Surrey Business Support Service

Business Surrey – a new Surrey County Council service offering free and accessible support to businesses across the county – has officially been launched by Chancellor of the Exchequer, Jeremy Hunt.

From start-ups to longstanding SMEs, Surrey companies of all sizes, sectors and stages of their business journey can access expert support for no cost via a new website www.businesssurrey.co.uk.

The Council developed the offer to coincide with the transfer of strategic powers to grow the economy previously held by the county's two Local Enterprise Partnerships (LEPs).

It means for the first time there is a single, co-ordinated business support offer for the whole of Surrey – something which is welcomed by local leaders.

Matt Furniss, Surrey County Council's Cabinet Member for Highways, Transport and Economic Growth, said: "Surrey has a fantastic economic story to tell – with more than 100,000 businesses, a highly-skilled workforce and world-leading sectors helping generate more than £50 billion a year to the UK economy.

"But we know there's more that we can do - which is why I am delighted we have developed Business Surrey, providing a simple and easy way for companies of all sizes to access the support they need to grow.

"By being in a position to support businesses from day one of being handed these functions from LEPs, we are ahead of the national curve – something which can only be positive for our 1.2 million residents and 110,000 businesses."

Business Surrey provides free and accessible support for all businesses in Surrey - such as targeted bespoke support for high growth companies, highlighting networking events, promoting the county's innovative sectors, and hosting a live directory of more than 100 national and local initiatives.

The new website also brings together of the business-facing aspects of the Council's work, including trading standards, Greener Futures and Surrey Fire & Rescue.

Business Surrey went live in April and was officially launched at Huskins in Godalming by the Chancellor Jeremy Hunt last week (Friday May 17).

Also speaking was Tim Oliver, Leader of Surrey County Council; Shahid Azeem, the High Sheriff of Surrey; and local tech entrepreneur Terence Naidu.

Representatives from Surrey County Council, business groups, universities and the county's 11 district and borough authorities were among those attending.

Jeremy Hunt, Chancellor of the Exchequer and MP for South West Surrey, said: "Surrey is a fantastic place to do business. The innovation and ideas of its residents, combined with sector strengths in creative industries, and tech and life sciences, make it a pivotal region in driving growth for the whole of the UK.

"That's why it's great to see Surrey County Council using the newly transferred powers formally held by LEPs to develop a clear offer to support businesses.

"I would urge businesses at all stages of their journey to contact the Business Surrey team to access expert help and support."

Tim Oliver, Leader of Surrey County Council, said: "Growing the economy in a sustainable way is a priority for the Council, which can only be achieved by working and engaging with our fantastic business community.

"Growth is not only good for business; it also generates opportunities for local people, supports investment in our communities, and improves the lives and wellbeing of our 1.2 million residents.

"We're looking forward to continuing to work closely with our universities, businesses, and local authority partners to capitalise on our enhanced strategic economic role, as it is only through shared expertise that we stand the best chance of growing our economies."

As part of the launch, Surrey County Council has teamed up with Surrey Chambers of Commerce to hold a series of Business Surrey Roadshow events next month.

The sessions will include practical ways for business owners to access support to grow their enterprises, as well as opportunities to connect with like-minded professionals.

The events take place on:



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- June 4 in Camberley Login Lounge from 8am
- June 6 in Egham Royal Holloway, University of London from 6pm
- June 13 in Horley Langshott Manor Hotel from 8am
- June 21 in Leatherhead Fetcham Park House from 8am

Pre-booking for the events is essential. Secure your space via the Business Surrey website - www.businesssurrey.co.uk/events.

Image: Cllr Matt Furniss, Rt Hon Jeremy Hunt MP and Cllr Tim Oliver at the launch of Business Surrey

Surrey Arts appointed to lead Surrey Music Hub

Surrey Arts, part of Surrey County Council has been appointed by Arts Council England to lead the Surrey Music Hub from September 2024, as part of an ambitious national programme to provide high-quality music education for all children and young people.

Surrey Arts will receive £1.42 million in funding from the Department for Education to coordinate music education in the local area, plus an additional £469,000 to invest in new musical instruments, equipment and technology tailored to the needs of children and young people in Surrey, including those with special educational needs and disabilities.

Surrey Arts will deliver high quality music education accessible to all children and young people in Surrey through diverse partnerships between educational, creative and community organisations in the local community and throughout the country.

