

CABINET MEMBER BRIEFING TO COUNTY COUNCIL

NAME: Denise Turner-Stewart

PORTFOLIO: Deputy Leader, Customer and Communities

Surrey's Registration and Nationality Service: They provide vital services and support to residents at key life moments, such as registering births and deaths, and conducting marriage, civil partnership and citizenship ceremonies. It is one of the busiest registration services in England and Wales, registering 16,909 births and 12,587 deaths in 2023/24. The service is fully self-funding through the collection of statutory fees and charges, and additional income from discretionary services that customers can choose to pay for; mainly related to our ceremonies offer. Without increasing staffing or overheads, the service generated almost £4 million in income in 2023/24 and made £0.4m of efficiencies through the successful rollout of a new online booking system, alongside other improvement work. The service made a total contribution of £1.7 million to the council's budget, helping offset financial pressures elsewhere.

Looking ahead, the service is maximising opportunities to make additional income by offering more choice to customers. It will achieve this by further enhancing its ceremonies offer and increasing awareness of the beautiful venues we have within the county, as well as delivering new services. For example, the recent launch of Surrey branded baby merchandise now available to buy on our website and can be purchased at birth registration appointments. The service is also looking at how to provide a more localised statutory registration service, aligned to the towns and villages approach, by exploring options to co-locate with other local services to provide an improved experience. These initiatives aim to provide the best possible service to our customers and make sure no one is left behind.

Your Fund Surrey (YFS): Five additional large projects were approved in April and May, including three supporting key neighbourhoods, taking the total value of support for large projects to over £20.5m, supporting 44 projects throughout the county. The newly supported projects include £606k for a new Community Hub in Ash Vale, £1m for Epsom Sport's Club's new pavilion, and £1m for Haslemere Link Community Hub. The two smaller, Member-led community funds remain popular with a recent noticeable increase in applications, demonstrating Members' commitment to supporting their communities. Out of the £100k allocated to each Member, to date over 200 projects have been funded, totalling £2.17m. This represents 27% of the overall fund and we encourage Members to encourage their community groups to submit applications as soon as possible. We will be looking to carry out a formal piece of work to measure the social value against our investment and evaluate how the projects have actively delivered against our prevention and health agenda. The projects are having a significant impact in our communities, exceeding our expectations, by improving mental health, reducing social isolation, and increasing volunteering and activity.

Libraries: In June registered library borrowers are up to 322,325, the highest number since 2017. Library events and activities have increased by 43%, a record high for the service, with 244,704 attendees over the last year. Between April and May we have rolled out Super Access in 4 more libraries: Camberley, Dittons, Egham and Dorking, which join Horley, making 5 in total. Over 1,200 residents have signed up. Three more libraries are due to go live in the next two months: Farnham, Godalming and Oxted. This period marks the start of the major refurbishment work at Woking Library as part of the larger libraries' capital transformation programme. This will modernise the space and the flexibility of the layout, allowing for a wider programme of events and activities and increased use by the community and partners. Surrey Arts and Surrey Libraries together have been awarded £13k funding from Arts Council England to support the Youth Arts and Culture Festival in Camberley this year. This is in addition to £3.5k of funding from Surrey Heath Borough Council.

Active Surrey has secured commitment to funding and support from Sport England to address high levels of inactivity in Stanwell (Spelthorne). Working across local systems, with national support, the Place Partnership will address the barriers preventing residents from enjoying an active lifestyle. Progress is underway to pilot the loan of bikes from Chertsey and Ashford libraries, with plans developing to include further libraries once learning from the pilots has been established; some of the bikes used in the pilot will be refurbished from recycling centres.

It is impossible to mention all the good work being undertaken to support our residents, but these updates help to highlight how we are growing connections with our communities, working with them, responding to their needs, and taking preventative measures to develop thriving communities and most importantly, ensure no one is left behind.

DEPUTY CABINET MEMBER BRIEFING TO COUNTY COUNCIL

NAME: Paul Deach

PORTFOLIO: Leader of the Council

Communications Strategy: The key focus areas for the 2024-25 Communications Strategy for the council have been agreed by CLT and Cabinet. Those areas are:

- Highways - Investing to improve the state of our roads
- Transport - Delivering a better transport network for Surrey
- Libraries - Proud of the best libraries in the country
- SFRS - Our fire and rescue service work 24/7 to keep Surrey safe
- Education - Providing the best education and opportunities for all
- Turbo-charging Surrey's future economy
- Investing in Surrey to improve the lives of residents
- Preventing emergencies and protecting communities
- Tackling health inequalities in priority neighbourhoods and populations
- Surrey shaping the future of Social Care

All communications from the council will help deliver against those key themes and priorities and will be reported on each month to demonstrate delivery. Communications is a key tool to enable the council to deliver its strategic objectives, and these themes all feed into delivering a stronger economy, thriving communities, a greener future, tackling health inequalities, and ultimately helping to ensure that no one is left behind in Surrey. They also reflect what residents care about most, as highlighted through recent resident surveys and research.

Engagement: The Communications Team continue to innovate and develop the most effective channels to engage with residents. In the last few months, the council's e-newsletters have been reviewed and brought together into a system that better enables the team to reach specific audiences about things that they want to hear about (such as the new localised Highways newsletter) as well as growing the readership of the council's flagship newsletter Surrey Matters, which currently has 214,000 subscribers. A new WhatsApp channel has launched, providing easily shareable content direct to residents' mobile phones. As well as purely digital channel development, the council has recently piloted an in-location engagement tool called 'Hello Lamppost' that has been successful in guiding residents to information and services whilst out and about across the county.

CABINET MEMBER BRIEFING TO COUNTY COUNCIL

NAME: David Lewis

PORTFOLIO: Finance and Resources

Budget Forecasting: At the end of May, the council is forecasting an overspend of £15.3m against the 2024/25 revenue budget approved by Council in February 2024. The overspend relates mainly to ongoing price and demand pressures within Home to School Travel Assistance (£7.4m), demand pressures within Adult Social Care placements (£4.9m), staffing pressures within the Adults, Wellbeing and Health Partnerships Directorate (£2m) and price increases relating to the disposal of Dry Mixed Recyclables (£1m). Actions are being developed to mitigate these forecasted overspends.

