

**SURREY COUNTY COUNCIL****TUESDAY 13 OCTOBER 2020****QUESTIONS TO BE ASKED UNDER THE PROVISIONS  
OF STANDING ORDER 10.1****NATALIE BRAMHALL, CABINET MEMBER FOR ENVIRONMENT & CLIMATE CHANGE****1. MR ROBERT EVANS (STANWELL AND STANWELL MOOR) TO ASK:**

According to the United Nations, over 11 billion tonnes of solid waste is produced on this planet every year, which contributes to about 5% of all global greenhouse emissions.

The European Union target for member states is to recycle at least 70% of packaged goods by 2030 and 65% of household goods by 2035. Currently Germany leads the way by recycling over 56% of all waste compared with about 46% in the UK.

Surrey Heath manages to recycle 62% of all waste but the comparable figure for Runnymede is just 42% and Spelthorne 44%.

As Surrey is responsible for the Community Recycling Centres, what measures is the County taking to improve the levels of recycling across all eleven boroughs and district?

**RESPONSE:**

Surrey County Council together with the eleven district and borough councils are working through the Surrey Environment Partnership (SEP) to minimise the amount of waste created in the first place, we recycle or reuse as much waste as possible and to ensure that energy is recovered from the residue before sending the remainder to landfill. This has been achieved through a series of initiatives, including universal weekly food waste collections and publicity campaigns.

The Surrey Joint Municipal Waste Management Strategy and Annual Report of the SEP are available on the [SEP website](#)

Caution should be used when looking at the headline recycling rates for each district and borough as they largely reflect the amount of garden waste that is collected. Boroughs that have less gardens or where residents choose to use the community recycling centres for their garden waste instead of a kerbside collection will have lower overall recycling rates. A more helpful measure is in relation to the proportion of dry mixed recyclables collected and there is a more even spread of performance amongst the district and boroughs.

At our community recycling centres we maximise the recycling and reuse of waste by collecting a wide range of materials for recycling, reuse or recovery. We have expanded our reuse offering by opening five reuse shops and have separated recyclable material from any black bags brought into the site. Although unfortunately we have had to temporarily suspend the black bag sorting activity due to the risk of Covid transmission. However, it is our intention is to reinstate this as soon as it is safe to do so.

## **MATT FURNISS, CABINET MEMBER FOR TRANSPORT**

### **2. MR ANDREW POVEY (CRANLEIGH & EWHURST) TO ASK:**

Recently Cranleigh was completely gridlocked due to extensive roadworks being carried out on the High Street by UKPower at the same time as Amlets Lane was closed due to the work to install a new water pipe.

This caused considerable problems for local residents trying to get to work or school and added to the distress of local retailers who felt that it was dissuading customers from coming into the village centre.

I would like your reassurance that this situation will not happen again. If works are required on the High Street then this must be done when the alternative route via Horseshoe Lane, Amlets Lane and Barhatch Road is unimpeded by any works. It also applies if work is required on any of these three roads then the High Street needs to be clear.

The residents of Cranleigh need this reassurance from the County Council to demonstrate that it understands this local community.

### **RESPONSE:**

Surrey County Council understands the relationship between these key routes in and around Cranleigh and I can reassure residents that there is a Network Coordinator within our Streetworks Team specifically responsible for that geographic area of Surrey, tasked with avoiding such clashes and seeking opportunities for collaborative working on our highways, in order to minimise any disruption caused by essential works on the highway.

Regrettably the recent problem outlined was as a result of an error in our normally very robust coordination process. Immediately this error was identified the permit for the UK Power Networks job in the High Street was revoked and the works were closed down. These works have now been re-planned to be completed during the October half term school holidays when traffic levels will be lower and following completion of the works in Amlets Lane, and the traffic management measures for the works themselves are also being reviewed in an attempt to minimise further disruption.

Our Streetworks team process tens of thousands of permit requests to work on the highway each year and such oversights by the team are fortunately extremely rare.

Following a recent consultation we are currently preparing a submission to the Department for Transport to become only the third Highway Authority in the Country to operate 'Lane Rental' powers on our network to better manage roadworks by levying a daily charge for any works which disrupt traffic flows. We are restricted by Department for Transport guidance to only apply such powers to a small percentage of our overall road network, however recognising the pressures on High Street Cranleigh, it is currently included within our proposed Lane Rental Network. We are aiming to bring these new powers in to force in Spring 2021.

## **TIM OLIVER, LEADER OF THE COUNCIL**

### **3. MR NICK DARBY (THE DITTONS) TO ASK:**

What is the latest position in relation to the disposal of County Hall, Kingston, to include, among other aspects, as to: -

- a. timing;
- b. the desirability and progress in relation to the obtaining of any planning permission in advance (and the timing and prospects of success);
- c. prospect of obtaining a price at least equivalent to that expected at the time of the anticipated purchase of Midas House Woking?

**RESPONSE:**

- a. I can advise that to date, there have been 20 parties who have expressed interest in purchasing County Hall and have participated in viewings of the premises. The EIA Screening and Scoping Report was submitted to The Royal Borough of Kingston upon Thames (RBKuT) on 30 September and we await their response confirming that submission was as expected.

The current timing to announce the Call for First Round Bids, subject to RBKuT comments on the EIA Screening and Scoping Report and market feedback is mid-November. This will be followed by a second Public Consultation by early December, subject to RBKuT timescales and feedback on the EIA Screening and Scoping Report.

Should the above timings be achieved, which are subject to RBKuT, a hybrid application for County Hall and the Bittoms car park should be submitted by January 2021.

