EPSOM & EWELL TIMES
For the community, by the community. A not-for-profit service

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Job insecurity upsetting collegiate life

20 April 2024



Nearly 92 per cent of voters in a Surrey University College Union (UCU) indicative survey supported holding a vote of no confidence in the Vice Chancellor, with a further 96 per in favour of a vote for the executive board.

Surrey UCU has been campaigning against ‘compulsory’ redundancies and financial severance elicited by the University of Surrey in an all-staff emergency meeting on March 6. Vice Chancellor Professor Max Lu (VC) announced the university would have to cut staff and assets as part of cost-saving exercises.

A UCU open letter dated April 11 alleged the university was trying to turn a “£10m deficit” into a “£10m surplus”. A spokesperson claimed staff feel they have been “coerced” into redundancy, or “feeling that their hand has been forced”.

An academic, who wished to remain anonymous, said: “It’s extremely distracting and upsetting […] Commitment to the university falls and commitment to your work falls. You invest a lot of time into your institution and when your institution doesn’t value you back, you question why.”

Speaking about her department, she said: “It’s horrible. Morale is very low” and people feel “very insecure about their jobs”.

High inflation, soaring energy bills and overall cost of living pressures were cited by the VC as reasons why the university needed to reduce its expenditure. Sector-wide problems within Higher Education such as “devaluing domestic tuition fees” and declining numbers of international students “due to external factors” were also highlighted in a letter by the VC

However, the UCU argued that poor financial management in “historical borrowing and significant spending on multi-million-pound projects” undermined the VC’s claim. Recent developments include the Surrey Institute for People-Centred AI (opened in 2021) and launching a new medical school with an intake for 2024.

Over 90 per cent of the university’s income was borrowed externally, coming second in the UK in 2021/22. Gross debt increased by £16.6m in 2022/23 to £296.5m compared to 2021/22, as the University entered into a new £20m term loan used to support the purchase of a building on campus, this was partially offset as a result of scheduled repayments.

Soaring from 0.1 per cent interest rates in December 2021, to 5.25 in 2023, the university now has to pay back around 4.5 per cent interest in its loans (2024).

“It’s a reckless […] way of living,” the academic said, “to borrow, borrow, borrow with the hope that you will make that money back.”

Rather than trying to “play with the big boys” and be a Russell Group university or UCL, the academic said, “Surrey needs to play to its strengths” as a small, safe university in Guildford which looks after its students.

Fewer Surrey UCU members voted to start formal industrial action (75.3%) than those in favour of a no confidence motion. Academic staff explained striking would mean taking teaching away from university students, who were not at fault.

The union is meeting on April 22 to discuss the next steps and has invited MP Angela Ricardson and parliamentary candidates to attend.

A spokesperson from the University of Surrey said: ”Our University is not immune to the unprecedented financial pressures facing the UK’s higher education sector – including high inflation, high energy costs, the sustained devaluation of tuition fees and the recent decline in international student numbers. We’re taking a focused and nuanced approach to tackling these sector-wide challenges at Surrey, with our approach designed to minimise the impact on our people and our core mission. We are looking at a variety of measures to increase income and save on costs including offering voluntary severance to some colleagues. We are hoping to avoid compulsory redundancies.”

Low morale hits Surrey Police

20 April 2024

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Up to 20 per cent of Surrey Police officers want to leave due to low morale and poor pay, according to a new report.

Police Federation of England and Wales (PFEW) found that 84 per cent of officers had experienced stress, low mood or anxiety over the studied 12 months. Of 2,276 Surrey police officers, 460 responded to the Pay and Morale Survey from November 2023.

PFEW issued its survey to support its national campaign for fair pay for police officers and an independent pay mechanism. It found nearly 80 per cent of officers said they were unsatisfied with their pay, with 69 per cent saying their workload was ‘too high’.

Tom Arthur, Branch Secretary of Surrey Police Federation, said: “This year shows yet again that officer morale stays at an all-time low, some 90% of those surveyed confirming this – with pay and feeling undervalued by the Government being the main reasons.

“One in five of my colleagues in Surrey are actively seeking alternative employment. Forces and the Government cannot keep ignoring this and making platitudes to the public about how they are serious in dealing with Law and Order.”

