

## CABINET MEMBER UPDATE TO FULL COUNCIL

**NAME:** Colin Kemp

**PORTFOLIO:** Economy & Infrastructure

**One Surrey Growth Board:** The arrival of Dawn Redpath, as the new Director for Economic Development and Prosperity has enabled a wholesale review of economic development and inward investment activity, much needed in light of the impact of Covid-19 on the Surrey economy. This work has been supported by the Surrey Economic Commission, Chaired by Philip Hammond and Tim Oliver's leadership in setting up the One Surrey Growth Board which is a significant alliance bringing together key stakeholders who have a vital role in safeguarding and supporting improvements to Surrey's economy, homes, infrastructure and quality of life. The Growth Board focuses on issues of key importance to Surrey's economy and it aligns directly to the Health and Wellbeing/ Community Safety Partnership. The Board includes representatives from Surrey District and Boroughs, LEPs, Health, Universities and business; the Board is currently developing its plan for growth.

**Surrey Business Leadership Forum:** This new, exciting Business Leadership Forum brings together senior business leaders from the large international businesses which exist across Surrey to identify economic and infrastructure priorities and influence the actions and direction of funding of public sector partners. The first meeting of the forum was held on 25 September 2020, Forum members include Philips, Jellyfish, Maclaren, Hyundai, Berkeley Homes, Wates Construction and Sandoz (Pharma). Business members have agreed that this is a useful forum for them as large international companies and have agreed to meet again before Christmas.

**10-Year Economic Growth Strategy:** A high level framework has been presented to Informal Cabinet setting out the proposed ambitions and themes for the 10-year economic growth strategy; work on developing and engaging on the strategy continues over the coming months. Within the vision for growth, Surrey is to be known as a place for equity of opportunity, identifying inequality within places and intervening to re-balance our economy. The strategy has a focus on building resilience from new sectoral opportunities, taking a strategic approach to deliver of digital infrastructure across the County, nurturing innovation to retain and grow our business base and support rural economic resilience; all with an acute awareness of climate impacts. The strategy themes include:

- Strategic Economic Leadership: agreeing joint strategic priorities, maximizing investment and external funding, delivering a new digital infrastructure strategy and developing a strategic approach to the skills system in Surrey;
- Strategic Relationship Management: developing strategic relationships with primary stakeholders, communicating a coherent voice for Surrey and using our economic levers and networks; and
- Whole-Place Making: reimagining our places in the context of a hyper-local economy and enabling digital and sustainable transport connectivity.

**Response to the economic impacts of Covid-19:** The Economic Growth Team has been working with District and Boroughs and business network organisations to direct Surrey businesses to Government and locally administered business grants and loans. One recent example is the Surrey Chamber of Commerce which has become an intermediary for Kickstart, part of the Government's [Plan for Jobs](#) scheme, supporting employers to offer fully subsidised, 6 months job placement, for 16-24 year olds, on Universal Credit.

## CABINET MEMBER UPDATE TO FULL COUNCIL

**NAME:** Matthew Furniss

**PORTFOLIO:** Transport

**Highway tree planting:** New best practice guidelines for highway verges published in April 2020 to provide guidelines which will allow grass cutting to be undertaken with an approach that encourages wildflowers and wildlife whilst keeping roads safe. Residents can propose locations for tree planting on the highway – helping Surrey meet their ambition of 1.2 million trees by 2030, with the right tree in the right place.

**Highways contract procurement:** We are at an exciting moment for Highways in terms of starting our procurement for future contract delivery and transformation. Within the last few days our offer to the market has been published and we begin the year-long formal process to determine our future suppliers. A lot of time has been spent on determining what we want from future arrangements following engagement with various stakeholders including residents and councillors, and we are progressing some ambitious new arrangements that will proactively seek to progress future innovations and continue to improve the way we deliver highway services for residents.

Cabinet approval was sought in September, and the tendering process is due to begin, with the initial shortlisting process due to take place in late November/ early December and second shortlisting in late January/ early February.

**Progress on investment:** Following the significant additional investment in Highways this year, I'm pleased to advise that excellent progress has been made in delivering schemes across the county. This extra investment will see improvement across several of our highway assets including for roads, footways, traffic lights, drainage and bridges. On roads specifically we are spending around £40m this year which will result in a 40% increase in miles improved compared to last year - 248 schemes have already been delivered making improvements to over 95 miles of road, with over 200 schemes still to complete before April next year.

**LED conversion:** The streetlighting PFI will be coming to Cabinet in October. We have been switching streetlights over to LED lights at a rate of 3,000-4,000 per month.