- b. RBKuT have a 5-week statutory period to respond to the EIA Screening and Scoping Report; a response is not expected before the deadline. In the meantime, work will progress with the appointed consultants to progress a detailed planning application. As outlined in a. above,

SCC has also appointed property consultants, Lambert Smith Hampton, to conduct an updated Existing Use Valuation appraisal of County Hall to allow for viability testing with RBKuT. This valuation is independent to the appraisal conducted by Avison Young (SCC appointed marketing agent for County Hall).

- c. Based on the interest expressed by the parties who have visited the site and understand the issues of RBKuT adhering to the timetable outlined above, there should be no reasons at this time to expect any significant movement from the range of prices provided by our consultants.

**NATALIE BRAMHALL, CABINET MEMBER FOR ENVIRONMENT & CLIMATE CHANGE**

**4. MR MIKE GOODMAN (BAGSHOT, WINDLESHAM AND CHOBHAM) TO ASK:**

Noting Surrey County Council's goal of net zero carbon by 2050, along with the Conservative Government's commitment to achieving net zero carbon emissions by 2050:

Can the Cabinet Member provide an update on the progress of Surrey's Climate Change Strategy, and on how it is engaging all stakeholders including residents, businesses and local authorities, to achieve Surrey's ambitious environmental targets?

**RESPONSE:**

As referenced in my Cabinet update to Full Council, there has been a lot of activity on this agenda in the months since the Climate Change Strategy was endorsed at Cabinet and I took on the post of Cabinet Member for Environment and Climate Change.

We have been working closely with Borough and District partners and I have met with climate change leads (member and officer) at nine of the authorities, with the remaining two meetings scheduled. These meetings have been positive and informative. In addition, an officer climate change working group has been formed, with representatives from each of the eleven authorities, and this group meets monthly to discuss and develop opportunities to work jointly. Recent collaboration includes the successful consortium bid for £6.2M from Government's Green Homes Local Authority Delivery programme.

We have also been engaging with residents on this agenda. On 5 June (World Environment Day) we launched the Surrey's Greener Future microsite [www.surreysgreenerfuture.uk](http://www.surreysgreenerfuture.uk). The purpose of the microsite is to capture the opinions of residents and local businesses on climate change related topics to enable the co-design of programmes and projects to deliver on Surrey's net zero carbon ambition. In the first week that the microsite was live it was viewed almost 1000 times. Furthermore, in order to provide residents with targeted information and signposting on how to reduce their individual carbon footprints the Council launched an interactive climate change graphic in September. The graphic represents the carbon footprint of an average Surrey resident, with emissions broken down by transport (including flights), housing, food and consumer habits. The graphic was launched in Surrey Matters and is located on the SCC website.

Finally, we are engaging with businesses on this agenda through the Surrey Climate Change Commission (which includes a number of key businesses in Surrey, as well as the Surrey Chamber of Commerce). We are also preparing to engage with, and support, the SME businesses sector when we launch the LoCASE (Low Carbon across the South East) programme in November. LoCASE offers grants to SME business for energy efficiency and low carbon measures, as well as environmental training and support. The programme will run from November 2020 until June 2023.

#### **SINEAD MOONEY, CABINET MEMBER FOR ADULTS & HEALTH**

#### **5. MR RICHARD WALSH (LALEHAM AND SHEPPERTON) TO ASK:**

Can the Cabinet Member outline the commitment from both Surrey County Council and Surrey Heartlands to the partnership, and what effective collaboration could look like for residents in the COVID-19 recovery phase?

#### **RESPONSE:**

I am very pleased to confirm to all Members that Surrey County Council is very strongly committed to working positively and supportively with the Surrey Heartlands Partnership.

In fact the collaboration between partners that make up the partnership has been a key driving force to improving the care of our residents in the immediate response to COVID-19 and the subsequent recovery phase. We have a joint Recovery Programme that has membership from the council on all workstreams and Boards working to a set of agreed principles that focus on patient and resident care. Some of the principles include Restoration, Surge Plans, Equality and Health Inequalities and Emotional Wellbeing of Staff and Residents.

Recovery from the COVID-19 pandemic will mean delivering the partnership's recovery priorities at the same time as addressing pre-existing requirements on quality of care, operational performance and finance. This will be achieved by resetting to a new service model across the System. The new service model/s will have already potentially changed in some areas as a response to Covid-19 and are being embedded and improved upon as now

standard ways of working. For other service models this is the beginning of changes and potentially the transformation of services that will take months and in some cases years to fully realise.

There is a strong shared belief that this partnership will maximise our response both generally and specifically as can be seen from our agreed shared recovery principles below:

- Our residents, patients, communities and staff will be at the centre of our recovery efforts. We will be ambitious in keeping and developing radical transformations that deliver better outcomes.
- We act as 'One Surrey', acting with a 'system first' mindset, doing things once, well and stopping (or not restarting) low value-add activity;
- We will design and adhere to agreed principles for our future health and care system that ensure we optimise the valuable resources we are accountable for, for the immediate and medium-term benefits of our residents;
- We act decisively, adopt agile principles of working, evaluate and iterate as we design and deliver, and communicate to empower and drive momentum. The wellbeing of our staff is key to our recovery effort;
- We focus disproportionately on areas of inequality, including those arising from COVID-19;
- We take a population health approach to our recovery, using our data to ensure that our efforts and resources are directed to where the greatest improvement in population health outcomes will happen, including deprived communities;
- We recognise that we do not need to do everything together but we are committed to avoiding duplication while ensuring that our recovery makes sense for the communities we serve. Our organisations, sectors or places will undertake local recovery activities consistent with our shared ICS approach; and,
- We work in partnership, collaborating together and sharing information early.

