

CABINET MEMBER BRIEFING TO COUNTY COUNCIL

NAME: Denise Turner-Stewart

PORTFOLIO: Deputy Leader, Customer and Communities

Your Fund Surrey (YFS): Since launching in November 2020, over £16m of projects have been funded from the large fund, supporting 34 community-led projects in every Surrey district and borough. Some of the funded projects include: Claygate Community Pool in Elmbridge, The Hortons Garden Project in Epsom & Ewell, The Yvonne Arnaud theatre in Guildford, Leatherhead and Dorking Gymnastics Club in Mole Valley, Salfords Cricket Club in Reigate & Banstead, Thorpe Green Community Fitness Project in Runnymede, 8th Ashford Scouts' new community building in Spelthorne, Camberley Men's Shed project in Surrey Heath, Master Park Pavilion in Tandridge, Park Mead Primary School's new Multi Use Games Area (MUGA) in Waverley, and the Old Woking Community Centre in Woking. Funded projects in November include £220k for Reigate Rugby Club, £224k for Warlingham Sports Club, to modernise their clubhouse and improve accessibility, and £112k for the Horton Gardens Project to transform the green space around the centre. In addition, Members have to date supported over 100 small community projects in all divisions through the YFS Small Community Fund. Approximately £1m has so far been allocated by Members, who have until 31 March 2025 to identify which local projects they would like to support.

Libraries: Super Access (formerly Open Access) has been installed at Horley Library for official launch on 31 January 2024, followed by further installations at Camberley, Dittons, Dorking, Egham, Farnham, Godalming and Oxted. Planning permission has been granted for the Sunbury Hub and refurbishments at Ashted and Leatherhead libraries, and mini refurbishment at Chertsey, Hersham and Molesey have been approved. Installation of flexible shelving, using Arts Council Funding at Dittons, Egham, Godalming, Haslemere, Oxted and Reigate, means libraries can be reconfigured to create a range of spaces for events and activities. Oxted recently held a sell-out author event for 50 people, which raised £350, made possible by the flexible shelving. In Oct 2023 there were a record 1022 events attended by 20,671 people, up 59% from Oct 2022. Highlights included: Digital Welfare events for Get Online Week, Diwali Craft Sessions, Green Libraries Week, and the launch of Eco Library cards. 79% of attendees said the event made a positive impact on their health and wellbeing, 51% said that it was the first time they attended a library event, 16% were not library members and 96% felt the session improved their digital skills. Work has started on a relaunch of our Domestic Abuse offer including refresher training for library staff, as part of Safe Space initiative. Following a successful meeting with Runnymede and Spelthorne Citizens advice Chief Executive, the service is working on a plan to deliver 'Advice First Aid' training to staff at Staines Library. This pilot would provide library staff with the skills to triage for advice, deliver initial guidance and refer to Citizens Advice when needed.

Voluntary, Community and Faith Sector (VCFS): With the support of specialist charities and foodbanks, over the last six months £5.3m in Household Support Fund has helped 76,000 people with food and fuel. The Council granted each Citizen Advice (CA) charity approximately £50k to enable them to help with debt advice and welfare support, preventing people spiralling into bigger, complex problems, which resulted in an additional 1600 people benefiting from £800k of welfare support that they were entitled to but otherwise would not have known about or claimed.

Surrey Arts & Culture: The music team had a busy year with over 4983 young people accessing music lessons, including 420 young people given financial support. This is a 5.4% increase on 2022. The team are now working in partnership with 87% of schools in Surrey across the year. The Culture Box programme 'Better Lives Through Culture' two year programme which has just finished engaged with over 5000 young people and 228 teachers from 41 schools, with 4500 young people gaining an Arts Award.

Towns and Villages: The towns and villages partnership approach continues to progress specific opportunities in each of the current five focus towns: Leatherhead, Sunbury, Ashford, Addlestone, and Chertsey. This follows work completed in Farnham, Horley, Caterham, Weybridge, and Staines. Pace of progress can be challenged by time taken to establish trusting local partner relationships, but positive conversations are underway with local NHS partners to ensure a stronger joint focus on improved health, care, and wellbeing. Local Area Coordinator roles, providing support to people who may be struggling, have been recruited in Stanwell and Upper Hale, following matched funding from the local NHS. To support this work, we have increased our community engagement through 6208 in-person conversations, where residents told us what they want to see happen where they live. Community Link Officers have been actively working with residents, Members, and partners to tackle poor housing, improve youth activities, provide employment support, and help reinvigorate shopping areas, strengthening our communities.

DEPUTY CABINET MEMBER BRIEFING TO COUNTY COUNCIL

NAME: Jordan Beech

PORTFOLIO: Customer and Communities

Registration and Nationality Service: It has been another busy year for the Registration and Nationality Service with 2,662 civil ceremonies officiated and 8,703 births and 6,189 deaths registered between 1 April and 31 October 2023; making it one of the busiest Registration services in the country. The Registrar General of England and Wales also identified the Surrey Registration Service as having a high level of assurance in its annual performance review. Improvements to the digital offer for customers continue to be made, with our online booking system now expanded to include citizenship ceremonies. The service is also on target to make £4m in income for 23/24; its highest amount to date which is reflective of continued efforts to evolve the service offer to provide choice for people wanting to celebrate key life moments.

New arrivals to Surrey: In 2023, Surrey's immigration services have responded well in managing significant programs like Homes for Ukraine, Hong Kong BNO (British National Overseas), and the Afghan Cohort. Surrey welcomed the highest number of Ukrainian guests in England, with 3,975 arrivals and over 1,260 moving into private rentals. Surrey has led the region in ESOL (English for Speakers of Other Languages) classes with 385 learners and saw 33 learners complete adult education courses by July 2023 for our Hong Kong new arrivals; with the county also enriching library resources for this community. Support has been provided to several Afghan families, facilitating their transition to permanent housing.

Customer Services: Customer Services have had a busy year, with a significant increase in enquiries relating to highways and children and young people with disabilities and additional learning needs. Overall, in the first three quarters of 2023 we received 189,708 calls, 84,349 emails, 11,543 live chats and had 2,905,533 visits to the public website.

We collaborated closely with H2ST (Home to School Transport) and education colleagues to increase resource, train additional staff and establish mitigating plans and processes ahead of our September peak, leading to a 24.3% reduction in calls to our education line compared to the same period in 2022. Our training team has been instrumental in the design and delivery of training to support the refreshed Customer Promise, initially to the new Customer Champion Network, with plans to roll this out more widely to the organisation in the coming months.