**Lane Rental:** The Lane Rental consultation has now closed, and we received several positive responses. Our proposal will go to the Department for Transport in October, and the Surrey MPs have been informed and engaged in the process.

**Highways Innovation:** A number of trials of materials and ways of working have been undertaken in recent months including a trial using plastic pellets in asphalt to increase longevity of utility repairs, trials of new thermal patching materials and trials of equipment such as variable message signs that use solar power. We will also be starting a trial in October using alternative road marking materials which could result in a reduction of micro plastics and increased longevity of road markings. Other technical innovations we are trialling include using image recognition and artificial intelligence to streamline the identification of potholes; strategically located sensors to target road drain (gully) cleansing more effectively; and using road temperature data to drive efficiencies in winter gritting to target areas that need gritting whilst reducing cost and environmental impact.

**Information on website:** Accessibility of information on the website is improving, including an enhanced GIS map showing works that are planned for the current year and those being considered for the future. We have led a presentation to members demonstrating the benefits of the new map. New best practice guidelines for highway verges were published in April 2020 to provide guidelines which allow grass cutting to be undertaken with an approach that encourages wildflowers and wildlife whilst keeping roads safe.

## CABINET MEMBER UPDATE TO FULL COUNCIL

**NAME:** Natalie Bramhall

**PORTFOLIO:** Environment & Climate Change

**CRC Recovery:** CRCs are now operating as normal; a few services are still outstanding. We have been working with Suez to ensure all centres remain Covid Secure. To assist residents, we have been opening an hour earlier at the weekend. We are proposing to trial a booking system at Epsom CRC to manage high customer demand. The tonnage of waste collected at our CRCs is starting to return to what is normal for the time of year however tonnages collected at the kerbside remain significantly higher due to continued home working.

**Countryside:** The transfer of the countryside estate from the Surrey Wildlife Trust is now complete, and we are working on branding and improvements for the sites, such as increasing their amenity value. Landscape architects have been commissioned to prepare plans for three car parks and the visitor centre at Newlands. We are also carrying out market research as to how we can reach the 18-30 age group, deprived areas, BAME and disability groups.

**Climate Change:** In the five months since the Surrey Climate Change Strategy (SCCS) was approved by Cabinet, the Strategy has been endorsed/ supported by the Surrey Police, the Enterprise M3 and Coast to Capital LEPs, the Surrey Climate Change Commission and Reigate and Banstead BC. We are also in discussions with Surrey Heartlands Systems Board regarding endorsement. We are working closely with District and Borough Partners on this agenda and I have met with member and officer climate change leads at nine of the D&Bs, with the remaining two meetings scheduled. We were recently awarded £6.2M to deliver energy efficiency and low carbon heating measures for Surrey's lowest income households living in the least energy efficient homes. Officers have started to develop a climate change delivery plan, which will sit beneath the Strategy and it will be published before the end of the financial year. The plan will be informed by research, currently being delivered by consultants into a series of costed carbon reduction scenarios for our own estate and the County as a whole. We have also launched an infographic in Surrey Matters to allow residents to assess their carbon footprints.

**Flooding:** As part of our Surrey-wide work to reduce the risk of flooding we continue to work with the Environment Agency and District and Boroughs to further develop the River Thames Flood Alleviation Scheme. The Outline Business Case is currently with DEFRA for approval and we are working with the EA to prepare for the next stage. In August we experienced heavy downpours. Overall, 153 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.

**Tree Strategy:** To help meet our 1.2M tree target, we are continuing to work to identify sites that are suitable for woodland planting, with the ambition that we will plant new areas of woodland (with approximately 50,000 whips) each year until 2030. We have asked divisional members to suggest sites where trees can be planted, in consultation with their constituents, and to provide a contribution towards the planting and maintenance from their member allocations. We also plan to distribute free trees to Surrey schools during Tree Week in November. We are organising a member webinar on 26 October where we will provide more information.

**Rights of Way:** During Lockdown restrictions there has been a significant increase in use of public rights of way resulting in an increase of reports relating to issues on the network. These have been recorded and prioritised and all high priority safety issues, such as reports of dangerous trees or structures, dealt with immediately. A new Capital Projects Team has been set up within the Countryside Access Team. To date this has completed and committed to works amounting to half of the capital budget allocation for this year, including the replacement of some of the backlog of closed/ damaged bridges, fingerpost and waymark post replacements, and the repair of path surfaces that were in an unsafe condition. There has also been an enhanced vegetation clearance of path surfaces, with well-used paths being cut more frequently and to a greater width. This has led to a decrease in reports of overgrown paths and helped users adhere to social distancing guidelines.