Capital Programme Panel and Strategic Capital Groups have validated the deliverability of the approved capital programme, considering historic experience in relation to procurement, planning and supply network timeframes. At month 2 a re-phased capital budget for 2024/25 of £313m is recommended for Cabinet approval.

2025/26 Budget setting & MTFS: The 2025/26 budget setting process and development of the Medium-Term Financial Strategy (MTFS) to 2029/30 has commenced, with monthly updates scheduled. An All-Member Briefing was delivered in May and a follow up 'drop-in' opportunity provided by the Cabinet Member for Finance and Resources, in addition to early budget workshops planned to all four scrutiny committees during late June and early July. The draft 2023/24 Statement of Accounts for the council, the Group (including our wholly owned subsidiaries) and the Pension Fund are due to be considered by the Audit & Governance Committee in July, with the council's External Auditors EY expected to commence their audit of the accounts in July.

Internal Audit: Our Internal Audit Team continues to deliver the 24/25 audit plan, a total of 23 audits have been completed, including two follow ups, with a further six at draft report stage, representing 30% of the total audit plan. Key areas for assurance work includes both key financial systems within MySurrey and core areas of service delivery within Children, Families and Lifelong Learning and Adults, Wellbeing and Health Partnerships.

Procurement Act: Preparation for the Procurement Act implementation is in progress. All procurement officers across the council are being trained in the new regulations through the Cabinet Officer/Crown Commercial Services training programme.

Member Development Steering Group (MDSG): As Chair of the MDSG, along with the Member Services Manager, I recently attended a regional roundtable with officers and Councillors from other county authorities in the South East to discuss Member development. It was useful to hear how other authorities approach Member development, 'Be A Councillor' campaigns and plans for Member inductions following the elections in May 2025. It was very beneficial to be able to share best practice with each other and there were several ideas from the session that I will take away to discuss with officers and the MDSG.

Transformation Programmes: Our five priority transformation programmes in Children's Social Care, Additional Needs and Disabilities, AWHP, Customer and Core Function Redesign continue to be progressed, delivering efficiencies and cost containment totalling £28m in the last financial year. We have two major cross-cutting programmes in train. Our customer transformation is an ambitious programme that will place the customer at the heart of what we do, whilst maximising use of technology to deliver both customer excellence and efficiencies. Our Core Function Redesign programme is examining all our back-office functions.

IT & Digital: From June 2024, the IT support, development, and over-arching governance for MySurrey transferred into IT & Digital. The team will focus on the issues that are causing the greatest disruption and impact to individuals and services.

Victoria Gate: Our offer to Woking Borough Council to retain the top 1.5 floors of Victoria Gate has now expired. The detailed building designs are nearing completion and ready to start fitting out the building. The project is on track in terms of both time and cost and will enable additional capital receipts through the sale of Quadrant Court. Over 2,000 council staff will call the new Victoria Gate building their main office.

CABINET MEMBER BRIEFING TO COUNTY COUNCIL

NAME: Kevin Deanus

PORTFOLIO: Fire and Rescue, and Resilience

Emergency Planning: The team have been busy supporting the Local Resilience Forum (LRF) response to the ground contamination incident in Bramley. We have chaired the LRF Tactical Coordination Group and ensured that partners have come together to support residents in the 617 properties affected by the 'do not drink' notice. In addition, we have worked with the utilities companies so that remediation work happens as quickly as possible and in a coordinated manner. As this incident moves into the recovery phase, the lead has passed over to Waverley Borough Council, while remediation works are completed.

The team has been working to ensure that SCC and the LRF are ready as we move into the summer period, and have led a preparedness session for the LRF, supported by colleagues in the Met Office, Public Health, and SFRS, to ensure partners are aware of the risks and plans in place. We have also briefed internal SCC services on summer preparedness via the SCC's Corporate Resilience Group.

We are now working on putting in place partnership arrangements to manage the potential community impacts relating to the planned closure (12 – 15 July) of the M25 Junction 10-11 as part of the Improvement Project being led by National highways.

Community Safety - Serious Violence Duty: Year 2 (2024/2025) is currently being delivered. The [Surrey Serious Violence Strategy](#) is now available via Healthy Surrey. The priorities identified a significant gap in being able to recognise the experience of our communities in Surrey and a deeper understanding of what they are witnessing, hearing and feeling in relation to violence. The Surrey Serious Violence Reduction Partnership (SSVRP) has endorsed several projects to deliver this feedback and will work with children as a key priority group. The Surrey Serious Violence needs assessment and subsequent data from Surrey Police has evidenced that knife crime in Surrey remains low, and where we have incidences of knife crime our offender and victim cohort is mostly male aged 10 to 17.

However, the anecdotal intelligence and feedback from professionals suggests a different situation where our children are worried about knife crime through witnessing peers carrying knives (physically or online). The partnership recognises that there is a link between children experiencing a heightened fear around knife crime and violence, and a feeling that they need to carry a knife for safety. The SSVRP have commissioned a trauma informed Healthy Schools' conversation with children in year 7 and year 9, which will be completed by the end of July 2024, and results will be available shortly after.

Hate crime and community cohesion: This has long been identified as a police issue, but a partnership approach is required to focus on community cohesion and preventative measures. A new partnership structure has been agreed and a strategic needs assessment workshop took place in June to understand the current picture in Surrey. The strategy and action plan will be structured around this.

Surrey Coroner's Service: They receive approximately 3,600 referrals each year to investigate unexplained deaths; providing a vital service for both the deceased and bereaved families. The service has been working hard over the past few months to streamline processes, increase visibility around performance and has worked jointly with colleagues in Health to improve capacity in mortuaries and the post-mortem process to reduce unnecessary delays. This has led to significant improvements in performance.