Polling 460 officers, 20 per cent of respondents said they intend to resign from Surrey Police either ‘within the next two years’ or ‘as soon as [they] can’. This was slightly lower than the national average (22 per cent) in the PFEW survey.

Due to the high number of staff leavers Surrey has a group monitoring resignations with leavers’ questionnaires and stay interviews. A recent PEEL inspection into Surrey Police found it still “lacks understanding” why staff or recruits might leave the force.

Adrian Rutherford, Director of People Services for Surrey Police and Sussex Police said: “We have seen our largest police officer recruitment drive in a decade; welcoming hundreds of new officers into our organisation and onto the streets of our communities.”

However, 12 per cent of police staff posts were vacant at the end of November 2023, according to a Surrey Police and Crime panel report. Approximately 73 per cent of respondents from Surrey Police said that they would not recommend joining the police to others.

The report found 85 per cent feel ‘worse off’ financially now than they were five years ago and 16 per cent ‘never’ or ‘almost never’ have enough money to cover all their essentials. Whilst police officers received a 7 per cent pay rise in 2023, they have still seen a 16 per cent real-terms pay cut since 2011.

Supporting and protecting Surrey’s workforce was found to ‘require improvement’ in the latest PEEL report (December 2023). The force had not completed a well-being survey in three years, or the Bluelight self-assessment to understand what affects good or poor well-being.

Officers responding to the PFEW survey said they do not feel respected by the Government (95 per cent) and they do not feel valued within the service (65 per cent) and over half (54 per cent) said they were experiencing low morale.

Surrey Police said it had a wellbeing strategy “which places officer and staff wellbeing at the heart of the organisation”. Indeed, the force’s mental health app, Backup Buddy, won best innovation at the InsideOut Awards 2021. However, according to the survey, morale and pride in the force have dipped since then.

Adrian added: “Our police officers undertake a demanding and often dangerous role, ensuring that we keep Surrey safe and protect the most vulnerable from harm. As a force, we are doing all that we can to ensure that we’re alleviating some of the pressures faced by those on the front-line.

“We will be looking closely at the findings of the survey, alongside our recent internal employee opinion survey to look at what we can do to improve matters. We wish to be an employer of choice and will continue to work with our colleagues in the Federation, as well as our own people, to ensure we’re doing all that we can to demonstrate the high value we place on our officers and staff and to be the best employer that we can be.”

Image Dave Connor CC 2 by deed (altered placing officers in front of Surrey Police HQ entrance)

Epsom Karate Kids go global

20 April 2024

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The Mo-ichido England Karate Association, nestled in the heart of Horton Country Park, made waves on the international stage as they ventured to Albena on the Black Sea coast of Bulgaria. Their mission: to compete in the prestigious 14th WSF World Shotokan Championships, facing off against formidable opponents from across the globe, including national squads hailing from as far as the Ivory Coast.

Led by Colin Sensei and Squad Captain Olivia Lusted, the club sent a team of 8 young competitors, proudly representing England on the global karate platform. Their performance exceeded expectations, returning home with an impressive haul of 1 gold, 3 silver, and 2 bronze medals. This achievement catapulted England to the 12th position out of 27 on the medal table, showcasing their resilience against adversaries with greater resources and support.

From the Mo-ichido association's humble beginnings in an old, rundown cow shed in Horton Country Park, the club has evolved into a beacon of inspiration within the local community. Offering a diverse range of activities including physiotherapy, yoga, pilates, meditation, Ki-aikido, the club has transformed the shed into a sanctuary where individuals of all ages can partake in the shared passion of karate.

With a track record of producing European and World champions, the Mo-Ichido club continues to make strides in the martial arts realm, representing excellence on both national and international fronts. However, their ambitious pursuits come with financial challenges, prompting the club to seek sponsorship opportunities to sustain their journey towards global domination.

For more information on the remarkable achievements and ongoing endeavors of the Mo-Ichido England Karate club, visit their website at moichido.co.uk.

Epsom and Ewell candidates dominate Police Commissioner election

20 April 2024



Nominations have closed in the race to become the next Surrey Police and Crime Commissioner (PCC) with four candidates across the parties lined up. Two of the four candidates are Epsom and Ewell councillors.

The Epsom and Ewell Times has invited all candidates to submit statements to our publication and we hope to publish them in the days ahead.

