Scrutinising complaints against Council

The **Epsom and Ewell Borough Council** met Tuesday 25th July. Questions arose surrounding the Annual Report of the Audit and Scrutiny Committee 2022-2023.

The report is 'designed to ensure the Council meets its statutory and local responsibilities'. However, concerns were raised about the report.

Cllr. Chris Ames, (Labour Court Ward), spoke out against adoption of the report. He stated 'the report misses out key events' which should not be ignored. He referred to the absence of a letter issued by the Local Government and Social Care Ombudsman's Office regarding complaints to the Council. This letter was 'not presented to the committee' and thus the committee was 'deprived of the ability to carry out scrutiny of this important issue'.

The Ombudsman's letter, published online, provides feedback on the Council's work in 2023. The letter details how they had 'noted difficulties' in dealing with the Epsom and Ewell Borough Council in previous years. These difficulties a 'result of poor communication and late responses to our enquiries' but does proceed to mention how this has 'improved'.

Cllr Kate Chinn, (Labour Court Ward), echoed the concerns raised by Cllr Ames and spoke of further concerns. Chinn recounted a previous meeting in which 'a member of the public asked a question and a supplementary question'. The Council saw the supplementary question as a 'second (unrelated) question so it was deemed inadmissible'. It was only when Chinn emailed the then monitoring officer that it was 'agreed it was indeed a supplementary question'. Training was required to prevent this happening again.

Cllr Chinn spoke about a complaint she'd recently been emailed. The complaint centred around how 'the council's complaints procedure had not been followed. The complaint had to be made three times before it was recorded and then it was not progressed'.

Chinn finished by adding that she believes 'this report should document the year's failures in governance' as well as 'actions required to remedy them'. Until the report indicates these failures it shouldn't be received as 'a full account of the committee's work for the year 22-23', she concluded.

The Council received the report and did not refer it back to the Audit Committee.

The **Local Government and Social Care Ombudsman** has today (26th July) released a report stating the South-East gave rise to the second highest level of complaints (16%) behind the London Area.

In the South East:

- The overall uphold rate for the region stood at 76%, above the average of 74% for all regions;
- 33% of complaints and enquiries received were about Children and Education, above the average for all regions (24%) and the highest share across regions.
- 234 upheld decisions in Children and Education, of which Surrey CC made up 56, Kent CC 39, Oxfordshire CC 29 and Hampshire CC 27; together accounting for 65% of the region's upheld decisions in this area.
- Had the highest uphold rate of any region for Children and Education at 86%, compared with a national average of 84%
- 14% of complaints and enquiries received were about Planning & Development, above the England average of 12%.
- Lower than average percentage shares for Housing (10% compared with average of 15%) and Highways & Transport (7% compared with average of 12%).

Complaints are accepted by the Ombudsman's office only after the local authority in question has acknowledged the complaint. The complainer may turn to the Ombudsman if he or she is not satisfied with the outcome of the local authority's complaint procedure.

The figures below reflect the complaints that proceeded to the Ombudsman and not those that were finalised through the Councils' own complaint processes.

For the year 2022/2023 in respect of **Epsom and Ewell Borough Council** the Ombudsman "Referred Back for Local Resolution" 6 complaints, "closed after initial enquiries" 10 complaints, upheld 2 complaints and did not uphold 2.



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In respect of **Surrey County Council** the Ombudsman "Referred Back for Local Resolution" 46 complaints, "closed after initial enquiries" 55 complaints, upheld 68 complaints and did not uphold 13.

Paul Najsarek, Local Government and Social Care Ombudsman, said:

"We all want decent education services for our children, quality care for our loved ones when they are in need, and the reassurance of a safety net if we fall on hard times but all too often the complaints we receive show this isn't what people experience.

"We know councils face huge challenges, so it is more important than ever for them to focus on the getting the basics right in services for residents and handling complaints effectively. Although local authorities often get things right, we frequently find councils repeating the same mistakes, ploughing ahead and not taking a step back to see the bigger picture.

"Our latest statistics shed light on the harsh realities people across the country face in crucial aspects of their lives. Council leaders now need to focus on learning from common faults and injustices so they can make a significant difference to the people our local authorities serve."