Collaborative working is also continuing through the Transforming Outcomes for People programme which seeks to transform the way health and local authority commissioners work together and with partners and communities. This closer collaboration between commissioners will involve agreeing ambitions for improved outcomes, making changes to ways of working and developing a shared culture. This will ensure a focus on addressing health inequalities, and will build on and align with existing transformation initiatives that were already under way pre-Covid alongside the joint work arising from Surrey's COVID-19 response and recovery.

Similarly, the partnership working is continuing to deliver the ten-year Surrey Health and Wellbeing Strategy. Aspects of this work have been scaled up to reflect areas of increased urgency due to COVID-19, such as the development of the Surrey Emotional Wellbeing Hub to support isolated residents and the multi-agency plan to address homelessness. Work continues across Local Authority, Integrated Care Systems (ICS), and wider partners to refresh the Strategy as we continue to deliver preventative interventions that reduce health inequalities across the county.

## **DENISE TURNER-STEWART, CABINET MEMBER FOR COMMUNITIES**

### **6. MRS VICTORIA YOUNG (WAVERLEY EASTERN VILLAGES) TO ASK:**

Can the Cabinet Member confirm if the strong partnership work across the voluntary, community and faith sector in Surrey, be continued, in order to progress the Council's work in supporting vital services and creating stronger, more self-reliant communities?

## **RESPONSE:**

Strong partnership working sits at the heart of us being able to deliver vital services to Surrey's communities and our relationship with the voluntary, community and faith sector (VCFS) remains of utmost importance. They are often the first to respond, experts in their communities and help us reach and support some of the most vulnerable residents.

Over the last six months we have worked very closely with the VCFS, the strength of the relationship and trust has significantly increased. The level of mutual support and bringing our individual perspectives and areas of expertise together has been hugely important in responding to the pandemic and wider needs in the most agile, effective, timely and efficient way. An example of this is, we are identifying ways that the system can work together to build capacity and knowledge to best support our children, young people and families in need as requests for support increase. We are working with our partners to plan for expected increases in the numbers of residents requiring support and know that it is our 3<sup>rd</sup> sector colleagues who are often best placed to provide this; strengthening the resilience of the entire system therefore remains a key priority for the period ahead.

The last six months have also reaffirmed the strength communities have within them, hundreds of community groups self-formed to support their friends and neighbours and over 10,000 volunteers stepped forward to help. We will continue to work to build on this and act as 'enablers' and 'supportive partners' to ensure the strength and resource within communities is harnessed, creating sustainable and self-reliant communities wherever this is possible.

## **MARK NUTI, DEPUTY CABINET MEMBER – SUPPORT FOR THE LEADER**

### **7. MRS BERNIE MUIR (EPSOM WEST) TO ASK:**

Noting the very welcome £100 million investment in Surrey's residents, enabling communities to deliver ground-breaking projects in their areas. Can the Deputy Cabinet Member - Support for the Leader outline how the Council is working with local councillors, as well as with the Voluntary, Community and Faith Sector, to help promote the scheme and to understand residents' needs in local areas?

## **RESPONSE:**

We see the role of local councillors as vital in supporting communities, particularly at the early stages of ideas development, recognising that local members have a depth of knowledge of the areas they represent and the needs of their residents. We are currently planning a member seminar for the end of this month, where we will outline how councillors will be able to help groups develop their ideas and provide guidance materials so that members are confident in how they can work with, and support those putting bids together.

We are also continuing to work with key partners within the VCFS to help us to engage with residents and community groups more widely. Through the co-design work that we carried out there was positive recognition for the role VCFS infrastructure organisations can play in helping groups to be successful in making bids to the Fund. We are currently looking at how parts of the VCFS can work with us around providing potential support to residents groups, such as delivering outreach sessions where groups can discuss ideas, and upskilling potential bidders.

Understanding the needs of residents and community groups has, and will continue to be, central to the design and delivery of the Fund. We carried out co-design work with residents and community groups relating to how the Fund will operate to identify any potential barriers

to submitting applications, so these could be removed, and ensure communities' can benefit from the funding available. Through the Common Place online platform we continue to engage with groups to ensure we are understanding and responding to their needs and so we can put in place support to help them develop and deliver their proposals. Common Place will have an important role to play in promoting the Fund alongside other communication materials that will encourage residents to 'think big', join up with others near them and explore what's possible. We are also looking to use data and insight the council holds to highlight the characteristics of different areas to help residents see the types of projects that will address the needs of, and have a positive impact on their local area.

## **MATT FURNISS, CABINET MEMBER FOR TRANSPORT**

### **8. MISS ALISON GRIFFITHS (SUNBURY COMMON & ASHFORD COMMON) TO ASK:**

The physical and mental health benefits of walking and cycling are becoming increasingly recognised.

The Conservative Government has given Surrey County Council emergency measures and funding during the pandemic, so it is promising to see local schemes such as Active Travel encourage Surrey residents to walk more or get on their bikes in recent months.

Can the Cabinet Member provide an update on the progress and impact of such trialled schemes?

#### **RESPONSE:**

Surrey received £848,000 from the Department of Transport in June and we selected a total of 23 schemes to be delivered, which were a mixture of widen footways to aid social distancing in busy urban locations and dedicated cycle lanes facilitated by the closure of lanes to vehicles in a few locations. We also have a number of schemes which have increased cycle parking in urban locations as well as created some quiet High Streets to encourage trade whilst supporting social distancing.

We have utilised the common place website:

<https://surreycovidtransportmap.commonplace.is/> to gain feedback from our residents on both our initial and proposed active travel schemes, which has seen over 26,000 visitors and nearly 7000 comments. We are still in the process of gathering usage data, therefore, we will have a better understanding of the impact of these schemes once this information is complete.