For example, cases are now being allocated to a dedicated Coroner's Officer within an average of one day, the average time from a decision being taken that a post-mortem is needed to the post-mortem being carried out is now under five days and, following post-mortem, deceased persons are being released into the care of the appointed Funeral Director within one day. This is leading to a much-improved experience for loved ones at what is an extremely difficult and emotive time for them. It is also an exciting time for the service as it is exploring opportunities to deliver a digital post-mortem service in the county (using CT scanners). This will enable non-invasive post-mortems to take place, providing significant benefit for bereaved families, most notably Surrey's faith communities.

CABINET MEMBER BRIEFING TO COUNTY COUNCIL

NAME: Natalie Bramhall

PORTFOLIO: Property, Waste and Infrastructure

Land & Property: Capital Projects (CP) – Delivery:

- **SEND: Guildford County School:** Contractors start on site end July. **Hopescourt:** Discussions ongoing with EA to discharge planning conditions. **Philip Southcote School (Hydrotherapy pool):** Works progressing to programme. **Reigate Valley School (RVC):** Planning committee slipped from July to Sep 2024 due to Bat survey findings.
- **Corporate Parenting: Dorking:** Construction proceeding as planned.
- **Hubs: Sunbury:** Planning application granted. **Weybridge:** Hoarding erection complete and graphic panels installed. Contractor mobilisation commenced. **Staines:** Contract in process of being signed.
- **School Basic Need (SBN) Programme:** SBN Strategy Report to December 2024 Cabinet.
- **ASC: Supported Independent Living:** Works commenced on Horley site May 2024. Manor scheduled to start on site in August and Coveham end of September.
- **ASC: Short Breaks:** Planning permission granted on The Squirrels May 2024.
- **SFRS: Reigate Fire Station:** Awaiting planning consent. **Chobham Fire Station:** Awaiting comment from Reg 3 Team. **Wray Park Vehicle Maintenance Workshop:** The Royal Institute of British Architects (RIBA) Stage 1 complete.
- **Depots: Godstone:** Value engineering to bring project costs down in line with budget. **Merrow:** Case targeting July 2024 to look at cost and planning assumptions in the MTFs for the future of the Merrow depot. Revised business case to go to Cabinet in 2024. **New Salt Barns:** Merrow Salt barn to complete 29 Oct 2024.
- **Agile: Victoria Gate:** Targeting Dec completion. Some staff to occupy in Sep 2024 on 3rd and 4th floors.
- **Libraries: Woking:** start on site in July targeting completion on 9 December 2024.

Acquisitions: Disposals – Surplus Declarations / Core Disposals:

- **Quadrant Court Woking:** Marketing commenced. **Consort House Redhill:** Heads of Terms agreed to lease whole building. Cabinet report July 2024.
- **Dormers Caterham:** Cabinet approval granted for disposal to Tandridge DC for an all-affordable housing scheme.
- **Arundel House Banstead, Abbeywood Ash Vale and Barnfield Horley:** Formal marketing, best bids by July 2024.
- **Karibu, Epsom:** Sale completed on 4 April 2024.
- **Lilac and The Cottage at Norbury Park:** One sale completed, and one contract exchanged.
- **Portesbury / Hillside Camberley:** 4 shortlisted bidders re submitted best bids. Cabinet report anticipated for September.
- **The Edge Haslemere:** Remains open under 12-month arrangement with Waverley Borough Council, future options are subject to ongoing advice and negotiations.
- Approximately 10 vacant houses, currently held by Halsey Garton, are being brought to market for sale.
- **CFL Care leavers accommodation:** 3 of 6 houses acquired and an existing asset being reviewed as a fourth option. **CFL Children's Homes:** Bids submitted on 2 houses.
- Auctions: Targeting 19 assets as surplus declarations to enable auction over the summer.

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

- **Phase 1a (59 units) Pond Meadow:** Planning permission granted and the S106 agreement is in place. Homes England grant funding has been approved. Expecting the project to start on site in July 2024.
- **Phase 1b (5 sites c.306 units): Bentley and Pinehurst** have secured outline planning approval and Agreement for Leases being finalised. Salisbury and Brockhurst have also secured outline planning. Lakeside remains under review prior to the planning process.
- **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 has been completed and Orchard Court has secured planning permission with Birchlands due in June and Colebrook in July 2024. The procurement for a strategic DBFO delivery partner is ready to be issued in July 2024.
- **Phase 3 (c.150 units):** On hold.

Strategy support to Services:

- **CFLL - Family Centre:** Re-tender, mobilising with providers ready to begin new contracts. **Youth Centres:** Some outsourced centres may return to SCC due to provider difficulties.
- **ASC – Right Homes, Right Support (Mental Health):** 2 vacant residential properties approved for Move to Independence accommodation, to be refurbished and operational by December 2024. **Right Homes, Right Support (Learning disabilities and/or autism):** Work underway to identify further Supported Independent Living (SIL) sites. **Care Homes:** Site suitability work underway to review homes leased to Anchor and Care UK. New service strategy due at Cabinet in November 2024.
- **CDC – Libraries:** refurbishment work continues, minor refurbishments ongoing. Refurbishment work to start on site at **Woking and Epsom** next month. Cases developed for approval of **Redhill** RAAC works and **Guildford** in July 2024. **Heritage Centre** review to be undertaken in July and August to look at feasibility of utilising the centre for co-location of SCC registration service.
- **SFRS – Lingfield:** construction of new Fire Station to begin on site next month.