Reporting by George Schofield and Sam Jones

Orphans by mental ill-health and war

Another tragic life that ended in Epsom and a burial in Europe's largest and now abandoned asylum cemetery. The **Friends of Horton Cemetery**'s research project is bringing back to life the lives of the 9000 patients.

Kate Bailey née Cheer was born in 1882 in Abingdon, Berkshire to a farming family. Unfortunately, there is little cheer in this family's story, which makes for a very sad read, tinged with a little mystery as to why her life unravelled.

It is most sad because her death in 1914 left two very young children who were then to lose their father later that year at Ypres, fighting in WW1.

Theresa Kenefick-Conway tells the full story on the website www.hortoncemetery.org



Change at the top at Epsom's University

Professor Nick Foskett has been named as the interim President & Vice-Chancellor of the University for the Creative Arts. This includes the campus in Ashley Road, Epsom.

Prof. Foskett, currently an independent member of UCA's Board of Governors, will take over from outgoing President & Vice-Chancellor, Professor **Bashir Makhoul**, upon his retirement from UK higher education in September.

"Having served on the Board of Governors, it was an honour to be asked to cover this interim period," said Prof. Foskett." UCA is a wonderful university with endless potential and under Prof. Makhoul's leadership is in a fantastic position. I will ensure his legacy continues and is built on so that UCA can continue its impressive trajectory."

Prof. Foskett is a graduate of Oxford and Southampton universities and has had a long and diverse relationship with higher education, working at some of the UK's leading universities. He was Vice-Chancellor of Keele University from 2010 to 2015, and Interim Vice-Chancellor of Bath Spa University from 2017 to 2018. For around 20 years he held several positions at the University

of Southampton, latterly as Professor of Education and Dean of the Faculty of Law, Arts and Social Sciences. Prior to that his first foray into higher education was at Aston University, working in school engagement and external relations.

An expert in education policy and management, Prof. Foskett has sat on and continues to sit on several boards in the UK and globally and has also made a huge contribution to the development of governance frameworks within the higher education sector.

Prof. Makhoul announced his retirement from UCA and from UK higher education in March of this year, after more than six years as President & Vice-Chancellor. Since joining, Prof. Makhoul has steered the University towards its aim of becoming a global authority on the creative industries, forging significant partnerships at home and abroad. He has overseen a five-fold increase in international students studying at the University's UK campuses and spearheading the opening of the Institute of Creativity and Innovation in Xiamen, China, along with the establishment of the UK's first Business School for the Creative Industries.

External recognition of these achievements includes being named Modern University of the Year by The Times and The Sunday Times Good University Guide in 2019 and being granted Research Degree Awarding Powers by the Office for Students.

Prof. Makhoul said: "I am delighted Prof. Foskett will be overseeing operations while my permanent replacement is found. He has a fantastic track record and understands UCA's unique position as a champion of the creative industries. I wish him all the best for his interim tenure."

Jeremy Sandelson, Chair of the Board of Governors, said: "We are delighted Prof. Foskett has agreed to be our interim President & Vice-Chancellor at UCA. We couldn't think of a safer pair of hands to take the helm, and we offer him every support as he leads the University during this time."

Emma Cook UCA

20th July 2023



COUNCIL NEWS

£10m Co-Vid grant pay-back put in wrong place

19 July 2023

A £10million accounting error at cash-strapped Guildford Borough Council was discovered in March but councillors were only told this month. The error meant it looked like there was more in ... READ MORE



COUNCIL TRANSPORT AND ENVIRONMENT

RA and Green motion to improve Surrey's "Green" motion

19 July 2023

It could soon be possible to take a "pleasant walk or cycle" along a Surrey road without being "slapped" in the face by "brambles or nettles". A motion calling on ... READ MORE



BUSINESS COMMUNITY

Contractors occupying the high-ground

18 July 2023

Ewell school benefits from local highway contractors' social value activities. Milestone Infrastructure, a part of M Group Services, is committed to supporting the communities in which it operates and was ... READ MORE



MARK TODD WESTMINSTER

An alternative view from Labour

17 July 2023

Mark Todd lives in Epsom and is the Chair of the local Labour Party. He contested the new ward of Horton at the 4th May Epsom and Ewell Borough Council ... READ MORE



BUSINESS NEWS TRANSPORT AND ENVIRONMENT

Thames Water among worst in country

17 July 2023

Standout levels of pollution and poor monitoring has left Thames Water languishing joint last among the country's "very disappointing" water and sewerage companies. The damning verdict was delivered in a ... READ MORE



COUNCIL EDUCATION

Kids takeover Bourne Hall digitally

15 July 2023

On Friday 7 July Bourne Hall in Ewell handed over its social media channels to young people from St Clement's Catholic Primary School in Ewell, as part of a national ... READ MORE



COUNCIL HOUSING PLANNING

Little plots of Council land for housing?