## **SINEAD MOONEY, CABINET MEMBER FOR ADULTS & HEALTH**

### **9. MRS CLARE CURRAN (BOOKHAM AND FETCHAM WEST) TO ASK:**

During the last few months, we have seen local communities across Surrey, coordinated by our Local Resilience Forum, come together to protect the vulnerable. Can the Cabinet Member confirm how the Local Outbreak Engagement Board (LOEB) is effectively managing the escalating coronavirus cases and communications with residents, local partners and stakeholders, and to assess its impact?

#### **RESPONSE:**

The Surrey Local Outbreak Engagement Board (LOEB) provides Member-led senior level political oversight of our outbreak response as implemented by the Health Protection

Operational Group (HPOG),s oversight of resource allocation, providing direction and leadership for community engagement, and approving public facing communications; in Surrey, as outlined in the Surrey Local Outbreak Control Plan (LOCP). HPOG consists of senior professional partners from a wide range of organisations involved in the COVID response, for the ongoing development and delivery of the LOCP and working closely with the Surrey Local resilience Forum (LRF).

The Surrey escalation framework, can be found at page 15 of the Local Outbreak Control Plan and includes the local COVID-19 arrangements which occur before reaching the national oversight escalation categories. These local COVID-19 arrangements are divided into three categories as follows:

- Outbreak prevention and containment
- Raised local alertness
- Raised local concern

As such, Surrey County Council's public health team continually monitors coronavirus data and holds a daily surveillance meeting at which each borough and district is considered in detail.

The communications team works closely with the public health data surveillance team, and the decision to escalate to the next phase is determined by a series of early warning indicators, including the 7 and 14 day rates per 100,000 population, direction and speed of trends, test positivity rates, exceedance reports from Public Health England, local intelligence, if there is widespread transmission rather than isolated clusters, and if the data for an area looks out of kilter with the wider picture across the county, regionally, or nationally.

A communications and engagement strategy has been in place and supporting the Local Outbreak Control Plan (LOCP) since its launch on 1 July 2020. The plan has a strong preventative focus, so messages are targeted around residents 'playing their part' and 'keeping surrey safe'. Using digital tactics as well as traditional methods we have been successful in reaching a wide audience across Surrey.

The key objectives of the plan are to:

1. Explain the National Test and Trace campaign, to motivate and encourage take up locally & motivate compliance.
2. Ensure communications plans are in place to support the Local Outbreak Strategy and communicate key messages to our residents, making clear what action they need to take.
3. Fast Track development of best practice communications strategies to support Local Outbreak Plans that can be deployed by local teams for maximum engagement.

The communications approach is broadly split into three areas, which complement the escalation framework phases:

**Phase 1** Outbreak containment and prevention - concentrating on amplification of national NHS Test and Trace and Public Health messaging and prevention.

**Phase 2** Raised Local Alertness - informing residents of rising rates of infection and the need for extra vigilance.

**Phase 3** National Escalation Categories - alerting residents to high increases in infection rates, and providing clear advice and information on local interventions and restrictions in their area.



## TIM OLIVER, LEADER OF THE COUNCIL

### 10. MR KEN GULATI (BANSTEAD, WOODMANSTERNE & CHIPSTEAD) TO ASK:

As we recover from coronavirus, this is an opportunity for Surrey County Council to continue its close partnership working with local partners and organisations to strengthen the local economy. The Council has rightly shown its determination to transform our county fundamentally and permanently for the better.

Can the Leader of the Council describe the One Surrey Growth Board's approach and impact to date in helping to drive economic growth across Surrey?

#### RESPONSE:

The One Surrey Growth Board, comprising senior business leaders, local politicians, representatives of both LEPs serving Surrey and senior officers, is already making great progress in supporting the drive for economic growth across the county at this extraordinarily challenging time for businesses and the Surrey economy. At a recent meeting, the Board considered a report, presentation and recommendations from Lord Philip Hammond as Chair of the Surrey Future Economy Commission (and member of the Growth Board), based on extensive research by Professor Amelia Hadfield and her colleagues at the University of Surrey. The Board approved the recommendations and agreed to develop the proposals, along with wider research and strategies, to form a comprehensive One Surrey Growth Plan for consideration at their next Board meeting. The recommendations from the Economic Commission centred around four key areas:

1. **Intra-County disparities:** Addressing the deepening economic disparity between East and West Surrey's economies and sectoral performance to avoid widening inequalities and to increase the County's overall GVA per capita growth rates;
2. **Governance:** Local Authorities at both levels need to work more effectively with LEPs, and a host of key stakeholders to design "local-growth, local-jobs" programmes, tailored to the different local economic realities, but promoting the same key message that "Surrey's in Business".
3. **Surrey Specialisms:** For example, building the County's claim to be England's Silicon Valley by consolidating existing high-tech hubs, connected by 'business corridors', while kick-starting rescue packages for those aviation-related industries whose current woes will negatively affect Surrey's overall GVA.
4. **Healthy and Inclusive Surrey:** Launching packages to promote an uplift in Surrey's demography; retaining high-skilled students, attracting highly-qualified younger workers and their families by providing enhanced and sustainable infrastructure, accessible housing and an attractive lifestyle.

The Growth Board will take a focused, place-based approach to growth. Building on the work of Surrey Future, it will bring forward an ambitious spatial plan for Surrey that retains Surrey's position as an economic leader, ensures that we have the infrastructure funding that we need to deliver on our economic ambitions, recognises the importance of our town centres and high streets and sets out an impressive proposition to Government, highlighting what we could achieve together as part of a Growth Deal including accelerated housing growth, more affordable housing for our young people and key workers and support for our critical aviation industry. It can also resolutely focus on economic opportunities of the future, for example focusing on important sectors that have growth potential even through this difficult economic period, for example the green economy, sustainable construction methods, health care, pharmaceuticals and health technology.