The appointment is part of a major investment in a new generation of the nationwide network of Music Hubs. This investment will help to deliver the Government's National Plan for Music Education, and give all children and young people the opportunity to develop their musical interests as far as they wish, including helping them to begin careers in the music industry.

Denise Turner-Stewart, Surrey County Council Deputy Leader and Cabinet Member for Customer and Communities said: "We are delighted that Surrey Arts, part of Surrey County Council will be able to continue its work in leading the music hub in Surrey. The music hub is a network of music organisations and schools working together to bring musical opportunities to young people. This funding will ensure that we are able to continue championing music and support thousands of young people across Surrey to experience the joy and pleasure of participating in musical activities."

Darren Henley, Chief Executive of Arts Council England, said: "Music education is enormously powerful – it can enrich young people's lives, help them connect with the people around them, and start them on the pathway to fruitful and fulfilling careers. We are excited to announce this investment in a new generation of Music Hubs, which will support the brilliant work of our dedicated music teachers across the country, and help bring high-quality music education to even more children and young people in every part of England."

Visit www.surreymusichub.com to find out more.

Notes to Editors

Surrey Music Hub is a network of music organisations and schools working together to bring more musical opportunities to children and young people in Surrey, both in schools and in the wider community. Led by Surrey Arts, the county council's arts service, the Hub will act as an advocate for music education, encouraging participation in music across the county. They will work to ensure that children and young people from all backgrounds receive music education that is high quality, wide ranging, sustainable and accessible to all and that there are clear routes for progression. https://surreymusichub.com/

Arts Council England is the national development agency for creativity and culture. We have set out our strategic vision in **Let's Create** that by 2030 we want England to be a country in which the creativity of each of us is valued and given the chance to flourish and where everyone of us has access to a remarkable range of high-quality cultural experiences. We invest public money from Government and The National Lottery to help support the sector and to deliver this vision. **www.artscouncil.org.uk**.

Image Corey Seeman

County lines of trees

Surrey County Council has worked with residents and community groups to plant over 36,000 new trees across the county. The council remains on track to plant 1.2 million trees by 2030, marking one for every resident.

Since the launch of the initiative in 2019, over 510,744 trees have now been planted across the county. This year, 1952 metres of new hedgerows have been planted during this year's tree planting season, offering habitats for wildlife.

A range of community projects have also been undertaken to support our ambitions to improve air quality and biodiversity. These include:

- A group of 180 community members came together to plant over 7300 hedgerow trees at Bocketts Farm to support birds, mammals and other wildlife.
- 42 trees were donated to Bronzefield Women's Prison in Ashford and the tree Planting and Establishment team delivered a workshop to those women who were undertaking horticultural qualifications.
- 2625 native broadleaf trees were planted in The Priory C of E School in Dorking using an experimental planting technique, Miyawaki/Tiny Forest. This technique of dense tree planting restores naturally occurring native species and speeds up natural ecological succession.

The new webpages have also been developed to include an interactive tree map, tree planting advice and tips for how residents can get involved. More details are available **here**.

Marisa Heath, Surrey County Council Cabinet Member for the Environment, said, "I'm delighted that we are progressing our ambition to plant 1.2 million new trees in Surrey as we work to both meet net zero targets but also make our county as green and beautiful as possible.

"This is not something we can deliver alone and we will continue to work with our partners and communities to achieve this target. I encourage residents to visit our new **webpages** to find out how they can get involved."

Image credit: rawpixel.com

Avoid ticket scams this summer

Residents are being warned to be aware of online ticket scams that are catching out eager concert-goers ahead of the summer.

Surrey Trading Standards is pleased to announce the launch of a campaign aimed at curbing event ticket fraud across both counties. With a number of residents falling victim to deceptive practices when purchasing event tickets online, this initiative seeks to protect residents from financial loss and disappointment.

Event **ticket fraud** involves unscrupulous individuals exploiting the high demand for tickets to concerts, sporting events, and other popular attractions. Fraudulent practices include the sale of counterfeit tickets, non-existent tickets, and tickets with inflated prices. Such schemes not only result in financial losses for consumers but also tarnish the reputation of legitimate event organisers and venues.

Surrey Trading Standards has already witnessed online scammers attempting to exploit people wanting to see concerts by Taylor Swift, and the Foo Fighters. Future scams may include Glastonbury and sporting events such as Wimbledon and this summer's Paris Olympics.