The PCC role oversees the work of Surrey Police and its Chief Constable and holds them and their decisions to account. They set the strategic direction and aims for the force through the Police and Crime Plan.

In the running on May 2 are Lisa Townsend (the current PCC and Conservative), Paul Kennedy (Liberal Democrat), Kate Chinn (Labour) and Alex Coley (Independent).

Salaries of the PCC are decided on a national basis and vary depending on the size of the force; the commissioner for Surrey will receive a salary of £73,000 per annum.

PCCs are also responsible for all funding relating to policing, including the police precept, and to work with the Chief Constable to set the force budget in line with priorities and deliver value for money for residents.

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Providing a link between the police and Surrey residents, the PCC listens to the public's concerns and works with the Chief Constable to create improvements.

Lisa Townsend, Conservative

Looking to get a second term, one of Lisa's major flagships is campaigning to end violence against women and girls. She has been working on various community projects including Safer Streets tackling anti-social behaviour and support services for victims.

In a post on X, formerly Twitter, Lisa said her immediate priorities are maintaining and growing the police force, as well as working with the Chief Constable on 'back to basics' policing. She said this includes "ensuring Surrey Police do what only they can: investigating and solving crime, not sitting in hospitals."

Alex Coley, Independent

Previously a Digital Lead for the Met Police, Alex said he wants "more bobbies on the beat" in Surrey. Headline policies include petitioning to parliament to change the way police funding is allocated in the country; so that the government contributes more for policing in Surrey than the taxpayer

Since 2018 Alex has been an Epsom and Ewell councillor as well as chairing the Crime and Disorder panel for the borough. The only independent candidate, Alex is campaigning to "take party politics out of policing" and put "pride and professionalism back into Surrey Police".

Paul Kennedy, Liberal Democrat

Hoping to be third-time lucky is Paul- a former barrister, accountant, actuary and Mole Valley councillor. Some of his campaign policies include "bringing back community policing" and combatting offending behaviour through restorative justice, education and support for mental health and addictions.

In a press statement, Paul said: "Like many people I disagree with the idea of PCCs, but we're stuck with them for now. So, let's do the job properly." If elected, Paul said he will work with the Chief Constable to fix the issues highlighted in the December 2023 inspection report.

Kate Chinn, Labour

Councillor for Epsom and Ewell, Kate's policies include refocusing on neighbourhood-based policing and using empty shops in the town centre for a police presence. Preventative measures is another concern as Kate aims to increase support services for young people.

Kate has said that she wants to review current training to ensure police have a good understanding of domestic violence, misogyny and sexual assault.

The deadline to register to vote is April 16, which can be done online. Elections take place on May 2, with the result announced the following day.

To vote for your preferred candidate, a valid ID must be brought to the polling station. This can include passport, driving licence, disabled or older person's Bus Pass funded by the UK Government, and a biometric immigration document. Residents without an accepted form of photo ID can apply for a free Voter Authority Certificate (VAC).

Surgery delay after hip break led to death

20 April 2024



An elderly woman who tragically died after waiting five days for hip surgery prompted a coroner to raise concerns that a hospital is putting patients at risk of an early death.

Anne Rowland, a care home resident in Oxted, died in East Surrey Hospital after inflammation and infection of the lungs following surgery.

Ms Rowland broke her hip following a collision and fall with another care home resident who was partially sighted on February 27, 2023. She was taken to East Surrey Hospital the same day.

Coroner Anna Crawford found there was "no clinical reason" for the surgery not taking place until five days later on March 3 as the patient was "clinically fit".

She concluded that outstanding infrastructure repairs and the use of different guidelines from the National Institute for Health and Care Excellence (NICE) that the Surrey and Sussex Healthcare NHS Trust was "placing patients at risk of early death".

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NICE guidelines say that hip surgery should take place on the day of the injury or the day after. Early mobilisation is recommended for hip fracture patients to reduce the risk of complications, including pneumonia.

East Surrey Hospital uses a metric of 48 hours within which to conduct such surgery and does not use the NICE timeframe. Although the hospital has a dedicated operating theatre for trauma patients, on some occasions demand outweighs capacity.

However, the surgery did not take place because “other trauma patients were prioritised ahead of [Mrs Rowland] based upon their relative clinical need”.