## DEPUTY CABINET MEMBER UPDATE TO FULL COUNCIL

**NAME:** Alison Griffiths

**PORTFOLIO:** Deputy Cabinet Member for Place

**Wetspots:** The Strategic Network Resilience Team (Flood Team) have asked Councillors to notify them of any ongoing, persistent flooding locations that are above and beyond the normal Surrey County Council maintenance programme or are causing significant concern such as the risk of an accident or significant impact to the highway or neighbouring properties.

To date, the Flood Team have received updates from seven Councillors, totalling 30 flooding locations. The majority of these locations have now been investigated and a number of these sites are already on the wetspot list. Several are being investigated by the Local Area Teams or have already been scheduled for works. The majority of recent reported flooding sites are maintenance issues due to a dry summer and then very heavy rainfall event washing silt and debris into the gullies. These issues have been picked up with the Area Teams for additional cleansing and jetting. New wetspots have been added where applicable.

For individual wetspot queries and updates, please refer to the Flooding Enquiries Team inbox: [flooding.enquiries@surreycc.gov.uk](mailto:flooding.enquiries@surreycc.gov.uk)

**Highway Trees:** We maintain a database of prioritised highway tree defects and officers have been working to clear a backlog of several thousand defects in these risk categories, with the highest priority groups now under control. We hope to move onto lower priority groups in the coming months.

**Carer Confident:** One in seven people juggle work with caring for someone who is older, ill or disabled. With our ageing population, carers are a growing reality in our workforce. With the added pressures of Covid-19, it is now thought that one in five people are balancing work and care. The Carer Confident certificate of achievement is presented to UK employers who have demonstrated that they have built an inclusive workplace where carers are recognised, respected and supported. Surrey County Council recognises the importance of retaining valued members of staff, reducing absence and unnecessary recruitment costs, and increasing staff resilience.

We are pleased to inform you we are about to submit our application for Carer Confident Level One. Across Surrey County Council and Surrey Heartlands a new carer workforce task group has been set up in response to a workforce survey that took place earlier this year. The group is chaired by me and Dr Sue Tresman, Independent Chair of the Guildford and Waverley ICP.

## CABINET MEMBER UPDATE TO FULL COUNCIL

**NAME:** Mary Lewis

**PORTFOLIO:** Children, Young People & Families

**Executive Director of Children, Families and Lifelong Learning:** Since my last update to Council we have very sadly lost Dave Hill, our Executive Director for Children, Families & Lifelong Learning, who died suddenly in June. It was a shock to us all and I know his friends, family, colleagues and staff are still coming to terms with the loss of such a remarkable and caring man. Dave joined us in March 2018 and his natural leadership and passion for helping those most vulnerable has seen us transform our services in Surrey, going from strength to strength and improving outcomes for our residents. In September a new Executive Director was appointed; I'm pleased to be able to welcome Rachael Wardell who joins us in December from her current role at the London Borough of Merton. It has never been more important to focus on the happiness and wellbeing of our young people and I'm sure you will join me in welcoming Rachael later this year.

**Working during Covid-19:** The last 6 months have been particularly challenging due to the pandemic and I want to thank my colleagues, our dedicated staff and our partners for the calm, professional and committed ways they have continued to carry out their jobs, and provide the vital services that our residents and communities rely on. Staff across children's services have been working on the frontline throughout the pandemic and face-to-face support has taken place wherever it is safe to do so; crucially, the focus has been on the needs of our residents at all times.

**Ofsted update:** While it looks like the challenges from Covid-19 will be with us for some time, I'm pleased to report that the critical work to transform some of our frontline services has continued. Ofsted have resumed their inspections and we are expecting to welcome them back into Surrey for a short visit before April followed by a full re-inspection next year. The next 6 to 12 months enable us to build on the successes of recent years and to improve the important services that children and families across the county rely on. The hard work to recommission Child and Adolescent Mental Health Services is coming to fruition with the launch of the new service due in April. Our plans to improve the quality of our buildings used by children and young people have continued at pace with plans progressing for new children's homes and construction of a new contact centre for children seeing their birth families; approval at Cabinet in July means this work has moved to the next stage.

**Extended out-of-hours services:** The last few months have led to some innovative approaches to reaching people most in need of support and our extended out-of-hours services and safeguarding support – particularly for teenagers and their families – has been a critical part of the support and led to some major changes that will be kept in place permanently. We know that measures introduced to control the virus are having a serious impact on the lives of people experiencing domestic abuse and making accessing support more difficult. Surrey's outreach services, provided by the [Surrey Domestic Abuse Partnership \(SDAP\)](#), continue to operate during this crisis and are reflecting the national picture with an increase in people contacting the helpline.