Active Surrey: With a focus on the role of physical activity in supporting stronger, healthier communities, 300+ health care professionals have been trained this year to value and have conversations about physical activity, and in November a Conference was hosted for 120 teachers on physical literacy in schools. Conversations are progressing with Sport England on getting more people active locally, through their Place Investment scheme. Exciting plans are also advancing to pilot bike loans from two libraries, using re-furbished bikes from Surrey's recycling centres.

Community Prevention: Activities and successes this year include evaluating Green Social Prescribing in partnership with NHSE and Natural England; there was a 10.5% increase in the number of people participating in physical activity following a 'green' prescription. A Department for Work and Pensions (DWP) grant will provide £6m in funding to help Surrey residents into work; 51 peer health and wellbeing champions from key neighbourhoods and priority populations trained and supporting residents with social care needs to access support from over 1300 community-based organisations.

DEPUTY CABINET MEMBER BRIEFING TO COUNTY COUNCIL

NAME: Paul Deach

PORTFOLIO: Deputy Cabinet Member to Leader of the Council

Surrey Matters improvements: Earlier in the year, Surrey Matters, the Council's flagship e-newsletter, moved to a new provider which was the start of a number of improvements. The communications team have been working with services from across the Council to move their newsletters to the same platform, bringing consistency and opportunities for cross promotion. Alongside this, the Council website has seen improvements to bring all news stories together making it easier for residents to be informed.

Now this work has been done the team are working on ways to increase the number of residents who sign up for our newsletters. Surrey Matters currently has around **200,000 subscribers, a sixth of the total population, and has an open rate much higher than the national average**. But we want to do more, and various services have been looking at ways we can increase our sign ups. This includes:

- A pop up on the website so users are prompted to sign up.
- Encouraging residents to sign up when they get in touch with us through the contact centre.
- In libraries, there will be information in different places, such as the kiosks encouraging sign ups. They are also building it in to their digital buddy scheme which helps people get online. They're also looking at ways the news stories Surrey Matters promotes can be made more widely available to residents who are digitally excluded.
- Signing up all SCC staff using their work email.
- Alongside this, the communications team are increasing their promotion of Surrey Matters, from digital ads to popups in libraries and posters at bus stops.

The focus and hard work are already paying off, with Surrey Matters nominated for a prestigious national award for best use of email.

Highways Surrey Matters Special: In between the monthly Surrey Matters newsletter, the team has been trialling mid-month specials which are proving popular with residents. The latest version focussed on the highways service. Content included how we're preparing for winter, explaining the difference between council and utility run works, and preparing for flooding. This issue generated the **most feedback received on any issue**.

New targeted email updates: To ensure residents are well-informed about council services in their areas, I have been working with the team to launch new email updates on services that matter to them the most, starting in January with the launch of 'Your Highways Update'.

Residents can sign up for information about works in their area, to keep them informed and help to minimise frustration and disruption. So far over **1,160 residents have signed up** and we'll be rolling out social media posts over the coming months to increase this further.

Other services are set to follow including Libraries who are working on a newsletter tailored to the users of each library.

Increase in engagement on social media: Engagement on our social media channels continues to grow at pace. A recent example was last week when **five posts** alone (highlighting our work on road safety and the highways gritting service) were seen by over **87,000 people**.

CABINET MEMBER BRIEFING TO COUNTY COUNCIL

NAME: David Lewis

PORTFOLIO: Finance and Resources

Budget: At Month 7, the Council was forecasting an overspend of £1.9m for 2023/24. The forecast position is made up of a Directorate overspend of £21.9m, offset by the utilisation of the corporate risk contingency budget of £20m (as approved by Cabinet in October). At Month 7, capital expenditure was anticipated to be £0.2m more than the re-set budget.

Draft 2024/25 Budget and Medium Term Financial Strategy to 2028/29: Considered by Cabinet on 28 November. Good progress has been made in developing the budget, although at this stage there remains a residual gap of £13.5m. Work continues to identify further efficiencies and consideration of the need for further council tax rises. The extent to which this will be necessary will depend in part on the Local Government Finance Settlement due later in December.

Payroll: November Payroll has begun to see some improvements on previous two months. Payroll processing went largely to plan, but there are some ongoing issues with schools which we are addressing through Schools Clinics. A plan for December payroll is in place and is on track to meet the earlier payroll date of 20 December 2023. The MATs and Academies' offboarding project is on track and will release further capacity in the team to support on the main payrolls from December.

My Surrey: The Digital Business and Insights (DB&I) Programme will close-down from 15 December, provided a number of agreed exit criteria are agreed by the Programme Board.

Statement of Accounts: The 2021/22 Statement of Accounts for the Council, Pension Fund and Council Group Accounts were signed off by the external auditor, Grant Thornton, at the end of October. The external audit of the 2022/23 Statement of Accounts is making good progress and is aiming to be finalised and reported to the Audit & Governance Committee in January 2024.

Internal Audit: Audit and Governance Committee received the Q2 progress report from Orbis IA on 22 November 2023. Only one audit was reported with a lower level of assurance (Health & Safety Governance Arrangements – Partial Assurance) for which management have agreed actions for improvement.

Procurement: The Annual Procurement Forward Plan (APFP) FY2024/25 has now been reviewed and approved by Service Directorates, CLT and individual portfolio holders. Once approved by Cabinet, the procurement activities listed in the APFP may proceed without the requirement for further Cabinet approval, provided the tender outcome is within +5% of the budget indicated in the Procurement Report.

IT & Digital: Generative AI is recognised as a potential emergent technology with the potential to enable a step change in productivity and service delivery to residents. A strategic framework for Artificial Intelligence is currently being developed by officers.

Legal and Democratic Services: The Legal team has undergone a three-day external inspection to achieve the Law Society "Lexcel" quality standard. The inspection report commented "This assessment has proved to be a very impressive demonstration of Lexcel v6.1 compliance. The Assessor acknowledges the plentiful evidence of ongoing compliance encountered including managerial and supervisory proficiency, client care, maintenance and monitoring of records, and internal reporting, and elevates exemplary compliance to Areas of Good Practice. The Practice is to be commended as no non-compliances were identified during the assessment."

Agile Organisation Programme: Having recently completed SCC staff moves from Elmbridge Borough Council to Dakota (£323k annual revenue saving), the Programme has now completed 7 out of 14 Agile Office Move projects and remains on target to deliver circa £2.2m revenue savings by 2025/26. Negotiations are underway on a potential purchase of a central site in Woking as a successor to Quadrant Court (subject to contract negotiations and Cabinet approvals). At Woodhatch, additional Disabled Staff parking has now been allocated behind Council Chambers. A total of 24 spaces have been allocated (approximately 6% of all spaces) which brings Woodhatch in line with the Inclusive Mobility guidelines published by DfT).