Through this strategic economic leadership, the One Surrey Growth Board and Surrey County Council will work to secure the best outcome for Surrey residents, businesses and communities across all government policy agendas and ensure that we retain our place as a key contributor to the UK economy and national Exchequer.

**MATT FURNISS, CABINET MEMBER FOR TRANSPORT**

**11. MR NICK HARRISON (NORK & TATTENHAMS) TO ASK:**

On 13 August 2020 large parts of Surrey were hit by a devastating downpour. Many roads were flooded and closed, including the M25. In my division, and I am sure in other Members' divisions, a number of homes were washed out and it will be many months or perhaps a year until residents can return. Some of my residents had flooding of two feet or more.

Members were asked to file "wet spot" reports. I am sure many of us have filed reports. We were told that each reported site will be assessed against the wet spots criteria, with a view to adding them to the wet spots database, scoring them and investigating whether they are suitable to be prioritised for works.

Could the Cabinet Member report back on this work, how each wet spot has been or will be prioritised, the budget available and when works will take place?

In some cases this is the second or more time that residents have been flooded out, and they will be looking for problems with the highways drains and gulleys to be repaired and upgraded as soon as possible.

**RESPONSE:**

In August we experienced heavy downpours across the county with areas in Reigate & Banstead and Tandridge being the worst hit. Residents in Merstham, Lower Kingswood and Tadworth suffered particularly from surface water flooding overwhelming drainage in the area. Surrey Highways received more than 450 reports of flooding relating to the events in August. Over 150 properties have been reported as being flooded internally and our officers continue to investigate the causes and support residents where they can alongside our partners.

As of the 8 October, the Strategic Network Resilience Team have received updates from eight Councillors, totalling 30 flooding locations from the heavy rain in August. 67% of these locations have now been fully investigated, and the rest are being worked on currently or are awaiting further from detailed discussions with the reporter to enable assessment. All of the sites currently reported will be evaluated by the end of October. All of those that have been investigated so far have been scheduled for appropriate works by the Local Area Highways Teams. Most of the recent reported flood sites are maintenance issues, often due to the dry summer and then very heavy rainfall washing accumulated silt and debris into the gullies; these will be highlighted for additional cleansing and jetting if required.

All of the flooding sites reported were assessed against the relevant criteria. One new Wet spot was created and six of these sites were already on the Wet spot list. Wet spots are used to record the locations of reported, recurring flood incidents that cannot be solved through our day-to-day maintenance activities. Teams either address concerns locally or look to add the location to the Wet spot database where additional works are required. The Wet spot database is used to prioritise, plan and programme works efficiently, so that the Capital Drainage and Flood Risk Management budgets can be used to best effect. Wet spots with the highest score (usually relating to property flooding or risk to safety) are prioritised first. Where works are prioritised and funding is available; these works will be carried out as

soon as the investigations and any required design are complete, and construction resources and appropriate permissions are obtained. For more complex sites (for instance involving different landowners, hydraulic modelling or other stakeholder involvement) this may take a longer period of time.

Please note that small areas of flooding related to highways drainage maintenance or defects, that clear within 24 hours or do not significantly impact the highway, communities or residents, would not generally meet the criteria for a Wetspot. More information on how Wetspots are scored is available on our webpage: <https://www.surreycc.gov.uk/roads-and-transport/roadworks-and-maintenance/report-a-highway-problem/drainage-and-flooding/flooding-and-wetspots>.

Going forward all non-emergency flood events should be reported as normal by Members and residents directly via the "[Tell us about a highway issue](#)" section of SCC website or via the contact centre for the Local Area Highway Team to investigate in the first instance.

For individual queries and updates on existing Wetspots, Members should please direct enquiries to [highways@surreycc.gov.uk](mailto:highways@surreycc.gov.uk) and they will be directed to the appropriate team.

In an emergency if an incident of flooding is ongoing and is a threat to life Dial 999.

In all other instances, either report to:

Highway or property flooding via the SCC website - 0300 200 1003

<https://www9.surreycc.gov.uk/HighwayIssue/WhatIsTheIssue.aspx?&code=FBD>

Flooding from Rivers via the Environment Agency hotline - 0345 988 1188

<https://www.gov.uk/report-flood-cause>

Sewage flooding in a Thames Water area - 0800 316 9800

<https://www.thameswater.co.uk/help-and-advice/drains-and-sewers/sewer-flooding-who-to-contact>

Sewage Flooding in a Southern Water area - 0330 303 0368

<https://www.southernwater.co.uk/help-advice/what-to-do-in-an-emergency>]

## **DENISE TURNER-STEWART, CABINET MEMBER FOR COMMUNITIES**

### **12. MR JONATHAN ESSEX (REDHILL EAST) TO ASK:**

Surrey Fire and Rescue Service changed its way of working from April 2020.

To compare how the service was operating before the change to now please can you confirm:

- a. The average recorded daily response time for each night and day shift since July 1 2020.
- b. The average number of fire engines available for each night and day shift since July 1 2020.

### **RESPONSE:**

Surrey Fire and Rescue Service provide a response service based upon risk and demand, at a county level. The Service follow a similar performance measure as is used by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services which is the average response times across the county.

The average response times, over a 24-hour period, since Surrey Fire and Rescue Service introduced the first Phase of the Making Surrey Safer Plan, on the 1 April 2020, is 7 minutes and 13 seconds, well within their performance target of a first frontline appliance to critical incidents within 10 minutes.

The average frontline appliance availability has also exceeded the minimum set out in the Making Surrey Safer Plan over a 24-hour period.