15 July 2023

Epsom and Ewell Borough Council's Strategy and Resources Committee decided Thursday 13th July to submit two Council owned sites for housing. The Draft Local Plan sets out the framework for ... READ MORE



COUNCIL NEWS

Council's financial reservations

15 July 2023

Epsom and Ewell Borough Council's finances came under the spotlight at a meeting 13th July of the Strategy and Resources Committee. Chair Neil Dallen MBE (RA Town Ward) opened the ... READ MORE



EDUCATION NEWS TRANSPORT AND ENVIRONMENT

Surrey's triple contribution towards net zero

13 July 2023

The University of Surrey is playing a role in three new national energy research centres which will boost knowledge, create innovative green technologies and reduce demand for energy to achieve ... READ MORE



COMMUNITY COUNCIL

Respite for carers in Surrey to increase?

13 July 2023

The chronic shortage of overnight respite places in Surrey could improve if plans to increase the number of available beds by almost 50 per cent are given the go-ahead. Surrey ... READ MORE



BUSINESS NEWS

Capital punishment for local businesses?

13 July 2023

South East businesses are being forced to put the brakes on growth plans, as 97% of companies admit difficulty in accessing capital is impacting their business. According to BDO LLP's ... READ MORE



COUNCIL NEWS

Another Surrey borough going under?

13 July 2023

Guildford Borough Council will bring in "strict controls" on new spending and aim to get its finances in order with a special budget to be set this month. The authority ... READ MORE



BUSINESS TRANSPORT AND ENVIRONMENT

Gatwick to get 2nd runway?

13 July 2023

Gatwick Airport's bid to double its capacity to 78 million passengers and effectively create a second Heathrow will cause a "bigger impact locally than Horse Hill" oil drilling, a local ... READ MORE

Contractors occupying the high-ground

Ewell school benefits from local highway contractors' social value activities.

Milestone Infrastructure, a part of M Group Services, is committed to supporting the communities in which it operates and was delighted to volunteer its services to **West Ewell Primary School** recently by helping to clear a large, abandoned area of the school playground containing a disused swimming pool and outbuildings.

Milestone Infrastructure is the street lighting contractor for Surrey County Council and, as part of its commitment to undertaking social value activities and events throughout the year, the team formed a Social Value Alliance with the council and other highways contractors including Yunex, Atkins, Ringway and Surrey Skill Mill.

A team of 36 volunteers representing the Alliance met onsite to help remove the old swimming pool and outbuildings surrounding it and cut back overgrown foliage to make the area safe and accessible for the school children to use in future.

Once the ground has been cleared and the overgrown vegetation removed, the area will provide an accessible space for the children to use and enjoy in future.

Vikki Kelly, Strategic Improvement Manager at Milestone Infrastructure, said: "Building social value into what we do and giving back to the local communities where we work is a large part of what we do. It was a rewarding day and, together with our alliance partners, we managed to achieve everything we needed to onsite and more."

James Joyce, Business Manager at West Ewell school, said: "We would like to thank Milestone Infrastructure who organised the

event but also the other companies that attended: Surrey County Council, Yunex Traffic, Atkins, Surrey Skill Mill and Ringway. On the day they achieved more than you could expect for a day volunteer event and transformed the area, giving the school a regenerated space that can now be used."

Mia Bennett, Head teacher at West Ewell school, added: "We really appreciate the time, effort and resources your teams invested in making this project a reality. The cleared area is now a blank canvas which we plan to transform info a flourishing wildlife area and outdoor classroom which all our pupils can enjoy, while learning about nature, biodiversity and developing a deep appreciation for our environment."

Milestone's focus on social value is an essential element of M Group Services' environmental, social and governance (ESG) commitments.