CABINET MEMBER BRIEFING TO COUNTY COUNCIL

NAME: Natalie Bramhall

PORTFOLIO: Property, Waste and Infrastructure

Property - Capital Projects – Delivery:

- **Special Educational Needs and Disabilities (SEND):** Hopescourt School, a new 200-place Net Zero Carbon flagship school for autistic pupils aged 4-19 in Walton-on-Thames has been granted planning permission. The 7 remaining projects for 23/24 programme remain on track to deliver on time.
- **Corporate Parenting:** Children's Care Home Cobham (Faircroft); planning application submitted. Children's Care Home Dorking; works have commenced onsite.
- **Hubs: Sunbury:** Planning application granted. **Weybridge:** Planning determination anticipated 14 Dec. **Staines:** Submitted for planning.
- **Adult Social Care (ASC) - Supported Independent Living:** Full planning applications have been approved for former Coveham Hostel, former Horley Library and former Manor School. Conditions on target to be discharged December 2023.
- **ASC - Short Breaks:** Full planning application approved for the Lakers site, Woking. The Squirrels site is on track to achieve full planning approval by 8 December 2023.

Acquisitions- Disposals – Surplus Declarations / Core Disposals:

- **Coxbridge Farm, Farnham:** We are now close to finalising the exchange of contracts with the final headline receipt at net £30.5m.
- **Consort House, Redhill:** Ongoing impact of poor market demand for secondary offices reflected in lack of bids. Now re-assessing occupancy options to support short term lettings and mitigate void building costs such as business rates.
- **Quadrant Court Woking:** Framework consultants to provide a report and appraisal on disposal options.
- **Dormers in Caterham:** Approval to support the sale of Dormers at below best consideration to Tandridge DC. Final transaction will be subject to Cabinet decision.
- **Karibu Epsom:** Pushing to exchange contracts before end of 2023.
- **Former Hillside/Portesbery Camberley:** Agents now marketing the site and close of bids in Q4 FY2023/24.
- **Lovell Road Ham:** Contracts now exchanged, and completion scheduled for mid-December 2023.
- **The Edge Leisure Centre, Haslemere:** Still awaiting Waverly BC executive decision to take on a 12-month lease to enable them to oversee use of school hours by Weydon Multi Academy Trust and out of hours community use by Woolmer Hill Sports Association on the basis of SCC sharing/contributions to core costs.
- **Deepcut:** Terms agreed and revised timelines to allow SCC to secure planning for external works now required to original building to support SEN project.
- **Care Leavers:** Two houses now formally acquired to support the programme and a further two houses remain under offer, subject to due diligence.
- **Childrens Homes:** Awaiting on formal approval of the business case to proceed, as well as budgets to appoint agents to secure a wide range of larger housing with the potential for planning risk and challenges where changes of use may be required.

Halsey Garton Property Investments: The commercial property investment portfolio consists of 16 assets with an annual passing rent of £16.12m. Whilst similar property portfolios have an average running yield of 5.35%, as a result of our successful implementation of strategy to maximise revenue, our portfolio is returning 6.85%.

Halsey Garton Residential: The residential portfolio comprises of 80 properties held on long-term leases, the majority of which are located inside Surrey County boundaries. The Company is implementing the approved strategy, being; where it supports SCC Policy, to renew existing occupational tenancy agreements when they come to expiry for 12 months, ideally with six-month break options; divest assets that do not deliver SCC Policy; retain and repurpose existing assets forecast to deliver SCC policy.

Property Strategy and Planning – Agile Programme: The Business Case for the new Corporate Office Hub in North-West Surrey is due to be presented to December Cabinet. The Agile programme has completed 7 out of 14 Agile Office Move projects (exits, consolidations and relocations). Whilst there is an overall movement from 14 properties to just 11, the programme remains on track to reduce the overall footprint of

the estate from c50,000m2 in 2021 to c18,000m2 by 2025/26. Leasing costs have now reduced from three freehold and 11 leasehold to eight and three respectively. The programme continues to be self-funding through the efficiencies and savings it generates and will deliver a surplus of c.£2.2m revenue savings by 2025/26.

Services based at Elmbridge BC have moved to Dakota (£323k Revenue Savings). Redesign of the Dakota Ground Floor signed off ahead of construction to allow services currently based at Ashley Park House to move to Dakota in April 2024. Fit out of the Brickfields Centre in Fairmount to provide a new bespoke facility.

Extra Care - Design, Build, Finance & Operate (DBFO):

- **Phase 1a (59 units) Pond Meadow:** Planning approval has been granted by Guildford Borough Council and the S106 agreement has been finalised. Anticipated on site start date of March 2024.
- **Phase 1b (5 sites c.306 units):** Bentley and Pinehurst have secured outline planning approval. Salisbury and Brockhurst are anticipated to be determined early in 2024. Lakeside remains under review before it can be taken further through the planning process. The agreement for the lease process has commenced on the two sites that have secured outline planning, with the others to follow.
- **Phase 2 (3 sites c.219 units):** Cabinet approved (July 2023) the procurement of a DBFO strategic partner for Colebrook in Redhill, Orchard Court in Lingfield and Birchlands in Egham. RIBA Stage 2 design is underway and pre-application planning engagement has concluded on all 3 sites. Community engagement has been concluded and the applications for outline planning approval to be submitted by end of 2023.
- **Phase 3 (c 150 units):** Unfortunately, the Council does not currently have any surplus assets suitable for ECH. The team is reviewing alternative assets to identify suitable properties and land for ECH use; we remain on programme for Phase 3.

Workplace and Facilities:

- **Macro Ltd:** The new integrated facilities management contract went live on 20 November 2023. Macro will manage the FM Help Desk, cover maintenance activities for plant, equipment and building fabric, cleaning, security, waste and recycling, and grounds maintenance across SCC's property portfolio.
- **Minor Capital Works:** The 2023/24 programme is progressing well with 50 projects completed YTD. A further 48 projects are currently either in mobilisation or construction phases and on target for completion by year end. The remaining 35 projects (including several emerging projects) are currently in the design and procurement stages and will be delivered in 2024. The actual expenditure at the end October 2023 was in line with the budget forecast at £9.2m.
- **RAAC:** Visual site inspections of all maintained schools are complete (DfE will cover some costs of surveys); of the 110 school buildings inspected, 34 buildings require further intrusive surveys for definitive findings. The corporate estate will undergo the same process, inspections scheduled to be complete by end February 2024.