**Our Voice Matters survey:** I told you in March that one of my priorities for the year is listening to children and young people. Earlier this year we asked Surrey's children and young people for their opinions and views on their communities, safety, public spaces and any services they may have used. More than 1,200 children and young people answered the Our Voice Matters survey and there's lots to be followed-up on as we continue on the journey to good and outstanding services in Surrey. Thank you to all Members for publicising this survey in your local communities. Despite the challenges of many things becoming 'virtual', I've been able to continue the 'Recommendation 41' visits and have met with the Children with Disabilities teams, our Independent Reviewing Officers for children in care and the Safer Communities team in the last few months.

## CABINET MEMBER UPDATE TO FULL COUNCIL

**NAME:** Julie Iles

**PORTFOLIO:** All Age Learning

**Member of the Month update:** Members will have noted the content of my [Member of the Month Update in May](#) and the support we provided for SEND families, education settings and pupils during lockdown, including online mental health resources, risk rating our Vulnerable Learners and those with Education Health Care Plans, and continuity of funding for transport providers and Early Years settings.

**Feedback from DfE and PHE on Special Educational Needs and Disabilities (SEND):** On Tuesday 22 September, we met with colleagues from the Department of Education and Public Health England, focusing on the progress which had been made since the last visit in December 2019. The DfE and PHE noted the progress that had been made, despite the impact of COVID-19 on school attendance, particularly in relation to the partnership cells that have been established and the improved communications with parents, which evidenced the evolving improvement journey. Another meeting will take place in November 2020 to review attendance since the full re-opening of schools and explore the support we have provided for vulnerable learners. We have also been asked to meet with the DfE and PHE on Thursday 22 October to specifically showcase the targeted work we have undertaken during the pandemic to support our most vulnerable children and young people.

**Return to School:** In Surrey all schools are open and pupil attendance rates are slightly above nationally reported rates. In the last two weeks, a small number of schools have been affected by confirmed Coronavirus cases. These schools remain open and school leaders are being assisted by Health Protection teams and Surrey County Council Officers. Education Services and Public Health have continued to assist school leaders in implementing government guidance through the provision of regularly updated local advice and information. The HMI Health and Safety Executive is conducting spot-checks with schools nationally to ensure protective measures are in place to protect school communities.

**Launch of L-SPA:** The Learners Single Point of Access (L-SPA) was launched without fanfare over the summer, developing a joint team of Contact Centre staff, Triage Team and a Multi-Disciplinary Team; working closely together to ensure a more personal and timely approach to support families and professionals, where there is a concern about the development or learning needs of a child. Professionals and parents/carers can call the L-SPA Contact Centre with a query or concern, where they will be guided by very experienced education call-takers, who can largely deal with queries at the first point of contact (c. 60% of calls). There are currently approximately 300 calls per week. More complex or sensitive queries can go through to the Triage or Multi-Disciplinary teams for more specialist advice on next steps.

**Feedback on Autism consultation and work with London South Bank University:** Marisa Heath's update speaks to the feedback on the consultation. LSBU has also been involved in carrying out a thorough review of Surrey's Cullum Centres and a review of EHCP quality. The review of the Centres included reviewing the services available; gaining a clear understanding of whether value for money is being achieved. A multi-agency action plan was developed as part of the review of EHCPs and a report was produced, informing the system-wide improvements that will be required. Research was carried out to guide the Delivery of Practice Improvement work that is to be undertaken.

**SEND Capital Investment – Places closer to home:** As part of the Special Educational Needs and Disability (SEND) Transformation Plan and SEND Sufficiency Strategy 2020-2025, approved by Cabinet on 29 January 2019, the Council will be investing £36m in widening its specialist education provision in order to reduce the reliance on Non-Maintained Independent and out-of-county Specialist provision. This latest investment will create 213 additional specialist school places for the academic year 2021/22. The programme of development will enable more children and young people with Education, Health and Care plans (EHCPs) to choose from a wider range of local schools, receive their education closer to home, reduce travel time and costs, and help all young people to reach their full potential while playing an active role in their local communities. The proposals will ensure enough special school places are provided for secondary age and post-16 young people who have social, emotional and mental health, communication and interaction, and cognition and learning needs.

## CABINET MEMBER UPDATE TO FULL COUNCIL

**NAME:** Sinead Mooney

**PORTFOLIO:** Adults & Health

**Winter Planning:** As we approach the winter months, Adult Social Care is pro-actively working to mitigate two major challenges that we will face in this time: the risk of flu and the uncertainties related to the end of the EU transition period. In addition to this, the service is maximising our resilience as we witness a rise in positive COVID-19 cases and an upward movement in hospital admissions and deaths – from a low base. While laser-focused on preparedness, we shall additionally use this period to innovate, through the implementation of our new Hospital Discharge model. Simply put, this will allow us to ensure individuals can be safely and quickly discharged home, aided by appropriate short-term support from our primary and community health services; working collaboratively with our reablement teams.