Operating theatre capacity at the hospital has on occasion been compromised by infrastructure failings. An entire new surgery unit is being constructed and is anticipated to be completed by 2025 at the latest. The orthopaedic theatres also need new air handling and chillers which is yet to be completed.

The coroner concluded that waiting for her operation “caused” Mrs Rowland to develop dementia and immobility. This “contributed” to her developing aspiration pneumonia following surgery. Mrs Rowland’s condition deteriorated resulting in her death at East Surrey Hospital on March 31, 2023.

Ed Cetti, chief medical officer of Surrey and Sussex Healthcare NHS Trust, said: “We are profoundly sorry for the delay in Mrs Rowland’s hip surgery and offer our deepest sympathies to her family during this difficult time.”

The Trust said that in the months since Mrs Rowland’s death, it has “significantly” reduced delays in hip fracture surgery. In November 2023 59 per cent of operations occurred within 36 hours and 91 per cent within 48 hours.

Mr Cetti added: “We always strive to perform surgeries of this nature as soon as possible and monitor our performance against the 36-hour time window identified by NICE guidance. We also monitor against a 48-hour window to ensure any patients that miss the 36-hour target are not waiting longer than 48 hours.

“Recognising that not all patients are medically well enough for surgery within 36 hours, we are working on improving our performance further and reaching the 80 per cent target by the end of 2024/25.”

Image: Entrance to East Surrey Hospital. Credit Get Surrey•

Surrey Uni works on self-drive safety

20 April 2024



As the UK prepares to introduce legislation that paves the way for self-driving vehicles later this year, scientists and experts led by the University of Surrey have launched a new network to ensure that this new technology is safely implemented.

The MASSDRIVE (Methods for Assurance of Self-Driving Vehicles) project has been funded by Innovate UK to help the country and industry develop robust methods of approving and certifying self-driving cars as they become available.

Professor Saber Fallah, co-investigator on the project and the Director of Connected Autonomous Vehicles Research Lab (CAV-Lab) at the University of Surrey, said:

“MASSDRIVE is all about bringing together industry, scientists, regulators, and the public to begin a conversation about how we can make self-driving cars safe for our roads.

“Our main goal is to make sure these vehicles are safe. We want to create strong connections between car makers, people who set the rules, academics, government groups and local communities. By having regular discussions, workshops and meetings, we’re creating a space where everyone can share ideas and good ways of doing things, focusing particularly on making sure the AI in cars is trustworthy.”

MASSDRIVE is a collaboration between the universities of Surrey, the West of England and Bristol.

If you want to know more about MASSDRIVE or if you are interested in shaping methods for the safety of self-driving vehicles, please contact Professor Saber Fallah.

Image: Creator: eschenzweig Common License 4.0

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New born enters world by rare EXIT

20 April 2024



A 50 strong team of specialist medics crammed into an operation theatre recently to carry out a globally rare procedure on a newborn baby and save his life.

Little Freddie Verschueren was delivered at St George's hospital in South West London using the Ex-utero Intrapartum Treatment (EXIT) procedure which delivers babies who could potentially have serious challenges at birth.

This procedure is used when an unborn child has an obstruction in their airway which means they would be unable to breathe independently once they are removed from the placenta.

Professor Asma Khalil, consultant obstetrician at St George's, led the entire operation, which involved about 50 medics and other staff in the operating theatre.

She said: "An EXIT procedure involves a large number of healthcare professionals from various backgrounds including an obstetrician, fetal medicine specialist, an anaesthetist, a paediatric anaesthetist, a paediatric ENT surgeon, midwives and the neonatal team, as well as other theatre staff."

In little Freddie's case there was a cyst on his tongue that could potentially block his airways it was detected in a scan during his mum's second trimester. The team made an incision in mum Anna's tummy and delivered Freddie's head and shoulders first, leaving him attached to the placenta and able to breathe.

They established an airway so he could breathe independently before delivering the rest of him. Freddie weighed 6lbs 8oz (3.1kg) at birth and was able to go home with his parents Anna and Peter Verschueren a healthy baby.

Anna said: "We've been incredibly impressed with the service we have had at St George's, at every step it has been outstanding care. When we found out we needed to have the procedure we felt in such safe hands with the experts at St George's. We never doubted their skill and advice."