Workplace and Facilities:

- **Macro Ltd:** Phase 2 scheduled for go live on 1 July 2024.
- **FM Help Desk:** Now managed by Macro, helpdesk operating model will undergo significant change this month providing customers with an improved experience.
- **Life cycle and building condition surveys (& Asset Validation):** Due for delivery this month.
- **RAAC Schools:** RACC confirmed at Shawfield Primary School. Temporary support blocks in place. Remains operational whilst DfE have confirmed that they will replace the affected site under their delivery programme. **RAAC Corporate:** Desk top surveys complete and purchase orders placed for detailed visual and intrusive inspections.
- **Minor Capital Works:** 2024/25 programme has been formalised. Macro have resourced their team accordingly to deliver the programme total value that is approx. 50% greater than previous years. The programme addresses urgent maintenance backlogs resulting in a change in the MTF5 5 year profiled spend.

Waste:

- **Trumps Farm Materials Recycling Facility:** Planning application progressing well, submission planned for November 2024.
- **Residual Waste Disposal Contract:** New long-term residual waste disposal contracts have been procured to commence in October 2024. These will deliver a significant saving to SCC of around £3M per year. **Dry Mixed Recyclable Processing:** A new sub-contractor has been procured to process kerbside collected dry mixed recyclables for a period of up to 3 years. This contract commenced in April 2024 and should save SCC around £500K per year.
- **Contract with SUEZ:** Renewal works at the waste transfer stations and community recycling centres are ongoing to ensure they are fit for purpose to transition to the contract extension period in October 2024. **Ivydene Cottage** - Officers are developing a planning application for a building fabricated from upcycled shipping containers to replace current redundant building.

Infrastructure:

- **River Thames Scheme:** Business Case Update Report has been prepared seeking additional funds to complete the Full Business Case stage. Currently going through Environment Agency's Large Projects Review Group process.
- **A308 corridor:** construction complete/underway for many parts of scheme with other elements in design.
- **Farnham Infrastructure Programme:** good progress being made on this wide-ranging project with elements either completed, in construction, designs complete or business cases for larger element in progress. **A320 HIF Scheme North of Woking:** Current Contractor's commercial offer was not found acceptable to SCC. A different Contractor will be procured to construct the works, tender process under way. Construction planned to commence this summer.
- **Weybridge Town Centre:** Consultation complete and phased design and construction in progress or being planned, taking account of nearby National highways M25 Junction 10/A3 Wisley works.
- **A23 3 Arch Road traffic signal improvement:** detailed design complete. SCC officers working closely with Reigate and Banstead Borough Council officers on land-swap.
- **Woodhatch Traffic Signal Junction:** feasibility options complete. **Woking Triangle site:** feasibility to commence soon.

CABINET MEMBER BRIEFING TO COUNTY COUNCIL

NAME: Marisa Heath

PORTFOLIO: Environment

Civic Agreement: SCC is developing a new Civic Agreement with three Surrey universities, enabling better ownership and collaboration of the environmental and climate change mitigation work. A key part of this is how we effectively engage with residents and communities, aligning with the new Greener Futures behaviour change project, Together for Surrey, a collaboration between SCC and the University of Surrey, which launches this summer.

Greener Futures programmes: SCC is making good progress on the development of the Local Nature Recovery Strategy and is in the stakeholder engagement phase. Delivery is going well on Greener Futures programmes including:

- **23 rural businesses received grants through the Rural Prosperity fund**, with a further 12 applications being assessed. The total value to date is £604k from the £1.2M budget.
- **69 businesses applied for an A3 EV van scheme voucher**. 32 EV vans currently on order, 25 on the road.
- **98 schools attended Eco Schools summit** in March, focused on active and sustainable transport to school. Surrey continues to have amongst the highest number of green flag Eco Schools in the country.
- **991 households purchased subsidised solar** through the Solar Together phase 2 scheme, at a combined value of £9.5M. Solar Together 3 launched last month and to date have had 1,328 registrations.
- **205 free energy efficiency and solar measures installed in low-income households** through the Government funded Home Upgrade Grant 2 scheme, worth £711k, since launched in April 23. Surrey's Home Upgrade Grant scheme is amongst the most successful in the country.
- **573 residents received in person HEAT home energy visits** by trained volunteers, developing a pipeline for our new One Stop Shop for energy and solar measures for able to pay residents, currently being developed.

Land Management Policy We are working with consultants Atkins Realis to produce a final Land Management Policy for consideration by Cabinet in September. Alongside a GIS library and decision-making tool, this forms an important Land Management Framework to be used to determine optimum land use and benefits from Council owned land-based assets.

Tree management: SCC completed its annual programme of tree management activities, focused on Ash Die Back safety works and tree planting. Preparation for a programme of works is underway for autumn/winter with extensive ecological mitigation measures being put in place this summer. The programme began with tree giveaways at libraries and following a successful season of working with partners and volunteers, SCC has planted 518,000 trees, towards its target of 1.2 million by 2030. Total grant funding towards tree planting received is £950,000 and we await the decision of submission of a third grant from the Local Authority Tree Funding from the Forestry Commission for a further £275,000 in August.

Basingstoke Canal Joint Board & Flooding: Following consultation on the proposal to focus the Basingstoke Canal Authority's efforts on statutory duties, amend its governance, and for SCC to take on management of the Canal Centre at Mytchett, relevant decisions were taken in March for changes to commence in April. Movements in staffing are now complete and a new Basingstoke Canal Joint Board will hold its first meeting in July. The Canal Centre has smoothly transferred to SCC management and resident/user engagement takes place this summer on future investment. Development of SCC's new ten-year Rights of Way Improvement Plan is in process and initial consultations are complete. It received one of the largest number of responses nationally with over 4,300 replies. Feedback is now being analysed, with workshops continuing this summer and a paper will be presented to Cabinet in the Autumn on the new proposed plan. We continue to carry out investigations into communities that suffered flooding during Storm Henk, as part of our duties set out in Section 19 of the Flood and Water Management Act. These look at the mechanism of flooding as well as which Risk Management Authorities had relevant functions in relation to flood risk management and whether they exercised those functions. We continue to work with Defra to roll out the Governments Flood Recovery Grants to those who suffered internal flooding during Storm Henk. The Property Flood Resilience Grant element of the scheme enables flooded property owners to claim up to £5,000 to make their home or business more resilient to future flooding.