Waste: A formal settlement has now been reached with Defra on the Waste Infrastructure Grant. This follows the successful negotiation of a contract variation with SUEZ to end the dispute over delivery of the Eco Park. Procurement of merchant energy from waste capacity to deal with approximately 150,000 tonnes per year of residual waste not dealt with at the Eco Park has concluded and bidders notified. New contracts will commence on 1 October 2024 and will deliver a significant cost saving for SCC as well as an exciting package of social value benefits. Work continues on development of new waste infrastructure in the county including new waste transfer stations and an additional recyclable materials processing facility to reduce the impact of hauling recyclable material over large distances. Reuse and recycling remain a priority. Sales at our reuse shops are up and we continue to pursue further opportunities for reuse, for example, working with colleagues to supply refurbished bikes for refugees. On 27 November 2023, a member of the public brought suspected ordnance into our Epsom community recycling centre, resulting in an emergency closure and evacuation of the site. The Army Explosive Ordnance Disposal team was called and confirmed that the items were a WW2 mortar shell and anti-tank grenade which had been deactivated for use as training devices.

Infrastructure: In June, Cabinet approved the fourth phase of projects to be progressed as part of Surrey's Infrastructure Plan (SIP). Projects included the A25 Dorking to Reigate Safer Roads Fund Project, Farnham Town Centre Improvements, Water Lane Pedestrian Crossing in Farnham, Pedestrianisation of the Square in Shere as well as the first tranche of local street improvements in Sunbury and Egham. Cabinet also approved funding for both the Ash Road Bridge Project and A320 HIF Scheme North of Woking, both of which will support housing development. The estimated cost of projects within this fourth phase is approximately £28.42m, made up of £22.62m from SCC capital which in turn leverages in approximately £5.80m from external partners or from Section 106 planning contributions / CIL. A320 North of Woking Improvements: Pre-construction planning workshops with the construction partner have commenced. This will extend over the winter to ensure construction commences in spring 2024.

CABINET MEMBER BRIEFING TO COUNTY COUNCIL

NAME: Matthew Furniss

PORTFOLIO: Highways, Transport and Economic Growth

Economic Growth: Following the Government's announcement about the integration of Local Enterprise Partnership (LEP) functions, significant progress continues to be made to plan for integration via engagement with Enterprise M3, Coast to Capital, and other relevant upper tier local authorities. A Cabinet report on LEP integration is planned for February, when we expect to be able to share more specific details on funding, assets, and staffing.

The Council successfully held the inaugural Festival of Skills on 23 November 2023, jointly with the Association of Learning Providers in Surrey and other partners. 80 exhibitors showcased their opportunities to around 1500 students from Surrey schools. Surrey Careers Hub is now fully operational and was formally launched at the Festival of Skills. The Careers Hub puts the Council in an important position to support schools with careers strategies and programmes, as well as facilitate and coordinate collaborative working across education and business through a lens of future skills demand.

Partnership working remains a priority, with ongoing conversations taking place with D&Bs and local partners to implement (economic) town partnerships in Leatherhead, and Chertsey. The E&G team continues to seek funding opportunities to attract investment into Surrey targeted at supporting our key sectoral clusters. For example, Cabinet recently approved £3m capital investment to part fund a new CoSTAR satellite studio and incubator space on RHUL's campus. There has been a successful bid for £1.5m GAIN funding (with University of Surrey and UCA) to establish a Games Innovation Hub on the University of Surrey campus. Finally, we are waiting to hear back from the Department for Education for the Council's bid for £2.3m for Skills Bootcamp funding, which is focused on digital, green, engineering, and health and social care sectors. If successful, delivery starts in April 2024.

Transport: A new Surrey RoadSafe Partnership Vision Zero Road Safety Strategy has been drafted in collaboration with Surrey Police, Police and Crime Commissioner, Surrey Fire and Rescue Service, and National Highways. The aim of this new strategy is to help us collectively reduce death and injury on our roads. It has been drafted following a best practice Vision Zero and Safe Systems approach, with a target to reduce collisions where someone has been killed or seriously injured by 50% by 2035 and 100% by 2050. The strategy includes a new policy for a more flexible approach to implementing 20 mph speed limits. Cabinet will consider this on 19 December, with a public and stakeholder consultation planned from January to mid-March. The results, along with any proposed changes to the strategy and 20 mph speed limit policy, are set to be brought back to Cabinet in Spring 2024 for final approval.

On 28 November 2023, I approved the application of £7.8m of Bus Service Improvement Plan Plus (BSIP+) funding that will deliver a range of local bus improvements focussed on our agreed BSIP priorities. This includes:

- Enhancing specific bus services through improved frequency or greater hours/days of operation, including new or better evening and weekend services;
- Supporting the further expansion of Digital Demand Responsive Transport (DDRT) services across Surrey;
- Supporting the roll out of the Surrey LINK Card, which offers reduced price bus travel to all residents aged 20 and under; and
- Supporting some bus services to help them to continue to build back to pre-pandemic patronage levels, noting that the DfT's Covid Recovery funding has ended.

The bus services identified for enhancements are those where the Council and our bus operators believe there is the best scope for passenger growth and where such enhancements have a real chance to become permanent through commercial viability.

The Surrey LINK Card continues to be a success, offering half adult fares on single and return journeys to all residents aged 20 and under. The card remains free, with 5,580 young people already signed up (1,616 LINK Cards held by under 16s and 3,964 held by those aged 16 to 20). An email to promote the new £1 LINK fare on routes where the £2 national fare cap is available was sent to all LINK cardholders (or their parents) plus Surrey schools on 28 November 2023. This generated an increase in applications that will lead to increased usage. During September and October, c.25,000 journeys were made by LINK Card holders. This will increase during November, with the £1 fare now available, supporting young people as they transition from school and college into work.

Five new Surrey Connect DDRT services started on 4 September 2023, with more planned for 2024. DDRT was also promoted at the Festival of Skills. Over 32,000 trips have been made across the Surrey Connect DDRT network since May 2022. Also, 2,100 new digital users have registered since September this year when the new services started, with a total of 6,300 Surrey Connect digital subscribers across all the Surrey Connect schemes. We continue to increase the number of electric minibuses in Surrey as part of our Greener Future work. As of December, 12 are operating on DDRT services, with another 16 arriving by the summer. An additional 12 electric minibuses are delivering community transport services, with 12 more to arrive in 2024.

Horizon update: Our teams are making good progress on the Road and Pavement Horizon programmes with around 70% of this year's programmes now complete. Our other planned programmes of works on highway assets such as bridges, traffic signals and safety barriers are also progressing well. The teams have started carrying out site visits for schemes on the provisional 2024/25 programmes so they can be designed, planned, and programmed in advance of the new financial year. When we include the other road and pavement programmes, such as those determined in-year, we will be delivering between 800 and 1000 road and pavement schemes this year and the same volume next year. This is a significant increase compared to the number of schemes carried out in previous years and both our staff and contractors have been working very hard to deliver this significant volume of works.