Professor Khalil added: "I am very grateful to the efforts by every member of our large team who ensured that we delivered the best care to Anna and Freddie. Saving babies' lives and caring for the parents during challenging times is the most rewarding aspect of my job."

An EXIT procedure is extremely rare. However, despite its global rarity this is the second time it has been carried out in St George's this year.

Dr Richard Jennings, Group Chief Medical Officer for St George's, Epsom and St Helier University Hospitals and Health Group, said: "St George's is one of the few hospitals in the country that carries out this rare procedure and saves the lives of many babies. I am pleased to hear that Freddie is doing well thanks to our dedicated and skilled teams and everyone at St George's wishes him and his family all the best for the future."

£1.1 m boost for Surrey Uni's solar thermal research

20 April 2024



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Solar-thermal devices that have the potential to transform how we heat our homes and generate power on a larger scale are being developed by a team led by the University of Surrey. This exciting project has received a £1.1 million grant from the Engineering and Physical Sciences Research Council (EPSRC).

The main goal of this research is to create new designs for surfaces that can selectively absorb sunlight while also efficiently emitting heat in the form of near-infrared radiation. These devices are different from solar cells, which typically convert sunlight into electricity; solar-thermal devices use sunlight to generate heat, which can then be used for driving mechanical engines or converted into electricity.

The research project is led by Surrey, in collaboration with the University of Bristol and Northumbria University and combines their expertise in photonics, advanced materials, applied electromagnetics, and world-class nanofabrication facilities.

Professor Marian Florescu, Principal Investigator from the University of Surrey, said:

“Our project is not just about innovating; it’s about responding to a global necessity. The sun showers us with a tremendous amount of energy every day, far more than we currently capture. By developing these advanced solar-absorbing surfaces, we are opening up new, efficient ways to harness this abundant solar energy. Our goal is to transform how we use sunlight, making it a powerhouse for clean and sustainable energy that meets our growing needs without harming the planet.”

The project has several aims:

- To develop solar absorbers that can work well even at very high temperatures.
- Improve the efficiency of the team’s special solar-absorbing structures. The team plans to build prototype models to demonstrate how well they work.
- To better understand and ultimately improve how these devices handle and perform with the heat they generate from sunlight.

Professor Marin Cryan, Co-Principal Investigator from the University of Bristol, said:

“The University of Bristol has been developing thermionic solar cell technology for a number of years. These use concentrated sunlight to heat materials to the point where thermionic emission of electrons occurs, which can form the basis of high-efficiency, low-cost solar cells. This exciting project will develop very efficient solar selective absorbers, which will be an important component of the overall cell design.”

Dr Daniel Ho, Co-Principal Investigator from Northumbria University, said:

“Northumbria University is at the forefront of thermophotovoltaic research, utilising a specialised microscope heating stage alongside an in-house built Fourier imaging spectroscopy system. This advanced thermal analysis technique enables comprehensive and angle-resolved scattering analysis across both visible and infrared spectrums, even under vacuum conditions and at temperatures as high as 1000°C.

“We are excited to work with our partners to help achieve pioneering developments in renewable energy research.”

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

20 April 2024



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

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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.

Ewell's wetlands to be celebrated on an open day

20 April 2024



The South East Rivers Trust (SERT) is inviting local residents to come and celebrate the newly-created **Chamber Mead** wetlands with a day of family fun, activities and guided tours.

The celebration day on Saturday 20th April will give nature lovers the chance to add plants to this critical pollution buster for the **River Hogsmil**l, a precious chalk stream.

Families will also have the chance to learn about the health of the river by taking part in riverfly demonstrations, a scavenger hunt and nature craft activities. Guided tours of the wetlands will also be part of the day, which runs from 11am to 3pm.

The open day begins a fortnight of planting opportunities for schools and community groups. All the plants have been specially selected to absorb pollutants and attract pollinators and an increased range of wildlife across the **Hogsmill Local Nature Reserve**.

The wetlands in **Ewell** now divert urban pollutants from the Green Lanes Stream away from the Hogsmill, one of only 200 chalk streams in the world. Once filtered water is fed back into the river just downstream of the famous Stepping Stones, another 5km of waterway is protected as it flows into south London all the way to the Thames.