Weekday Days	Weekend Days	Nights
21	22	21

**DENISE TURNER-STEWART, CABINET MEMBER FOR COMMUNITIES**

**13. MRS NIKKI BARTON (HASLEMERE) TO ASK:**

Further cuts to night cover at fire stations is being proposed by this council. The first round of 'transformational' cuts had a significant impact on Haslemere station, which is now is currently often left empty. Most incidents on Haslemere's ground is now being covered from outside the areas resulting in an increased attendance times- often between 20-30 minutes- when the promise is attendance in under 10 minutes, 80% of the time. I understand studies indicate an overall reduction in attendance times as a result of the transformation, however this is not working for Haslemere - which also provides cover for any emergencies in the A3 Hindhead Tunnel.

My question, given the current situation as described above, how can I reassure my residents in Haslemere that they can have confidence in their fire service provision to assist in an emergency particularly during the night?

**RESPONSE:**

The Making Surrey Safer Plan is not about a reduction in resources. Instead it rebalances the resources of the Surrey Fire and Rescue Service, that have remained the same for over 30 years. It makes changes that Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services have been clear are needed so that the Service can provide better fire cover during the day when they are busier, and focus on preventing incidents from happening in the first place.

Your residents can be reassured that during the day resources at Haslemere have increased, as there is now additional immediate cover at the weekends. This means that on a Saturday and Sunday day, two separate crews are available to respond in either the frontline appliance or the specialist wildfire appliances. Before the introduction of the Making Surrey Safer Plan immediate daytime cover was only available Monday to Friday. Night time cover remains unchanged.

**TIM OLIVER, LEADER OF THE COUNCIL**

**14. MR ROBERT EVANS (STANWELL AND STANWELL MOOR) TO ASK:  
(2<sup>nd</sup> Question)**

At its meeting of 11 Jul 2017 Surrey County Council passed a motion, under standing order 12.3 in which amongst other measures, Council resolved to ... *'work closely with the districts and boroughs and other agencies within the County, to inspect housing blocks which are*

*also at risk of a similar incident and to check any external cladding used on them, in accordance with Government guidance issues.'*

The Get Surrey web site recently reported that there are still high rise blocks in Surrey which fail government safety tests due to Aluminium Composite Material (ACM) used as cladding, meaning the buildings are 'unsafe and in need of changing.'

On 2 April 2020 The Secretary of State, Robert Jenrick announced a £1 billion fund to support the 'remediation of unsafe non-ACM cladding materials on high-rise buildings.'

Three years on from Grenfell Tower, does Surrey County Council feel it has done enough to protect its residents living in high rise blocks and to prevent a similar tragedy happening here? What discussions have taken place with the Ministry for Housing, Communities and Local Government on this matter and to secure some additional funding?

When Council agreed to work closely with '*other agencies in the County*' does this include the Fire Brigades Union?

#### **RESPONSE:**

Surrey Fire and Rescue Service have investigated and continue to investigate the built environment in Surrey with a dedicated team liaising with those responsible for high rise residential buildings. This team ensures that the risk assessments for those buildings are suitable and sufficient. The National Fire Chief Council liaises with the Ministry for Housing, Communities and Local Government on behalf of all Fire and Rescue Services. A one-off ringfenced increase of £60k in funding has been received as part of the national [Building Risk Review](#) to help assist with the investigations.

The Service also carry out risk assessments for all planning applications for both domestic and commercial premises. This is to ensure adequate provisions are made for water supplies for firefighting purposes. These supplies include fire hydrants, water tank and open water supplies. Fire engine access is also considered when reviewing these applications.

The Service, on behalf of the Fire Authority, have continuously engaged with the Fire Brigades Union during the development and implementation of the Making Surrey Safer Plan. The Fire Brigades Union form part of the Service's Joint Committee for Consultation and Negotiation and at a county level, the Surrey County Council Trade Union's group.

#### **MEL FEW, CABINET MEMBER FOR RESOURCES**

##### **15. MR ANDREW POVEY (CRANLEIGH & EWHURST) TO ASK: (2<sup>nd</sup> Question)**

The council tax leaflet last year showed an increase in the social care component of the council tax. It described it as a 2% increase, in fact the actual increase in this component of the total council tax was more like 25%. A resident has queried this. The increase of 2% refers to the increase in the total council tax from that component. The increase in that component of the council tax is about 25%.

Would the Cabinet member agree with me that the leaflet could be made clearer in future years?

**RESPONSE:**

The increase in both elements of council tax are calculated in accordance with the set of principles determined by the Secretary of State. The declaration of a 2% increase has been calculated in accordance with these principles. That is, the increase in the Adult Social Care precept is calculated on the total amount of Surrey County Council's precept for 2019/20.

**TIM OLIVER, LEADER OF THE COUNCIL**

**16. MR NICK DARBY (THE DITTONS) TO ASK:  
(2<sup>nd</sup> QUESTION)**

In relation to the Woodhatch Reigate property: -

- a. How has the purchase price been split between the office building and related areas, the land for the new school, and the land for the Extra Care homes?
- b. What is the approved budget for the office fit out?
- c. How and by whom was this calculated and approved?
- d. What is the anticipated timing for the obtaining of planning permission for and construction of the new school?

**RESPONSE:**

- a. The purchase price will not be split between the office and related areas, the land for the new school, and the land for Extra Care homes.
- b. Furniture, Fixtures and Equipment (FFE): £2.5m  
Installation and upgrading of IT infrastructure: £1.5m
- c. The budgets have been prepared by L&P Commercial function.
- d. Timings are not set in stone yet. The *target* for detailed planning submission for the school as per the current draft programme is July 2021, but this could fall back to later in 2021 depending on all the usual project risks and matters which may arise from the co-ordination with the wider development.