Zoë Johnston Corporate Communications Manager | M Group Services

13th July 2023



HEALTH NEWS

Doctors' strike: advice

12 July 2023

A wave of back-to-back strikes will severely impact hospital services over the coming week – and will follow the busiest month of 2023 for one hospital group. St George's, Epsom ... READ MORE



HEALTH NEWS VOLUNTEERS

Epsom medics sky-dive for babies

12 July 2023

A team of obstetricians, gynaecologists, neonatologists and nurses who work at Epsom and St Helier NHS Trust have raised nearly £10,000 for Bliss, the UK's leading charity for babies born \dots READ MORE



NEWS TRANSPORT AND ENVIRONMENT

We are the greenest?

12 July 2023

Epsom and Ewell is the greenest local authority in the UK, according to most recent data. Industries located in the borough produced 5 kilotons of carbon dioxide per year in 2020, a Utility ... READ MORE



COUNCIL POLICING

Surrey's 999 services under one operator?

12 July 2023

A review into Surrey's Police and Crime Commissioner taking control of the county's fire and rescue service has been branded "a waste of time" and "unwarranted" by councillors. The proposals ... READ MORE



COUNCIL LOCAL HISTORY

Esher monument cleaners risk arrest....

8 July 2023

An Esher monument so "grubby" that people want to clean with toothbrushes is an "enigma" as to who owns and is responsible for it. The White Lady Milestone road marker, outside ... READ MORE



BUSINESS EDUCATION SPORTS

Epsom and Ewell High getting fitter

8 July 2023

Lifestyle Fitness and Bourne Education Trust have announced they will be working together to provide the leading sports facilities at Epsom & Ewell High School to the local community. Lifestyle ... READ MORE



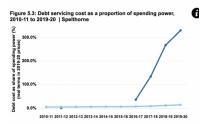
CRIME NEWS SPORTS

Brawling Bowling Club reprieved

8 July 2023

The "level of violence and hostility" during a mass brawl inside a Surrey bowling club was unlike anything a serving police officer

had ever experienced before, they have claimed. A ... READ MORE



COUNCIL NEWS

Accountants shortage blamed for Surrey's rising debts

8 July 2023

The scale of the financial problems unearthed by initial forensic exams of Woking Borough Council's left many shocked. The council's accounts had not been signed off by an independent auditor for ... READ MORE



CRIME NEWS SPORTS

Derby disrupter doesn't quite go down

6 July 2023

Ben Newman ran onto the Epsom racecourse seconds after the starter gates opened on the 3rd June 2023 Derby flat-race. Though the horses were still out of sight by the ... READ MORE

Surrey's triple contribution towards net zero

The **University of Surrey** is playing a role in three new national energy research centres which will boost knowledge, create innovative green technologies and reduce demand for energy to achieve greener, cleaner domestic, industrial and transport energy systems.

Academics at Surrey will help fairly reduce the energy used in the UK, develop hydrogen and ammonia as alternative fuels, and boost bioenergy production.

Professor Jin Xuan, Associate Dean (Research and Innovation) in the Faculty of Engineering and Physical Sciences, said:

"There's no single route to net zero so at the University of Surrey we're involved with a wide range of interdisciplinary projects to find a portfolio of sustainable solutions. This latest funding shows we're at the forefront of creating a sustainable future for everyone."

UK Research and Innovation (UKRI) has today announced a £53 million investment in six research centres which will lead innovation towards a fully sustainable energy sector. Surrey is involved with half of them:

A new national **Energy Demand Research Centre**. Reducing energy use could help meet half of the required reductions we need to reach net zero emissions by 2050 and the University of Surrey is helping ensure that disadvantaged people aren't left

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behind as the UK's energy demands are reduced. The project is being led by **Dr Lirong Liu** who will use AI to create models to help communities make scientifically informed decisions.

Dr Lirong Liu said: "Our new optimisation model will incorporate multiple objectives to balance society's many needs so we can maximise equity while minimising cost and greenhouse gases. To achieve this, we need to understand technology, economics, environment and behaviour and to recognise different parts of society. It's not just about technological developments, but also about creating a better, more equitable world."

The **Hub for Research Challenges in Hydrogen and Alternative Liquid Fuels**, known as the UK-HyRES Hydrogen Hub. **Dr Qiong Cai**, a research leader in sustainable energy and materials, is working with industrial and academic partners to identify how we can decarbonise transportation and heavy industry by using green hydrogen and hydrogen-based, low-carbon liquid fuels, such as ammonia.