Dr Bella Davies, Co-CEO of SERT, said: "We're thrilled to be giving the community the chance to learn all about Chamber Mead wetlands and crucially give people the chance to complete the project. The public have been very supportive of the wetlands from the start and adding plants is a wonderful opportunity to attract new wildlife not only to the water but the wider nature reserve. This will fulfill the potential of the wetlands to become another jewel in the crown of the reserve and make it an even bigger asset for the community. We're excited to see the results in years to come on the Hogsmill, which should be a haven for brown trout, water voles and native crayfish, among other species which need our help in recovering their numbers."

Councillor **John Beckett**, (RA Auriol) Chair of the Environment Committee at **Epsom & Ewell Borough Council**, said: "We are overjoyed to be able to join SERT on the Chamber Mead Wetlands Open Day, to celebrate the fantastic work that has been done here to boost biodiversity and reduce pollution in the Hogsmill River. I hope that residents will join us to help complete the project, which will ensure the Hogsmill River Local Nature Reserve is a place where wildlife and nature can thrive, and one that we can enjoy for many years to come."

Supported by the Hogsmill Catchment Partnership, the project has received funding from The Coca-Cola Foundation, Natural England (through the Species Recovery Programme), the Environment Agency, Surrey County Council, the Rivers Trust, the Zoological Society of London, Garfield Weston Foundation and Thames Water, with in-kind support from the landowner Epsom & Ewell Borough Council. The new wetlands are part of the wider Replenish programme in partnership with the Coca-Cola Foundation and the Rivers Trust. The aim of Replenish is to restore millions of litres of water in this and other local catchments, in turn improving biodiversity.

Speeches will take place at 11:30am- 12noon:

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These will be delivered by **Jackie King**, Chief Executive of Epsom & Ewell Borough Council, Dr Bella Davies, Co-CEO of the South East Rivers Trust, and Borough Mayor Cllr **Robert Geleit** (Labour Court) who will also cut the ribbon to officially open the wetlands.

Plants such as yellow flag iris have been chosen for their ability to take up nutrients such as nitrogen and phosphorous. Meanwhile ragged robin and purple loosestrife will attract species such as butterflies, bees and damselfies, while brooklime, typical in chalk stream settings, will offer shelter for tadpoles and sticklebacks.

Related reports:

Chalking up a victory for the Hogsmill

“Garden of Eden” coming to West Ewell as Wetlands Plan is approved. Will this stop pollution?

Voles let loose on the Hogsmill

About the South East Rivers Trust:

The South East Rivers Trust is an environmental charity bringing rivers and their catchments back to life. Working in 12 river catchments across the South East, the Trust connects communities and mobilises citizen scientists to educate and engage people on the importance of rivers, and supports and challenges stakeholders, businesses and individuals to protect them. The Trust uses data and evidence to target positive action and works with nature to make rivers healthy again. This includes tackling water pollution, addressing water scarcity, reconnecting rivers and restoring habitats.
www.southeastriverstrust.org/

Surrey Councils holding unclaimed tax refunds

20 April 2024

Council	Value of refunds owed	Number of accounts owed
Epsom and Ewell Borough Council	Failed to share the requested data	
Elmbridge Borough Council	Failed to share the requested data	
Tandridge District Council	Failed to share the requested data	
Guildford Borough Council (rolling)	£323,769.96	1,095
Spelthorne Borough Council	£307,273.08	1,245
Mole Valley District Council	£249,459.01	802
Reigate & Banstead Borough Council	£218,883.91	765
Waverley Borough Council	£157,452.49	566
Woking Borough Council	£148,046.16	566
Surrey Heath Borough Council	£83,060.34	293
Runnymede Borough Council	£5,777.17	4

Councils in Surrey are holding nearly £1.5million in overpaid tax that can be claimed back. People who moved to a different borough after paying their tax are supposed to be sent a closing bill. If an account is in credit, overpayments are refunded.

When this is not possible, for example if the council does not have a resident’s forwarding address, the overpaid cash can sit in a pot until a claim is made – or the residents return to the borough.

In Surrey, that figure is a combined £1,493,722.12 for eight of the 11 councils. As for the others (Elmbridge, Tandridge and **Epsom and Ewell**) their figures remain unclear.

The three most common reasons for overpayments are when someone moves out of their house and has already paid, changes to a property’s tax band, or when residents forget to cancel standing orders when they move.