**NATALIE BRAMHALL, CABINET MEMBER FOR ENVIRONMENT & CLIMATE CHANGE**

**17. MR JONATHAN ESSEX (REDHILL EAST) TO ASK:  
(2<sup>nd</sup> Question)**

Although Surrey County Council's Community Recycling Centres have now reopened, none of the sites are yet taking small recyclable items such as tetra packs and foil. These items are not included in the residential collection services provided by borough and district councils across the county and as a result it is much harder for residents to recycle as much as they were able to before the Covid-19 lockdown.

In light of this:

- a. Please can you confirm when the full range of recycling services will be brought back to Surrey's Community Recycling Centres; and
- b. Please can you also confirm when pedestrian and cycling access will be allowed to all our Community Recycling Centres as this is often a convenient way to drop off small items.

**RESPONSE:**

- a. Officers are working with Suez to bring back a service for small recyclables at the Community Recycling Centres within the next month. Currently the services missing at all sites are Cans, plastic bottles and glass containers (which can all be recycled in the kerbside collection services) together with Tetrapaks and small recyclables such as foil, spectacles, mobile phones and toner cartridges.

Facilities for Tetrapaks and small recyclables will be reinstated at all sites where they were previously present by the end of October 2020. Containers for cans, plastic bottles and glass containers are now largely redundant as these materials can be recycled in all kerbside collections. A decision on whether to reinstate these containers will be made when the requirement for a Covid secure layout is removed.

- b. Pedestrian and cycle access has only ever been possible at seven of our community recycling centres which have been specifically designed to enable this. The need to limit the number of visitors on site at any one time has meant that we have had to suspend pedestrian access to these sites, however as we move in to the quieter winter months, I have asked officers to investigate reinstating access for pedestrians/cyclists. This review will be completed by the end of October 2020.

**TIM OLIVER, LEADER OF THE COUNCIL**

**18. MRS NIKKI BARTON (HASLEMERE) TO ASK:  
(2<sup>nd</sup> Question)**

Given the distance of the proposed Woodhatch site from the nearest rail station, what plans will be made to ensure our residents, SCC staff and councillors are able to access the proposed new civic heart for Surrey by sustainable transport modes?

**RESPONSE:**

The Agile Organisation Programme is engaging with the Rethinking Transport Transformation Project to assess transport solutions that make access more convenient while also meeting the Council's Greener Futures objectives. The first step is to complete a travel plan, which has been commissioned, and then review how public transport access can be enhanced. Because of lead times it is envisaged that interim solutions will be needed. At this moment no solutions have been agreed as we are still working on the number of people who need to be accommodated for and the frequency of use. The transport requirements will evolve as the site grows (adding care homes, the school and other functions).

**DENISE TURNER-STEWART, CABINET MEMBER FOR COMMUNITIES**

**19. MR ROBERT EVANS (STANWELL AND STANWELL MOOR) TO ASK:  
(3<sup>rd</sup> Question)**

A number of senior fire officers including Watch Commanders and Crew Commanders from Surrey Fire & Rescue Service have recently left the service to join the London Fire Brigade. In a leavers survey, more of those leaving quoted, '*the new Surrey 12 hour shifts*', '*Bullying management*' and '*Better Career prospects*' as reasons for leaving Surrey than the extra £4500 pay they might get working for London. How concerned is the Cabinet Member by these views and how does she intend to address the issue?

## **RESPONSE:**

Recruitment and retention of staff remains one of the Service's highest priorities. Exit interviews are offered to all staff to explore reasons for leaving and the information these have provided is not consistent with the themes identified. The higher London weighting allowance offered by the London Fire Brigade was a factor for some staff.

The Service receive a large of number applicants into Surrey when they advertise for roles. There is a new look website and recruitment process to attract the best applicants and a cadet's programme is planned for the New Year. Recruitment is taking place now for Assistant Group Commanders and Crew Commanders, as well as recruiting internally through our promotion process

Investment in the retention of staff is under constant review by the Service. Set out below is some of the things the Service are doing in order to help illustrate this priority:

- **Training and Development Programmes:** The apprenticeship levy is being used for new firefighters and managers to enable them to develop new or existing skills and attain qualifications.
- **Flexible Working:** The Service has more options for shift patterns and frequency than others, as well as a broader suite of flexible contract types for staff to choose from.
- **Recognition and Accreditation:** The Service is one of only two who have achieved organisational affiliation to the Institution of Fire Engineers; this investment enables staff to be automatically accredited for the skills they have developed by a recognised external awarding body. The Service has also recently become a member of the British Fire Services Association, which has enabled access to additional awards and commendations, as part of the annual Honours and Awards Event, which this year is being delivered virtually.
- **Vehicles and Equipment:** Providing staff with the latest technology to deliver their role efficiently, effectively and as safely as possible. This includes purpose built wildfire assets and battery operated rescue equipment on all frontline appliances.
- **Reviewing Service Policies:** To ensure that our standards and processes are fair and robust. The review of Service policies relating to people processes (Human Resources) are undertaken with trade union partners.
- **Alternative Role Opportunities:** The Making Surrey Safer Plan increased the opportunities for staff to undertake roles, not limited to a role in response, and to move around the organisation learning new skills and working in differing ways.
- The Service also offers a 'Surrey Allowance' of around £1,200. The allowance recognises the difference in the cost of living in Surrey, when compared to other Fire and Rescue Services.
- Workforce performance monitoring is prioritised through regular cabinet member briefings.

**NATALIE BRAMHALL, CABINET MEMBER FOR ENVIRONMENT & CLIMATE CHANGE**

### **20. MR NICK DARBY (THE DITTONS) TO ASK: (3<sup>rd</sup> QUESTION)**

In relation to the Eco Park at Charlton Lane Shepperton: -

- a. What work is still outstanding?
- b. Is this facility now fully operational?