**Health:** Our Public Health service remains on the frontline of Surrey's COVID-19 response and continues to play a pivotal role in implementing the Local Outbreak Control Plan, which has supported our efforts to control and reduce the spread of COVID-19. The Surrey Local Outbreak Engagement Board (LOEB) remains a key public-facing board in our response to COVID-19 and shall continue to provide strategic insight and direction. As cases rise unevenly across Surrey, I am delighted to be spearheading a new county-wide COVID Champions scheme, which will empower and support our residents to stay up to date with the latest advice and guidance; ensuring our communities are safe and secure. I look forward to providing further information on this scheme shortly.

**Accommodation with Care and Support (Supporting Independence):** It remains the priority of the service to support independence among those who use our services. Our Independent Living programme for working age adults with learning disabilities and/ or autism has continued unabated and placed 18 residents into existing independent living accommodation, with the intention of placing another 13 within the coming months. Already, we are looking to “level up” this solution; working with providers that are looking to deregister 13 residential care homes and adjust their model of care - to provide independent living accommodation for schemes such as this. Elsewhere, we are making good progress to identify a development and housing management partner to deliver our planned Extra Care Housing scheme at the former site of Pond Meadow School and look to be on course to award this contract this Autumn. This market exercise shall additionally inform our plans for Brockhurst Care Home and Pinehurst Resource centres, which should result in an Invitation to Tender being published later this Autumn. I look forward to presenting a report to Cabinet, later this month, which shall recommend the route to market for a further two Extra Care Housing Schemes.

**Budget:** Given the impacts of COVID-19 and as part of our budget reset, we increased the Adult Social Care (ASC) budget by £13.2m to £385.2m. We have additionally benefited from £19.2m received from Central Government's Infection Control Fund, as well as other funds to support facilitating hospital discharge or avoiding admission. As it remains the council's working assumption that financial resources will continue to be constrained in future years, ASC will seek to increase the small projected underspend in the remainder of 2020/21. It is hoped that this will help mitigate inflationary and demand pressures next financial year.

**Home Based Care (HBC) Recommissioning:** I am pleased to inform members that we are recommissioning our Home-Based Care service, with the new joint contract to be operational from 1 October 2021. This new arrangement will support our ambition to embed strength-based practice in the delivery of care and support; promoting a culture of shared learning and development with the market in order to achieve better outcomes for Surrey residents. Additionally, it will help move us along towards better integrate with Health colleagues.

## DEPUTY CABINET MEMBER UPDATE TO FULL COUNCIL

**NAME:** Marisa Heath

**PROTFOLIO:** Deputy Cabinet Member for People

**Preparation for Adulthood:** The Transitions Service in Adult Social Care currently supports around 1,300 young people with disabilities from 18-25. This includes autism and physical disabilities, and there is a plan to extend the service for young people with mental health needs. Most young people are transferred into the Learning Disability & Autism Service at 25, the remainder with Physical Disabilities are supported via the appropriate Locality Team in ASC.

Undoubtedly, the move from childhood to adulthood for these young people and their families is one of the most crucial times in their lives and requires more engagement and planning over a longer period of time, rather than haste before that critical transition juncture. To do this, it is essential that we reposition transitions to become an aspirational movement into adulthood, with a focus on maintaining and promoting independence. This will help us not only reduce confusion and conflict, which frequently leads to needless litigation, but more importantly, it allows us to empower and support individuals access real life chances and opportunities. As such, over the last few 12-18 months there have been various strands of work being undertaken to improve the preparation for adulthood experience.

Examples of these pieces of work include:

- School placed workers attending Year 9 (age 14) SEND Reviews, which has instigated a conversation about planning for adulthood earlier than previously, in partnership with SEND;
- More work to improve collaboration with the NHS and a focus on collaborative commissioning to get the right and proportionate services across the process.

Inevitably, there remains much more to do, but the next step is to bring all of the strands of work into a single vision shared between all of those involved in delivering the support around Preparing for Adulthood for young people across the spectrum of needs. This will be achieved through setting up a Preparing for Adulthood Steering Group, which will then feed into the Transformation Programme. This will raise the profile of transitions both within the council and across the local health system, whilst improving the levels of partnership working across stakeholders in the system, with earlier intervention by Adult Services working with young people from 16 rather than 18 and even before that; developing an offer for young people with mental health needs and a more joined up approach to commissioning services for YP with disabilities, SEND and mental health needs.