Steve Ruddy, Head of Trading Standards at Buckinghamshire and Surrey Trading Standards said: "Music and sports fans are at risk of huge rises in online ticket fraud. Criminal activity selling fake tickets is becoming more and more prevalent online and we urge people to avoid disappointment by being cautious when purchasing tickets for all sporting and music events.

"Ticket fraud not only harms consumers financially but also undermines trust in the marketplace. Our campaign aims to empower our residents with the knowledge and resources they need to make informed ticket purchases. By raising awareness, we can create a safer environment for consumers to enjoy live events across Buckinghamshire, Surrey and beyond."

Tips for purchasing event tickets online

- Only buy direct from legitimate ticket sites
- Always use a debit or credit card when you buy tickets online (not bank transfer). This helps to protect your money should something go wrong
- Be extra cautious when purchasing tickets advertised by individuals on social media Fraudsters use social media to advertise tickets that don't exist. If you're looking for a ticket, always search for it yourself from a trusted source
- Low prices and seemingly great deals are often used to disguise scams. However, if demand for tickets is high or an event is sold out, fraudsters can charge more to trick desperate buyers
- Check the details of the site you are buying from and before entering payment ensure the web address starts with https and that there's a padlock icon in the browser bar
- Check the vendor is a member of the Society of Ticket Agents and Retailers (STAR)

Residents are encouraged to report their concerns about event ticket fraud to the **Citizens Advice consumer service** on 0808 223 1133. The helpline takes all enquiries on behalf of Trading Standards across England and Wales and will pass the report to the relevant Trading Standards team.

Alternatively, if you have been a victim and lost money, please report to Action Fraud at **actionfraud.police.uk** or by calling 0300 123 2040.

Auto fire alarms need a 999 before fire service respond in Surrey

Surrey Fire and Rescue Service has changed the way it now responds to **automatic fire alarm** call outs (AFAs) to residential and domestic properties, by only attending if there's been a 999 call to confirm there is a fire or signs of fire.

This change, introduced last month, covers AFAs at properties including hotels, boarding schools, care homes and any other residential types, including those that contain single private dwellings.

98% of the residential and domestic AFA call outs that Surrey Fire and Rescue Service attended from October 2022-March 2023 were false alarms. These accounted for 976 mobilisations – that's more than 5 fire engines a day being sent out on blue lights to false alarms where there isn't a fire.

This change is the second phase of work, after making the switch in 2022 and only attending non-sleeping business calls when a fire is confirmed. Since then, false alarm visits have decreased by over 95%.

Surrey Fire and Rescue Service would like to reassure residents that nothing is changing in their response to a real fire. Only now, the call handlers will ask a series of questions designed to determine the nature of the call and whether there is a fire, or signs of fire, and depending on the response received, crews may still attend to investigate the reason for the AFA.

Group Commander and project lead for the change, Rob Jenks said: "We're committed to keeping our communities safe, and if there's a fire, or signs of a fire, we will always respond immediately.

"After successfully making the switch for business AFA call outs in 2022, this new change is another positive step for our communities. We spend many hours and resources on responding to false alarms, and now, our crews and pumps will be more readily available when there's a confirmed emergency."

If at any time you discover signs of fire, raise the alarm, get out using the nearest fire exit and call 999.

For residents responsible for these types of premises, the service is urging you to visit their dedicated webpage for more information and advice on how to investigate an automatic fire alarm activation, and steps you can take to make your property as safe as possible.

Please visit: https://www.surreycc.gov.uk/community/fire-and-rescue/community-safety/automatic-fire-alarms to find out more about how this will affect you or your property.

New Chief Executive for County

Surrey County Council has appointed Terence Herbert as its new Chief Executive.

Terence, currently Chief Executive at Wiltshire Council, was chosen after a robust recruitment process to find a replacement for **Joanna Killian**.

Subject to formal ratification at an extraordinary Full Council meeting on 9 April 2024, Terence is expected to take over as Chief Executive in the summer.

Leader of Surrey County Council **Tim Oliver** said: "Terence is an outstanding leader bringing over 25 years of local government experience to the role, and it is excellent news that he will be joining us.

"Under his leadership, Wiltshire is regarded as a strong local authority – one of the largest unitary authorities in the country – with sound finances and a high-performing workforce.

"I am certain that he will be a tremendous asset to Surrey and is the right person to lead us as we face the challenges ahead."