- c. Is the facility operating at the capacity anticipated at the time it was commissioned? If not, what is the current position, and what, if any, action is being taken to improve the position?

**RESPONSE:**

- a. The outstanding work is the ongoing optimisation and refinement of both the Anaerobic digestion (AD) plant and the gasifier as part of the commissioning process. This work involves changes to the settings and in some cases re-engineering of component parts of both facilities.
- b. Neither the AD plant or the gasifier are fully operational.
- c. The facility is still undergoing commissioning and therefore not operating at full capacity. The build programme is some way behind the schedule originally envisaged at the start of the project, work by Suez and M+W along with their construction supply chain is being undertaken to bring the plant into full operation. Suez and M+W are fully incentivised to expedite progress and both Cabinet members and officers are closely monitoring progress.

**TIM OLIVER, LEADER OF THE COUNCIL**

**21. MR JONATHAN ESSEX (REDHILL EAST) TO ASK:  
(3<sup>rd</sup> Question)**

I visited the new County Hall site on 7 October 2020. I was impressed by what was clearly an exemplar for energy-efficiency when it was built in 1999, but it cannot currently be described as a 'sustainable location' in terms of travel to and from the site.

Please can you confirm:

- a. what measures are included in the internal fit out before occupation, to improve the energy efficiency of the site's buildings; and
- b. what plans are there to improve access by bus (including shuttles from train stations), cycle and e-bike from the start to minimise car dependency in travel to and from our new County Hall site.

**RESPONSE:**

- a. The building was designed with long life efficiency in mind and we have the original survey reports, which were very positive. The building has been newly surveyed and received a strong energy efficiency rating of C. To improve efficiency, we are currently assessing the installation of LED lighting.

SCC Land & Property are managing the Furniture, Fixings and Equipment (FFE) and IT infrastructure aspects only. However, L&P are preparing a carbon reduction scope and programme of works for all SCC office properties in line with the Greener Futures agenda; Woodhatch is included in this scope. The work is in progress and ongoing, an update will be available at the end of November 2020.

- b. The Agile Organisation Programme is engaging with the Rethinking Transport Transformation Project to assess transport solutions that make access more convenient while also meeting the Council's Greener Futures objectives. The first step is to complete a travel plan, which has been commissioned, and then review how public transport access can be enhanced. Because of lead times it is envisaged that interim solutions will be needed. At this moment no solutions have been agreed as we are still working on the number of people who need to be accommodated for

and the frequency of use. The transport requirements will evolve as the site grows (adding care homes, the school and other functions).

SCC Land & Property will liaise with colleagues as necessary to support any requirements for shuttle bus access and secure cycle storage at Woodhatch.

**JULIE ILES, CABINET MEMBER FOR ALL-AGE LEARNING; AND  
MATT FURNISS, CABINET MEMBER FOR TRANSPORT**

**22. MR JONATHAN ESSEX (REDHILL EAST) TO ASK:  
(4<sup>th</sup> Question)**

Surrey County Council provides school bus travel to many school children across Surrey - both to those who are eligible for free transport and others who are offered school bus travel through Surrey County Council's concessionary seat scheme.

With Covid secure measures in place for school buses, please confirm how many children travelled to school by bus this September compared to last September, both:

- a. those with free transport; and
- b. those on the concessionary seat scheme. And what is being done to help grow the number of children who travel by school bus as well as walking and cycling?

**RESPONSE:**

Thank you for your question. The response is a joint one from myself and Matt Furniss, Cabinet Member for Transport, as the question covers both of our portfolios.

- a. In response to your question on how many children with free transport travelled to school by bus, we have included figures for pupils who travel on school coaches as well as those who are issued with bus passes for public buses. The data you requested is as follows:

Mode of travel	Numbers travelling on 30 Sept 2020	Numbers travelling on 30 Sept 2019
Bus	1210	1152
Coach	2085	2249
Total	3295	3401

- b. The numbers of children on the concessionary seat scheme for this September and last September are:

	Numbers travelling on 30 Sept 2020	Numbers travelling on 30 Sept 2019
Concessionary Travellers	94	393

You also asked, as part of question b, what is being done to help grow the number of children who travel by school bus as well as walking and cycling. We can report that Surrey County Council's Safer Travel Team and Cycle Training Team offer a range of services to schools to promote road safety and sustainable travel to school. These include assisting schools with creating a school travel plan using the national online portal (called Modeshift

STARS). The travel plan will contain a list of actions that the school will undertake. These may include pedestrian training, cycle training, Golden Boot, Living Streets “WOW” year round walking initiative, the schools air quality programme, and road safety drama workshops offered by the council. The council also offer Road Safety Outside School assessments and manage the school crossing patrol service to provide support for people who walk or cycle.

Whilst there was not a specific question on Covid-19, we thought it would be useful to give some further information on the measures that are currently in place. In line with government guidance, on bus journeys open to the public, reduced capacities are in operation for social distancing dependent on the size of vehicle. Face coverings for persons aged over 11 years are mandatory on such journeys unless the passenger is in one of the official exempt categories. On 'closed door' bus or coach services that are only carrying students to/from a school or college, government guidance does not require social distancing, though face coverings are strongly recommended. Some public bus services provided primarily to cater for travel to schools or colleges have been converted to 'closed door' services.

Bus operators in Surrey are following the government guidance to protect their passengers and staff. To provide more capacity on identified heavily loaded public bus journeys at school times, the Council has arranged the provision of a second vehicle, on a closed door basis for students only, on 65 journeys across 26 services. These have been funded from money allocated to the Council for the autumn term 2020 until October half-term by the Department for Education, to provide a safer travelling environment at peak times.

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