CABINET MEMBER BRIEFING TO COUNTY COUNCIL

NAME: Matthew Furniss

PORTFOLIO: Highways, Transport and Economic Growth

Economic Growth: On 17 May, SCC held a ministerial launch for our new business support offer and business facing brand, Business Surrey. SCC now has a direct role in creating the right environment for businesses to grow and thrive through the provision of a new business support service. The brand and website will act as the single gateway entry point to provide support for Surrey businesses, aligning the business support offer across the council, other providers, and partners to create a seamless journey for businesses. Up until 15 June, the website has had 20.2k visits, 9.1k unique users, and 290 form completions, achieving a 3.2% conversion rate (well above the 2.2% industry standard).

Alongside Business Surrey, the Growth Hub team has been established, delivering targeted business support and advice to high-growth SMEs across Surrey. A complementary series of roadshow events (with 79 attendees so far) and an out-of-home marketing campaign reaching 2.7 million 'views' across 40 locations in Surrey, has been delivered to promote the new setup and offer.

Our business offer also has continuing focus on our priority clusters and innovation, with various successes supported significantly through our partnerships with the Surrey universities, including; the recent opening event for the SCC-funded Games Innovation Zone on the University of Surrey campus, hosted by the university, and the University for the Creative Arts (UCA) and SCC co-hosted PixelRise launch which aims to strengthen Surrey's games cluster and establish it as a world-leading hub in the sector.

The formal transfer of powers in April previously held by Local Enterprise Partnerships (LEPs) has meant we have taken a greater leadership role in the regional economy's strategic development. We recognise the importance and value of partnerships arrangements and know we cannot do it alone, which is why we have strengthened the voice of business in guiding our work. We have refreshed the Surrey Business Leaders Forum and One Surrey Growth Board, ensuring representation from our key sectors and businesses of all sizes. Both bodies are essential in guiding our work, ensuring we have a strong independent private sector voice working with us to achieve our strategic aims.

Surrey continues to drive the delivery of programmes which aim to bridge the gap between skills and employment in Surrey such as the delivery of nine Skills Bootcamp courses to 575 people in Surrey over the next year, focusing on key local skills gaps including Cyber Security, Games Development, and Health & Social Care. Over 200 residents have also recently benefited from Retrofit Skills Training, delivered by East Surrey College, NESCOL, and MIT Skills. Our Surrey Careers Hub continues to conduct experiences and programmes to ensure Surrey's teachers and pupils receive quality engagement with employers in the workplace.

Transport: Our new Vision Zero Road Safety Strategy, encompassing a new more flexible 20mph speed limit policy, is set to be considered by Communities, Environment and Highways Select Committee and Cabinet on 17 and 23 July respectively. It will then be approved formally by the Surrey RoadSafe Partnership Board. This all follows a 10-week public and stakeholder consultation using 'Commonplace', discussion groups, social media, radio interviews, in-person events, and so forth, with 3,664 responses received.

More Digital Demand Responsive Transport (DDRT) services, operated by electric minibuses, are due to start at the end of August following contract tendering and award. Mobilisation and resident communications are underway, which will see an expansion of DDRT coverage across east, central, southwest, and north Surrey. Our refreshed Bus Service Improvement Plan was submitted to the Department for Transport on 11 June following approval at a Cabinet Member Decision meeting. It highlights the significant investment the council is making in buses and infrastructure, with the first six of the 34 council funded hydrogen fuel cell buses set to arrive in Surrey in July.

Planning: Transport Development Planning continue to support the delivery of Surrey's strategic housing sites at Longcross Park, Mindenhurst, Ash (including the diversion of the A323 over a new road over rail bridge to bypass the level crossing), and the shortly to commence Wisley Airfield. Healthy Streets for Surrey is at the core of all its work with developers and the 12 local planning authorities, and this includes the implementation of

Copenhagen crossings wherever possible. Last year, the teams provided responses on over 3,000 planning applications, and at any one time are involved in approving and inspecting approximately 600 live Section 278 and 38 Agreements on the public highway and development sites.

Digital Infrastructure: Coverage of gigabit-capable (1000Mbps) infrastructure in Surrey stands at 83.04% and is expected to reach the government's nationwide target of 85% by the end of 2025. Three suppliers, Openreach, Virgin Media O2 and Toob, are actively deploying fibre across the county, but plans by most of the other smaller (Alt-Net) fibre suppliers are still paused while they focus on take-up. This has resulted in a slow-down in the rate of new gigabit coverage over the past few months. SCC is monitoring the situation carefully to understand if premises that were 'out of scope' for public subsidy need to be reconsidered for inclusion in the Government's Project Gigabit Programme. As part of this programme, gigabit voucher schemes have recently been approved for some of our most rural communities in the eastern part of the county.

Government 4G geographic targets are 95% (nationwide) and 98% (England) by 2025. Last year, the Government also confirmed its ambition for all populated areas to be covered by standalone 5G by 2030. According to the most recently published data from Ofcom, 4G geographic coverage by at least one supplier in Surrey districts and boroughs ranges between 98.66% and 100%, and 5G coverage by at least one supplier outside premises ranges between 35.8% and 99.92%.

DEPUTY CABINET MEMBER BRIEFING TO COUNTY COUNCIL

NAME: Jonathan Hulley

PORTFOLIO: Strategic Highways

Task & Finish group Recommendations Implementation: Since completion of the Task & Finish (T&F) groups last July, 51 of the recommendations have been implemented. Some key successes include:

- **Trees** - 655 stumps were removed from footways and verges; of which 502 were replaced with new trees (against a target of 500). A further 552 new trees were planted as part of community requests (against a target of 320).
- **Gullies** - There were approximately 23,000 defects on the network at the outset of the T&F process with a target to address this over 5 years. The additional £1.75m revenue for 23/24 funded 3 additional jetting machines and 2 additional drainage investigation gangs, starting around mid-summer. These additional resources cleared 1555 blocked drains or connections to drains; and completed 105 more complex drainage investigations and fixes. This resource was also used to complete 48 mini drainage schemes, all of which removed flooding from the network. With a total of 4,445 defects cleared in 23/24 (19%) we are on track to clear the backlog of 23,000 over 5 years.
- **Potholes** - Ringway performance for completing repairs has remained “green” throughout the winter period against a target of repairing >85% of defects within the required timescales and to the correct quality. Service improvements made last year have meant the backlog of jobs and inspections were also kept to a manageable level. These include implementing “fix now” where gangs can fix other defects near ones that jobs have been raised for, using a more durable pothole repair material, “Viafix”, during the winter period, and carrying out larger pothole patches.