Terence said: "I am delighted to have been appointed as the Chief Executive of Surrey County Council. I'm looking forward to working with the leader, Members, staff and our partners to build on Surrey's significant track record and lead the organisation through the next stage of its transformation in what continues to be a challenging time for local government.

"Having spent much of my earlier career in children's services and mental health, I am passionate about delivering quality services for the most vulnerable residents across our communities. I know the importance of retaining a motivated and ambitious workforce with a focus on celebrating the success of our staff, so this is an area that will be a key priority for me."

Terence joined Wiltshire Council in 2011, where he was appointed Chief Executive in June 2020. Prior to this he held a number of senior leadership roles including Head of Service for Safeguarding, Associate Director for Children's Services, Executive Director for Children & Families, Leisure & Communities, Corporate Services and HR & Organisational Development, and Chief Executive Officer for People.

Terence began his career as a Registered Mental Nurse (RMN) and then qualified as a social worker, taking up posts in children's services at the London Borough of Lewisham, Royal Borough of Kensington and Chelsea, and North Somerset Council.

Related reports:

Surrey chief moves on after 6 years

County CEO's pay rise triggering strikes?

Work starts on Surrey's respite centre for autistic people

Families set to benefit from new short breaks accommodation being built in Woking helped mark the official start of work at a milestone groundbreaking ceremony.

The purpose-built £5.7m facility will enable autistic people and those with learning disabilities to enjoy new experiences while their families take a break from caring. It's part of Surrey County Council's drive to create the right homes with the right support for people who need it and represents a major investment in specialist accommodation to help people achieve greater independence.

Enjoying some early spring sunshine, families were joined at the site in Goldsworth Park by representatives from the county council as well as architects AtkinsRealis and contractors Neilcott Construction. Also marking the occasion were Woking MP Jonathan Lord and representatives from Woking Borough Council and local community organisations.

The new accommodation on the site of the old Lakers Youth Centre will provide eight ensuite bedrooms as well as a sensory room, a communal lounge / dining room and landscaped gardens. It will provide the first such service in this part of the county and will



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ultimately add almost 2,500 nights of additional short breaks capacity per year for adults with additional and complex needs.

Guests will be able to enjoy new opportunities, make friends, gain new skills and connect with their communities during short stays without their family carers, who will be able to take some time away from their caring responsibilities to focus on their own wellbeing.

The event on March 14 marked the first 'spade in the ground' for an ambitious county council strategy which aims to deliver more than 1,400 units of specialist accommodation for adults with support needs across Surrey, including the redevelopment of another short breaks site in Banstead. Supported independent living accommodation for those with learning difficulties and mental health needs is also part of the plan, as well as extra care housing for older residents which will have support workers on hand if needed.

Sinead Mooney, Surrey County Council cabinet member for Adult Social Care, said: "Unpaid carers across Surrey do an amazing job in ensuring that their loved ones can continue to live in their own homes, but it can take a toll on even the most dedicated partner or relative. The new accommodation will represent a state-of-the-art facility designed to provide the person being cared for with the support they need, while offering their carer the chance to recharge their batteries by taking a break themselves.

"We're delighted to have broken ground and eagerly await the opening of the new accommodation next year. We want our residents to be able to live their best lives and our ambitious building programme to provide the right homes with the right support will help us achieve that."

Natalie Bramhall, cabinet member for Property, Waste and Infrastructure said; "We're pleased to have broken ground on the site in Goldsworth Park. The site of this new short breaks service is one of many projects being delivered by our Land & Property Capital Programme team in partnership with Adult Social Care to help people stay independent, safe and well so they can live the lives they want."

The star of the day was Jodie, a potential future user of the centre who currently visits the council's short breaks service in Banstead.

After watching an architectural 'flythrough' video of the new accommodation alongside assembled guests, **Jodie's mum Jean**, voiced her approval: "The one thing you want from a respite centre is to know that your children – young adults – are secure, safe & happy." She further explained: "Having respite breaks is absolutely a 'must' for parents and to have a facility that's been purpose built... is totally invaluable."

Andrea, mum to Brandan, who also currently attends the service in Banstead, added: "Brandan needs 24-hour care seven days a week – it does not stop for us as parents – and this will be an invaluable service so near to our home. But it's not only for us, it's about Brandan. We want him to feel it's like a holiday. We can be happy and relaxed knowing that he is happy."