The two biggest stockpiles are held by Guildford and Spelthorne Borough Councils, and account for more than £600,000. This is according to data released under Freedom on Information to Money Saving Expert.

Tax not claimed back can be written off by a council – to balance the cost of bad debts – however Guildford Borough Council said it reinstates the money if a resident comes forward to claim the credit.

Guildford Borough Council told the Local Reporting Democracy Service it has refunded 12,793 people on both closed and open accounts with a total value of £4.4 million, since April 2021. It says nearly a third of these were refunded through MyGuildford online accounts.

A spokesperson for Guildford Borough Council said: “It’s important that we are provided with a forwarding address so we can send closing bills or retrospective bill changes.

“If a refund is not claimed, the money will remain on the account until the resident claims it or becomes liable for council tax in our borough again.” They added: “To be transparent, we roll over overpaid council tax every year. If other councils have already written off credits, their credit value will be reduced.”

Guildford council added that they don’t have a specific deadline for claiming overpaid council tax. But to avoid fraudulent claims, they ask residents to provide proof of the overpayment. The older the claim, the more proof is needed.

A spokesperson for Spelthorne Borough Council said: “Tax refunds occur for a number of reasons, for example if a resident has moved from the borough or they have paid a bill in advance and Spelthorne Borough Council proactively issues any council tax refunds which are due.

“Where accounts are in credits, statements are sent with refund application to the last known address, if we hold bank details refunds are refunded directly back to the bank account that they were paid from. Where accounts are constantly paying in credit, copy bills are sent to prompt a response from the payer to claim the overpayment back.

“Residents can keep track of their council tax bill by registering for the self-service customer portal online or call the

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team on 01784 451499.”

Elmbridge Borough Council, which did not respond to the FOI, said it refunds overpaid council tax if a resident’s account is in credit and does not owe any other amounts of tax.

People who move within the borough will usually have credits from their previous address transferred across, while those leaving the area can arrange a refund.

[Nationwide the London Borough of Newham holds the highest of £9,539,750 and Surrey’s Runnymede fourth lowest of £5,777.]

Contact your local authority for specific advice on claiming it back, as this is likely to differ.

Virtual care to rise under ambulance plan

20 April 2024



Over a third of South East Coast Ambulance (SECAmb) service responses will be done remotely in a new five-year strategy. (Here “remotely” means by video call or telephone rather than sending out an ambulance.)

The NHS Trust said its care model is no longer “fit for purpose” as it prepares for a 15 per cent increase in patient demand over the next five years, at a board meeting last week (April 4). Increasing demands on the service included health care becoming more complex, the ageing population and changing areas of deprivation.

By 2029, the Trust aims that over a third of all its patients will be signposted to another service- leaving 65 per cent of patients with an ambulance response. The change will affect Surrey, Thames Valley, Kent and Medway as well as Sussex Integrated Care Systems (ICS).

Simon Weldon, CEO, reassured that SECAmb would still be there to protect and look after the sick who needed an ambulance. He added: “If patients don’t need an ambulance, we can help you get you to a place which can meet your healthcare needs.”

Urgent medical needs such as cardiac arrest, a stroke, heart attack, pneumonia, childbirth and newborn care would still be attended to by ambulances, the Trust said.

Delivering this strategy, over the next three years, SECAmb expects it to meet emergency care needs within the national standards of 7 minutes for calls for immediate life-threatening and time-critical injuries and illnesses; and 18 minutes for emergency calls.

For non-emergency patients, virtual care will be provided via an assessment by a remote senior clinician. Meeting documents said this would enable patients to be “cared for directly or referred to the most appropriate care provider”.

Investing in a data and digital strategy was highlighted as a key part of the new direction. The board heard how new technology like AI would help the SECAmb make better decisions and lead virtual consultations. These could be used to respond to patient needs in a remote and professional setting rather than sending an ambulance.

Meeting documents revealed that 88 per cent of patients received an ambulance response; but an SECAmb officer said the outcomes from the cases indicated only 30.5 per cent of patients needed clinical care.

Only 12 per cent of patients are currently referred or signposted to another service rather than receiving ambulance care; but under the new strategy for 2029, this will increase to 35 per cent.