We have trialled several new materials and systems this year including the [Pothole Pro](#) and [Roadmender](#) and are currently evaluating the outputs to determine their ongoing use on the Surrey network. We have also been evaluating more resilient and low carbon materials for infrastructure such as lining and street furniture.

Planning: Officers have been co-ordinating and drafting the County Council's responses in respect of the Gatwick Airport Northern Runway Development Consent Order application and a consultation from Rushmoor Borough Council in respect of Farnborough Airport to amend some of the operational constraints on their planning permission, including an increase in the maximum number of annual flights from 50,000 to 70,000.

I approved the County Council's Relevant Representation regarding the Gatwick application, and it was submitted to the Planning Inspectorate on 29 October 2023. The key issues raised included the need for the development and control mechanisms; noise; traffic and transport; carbon and climate change; public health; and the environment. I have recently set up a Member Reference Group for Local Members in the Tandridge, Reigate and Banstead, and Mole Valley areas, whose divisions will be impacted by the expansion; with the aim of ensuring that local issues are included in the Local Impact Report to be submitted to the Planning Inspectorate. The first meeting is due to be held on 12 December prior to Council. The Gatwick proposal is currently in the pre-examination phase. The examination timetable has yet to be confirmed and there has been some slippage, but officers are currently expecting it to begin in late February/ early March, following which there will be an intense 6-month period of hearings and scrutiny of the proposals.

There is significant local concern about the potential impact of the Farnborough Airport proposal. Officers notified affected local members to seek their views when we were formally consulted by Rushmoor. The original closing date for comments was 4 December but this has now been extended and our representation has to be submitted by 17 December 2023. Officers are drafting the representation for my approval.

DEPUTY CABINET MEMBER BRIEFING TO COUNTY COUNCIL

NAME: Steve Bax

PORTFOLIO: Highways

Highway Verge maintenance: Following a detailed review by the Task & Finish Group in the summer, the intention is to increase the number of urban grass cuts from four to six next year, with two remaining the standard for rural areas. The first cut will be from March 2024. This increase in will be matched by further emphasis on the blue heart and conservation verges – giving residents opportunity to promote the right sites, in the right locations for less cutting. Explanatory signs have been installed at blue heart locations this autumn across the county. A challenge with grass cutting this year was the inconsistency in verge mapping data. Work has been undertaken to ensure we now have accurate records of verges that we should maintain. A draft online map has been created for the whole county – which is no small task. A link to this online map will be sent to Members in the new year so they can check the records for their areas. If you notice areas missing, officers will check to confirm it is highway, and assuming it is they will be added to the official records.

Road markings: In addition, I continue to support Members with progressing highways matters in their divisions. One recent avenue of enquiry has been white lines. Our road marking budget for 2023/24 was increased to £921k but around £500k of work remains outstanding. This was due to capacity issues with Ringway earlier this year and the weather currently, since dry and warm weather is the ideal time to lay markings and we cannot lay them if the temperature is below 4 degrees Celsius. A plan is being put in place to deliver the bulk of outstanding work from April to Sep next year and an additional sub-contractor (Wilson Scott) has been brought in to aid delivery. The general road marking budget for 24/25 will be £1.7m.

Highways Integrated Transport Scheme Programme: This autumn, the countywide Highways Integrated Transport Programme was agreed. For 2024/25 the budget has been maintained and £3m will be available. I am grateful that there was a total of 78 schemes put forward by Members – each one was carefully assessed against the agreed prioritisation process. The process adopted is one consistent with the objectives of the Surrey Transport Plan and was reviewed by a cross party Member reference group earlier this year, building on that used last year. This budget has enabled sixteen schemes to be promoted. Officers will now work with the relevant divisional Members over the next year to deliver these for their local communities.

CABINET MEMBER BRIEFING TO COUNTY COUNCIL

NAME: Kevin Deanus

PORTFOLIO: Fire and Rescue, and Resilience

Fire & Rescue: Surrey Fire and Rescue Service (SFRS) have carried out a thorough review of the findings and Cause of Concern raised by His Majesty's Inspectorate of Constabulary and Fire and Rescue Services' (HMICFRS) in their 2023 Inspection Report. A comprehensive Action Plan has been created in response to the two recommendations:

- **Recommendation 1:** The service should review its risk-based inspection programme to make sure it identifies its highest-risk premises and meets its own targets.
- **Recommendation 2:** The service should make sure all its staff are aware of the expectations on them in the management of the risk-based inspection programme.

A webpage detailing the actions that have been or are to be undertaken as a result of the Cause of Concern has been published on the Surrey County Council website. For the remaining Areas for Improvement, an Inspection Improvement Plan (IIP) has been developed in response to the report's findings and recommendations. The service's HMICFRS Service Liaison Lead has reviewed the IIP and fed back that it is comprehensive and will address issues highlighted in the report. HMICFRS will continue to monitor SFRS's progress against the recommendations and Areas for Improvement.

Community Safety: Prevent (Counter Terrorism) - Prevent Duty Guidance: On the 7 September 2023 the Prevent Duty Guidance was substantively updated for the first time since 2015. This followed the Home Office's commitment to enact all 34 recommendations in the Independent Review of Prevent, published earlier in 2023, focused on ensuring that Prevent's first objective remains on tackling the ideological causes of terrorism.

The updated guidance placed no new legal requirements on Local Authorities but included direction such as updating language to reflect current best practice and official terminology, and ensuring consistent and proportionate threshold are applied to Prevent activity across all extremist ideologies and radicalisation concerns. To support with this the Home Office will be delivering face to face training on the ideological foundations of extremism and terrorism which will be rolled out during 2024.

Israel-Hamas conflict: The work of Prevent is especially important considering the current conflict in the Middle East and the potential implications it could have for radicalisation here in the UK. Events could be used as an excuse to stir up hatred against communities. Communications have been shared widely, including to Districts and Boroughs and among education settings, to raise awareness around reporting any increase in community tension, hate crime, and that where behaviour extends into antisemitism or other discriminatory bullying that it is responded to with all due seriousness.

Community Safety Partnerships (CSP) review and anti-social behaviour (ASB) powers - Government response: The Home Office will seek to improve and clarify the ways in which CSPs and Police and Crime Commissioners (PCCs) work together by taking forward the following proposals, either through legislation, updated guidance, or best practice documents:

- Create a requirement for the CSP to include in their strategic assessments how it has had due regard to the police and crime objectives set out in the police and crime plan.
- Create a requirement for the CSP to send a copy of its strategic assessment to the PCC or equivalent.
- Create a requirement for the CSP to publish the executive summary of their strategic assessment.
- Clarify how PCCs can best fulfil their duty to have regard to the priorities of the responsible authorities making up the CSPs in the police force area.
- Create a power for PCCs to make recommendations on the activity of CSPs to support the delivery of the objectives set out in the police and crime plan.
- Create a duty on CSPs to take those recommendations into account. A CSP will not be mandated to implement the recommendation but should demonstrate consideration.