**Autism Strategy:** Building on our adult specific Autism strategy, the service is working with partners from across the health, education and voluntary sectors, in order to establish a new all-age strategy – which will better reflect the whole life journey. Additionally, service colleagues have worked closely with the autism community and their families, who were instrumental in shaping our consultation exercise, which ended on 21 September 2020. I am pleased to inform members that the consultation yielded 1,165 responses, which London South Bank University shall support us in analysing; ensuring that we take on board what has been said and use this to inform the eventual strategy's objectives and wider vision. Moving forward, a number of virtual engagement sessions will be held over the next few weeks, in order to support strategy development – with the strategy due for publication and implementation by and from March 2021. In the meantime, we have a real opportunity to consider the offer to those with autism in the county and to look for opportunities to deliver innovative services. It will dovetail well into the work on transitions and can create a pathway from early years to adulthood with mental health being a central consideration throughout.

**Registration:** The registration service has long been an income generator for the council, however, owing to the effects of COVID-19, the service has experienced a £1.15m loss of income this year. Although this loss will be covered by the COVID funds, that will not be the case for 2021/22. Therefore, the key priority currently is setting a clear financial plan and income forecasts for 2021/22 that are realistic in the current circumstances. In support of the income generation work, the service has initiated a project with the senior programme manager for the entrepreneurial programme, as part of that recovery planning process.



## CABINET MEMBER UPDATE TO FULL COUNCIL

**NAME:** Zully Grant Duff

**PROTFOLIO:** Corporate Support

**Supporting Residents through COVID-19:** Customer Services set up a Community Helpline in mid-March, with an associated web offer, to support Surrey residents affected by COVID-19. This service linked residents with available support in their area for needs such as shopping, prescription collection, befriending, and bereavement support. It also provides advice to volunteers wishing to register to help in their local community. The Helpline is still in operation offering a vital service and since its launch has taken over 10,500 calls and had over 250,000 page views on the website. In collaboration with Public Health, the service will soon operate the contact tracing service for Surrey, using local expertise and knowledge to follow up on persons who have tested positive for Covid-19 that NHS Test & Trace have been unable to contact. It is expected this service will go live in late October.

**Digital Support:** In line with our aim to automate simple customer transactions wherever possible and offer support to residents so they can self-serve via digital channels, we have been progressing with the implementation of webchat and exploring the use of chatbots (AI & voice recognition technology). Live webchat now runs on most of our website and trained staff can now serve 4 chats compared to a single call. Usage is increasing; 1447 chats served since beginning of August with a 93.2% satisfaction rate.

**Insight, Analytics and Intelligence:** Our Community Impact Assessment research has been exploring how communities across Surrey have been affected by Covid-19, their priorities for recovery, and what support might be needed in case of a future outbreak. The findings show that COVID-19 has had a disproportionate impact on some communities within Surrey and identifies a risk that inequality is likely to increase. Findings are being shared with the Health and Wellbeing Board, the Recovery Coordination Group, Surrey Heartlands System Board and other system-wide strategic and operational groups to inform decisions around future service delivery and resource allocation. Our own strategic reset has taken the findings into account and reinforces our guiding principle of ensuring that no one is left behind.

Our refreshed Surrey Office of Data Analytics (SODA) is welcoming new organisations – including the University of Surrey, Royal Holloway and the Surrey Community Foundation – to join a virtual network utilising data analytics and insight to tackle system-wide challenges. I'm particularly pleased to report that Surrey Police are seconding a staff member into the partnership to drive forwards this agenda, working closely with local government and health partners. Work continues to strengthen our internal performance framework, utilising Tableau and digital automation processes to provide timely performance reports at all levels of the organisation.

**IT & Digital:** The IT and Digital service were able to respond swiftly and effectively to the urgent needs created by the COVID-19 lockdown, to accelerate the deployment of laptops and deploy new digital solutions to support the Council's response to the pandemic. Remote connectivity has proved resilient and is enabling a weekday average of circa 5700 remote connections to key systems. In total 3,000 new devices have been deployed since March. Alongside, we have rolled out MS Teams and continue to support users with a programme of virtual training sessions. During the lockdown a new application was developed to support monitoring the wellbeing of our most vulnerable children and subsequently, to meet a National Government request, to monitor their school attendance. In an excellent example of cross organisation collaboration we built new digital capabilities into our system for supporting shielded persons, enabling automatic capture and transmission of information, as well as follow-up calls.