Image: (left to right) Jonathan Lord MP, Jodie, Jodie's Mum Jean, and Cllr Sinead Mooney

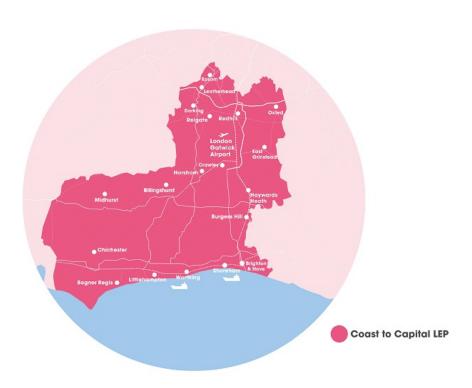
Surrey takes over enterprise partnerships

Businesses will be at the heart of Surrey's economic growth as they are set to benefit from a single strategic vision and leadership for the Surrey economy as part of the transfer of formal powers to Surrey County Council.

From April, the Council will take up the key functions currently held by the county's two Local Enterprise Partnerships (LEPs), Enterprise M3 and Coast to Capital.

The change will see the council lead on an enhanced oversight and delivery role in driving sustainable economic growth across the county. It will absorb formal responsibilities to deliver business support through the new Surrey-wide Growth Hub and deliver government funded programmes focused on skills.

The areas covered by Coast to Capital on the left and Enterprise M3 on the right:





Matt Furniss, Cabinet Member for Transport, Infrastructure and Growth at Surrey County Council said: "Surrey has a great economic story to tell. We're the UK's leading regional economy, with more than 100,000 businesses which generate more than £50 billion a year to the UK economy.

"We know there is huge potential to grow this further – through targeted support to key sectors, and through working with employers, training providers and local residents to create a high-quality skilled workforce for the future.

"I very much welcome the transfer of these powers into Surrey County Council.

"It will mean for the first time we will have one organisation who, together with a strong independent business voice, will provide



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a clear, coherent and comprehensive approach to developing a strong sustainable economy. This is positive for business and for residents.

"I want to thank the government for hearing our case and also to our partners in the LEPs for working with us to ensure there is a seamless transfer of service at the start of April."

Surrey has historically been divided across two LEP boundaries – Enterprise M3 operating in the west of the county and Coast to Capital in the east – which has presented challenges in terms of strategic coherence and created confusion for local businesses.

In March 2023, the Chancellor of the Exchequer's Budget statement announced the intention to integrate LEP functions into upper tier local authorities.

Aware of the positive impacts that could have for Surrey, the County Council took steps to engage early with partners to ensure it was ready to absorb and deliver these functions from the point of transfer.

A report discussed and agreed by the Council's Cabinet on 27th February acknowledged the move could have a range of positive benefits for local businesses and residents including:

- Setting a single economic vision for the county, ensuring Surrey-wide solutions are developed to support local economic growth.
- The development of a new Surrey business brand and website to make it easier for businesses to know where to access the right information, advice and guidance.
- The creation of a Surrey Growth Hub service to provide universal signposting support for business, as well as targeted interventions to help eligible local businesses in their journey to becoming high-growth.
- The creation of a Surrey Careers Hub (launched in September 2023), which delivers a range of activities focused on ensuring schools and colleges can help young people take their next best step.
- Improved join-up and efficiencies with existing council services and teams.
- Greater democratic accountability for decision-making related to local economic growth, that will be informed by a strong, independent, and diverse private sector voice.
- Future government funding to support local growth will now be focused on the whole of Surrey, instead of it being spread across larger regional areas.

Further announcements will be made in the coming months regarding the launch of the new Surrey business brand, website, and Surrey Growth Hub.

Surrey's hotline for mental health

Ahead of Helpline Awareness Day (Friday, 23 February), Surrey and Borders Partnership NHS Foundation Trust and Surrey County Council are highlighting a local 24-hour NHS mental health crisis helpline that supports almost 50,000 people each year.

The Mental Health Crisis Helpline, run by Surrey and Borders Partnership, is open 24 hours a day, 365 days a year. Since it started in 2010 it has helped around 600,000 people.

It is staffed by trained professionals who are ready to listen and offer advice, support and signpost to a range of community services.