CSP and PCC relationship in tackling anti-social behaviour and changes to ASB powers: The Home Office will explore, either through legislation, updated statutory guidance or best practice documents, how to take forward the following proposals:

- Create a duty for PCCs to promote awareness of ASB Case Reviews (Community Trigger).
- Create a duty for PCCs to provide a route for victims to query the outcome made by the relevant agency following the ASB Case Review.
- Create a duty for relevant bodies to report, at the end of a reporting period, the following to PCCs:
 - the number of complaints about anti-social behaviour made to the relevant bodies in the period
 - the types of incident to which those complaints related
 - the locations in which those incidents occurred, including whether any parts of the local government area appear to the relevant bodies to have a high prevalence of such incidents
 - the number of ASB case reviews carried out by those bodies in the period
 - the outcome of those ASB case reviews.
- Extend the power to implement dispersal orders to local authorities.
- Extend the timeframe for a dispersal order from 48 hours to 72 hours, with a mandatory review at 48 hours.
- Extend the power to implement a Public Space Protection Order (PSPO) to the police.
- Lower the age of a Community Protection Notice (CPN) from 16 to 10.
- Increase the upper limit for a Fixed Penalty Notice for breaches of a PSPO and a CPN from £100 to £500.
- Extend the timeframe that relevant agencies can apply for a Closure Order from 48 hours after service of a Closure Notice through the courts to 72 hours.
- Extend the Closure Power to registered housing providers.
- Extend the power of arrest to all breaches of a Civil Injunction.
- Extend the powers available under the Community Safety Accreditation Scheme (CSAS) to allow CSAS officers to enforce breaches of Community Protection Notices and PSPOs.
- Extend Drug Testing on Arrest powers to outside of the custody suite.

Surrey Community Safety Partnerships will be supported to implement the above changes through the Surrey Community Harm & ASB Reduction Group, a Surrey-wide multi-agency meeting, chaired by the Head of ASB Partnerships & Youth Engagement at Surrey Police, and supported by Surrey County Council's Community Safety Team. Once revised legislation and guidance is introduced by the Home Office, work will commence to update agreed Surrey frameworks for the operation of community safety problem solving groups and implementation of ASB tools and powers, with consideration given to any training requirements.

CABINET MEMBER BRIEFING TO COUNTY COUNCIL

NAME: Marisa Heath

PORTFOLIO: Environment

Greener Futures: In November, Cabinet approved the SCC's Climate Change Delivery Plan whole programme assessment, which highlighted that the Council is currently on track to achieve the 2030 net zero carbon target for its own estate and operations. 27,000 tonnes of carbon have been saved, £2.5m energy bill savings have been achieved by the Council, and £8m by residents and businesses, and £68m grant funding has been leveraged. Work to decarbonise the SCC's estate / schools continues, e.g. a solar canopy is currently being installed in the car park at Woodhatch Place. The assessment also set out that whilst the 2050 net zero target for the county is currently on track, there is a strong likelihood this will go off track next year, unless more Government investment is made and further partnership initiatives to encourage behaviour change.

The Council is delivering a number of grant funded programmes to support residents, community groups and businesses to reduce their carbon footprint and their energy and/or fuel bills. This includes grants of up to £38k for energy saving and solar measures for low-income households in off gas areas, a scheme offering solar and battery storage at subsidised cost, grants of up to £10k for EV vans for businesses that frequently travel on the A3 in Guildford and grants for small businesses in Waverley, Tandridge and Guildford to support Surrey's rural economy. We continue to find opportunities to work with communities, for example in the last three months, three schools have been given the opportunity to purchase solar from the council at a competitive rate through a power purchase agreement contract. Officers are currently developing a business plan to roll out this pilot more widely.

The Council has also developed a carbon reduction toolkit for Parish/ Town Councils, which is currently being piloted. Finally, a number of community groups have been supported in accessing Your Fund Surrey funding for environmental measures including solar and insulation measures at the Head2Head Theatre and a new electric canal boat for the Basingstoke canal.

Flooding and Climate Resilience: Surrey Adapt, the Surrey Climate Change Adaptation and Resilience Strategy, was approved by Cabinet and we are now working to assess the expected severe weather risks faced by SCC, its partners and the communities across Surrey, and to propose coordinated actions to reduce the impacts. A launch event for the strategy is planned for early January. We are shortly due to complete work to improve the resilience of properties to flooding in Caterham on the Hill, and Tandridge, which suffered severe surface water flooding in June 2016, with 83 properties being flooded internally and 63 externally. Using funding from the Environment Agency and the SCC Flood Alleviation Programme, we have installed Property Flood Resilience measures in 161 properties in the catchment, e.g. flood resistant doors, self-closing airbrick covers and drainage non-return valves.

Natural Capital: We are working with Land and Property to finalise the Council's Land Management Policy. Alongside a GIS library and decision-making tool, this forms an important Land Management Framework which will be used to determine optimum land use and benefits from Council owned land-based assets. The policy will be considered by Cabinet in early 2024.

The Council began implementing its annual programme of tree management activities in October with the tree giveaway at SCC libraries. For opportunities to get involved in tree planting, please see: [Tree planting opportunities this winter - Surrey County Council \(surreycc.gov.uk\)](https://www.surreycc.gov.uk). Ash Die back works have also been taking place at Sheepleas, Norbury Park, and Newlands Corner on the Council's Countryside Estate. Three cows have arrived at Tice Meadow to provide conservation grazing on the meadow and grasslands. A team of local volunteer stock checkers will be helping to monitor their welfare and progress. Three further calves, being reared at the Dowlands Partnership's farm, will join the others in the spring.

The Basingstoke Canal Joint Management Committee met last month to consider a proposal to focus the Canal Authority's efforts on statutory duties. This was the result of a comprehensive review of operational needs, governance, and sources of sustainable funding for the canal. Whilst other elements of the proposed solution are for SCC to take on the management of the Visitor Centre at Mytchett Centre and a change in governance structures, partnership funds to cover maintenance and day to day management of the canal remain under budget from the original riparian partner authorities. The Council will be working with partners to establish funds for the next three years during this period. The consultation ends on 30 January 2024.