Dr Qiong Cai said: "Hydrogen and alternative liquid fuels, through combustion, can provide clean heat and power sources for decarbonizing heavy industry, aviation, maritime, and haulage sectors that are difficult to decarbonize using electric batteries. We're developing durable and low-cost catalysts to promote ammonia combustion and to enable zero-emission of hydrogen and ammonia combustion. Together with industry partners and academic collaborators, we'll develop innovative solutions that are safe, acceptable, and environmentally and economically sustainable."

The **Supergen Bioenergy Hub**. Surrey's **Dr Michael Short**, one of the technical project leads, will work on the rapid digitalisation of bioenergy, creating a collection of open-source models for enhanced decision-making across the biowaste sector. This will be informed by his work using artificial intelligence to boost biogas production in anaerobic digestors.

Dr Michael Short said: "We can make so much more of bioenergy, particularly if we can develop better predictive models of the complex reactions in bioenergy systems. If we can increase digitalisation and leverage advances in AI and optimisation, we can have more efficient sustainable energy generation from renewable sources, as well as improved energy security and boosted profits for the companies involved."

Katherine Ingram - Surrey University

Capital punishment for local businesses?

South East businesses are being forced to put the brakes on growth plans, as 97% of companies admit difficulty in accessing capital is impacting their business.

According to BDO LLP's bi-monthly Economic Engine survey of 500 mid-market businesses, one in five regional companies are struggling to finance expansion plans, with 30% finding it difficult to invest in the technology or software they need to improve the business. Nearly a quarter (23%) admit that a shortage of funding means they're struggling to recruit new staff with the right skills and experience.

The survey by the accountancy and business advisory firm, also highlighted the ongoing challenges facing South East businesses. Over the next six months, increased operating costs will continue to blight regional companies, with a third (33%) saying rising energy bills, rent, and the cost of recruitment are some of their top concerns. Supply chain disruption, including delayed deliveries, stock shortages and cost increases, also continues to dominate for a third of South East companies (33%).

As businesses in the region contend with a growing list of problems, the task of upskilling and retaining their existing workforce is one of the top business priorities for almost half of regional companies (43%), with a further 30% also looking to invest in research and development and new technologies. In addition, more than a quarter (27%) intend to raise new finance from existing sources of funding, such as loans and re-mortgaging property, as South East companies look to take action over the next six months.

Phil Cliftlands, Regional Managing Partner at BDO in the South East, commented: "As a result of the tough economic conditions that continue to hamper regional businesses, companies are facing a real and immediate need to raise funds within the next 12 months, in order to kick-start their growth plans.

"Against a challenging backdrop, South East businesses are having to explore every option when it comes to raising additional finance, with many struggling to access the capital they need. For a third, the equity capital markets are the most appealing source of funding, with private equity and investment trusts also high up on the list."

Mid-sized companies, which employ eight million people and provide around a quarter of UK jobs according to further

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research,[1] are now calling on the Government to support them with rising costs and improve access to capital to make the UK a more appealing place to do business.

Cliftlands added: "So far, mid-market businesses in the South East have shown real grit and determination to fend off the challenges that continue to rain down on them.

"However, many are reaching tipping point. The need for greater capital is critical for a significant proportion of businesses, not just to finance growth plans, but also to address key issues such as investing in staff retention, repaying debts, improving salaries and, importantly, recruiting new employees with the right skills and experience.

"South East businesses cannot tackle these challenges in isolation. Business leaders in the region believe more can be done to address their concerns, to help to drive growth, and to ensure the UK remains an attractive place to do business."

Emma Ordridge

Doctors' strike: advice

A wave of back-to-back strikes will severely impact hospital services over the coming week – and will follow the busiest month of 2023 for one hospital group.

St George's, Epsom and St Helier hospitals have faced significant pressure in recent weeks, with emergency attendances in June ramping up. Last month about 880 people visited one of the Group's three emergency departments (EDs) daily – about 10% more than is usual.

The emergency departments also saw extraordinary demand some days – including one record-breaking Monday when they had their busiest day ever. Now, ahead of this week's junior doctors' strikes, which get underway at 7 am on Thursday and continue until 7 am the following Tuesday (18 July), members of the public have been warned to expect disruption and longer waits, and to avoid visiting the ED when it's not an emergency.