**Legal and Democratic Services:** This has been a busy and challenging period for Democratic Services team with changes to the constitution to enable the Council to continue to make decisions in the emergency period and the introduction of remote meetings to ensure Council business can continue with full public engagement. The team is working closely with the Member Steering Group and IT to prepare for the move of the civic heart from County Hall and the future working arrangements for Council Members with potential remote and hybrid meetings. A recent survey of all Members has collected views to inform future developments in agile working arrangements and the needs of Members to support residents in their roles. The Information Governance team has also been providing close support to the Council's COVID-19 response in the use of data sharing between partners in the Shielding and Track and Trace programmes which is ongoing. A new Council-wide system to greatly improve the management of the receipt and response to Freedom of Information and Subject Access Requests has been implemented.

## CABINET MEMBER UPDATE TO FULL COUNCIL

**NAME:** Denise Turner-Stewart

**PORTFOLIO:** Communities

**Armed Forces:** With Remembrance Sunday approaching and planning underway for a fitting and safe way for the County Council to honour this, advice has been sought over the remembrance service in accordance with COVID-19 restrictions. The Surrey Local Resilience Forum will be issuing advice shortly. This year services will be restricted in numbers and socially distanced with no more than 6 people at a war memorial laying wreaths. The Royal British Legion will not be seeking any road closures, with a number of Councils, including Spelthorne, holding a virtual service and wreath laying instead.

Surrey County Council has been working closely with the Ministry of Defence focus group on new legislation which will enshrine the Armed Forces Covenant in law. This will require Local Authorities to prove that they have shown 'due regard' for members of the armed forces community in the areas of education, healthcare and housing. This will be put forward to Government for debate in December. Forces Connect South East, our cross border Armed Forces Covenant Funded project to raise awareness of the needs of the armed forces community, chaired by Peter Martin, was proud to be announced as a runner up in the national Soldiering On Awards working in partnership category on 24 September 2020.

The judges were very complimentary about the achievements of the partnership, which include the 'Forces Connect' signposting app which has expanded to take on board regions across the country. We are also pleased to announce that with our active support and advice last month Woking Borough Council joined us as a gold employer, and Spelthorne Borough Council as a silver employer in the Ministry of Defence's Employer Recognition Scheme.

**Trading Standards:** We are very proud that earlier this month the Trading Standards Prevention Team received national recognition from the Chartered Trading Standards Institute with a "Hero" Award for their outstanding work protecting vulnerable residents over the past year. One of our active volunteers, William Cunningham, was also recognised in the "Hero" awards, as was recently retired Senior Trading Standards Officer Chris Holden. In July, a rogue locksmith was sentenced to 18 months in prison for fraud after an investigation and prosecution for fraudulent charging practices, including putting charges through twice, putting extra digits onto the charge, not allowing victims to see the amount they were entering their PIN for and charging excessive amounts for the work he did to replace locks. In September, £61,000 was ordered by court to be paid as compensation to the victims of fraud, following a prosecution relating to frauds targeting older adults making deceptive claims for "green" home improvements.

Already this year the Trading Standards team stopped over 700,000 non-compliant/ unsafe items being imported through Heathrow. The vast majority of these were face masks incorrectly marketed as PPE. Instead the goods were reworked so that they could more safely be supplied as face-coverings. In the last few weeks the service has stopped the supply of unsafe skin-lightening creams containing dangerous banned bleaching chemicals. The team is now helping to ensure that Surrey is prepared for a difficult winter responding to COVID-19 and preparing for the UK's EU Exit.

**Voluntary, Community and Faith Sector:** Surrey County Council's relationship with Community Foundation for Surrey remains very strong. £300,000 was given to Community Foundation for Surrey and they have raised over £2.1m to support the Voluntary, Community and Faith Sector through the Coronavirus Response Fund. This has helped to provide meaningful financial support to 206 local charities, provide food to an estimated 10,800 people, support 11,913 isolated and/ or older people, help 16,205 people with disabilities, altogether making a difference to the lives of over 135,000 local people.

## CABINET MEMBER UPDATE TO FULL COUNCIL

**NAME:** Mel Few

**PROTFOLIO:** Resources

### Finance:

- Financial report to Period 4 (July 2020) reflected a net negative outturn for the year of £9.1m. The main drivers of the overrun arose from:
  - Children's services (£7.3m) arising from increases in corporate parenting and SEND case load increases
  - Waste (£3.4m) due to higher waste volumes arising due to lock down and lower recycling prices
  - Work is currently underway to ensure that the projected outturn is eliminated through the budget exercise that is currently been worked on
  - Capital spending for the year on a rephased budget is projected at £230.1m vs budget of £175.7m
- The contract for the replacement of the ERP system has been awarded, mobilisation of the programme commenced in September
- The final report of the financial improvement project was approved by Cabinet at its June 2020 meeting. Many thanks to the Finance Team for the successful transformation. They are currently working on Phase 2 of the Improvement Programme
- No internal audit reports issued during this period had any issued with an unsatisfactory status.
- COVID-19 Finance update:
  - Currently the Council has a deficit on its COVID-19 expenditure of £6.4m
  - Total YTD costs of £82.5m have been incurred, offset by general government grant of £50.6m and specific grants of £25.5m