CABINET MEMBER BRIEFING TO COUNTY COUNCIL

NAME: Mark Nuti

PORTFOLIO: Health and Wellbeing, and Public Health

Mental Health Investment Fund (MHIF) - To date, Surrey-Wide Commissioning Committees in Common has distributed the Fund as follows:

Allocation	Amount	Date Allocated
MHIF Manager	£100,000	September 2022
Community Foundation for Surrey	£1,000,000	September 2022
Round 1 (Including £1,200,000 Schools Based Needs Award to Surrey Wellbeing Partnership)	£1,729,069	March 2023 & June 2023*
Integrated Commissioning	£2,000,000	June 2023
Round 2	£3,657,451	October 2023

Successful bids in Round 2 include, suicide prevention, support during pregnancy and immediately after birth, school and workplace-based interventions, interventions to reduce smoking, alcohol, drug use and improve physical health conditions, and a focus on priority populations including people experiencing homelessness, and the Gypsy Roma traveller community.

Public Health - The next [Health and Wellbeing Strategy Highlight Report](#) will be available in December and will include a spotlight for each of the three priorities:

- Work to progress the sustainability of the approach and support to those experiencing multiple disadvantage that has been resourced through the national 'Changing Futures' grant.
- The Children and Young people's Emotional Wellbeing and Mental Health Strategy, which brings together partners from across Surrey including health, education, social care, the third sector and Mindworks, to assess our strengths and what is needed to improve support to children and young people's emotional wellbeing and mental health.
- Work being progressed as part of the No One Left Behind Skills and Employment Network, supporting people who are farthest from employment to get into employment.

It outlines how our Surrey Joint Strategic Needs Assessment (JSNA) chapters are progressing and the new chapters being published with the relevant communications and messaging over the past quarter. The September Highlight report pointed to the consultation on our local stop smoking strategy and we are asking partners to actively promote the national consultation on the proposed national smoking ban announced earlier in the year.

Equality, Diversity & Inclusion (EDI): We are developing the evidence base and agreeing next steps to create a shared vision and plan for collective action for tackling inequality and discrimination and promoting EDI across Surrey, following the results of the Local Government Association peer review process. Three workforce reviews focusing on the experiences of our disabled staff, LGBTQ+ staff and staff from diverse ethnic backgrounds are nearing completion. The insight will inform the EDI workforce focused action plan for 2024/25, as well as our longer-term strategic approach.

The Accessibility Forum is addressing issues faced by disabled colleagues particularly in relation to our core office sites. The Forum is attended by colleagues from Disabled Employees Network in Surrey (DENIS), trade unions, Land and Property and Facilities Management. Two new Inclusive Staff Networks have been established this year – an Interfaith Network and a Parents' Network. A particular success has been the introduction of additional paid leave for Carers.

Following a government audit in 2022 we have improved digital accessibility of our website, achieving compliance with all the audit requirements. A new Equality Impact Assessment (EIA) hub has been set up with improved guidance for staff, an EIA Champions Group has been set up to upskill staff and e-learning and in-depth classroom training is being developed for EIA champions and decision makers, including Members.

CABINET MEMBER BRIEFING TO COUNTY COUNCIL

NAME: Sinead Mooney

PORTFOLIO: Adult Social Care

New Interim Executive Director: Helen Coombes joined the Council as interim Executive Director for Adults, Wellbeing and Health Partnerships on 23 October 2023. Her post is a new role which brings together a new directorate improving our collaborative working across adult social care, public health, and our health partnerships. Helen's priorities for the directorate include – reshaping our 3-5 year transformation agenda, delivering good quality adult social care; including preparing for CQC (Care Quality Commission) assurance, supporting the adult social care workforce and making the best use of our available resources including efficiency delivery. There will also be a focus on recognising unpaid carers and supporting them to live well and achieve what matters to them.

Preparation for CQC Assurance: Care Quality Commission (CQC) is now responsible for regulating local authorities' delivery of its Care Act duties. This is the first-time local authorities have been assessed on these duties since the introduction of the Care Act in 2014. The CQC has piloted their approach in five authorities with four rated as Good and one Requires Improvement. The framework and approach for regulation has evolved during these pilots and further information about the final approach is expected over the next few weeks. The CQC has committed to complete assessments on all local authorities in the next two years, and the next 20 authorities to undergo an assessment visit will be communicated during December 2023, with on-site visits expected in February/March 2024. The CQC will focus on four key areas - Working with People; Providing Support; Ensuring Safety; Leadership. To support our preparations, we have completed a self-assessment which sets out our strengths and areas for improvement. This will be aligned with the national data CQC will have access to, the views of our workforce, feedback from people who use our services, our key partners and demonstrates our compliance with the Care Act. In addition, we are focusing on:

- Performance improvement in some key areas such as safeguarding, timeliness to assessment and have in place plans where we can demonstrate further improvement.
- Reviewing practice and listening to people who use services, their carers and our workforce to understand the experience of people using adult social care.
- Communication and engagement plans to make sure everyone internally and externally understands the CQC framework and what it means for local government and our Care Act duties.
- We will have in place all of the housekeeping arrangements so that when we are notified of a CQC inspection, we have rooms, and a schedule in place to be activated.

Affordable Extra Care Housing: We reached a very significant milestone on 9 October when Guildford Borough Council [granted full planning approval](#) to deliver affordable Extra Care Housing (ECH) at Pond Meadow, Guildford. The appointed strategic delivery partner (Pond Meadow Limited) is mobilising their team to complete detailed designs and are working towards starting construction onsite towards the beginning of 2024. We have secured Outline Planning approval to deliver affordable ECH at the former Bentley Day Centre in Banstead and Pinehurst in Camberley. The Outline Planning applications were approved at the SCC Planning and Regulatory Committee (Regulation 3) on 27 September 2023 and 25 October 2023, respectively. The 'Reserved Matters' planning applications will be submitted to the Planning and Regulatory Committee (Regulation 3) at a later date. We have completed local community engagement on the delivery of three further affordable ECH sites at Colebrook in Redhill, Birchlands in Englefield Green, and Orchard Court in Lingfield.

Supported Independent Living and Short Breaks: The building of the new Supported Independent Living at three sites in Surrey will start in February 2024. We have been granted full planning approval to deliver new Short Breaks accommodation at the Lakers site in Woking. We anticipate beginning the construction of this new accommodation in March 2024.

Budget: Adult Social Care has a budget in 2023/24 of £438.9m. At month 7 an overspend of £1.1m (0.3%) was forecast. There is significant pressure on ASC's care package budget due to demand and market pressures and the forecast impact of assessed fees and charges debt across the year. An overspend of £6.2m is forecast for ASC's care package budget, which is being partially mitigated by additional grant funding and some underspends against other budgets. In the Draft 2024/25 Budget and Medium-Term Financial Strategy to 2028/29 that was considered by Cabinet on 28 November 2023, ASC's budget requirement in 2024/25 increases to £462.6m, £22.7m (5.2%) higher than the current 2023/24 budget. There are budgeted pressures of £46.2m related primarily to care package inflation and demand, and efficiencies planned of £23.5m related to demand management, mitigating inflation, changing care models, in-house provided care services and workforce redesign.