There will also be an additional challenge when hospital consultants go on strike just days after the junior doctors' action ends. That walk-out is due to take place on Thursday 20 July and Friday 21 July.

Dr Richard Jennings, Group Chief Medical Officer for St George's, Epsom and St Helier University Hospitals and Health Group, said: "June was very busy and that's also continued into July – which makes it more difficult when we're trying to prepare for the inevitable challenges strike action brings. Ahead of each round of strikes I've urged the public to take steps to help us and to come to our EDs in an emergency only – and I am making the same request again now when it is more important than ever. We have a very tough week ahead and we need your support to ensure we can prioritise care for our sickest and most seriously ill patients."

The hospital group recognise that it's going to be the first time this year that a junior doctors' strike has taken place over the weekend and into a Monday. This has prompted further concern, as Monday is normally the busiest day of the week in the Group's EDs. This was even more pronounced last month, with 1,000-plus average daily attendances on Mondays – significantly higher than a typical day of 800.

Dr Jennings added: "If people need medical help – during the strikes or at any other time – we would encourage them to contact NHS 111 online for 24/7 advice on where to go and what to do if they have an illness or injury. When it's a real emergency or life-threatening, of course, people should always call 999 or go to an emergency department."

Strikes will also impact other services at the hospitals, and will mean that some appointments, procedures and operations may be postponed to ensure emergency care can be prioritised. Patients will be contacted directly if their appointments are rescheduled, and should continue to come forward for care as normal unless they hear otherwise.

NHS 111 online should always be the first port of call when you have a health need that's not an emergency, as it will direct you to the best place to get help for your symptoms.

Pharmacies, meanwhile, can offer advice and over-the-counter medicines for a range of minor illnesses, such as coughs, colds, sore throats, and aches and pains. Some pharmacies will be open at weekends, and you can find your nearest one here:

https://www.nhs.uk/service-search/pharmacy/find-a-pharmacy

In a life-threatening emergency, you should always call 999 or go to an emergency department.



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If you need mental health support in a crisis, and live in Kingston, Merton, Richmond, Sutton or Wandsworth you can call South West London's 24/7 Mental Health Crisis Line on 0800 028 8000. There's more information about this service here:

https://www.swlstg.nhs.uk/patients-carers/crisis-support/mental-health-support-line

For adults, young people, and children in Surrey and North East Hampshire, 24-hour support is available by calling: 0800 915 4644. There's more information here:

https://www.sabp.nhs.uk/our-services

St George's, Epsom and St Helier hospitals press.

Epsom medics sky-dive for babies

A team of obstetricians, gynaecologists, neonatologists and nurses who work at **Epsom and St Helier NHS Trust** have raised nearly £10,000 for **Bliss**, the UK's leading charity for babies born premature or sick.

Radhika Viswanatha, Nina Underwood, Ramesh Ganapathy, Demetri Panayi, Salim Yasin, Charlotte Pearse, Vicky Minns, Cristina Arias-Rey and Sharon Young took part in a skydive on 28 May 2023 at the Old Sarum Park in Salisbury.

1 in every 7 babies born in the UK will need specialist care and the group have a special link to Bliss, as they each look after women and their babies during pregnancy and delivery and beyond at Epsom and St Helier Hospital.

Some of the babies they deliver are more vulnerable than others, so are looked after by the hospital's neonatal team.

Demetri Panayi said: "Our charity skydive was born out of moments of madness, midlife crises and irrational personal desire! But it gave us the opportunity to raise money for a cause close to our hearts, and to our patients."

Donations to their skydive are helping Bliss to drive improvements in neonatal care, to ensure that the needs of babies are at the heart of policy and planning for the future, and to provide information and support to all families with a baby born premature or sick.

Richard Moody, Director of Fundraising at Bliss, said: "We are so grateful for the exceptional fundraising efforts of Demetri and his colleagues. Each donation to Bliss is going towards our mission of helping all babies born premature or sick in the UK have the best chance of survival and quality of life.

"This is a great example of how a perinatal team can come together to raise awareness and money for Bliss."

You can find more information and donate here: https://www.justqiving.com/page/skydive2023

Molly Gorman