A mental health crisis is when you feel at breaking point, and you need urgent help. You might be:

- Feeling extremely anxious and having panic attacks or flashbacks
- Feeling suicidal, or self-harming
- Having an episode of hypomania or mania, (feeling very high) or psychosis (maybe hearing voices, or feeling very paranoid)

Other behaviour that feels out of control and is likely to endanger yourself or others

As well as the Mental Health Crisis Helpline, Surrey and Borders Partnership also provides five Safe Havens across Surrey which provide out-of-hours help and support to adults who are experiencing a mental health crisis or emotional distress.

These Safe Havens are in Aldershot, Epsom, Guildford, Redhill and Woking and are open evenings, weekends and bank holidays. Each one is staffed by a mental health practitioner from Surrey and Borders Partnership and two trained Safe Haven workers.

Mark Nuti, Surrey County Council's Cabinet Member for Health said: "We are committed to breaking the silence surrounding mental health and providing a safe, confidential and non-judgmental way for people in Surrey to seek help.

"We believe that mental health support should be available to everyone. No one should have to suffer in silence – the Mental Health Crisis Helpline is here for anyone who needs it.

"There is help out there, whether it's through the Mental Health Crisis Helpline or one of the Safe Havens. Let's break the silence and start the journey towards better mental health together."

Emily Hackett, Mental Health Crisis Line Service Manager said: "If you are experiencing a mental health crisis or emotional distress or if you have concerns regarding someone that you care for, please call us. Our dedicated crisis call handlers are on hand to support you 24 hours a day 7 days a week."

If you or someone you know is struggling with their mental health, don't hesitate to call the Mental Health Crisis Helpline on 0800 915 4644.

Image - illustration only - Carl von Essen CC BY-SA 4.0

Maintaining business standards in Surrey

Residents are encouraged to do their research and always look for reputable and recommended tradespeople before having any work done on their property.

Buckinghamshire and Surrey Trading Standards is pleased to announce a partnership with United Knowledge Ltd to provide its 'Trading Standards Approved', trader's scheme.

The collaboration marks a significant milestone in the efforts to enhance consumer protection, promote fair trading practices, and ensure businesses in both counties adhere to the highest standards of excellence. It will also enable trading standards to support residents who are scammed or targeted by rogue traders by supplying a safer choice.

UKTSA offers a list of local businesses who have each given a commitment to trading fairly.

The scheme aims to support both local businesses and consumers, providing honest traders with a way to be identified and therefore stand out from the crowd.

From February 2024, residents will be able to find a Trading Standards Approved trader, introducing an added sense of confidence with the reputable accreditation.

The scheme is able to include a diverse range of trades and businesses, whether consumers are in search of a trustworthy plumber, pest controller, landscaper, electrician, or any other contractor.

The partnership between Buckinghamshire and Surrey Trading Standards and UKTSA is aimed at creating a more transparent and trustworthy marketplace for businesses and consumers. Through the implementation of rigorous standards, and continuous monitoring, both counties will be able to identify and address any potential issues or breaches of trading regulations promptly.

Councillor Kevin Deanus, Cabinet Member for Fire and Rescue and Resilience at Surrey County Council said: "Our Trading Standards team is committed to protecting consumers and supporting legitimate business in Surrey. Honest businesses are also victims of rogue traders when their trade is linked to dishonest practices and their reputations tarnished. This collaboration will strengthen our ability to protect consumers and support businesses in our counties. Together, we can ensure fair and ethical trading practices, enhance consumer confidence, and contribute to the growth and prosperity of our local economies."

Paula Hines from United Knowledge Ltd said: "We are pleased to welcome our new partners on-board. We are looking forward to working with Buckinghamshire Council & Surrey County Council and the local business communities to make this



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scheme a success."

Steve Ruddy Head of Trading Standards at Buckinghamshire and Surrey Trading Standards said: "Schemes such as this offer additional protection to residents as well as clear procedures for resolving problems, which benefits both residents and businesses. Trading Standards always advises residents to get a range of quotes from reputable traders through trustworthy sources such as the new Trading Standards Approved trader's scheme. The scheme gives people access to a list of reliable traders that have been vetted and approved by to ensure that they operate in a legal, honest and fair way."

Residents who have experienced problems with tradespeople or companies to report it to the **Citizens Advice consumer helpline**. The helpline takes all enquiries on behalf of Trading Standards across England and Wales and will pass your report to the relevant Trading Standards team.

Business operators can visit the **Trading Standards Approved** website to find out more about the registration process and joining fees.

Consumers can search the register HERE on the UKTSA website