Streetworks Review: A programme of activity is being developed to improve congestion management. This will include a series of actions relating to the Streetworks coordination and performance functions, including both an expansion/ progression of existing T&F actions, 13 additional recommendations following an independent review of the Streetworks team, and further actions being determined from the CEH Select Committee utility activity. A “Task Force” group is being progressed with utilities, with the support of the Deputy Cabinet Member for Strategic Highways, to drive greater collaboration and delivery of key improvements.

Aligned to this will be a broader communications element which will include: the implementation of more immediate communications activity to highlight to residents the scale and impact of utility companies in Surrey, the existing T&F action to develop a code of practice for utilities, and a roll out from June of improved SCC works signage to help distinguish between our own and utility works on the ground.

DEPUTY CABINET MEMBER BRIEFING TO COUNTY COUNCIL

NAME: Steve Bax

PORTFOLIO: Highways

Contract Delivery: Since May this year, my role as Deputy Cabinet Member for Highways has been expanded to include Contract Delivery, with responsibility for grass verges and resurfacing. One of my main focuses has been on grass verges and I have been meeting weekly with the Assistant Highways Director to ensure resources are being properly managed and additional gangs deployed as required.

First grass cut: Due to the extremely wet weather from Winter to Spring, there was a delay to the first cut of the season – it is not possible to properly cut grass in heavy rain as it ends up being torn, not cut. When the grass verges are sodden, they will get damaged by the machinery, and this is something we seek to avoid. This has had a negative impact on the programme, especially in the north-western boroughs. Extra resources have been committed, with some existing resources redeployed, to help the teams get back on track across the whole county. The Spring months always have the greatest growth rates, but these should now slow as we move into Summer. We have a programme of sight line cutting on high-speed roads which has been progressing well. However, if you do notice a genuine safety issue, I would urge you to report it to officers.

Throughout the Winter period maps were created which clearly show our contractors, as well as Members and residents, what area of grass we cut and all the 'blue heart' sites (which are only cut once at the end of the season). This has improved the accuracy of where we cut, avoiding many of the problems we experienced last year while ambiguity remained. It also enables officers to see exactly what has been cut and monitor performance, as our contractors upload cutting records on a daily basis. Looking forward to the 2025 season, we have now finished a new procurement exercise which will enable us to work with an increased range of contractors. This may include some district and boroughs who have tendered for the work.

On-street Enforcement: Finally, I have also met with officers to discuss on-street enforcement, including NSL performance. Members will be aware that at the start of the contract in April 2023 there were a number of vacancies. I am pleased to confirm that after an aggressive recruitment campaign, the contract is now fully staffed – and there has been a continued increase in parking tickets (PCNs) issued and patrols undertaken. Our rate of issuing parking tickets is now marginally greater than that achieved by the districts and boroughs, and increasing all the time. This helps to ensure traffic can flow and inappropriately parked cars are not having a detrimental impact on our residents. A review is being undertaken of parking enforcement outside all schools in Surrey, and I will share further details with you this Autumn.

CABINET MEMBER BRIEFING TO COUNTY COUNCIL

NAME: Mark Nuti

PORTFOLIO: Health and Wellbeing, and Public Health

Health Integration and Mental Health transformation: The Surrey All Age [Mental Health Investment Fund](#) (MHIF) has granted funding of £3.6m to 13 projects that provide innovative, community-focused programmes, in addition to the £530,000 that was granted in 2023 to nine projects. The MHIF is an integrated funding programme with a total budget of £10.5m, used to support services which are non-statutory; developed by local, community-based groups. The remaining MHIF will be distributed as grants to Voluntary and Community sector organisations by our partners in Community Foundation for Surrey. We have been working with them for several years and are delighted they will be seeking to match fund the remaining value so we can fund more programmes for longer, and ensure more residents feel the benefits of these innovative projects.

Public Health: Together with partners we are working to encourage people to take up the offer of the Measles, Mumps, Rubella (MMR) vaccine, particularly in children and those aged 19-25 years, although anyone of any age is eligible for the free vaccines. We have been running a digital advertising campaign targeted at parents and carers and posters were delivered to community and health settings. The Vaccine Bus project started in June with three successful clinics to raise vaccine awareness and increase vaccine uptake for ages 5 to 19 years in areas of low vaccine uptake in Surrey.

Towns and Villages and Team Around the Community: We continue to extend our towns and villages approach and the Integrated Care Partnership (ICP) have now committed to further strengthen shared coordination across the county. This is welcome as stronger joint working alongside communities between the County Council, District and Borough Councils, the local NHS and the Voluntary, Community and Social Enterprises (VCSE) is crucial to addressing health inequalities. A key part of this is our teams in communities where we are seeing positive impacts. All our 11 Community Link Officers (CLO) now have their own Facebook pages, where you can find out about what's going on in your local area, things that might affect you, and get in touch with your CLO if you need help: [Community Link Officers are making it happen across Surrey - Surrey County Council \(surreycc.gov.uk\)](#)

Meanwhile the positive impact of our local area coordinators (LACs) has been confirmed through an [academic evaluation](#). We currently have eight LACs working at the local neighbourhood level to offer individual 1:1, cross-agency support to anyone who might need it for a range of reasons - there are no eligibility criteria, thresholds or time limits, meaning they can build trusted relationships and provide early, highly accessible preventative support. The evaluation underlined the significant difference this is making to people's lives: "*local area coordinators go beyond immediate needs, fostering longer-term relationships with people facing complex life challenges...[and] are positively contributing to people's health and well-being over the longer term*".

