelot as part of our contract including keys to the property have been handed over.

Surrey County Council did not have a contractual relationship with the guardians directly. The contract agreement was between Camelot EU and the guardians and any contractual issues are not a matter for SCC and should be managed between the guardians and Camelot EU directly.

Mrs Sinead Mooney
Cabinet Member for Adults & Public Health
26 March 2019