### Property:

- The staffing of the property service is now almost complete with most senior positions filled.
- Following the renegotiation of the Surrey Wildlife Trust (SWT) contract, all properties previously managed by SWT have been brought back under the control of the Council
- Work has commenced on the preparation of the newly acquired property in Woodhatch (former Canon building) to enable various functions of the Council to transfer to the building. It has been agreed that the operational headquarters of the SFRS will move from their existing building in Wray Park to Woodhatch.
- County Hall has now been put on the market to gain planning permission to proceed with future development.

## DEPUTY CABINET MEMBER UPDATE TO FULL COUNCIL

**NAME:** Becky Rush

**PORTFOLIO:** Deputy Cabinet Member for Finance

**Finance:** See update from Mel Few for Finance overview and activities. Focus continues to be on Budget Reset and monthly management accounts with an emphasis on delivery of efficiency targets and transformational savings within the Services. Through monthly service budget meetings timely business information is used to work proactively towards delivering a balanced budget 20/21.

Work has of course begun on the 21/22 budget with rigorous processes and opportunity to challenge built into the timetable for the upcoming three months.

**Procurement:** This continues to play a key role in delivering cost efficiencies for the Council. Procurement are fully integrated into the 21/22 budgeting process working with the services to identify opportunities. Some of these are by driving costs down, but a greater emphasis is on value through procurement through transformation, simplification and contract compliance. Rather than a cost centre procurement is a value driver with a key role to play through contract compliance.

**Internal Audit:** Are following the Public Sector Internal Audit Standards following a plan of work which leads to an annual Internal Audit Opinion. At the beginning of Covid all planned Internal Audits were suspended allowing staff to be redeployed within the Council and also enabling teams from Internal Audit to work alongside Services as they had to rapidly evolve to deal with the crisis. Internal Audits have now resumed with the original plan being reprioritised and a focus on emerging risks.

## DEPUTY CABINET MEMBER UPDATE TO FULL COUNCIL

**NAME:** Mark Nuti

**PORTFOLIO:** supporting Libraries and Heritage/ Capital Budget/ Capital Project Fund

**Libraries:** It was devastating for many residents when libraries had to close their doors in March with many presuming the worst. I am pleased to be able to report that all main libraries (bar one) are now open and operating as near to normal as current restrictions allow. The team have been exceptional over the last 6 months enhancing the digital (eBooks/ audio books) and social media platforms to engage with residents.

The first 6 co-design priority areas have been agreed and detailed research within those communities has been initiated. The initial engagement with the District and Boroughs on the co-design process has been positive and will continue over the next 12 months. We are currently exploring funding opportunities within the Arts Council which will further develop library events and help with our focus on income recovery.

The pandemic has highlighted how important the library service is to residents whether virtually or physically, and the transformation project will further enhance, expand and improve on that. Surrey libraries have been leading the way across the country and will continue to do so.

**Capital Budget:** Despite Covid-19 we have made a positive start in respect of delivering our significantly enhanced capital programme. Whilst some slippage has occurred within the original capital programme, due to the impact on the availability of the supply chain and social distancing, this has been identified early enough to bring other less affected works forward.

We have also recently welcomed Lee Parker as our new Director of Infrastructure, Planning and Major Projects within Environment, Transportation and Infrastructure with responsibility for delivering our Transport and Environmental Projects within the Capital Programme. In addition to ensuring the delivery of this programme Lee is overseeing the development and delivery of a new Programme Management Office and a pipeline of future Schemes.

**Your Fund Surrey (formerly known as Community Project Fund):** The team have been busy over the last few months bringing together the final components of the project including engagement with residents, community groups and the voluntary sector. This work has been vital in ensuring the fund will be easily accessible by all and the application process is as streamlined as possible. We will be holding a member seminar at the end of this month to reveal how the fund will look, how residents will access funds and to highlight the important role that members will play in identifying schemes and helping their communities achieve their goals. We are hoping to launch the fund in early November with the Common Place website going live later in the month. There will be a huge digital campaign launched to advertise the fund followed by a more 'physical' presence in and around communities in the New Year subject to Covid-19 restrictions being relaxed and residents returning to a more normal travel pattern.

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