The Community Prevention Coordinators continue to work closely with ASC Locality Teams, promoting a wider range of low cost, local services available in the community to help support residents who have met care threshold needs. An integral part of this work is identifying gaps in provision and developing projects to fill these gaps. In East Surrey, we have secured funding to launch a Community Budget. This will support local residents by providing them with funding to take action on matters of local importance. Key principles of this work, among others, are local ownership, accessibility, and empowerment.

The team have been successful in securing a grant by the DWP to roll out Individual Placement and Support in Primary Care (IPSPC) across Surrey Heartlands Integrated Care System (ICS) and the Frimley South area of the Frimley ICS. The programme will be known as 'Work Wise' and will ensure adults in eligible locations with mental and/or physical health conditions or disabilities, receive the health and wellbeing benefits of accessing and maintaining employment for the longer term.

Carers Week: I attended our Staff Carers Summer Festival, which took place during Carers Week on 12 June, where we shone a spotlight on our working Carers across the Integrated Care System and beyond. The aim of the day was recognising the invaluable dedication of our staff who balance caregiving with their work responsibilities. It was organised and arranged by our Carers Staff Network. It was so encouraging to see hundreds of staff attend the event and to be able to provide useful information.

CABINET MEMBER BRIEFING TO COUNTY COUNCIL

NAME: Sinead Mooney

PORTFOLIO: Adult Social Care

Revised and new on-line forms: From 3 June a number of online forms have been updated or developed to request or refer people to Adult Social Care services. The changes are intended to improve the self-service experience of people who use services and their carers, save time for our practitioners and ultimately ensure more timely and appropriate responses for residents. The forms are hosted in one central platform on www.surreycc.gov.uk/adultsocialcareonline on our County Council website. Forms will all be submitted directly into the LAS client recording system, enabling information to be automatically populated in the system. Five of these forms are aimed at professionals, four are aimed at residents. The aim is to have mandatory digital referral processes where possible, but more work needs to be done to enable the right environment for this to be implemented. An extensive engagement programme will be part of this work with our key referrers.

Adults, Wellbeing and Health Partnerships (AWHP) Transformation: This transformation programme is seeking to deliver changes that will put ASC on a more sustainable footing in the medium term. The Newton Diagnostic work is supporting in identifying and prioritising opportunity to deliver further efficiencies; early indications confirm effective practice and better utilisation of existing resources will release significant efficiencies. Focusing on maximising the utilisation and effectiveness of reablement, reducing admissions into residential and nursing homes through improved practice, and supporting more people to live independently at home through better utilisation of existing Technology Enabled Care and community prevention resources. These themes fully align with the transformation programme and the team will work with Newton over July to create a high-level implementation plan for the diagnostic output, with reference to how this activity may sit alongside additional and existing transformation activity.

Right Homes, Right Support: The first six months of 2024 have seen the Right Homes, Right Support Strategy enter a new phase of delivery with development underway across a number of sites. We are making good progress delivering our new Short Breaks accommodation in Woking and our new Supported Independent Living in Reigate and Banstead. Furthermore, we are pleased to share that work will get underway this summer for affordable Extra Care Housing in Guildford. We anticipate further construction will commence this summer and we will keep Council up to speed as this is confirmed. We are also laying strong foundations for future years of delivery and have secured full planning approval to deliver new Short Breaks accommodation in Reigate and Banstead, as well as outline planning for affordable Extra Care Housing at five sites, with further determinations in the pipeline. We are looking forward to a busy Summer of delivery and expect to see some of the new developments becoming operational in 2025.

CQC Preparations: Assessing how local authorities meet their Care Act duties is a new responsibility for Care Quality Commission (CQC). We are preparing for the CQC's onsite assessment of the Council's adult social care service during the week of 29 July 2024. As part of our preparation, we produced a self-assessment setting out our strengths and areas for development in delivering our duties under the Care Act. We submitted 50 cases for case tracking - CQC have selected six cases to explore in depth, to gain an understanding of people's journeys through the social care system. The site visit at the end of July will include focus group meetings with council leaders, frontline staff, people using care and support services, carers, voluntary and community groups and care providers. At the end of the process, the council will be awarded a rating on a four-point scale: outstanding, good, requires improvement, or inadequate.

CABINET MEMBER BRIEFING TO COUNTY COUNCIL

NAME: Clare Curran

PORTFOLIO: Children, Families and Lifelong Learning

Ofsted Monitoring Visit: A focused Ofsted visit to our Children's Services took place in April. Inspectors looked at the council's arrangements for 'Children in Need and Children subject to a Child Protection plan'. Inspectors found evidence of a comprehensive improvement programme which has continued to strengthen the quality of support to children needing help and protection since the full inspection in January 2022. Furthermore, inspectors stated: *'Progress for children is evident in the improved quality and timeliness of assessments, the increased timeliness of visits to children and a more consistent application of thresholds. The ongoing implementation of the local authority's chosen model of practice is helping to provide a more balanced and thoughtful response to children and their families.'* Areas of practice where improvements are still needed are the quality of letters to parents before court proceedings begin and the consistency and quality of direct work with children. These are already being addressed via the work from the Achieving Excellence Board.

Education and Lifelong Learning Strategy: This aims to mobilise a collaborative effort across the education partnership to close the attainment gap for disadvantaged learners and to provide opportunities to residents of all ages to acquire the knowledge and skills they need in their lives. The Strategy is being developed in consultation with key stakeholders who will all work together to implement it including children and young people, parents and carers, community groups, phase councils, further education and skills providers, the AND Partnership Board, the Health and Wellbeing Board, Schools Alliance for Excellence, and across wider council services. To support this, a Surrey Education Partnership has been set up to ensure that robust action plans are created to underpin the priorities and to focus on what will make a difference.