CABINET MEMBER BRIEFING TO COUNTY COUNCIL

NAME: Clare Curran

PORTFOLIO: Children and Families, Lifelong Learning

Local Area Special Educational Needs and Disabilities [SEND] inspection outcome: In September, Surrey's local area partnership arrangements for children and young people with additional needs and disabilities were inspected by Ofsted and the Care Quality Commission (CQC). These services are coordinated by the Surrey Additional Needs and Disabilities Partnership, jointly led by Surrey County Council and Frimley and Surrey Heartlands Integrated Care Boards (ICBs). The outcome was published in November. [The inspection report](#) highlights that progress is being made and important actions have been put in place by the Partnership, but also notes inconsistencies in experiences and outcomes, with the Partnership given the middle rating of three possible outcomes by Inspectors. This was an independent review of the provision for children and families across the whole of the Surrey Local Area, and we view the findings to be a fair reflection of areas for focus and further improvement, as well as of good practice as all partners acknowledge that some children with additional needs and their families are not yet getting the services and support that they need.

Based on areas for improvement already acknowledged by the partnership in its [self-evaluation](#), and those highlighted during the inspection, the Surrey IAN strategy, owned by the AND Partnership, will be updated to reflect the Inspection findings and identified areas for improvement. Details of the update will be published within 35 working days from receipt of the final report as required by the Ofsted framework. Alongside delivering better services for children at a local level in Surrey, the Partnership - along with other Local Areas – will continue to work with the Government in relation to policy reform and funding to ultimately achieve better outcomes for children across the SEND system.

New Contact Centre opens in Woking: In October I was delighted to attend the opening of the new Shaw Centre in Woking. This supervised contact centre is the first purpose-built supervised service building of its type in Surrey. The building has been constructed with highly energy efficient materials. It also has sustainable energy systems helping to reduce energy consumption and save on running costs. In addition, a living sedum roof covers the rear ground floor roof, providing additional thermal properties as well as ecological benefits. The Centre's design provides a welcoming, safe, and accessible space for looked after children to spend time with their families and friends, supporting those key relationships. Each day the centre provides a variety of family time rooms and green spaces for up to 90 visitors, and family time is supported by a dedicated team of 20 staff based at the site. For foster carers, there is a comfortable separate, safe space, with access to refreshments, they can use while the children in their care are spending time with family. We are extremely proud of this project; it is an excellent example of collaboration across multiple teams within the organisation and our partners.



Intensive Family Support Service: In May 2023 a proposal to develop an inhouse Intensive Family Support Service (IFSS) was presented. Unlike many other local authorities Surrey County Council does not have an IFSS which would build capacity in the Early Help System and bridge the gap between statutory social care teams and the Family Support Programme (FSP). The financial model developed captures the investment requirements to mobilise four IFSS teams. The investment provides an in-year return in 2025/26 and pays back on investment in 2026/27 with a 5.4% return on investment. Cabinet has agreed that this will cost £1.2m for this year with an ongoing cost of £2.5m from 2024/25.

Surrey Children's Homes Update: In the past six months five SCC run homes have received Ofsted inspection outcomes. I am pleased to report that four of these homes received 'good' outcome with only one home receiving a 'Requires Improvement to be Good'. A plan is in place to address the issues identified in this case. Members can access more information on the inspection results via the member portal.

DEPUTY CABINET MEMBER BRIEFING TO COUNTY COUNCIL

NAME: Maureen Attewell

PORTFOLIO: Children and Families, Lifelong Learning

Adolescent Safeguarding – An integrated Pathway: Adolescents are the largest growing age group in child protection and care. They often have more complex needs and are at particular risk from a range of harms outside of the home including trafficking and exploitation. The Department for Education 2023 'Children's Social Care: Stable Homes, Built on Love' consultation details, *"We want a tailored approach to harm outside the home that acknowledges how protecting children in these circumstances can be different to responding to harm that occurs within the family, while recognising and responding to children who experience both types of harm. This includes effective multi-agency child protection work between children's social care, the police, youth justice teams, health, and other partners"*.

As part of their overall consultation for Children's Social Care, the DfE set out an integrated model that placed 'help' at the centre, rather than 'transfer' at points of increased need, the system is designed to bring on board additional expertise to assist. It is designed to deliver a single intensive service that provides hands-on intensive support to children and families to meet their needs in a simplified way. It was suggested that the development of adolescent safeguarding and support in Surrey aligns itself with these principles.

In June 2023, the Director for Family Resilience & Family Safeguarding commissioned an external review of adolescent services in Surrey County Council and how safeguarding partners; police, health and education jointly respond to the specific vulnerabilities faced by adolescents to, for example, child exploitation, gangs and county lines, mental health, neurodiversity, missing children, and school exclusions. The aim of the review was to:

- Scope resources, data sets, and the number of children and families impacted across services.
- Recognise active work, understand gaps, and identify what is required to thread together a coherent, comprehensive offer.
- Identify how extra-familial risks, harms and abuse are responded to operationally and strategically.

Consultations and interviews were conducted with frontline practitioners, service managers, leadership, and with our key safeguarding partners. The review concluded in October 2023 and findings have been presented to the Safeguarding Adolescents sub-group of the Surrey Safeguarding Children's Partnership and the Children, Families & Lifelong Learning leadership team. It found that although there was significant resource and capacity across Surrey, with excellent examples of practitioner commitment and skill in meeting the needs of vulnerable young people in Surrey, as well as a multi-agency risk management process, it was noted that there is not a unified 'Surrey' approach, or model and the offer is unclear as well as the following issues:

- The system is overly complex, comprising areas of duplication and omission with too much local variation.
- Missing and Exploitation policing capacity, Return Home Interviews and Youth Homelessness are significant areas of vulnerability.
- Risk and Vulnerability Management processes both internally & external are not joined up.
- Growing demand and the national picture.

Highlights:

- Significant resource and capacity across Surrey.
- Excellent examples of practitioner commitment and skill meeting the needs of vulnerable young people in Surrey.
- There are many services that offer outstanding provision for young people.
- Examples of Innovation.

The vision is to develop an integrated pathway for vulnerable adolescents, with a whole partnership commitment to a 'Surrey' approach. Work will be underpinned by developing a consistent practice framework developing practice tools which can be used across the system with a clear understanding of a trauma informed approach.

Next Steps:

- Gain partnership agreement and commitment.
- Building on what good practice & areas of innovation.
- Establish workstreams and assign leads for activity.
- Design a Communication Strategy.
- Develop training and launch on the 1 April 2024.