SEN Recovery Plan: Significant progress has been made to deliver the Education, Health and Care Plan (EHCP) recovery work. 74% of EHC Needs Assessments were delivered on time during the last week of May. This produced an overall cumulative total of 53%, ahead of national figures. All overdue Educational Psychologists assessments have been allocated or completed and over 1,000 EHCPs were issued between March and May. Annual review timeliness has been improved from 25% to 50% over the last twelve months with more than three quarters of all vulnerable children's reviews up to date. An annual review recovery team is in place to drive further improvement. Complaints about EHCP timeliness have reduced by over 20% in the last year. Better support for children has also been provided to ensure that children have help, where needed by:

- Specialist Teachers for Inclusive Practice who will have conducted 607 visits to schools this term.
- Introduction of Early Identification and Inclusion Funding for 42 schools.
- Delivery of an Enhanced Language and Communication Offer for early years children with Autism in 18 schools.
- Extension of the Team Around the School intervention to 50 more schools.
- Appointment of four new Family Communication Officers working within the Learners' Single Point of Access multi-disciplinary team.
- Demand for EHC needs assessments is reducing, with a 10% decrease in EHC needs assessment requests since September, due to early intervention work, enhanced support for children and the Ordinarily Available Provision guidance, which has given clearer understanding of thresholds for statutory assessments.

Special Educational Needs and Disabilities (SEND) and Alternative Provision (AP) Capital Programmes: Most children and young people with Additional Needs and Disabilities can have their needs met within local mainstream settings which access additional revenue funding to help them meet need. A minority with more complex needs require a more tailored curriculum in a specialist setting. The council has invested £260m capital for around 80 construction projects (76 SEND and five AP) between 2019/20 and 2027/28 increasing the number of permanent specialist places in maintained schools and redeveloping existing school accommodation that is no longer fit for purpose to enable expansion. This investment will expand capacity by 74% from around 3,320 places in 2019/20 to just over 5,700 places by 2031/32. 43 projects have already been completed at a cost around £71m and the total number of specialist provision places has increased by 28%. A further 11 construction projects (ten SEND, one AP) are currently in contract, and due to complete between now and autumn 2025. Contract commencement for four more SEND projects is also planned for this summer.

DEPUTY CABINET MEMBER BRIEFING TO COUNTY COUNCIL

NAME: Maureen Attewell

PORTFOLIO: Children, Families and Lifelong Learning

Annual Youth Justice Plan: Local authorities have a statutory duty to submit an annual youth justice plan relating to their provision of youth justice services. Section 40 of the Crime and Disorder Act 1998 sets out the youth justice partnership's responsibilities in producing a plan. It is the duty of each local authority, after consultation with the partner agencies, to formulate and implement an annual youth justice plan, setting out how youth justice services in their area are to be provided and funded, how they will operate, and what functions will be carried out. The plan addresses the functions assigned to a youth justice service, including how services will prevent offending behaviour and reduce reoffending. Annual youth justice plans are an opportunity to review performance and developments over the last twelve months and plan for the next year. This allows services to be able to respond to any changes that have taken place in the previous year, including new legislation, demographic changes, delivery of key performance indicators, and developments in service delivery. The planning and production of a youth justice plan is beneficial to partnership working and service delivery to ensure the best outcomes for children.

Surrey Youth Justice Service (YJS) headline data and performance for period 2023/24:

- During the latter part of 2023 YJS were notified by the national Youth Justice Board (YJB) they have been moved into the top tier of the new performance grading system. The YJB's oversight framework involves regular scrutiny of Youth Justice Services and Surrey's grading is the result of strong KPI data, the well-established culture of the Surrey YJ management board and leadership across the service.
- During a recent 'practice discovery' visit from the YJB CEO, Head of Secretariat and Regional Oversight Manager, Surrey YJS were referred to as 'outstanding' and 'phenomenal' on more than one occasion, with Surrey being invited to feed into regional practice development sessions.
- In line with primary objectives to prevent children progressing through the criminal justice system and reducing the risk of recidivism, there has been a reduction in children becoming 'First Time Entrant (FTE's)' for four consecutive years. This demonstrates successful pre-court interventions via deferred prosecution which is agreed and devised in partnership with the Youth Justice Service (YJS) and Police. A testament to the strong partnership approach that has been developed in recent years and impacting positively on outcomes for Surrey's children and local communities.
- Reoffending rates remain lower than statistical neighbours and national averages. Custody rates remain low and comparable with the general trend across Southeast and England.
- Data analysis highlights the most common period for reoffending is the first month amplifying the importance of swift intervention and support following early identification of need post arrest. The diversionary 'Engage' offer for children in police custody has grown, offering intervention at 'critical moments' post arrest.
- Timeliness of matters being dealt with through the criminal justice system 'from offence to outcome' have been improving in relation to children for three consecutive years.
- The Disparity Working Group (DWG) group and action plan addressing issues pertaining to overrepresented groups of children open to the service has progressed significantly. This has involved investment in a training offer for staff at senior management level down to the front line helping them to understand the systemic, complex challenges children face from minoritised communities. The DWG's also focuses on other overrepresented groups of children such as those with SEND and children who have had experience of the care system. The aim is to reduce the risk of these children entering and/ or remaining within the criminal justice system through collaborative planning and multi-agency approach.
- Surrey continues to observe a gradual increase in the proportion of females entering the YJS, targeted intervention remains in place to address this concern.
- The Health Pre Assessment Tool (HPAT) has led to clear communication to help inform the Court and professional network supporting children with a range of complex needs. Surrey's 'Child First' ethos has become increasingly embedded with the process of capturing children and family's voices enhanced.
- Surrey's innovative young victims 'Side by Side' (SBS) project went live in 2023 supporting young victims of crime. A key aim of the project is to form supportive relationships with child victims of youth crime and their families. The support on offer also involves working with families to help them recognise what they can do to make themselves, their children, and their communities safer places to live.

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