Team Member for SEAmb, Matt Dechaine, said: “Sending a fully kitted ambulance is a very expensive way for the public purse to respond to patient needs, when other services may be able to address it in a cost-effective way.”

Covering five years, the new strategy will be carried out in three phases: designing new models of care, collaborating with partners and developing a digital strategy; implementing the change and finalising and improving the operational model. Digitalisation of the service will begin in phase 2, with electronic health records deployed by March 2025.

SEAamb identified its model as “unsustainable when challenged” from an operational, workforce and financial perspective. The Trust found it would need to employ 600 more people over the next five years to respond to demand.

Not all non-emergency patient consultations will be resolved solely over the telephone. Simon told the board that the strategy aims to “align patient needs with ambulance services”.

Over 2,000 staff, 400 volunteers and 350 members of the public have been consulted on the strategy, with the Trust saying it has been “clinically led”. System partners have also been invited to 20 sessions to share their views.

The full new SECAmb strategy is set to be published in May 2024.

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Call staff at South East Coast Ambulance NHS Foundation Trust. Credit SECAmb

Floods with silver linings for Guildford's housing targets?

20 April 2024



Guildford has been given the "biggest opportunity" to transform itself in a century. The Environment Agency is looking into an expanded flood prevention scheme that would save homes and businesses from rising waters – and open up previously unusable town-centre land for new housing. Supporters say the upshot of this is huge.

Councils have to identify land for housing in order to meet Government set targets, but Guildford Borough Council had to recently disregard 50 sites because they were subject to flooding – 30 of which were in the town centre, the Local Democracy Reporting Service was told.

If the expanded flood alleviation scheme goes ahead it would instantly increase the amount of land in the town and in a swoop take pressure off green belt villages.

Former councillor John Rigg said that the town has been waiting affected by floods for almost 100 years and that it would only get worse if nothing was done. He said: "The Environment Agency's planning period anticipates a 72 per cent increase in rainfall in the Guildford area. Not steady rain, big downpours."

He said the problem was compounded as towns upstream – for example in Waverley – pressed on with their own developments.

Mr Rigg said: "When the Government said Guildford had to deliver 10,000 homes, they had to all go in the green belt and the villages, because nobody got the flooding scheme underway and released the brownfield sites. When Guildford was looking at land for development as part of its local plan, there were 50 sites that had to be disregarded because they were subject to flooding, 30 of them in the town centre."

Among those are the Millmead and Millbrook car parks.

He said: "We have got to get the flood alleviation plan adopted. The EA has said there is £7bn allocated to areas that deliver economics and social benefits. This ticks all the boxes. It's an important town, it's a county town and it needs homes and businesses. The previous scheme was a minimum, just to stop a couple of streets flooding, but this does it properly, it frees up brownfield sites. It's the biggest opportunity for Guildford since about 1900. Last week, by the cinema it flooded, it was up to people's knees, as far as this town is concerned, they need to wake up."

Guildford has a long history of flooding from the River Wey, and the Environment Agency, working with the borough council and Surrey County Council, are looking to reduce the high level of flood risk to the town centre.

The project is still in its appraisal stage, but the EA has confirmed it is looking to create a larger protection zone than initial plans from 2018. It expects to take up to three years to finalise the scheme as it undertakes assessments, surveys and public engagement – the first of which takes place at the Yvonne Arnaud Theatre on Thursday April 18, from 2pm to 7pm.

Jon Mansbridge, Guildford Flood Alleviation Scheme project director at the Environment Agency, said: "The feedback we gather from communities during our engagement is really valuable in helping to inform the preferred option." He added: "The flood defences will be visually integrated into existing and regenerated areas of the river corridor, reducing flood risk to even more of the town centre."

Councillor Joss Bigmore, former co-leader of Guildford Borough Council said: "Finally the Environment Agency is supporting the council by backing a flood alleviation scheme. "We've been patient, nobody has the money to do these things, and its positive that we are at the top of the queue.

"Hopefully we can come up with a comprehensive solution and hopefully we can eradicate the risk of flooding for the centre of Guildford for the next century." He added: "For existing residents it very important – and if there is a solution it will unlock a lot of regeneration opportunities on former flood risk areas."

Flooding in Guildford Feb 2020 (image Environment Agency)

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Big employment hub coming to Leatherhead

20 April 2024



The future of a possibly major employment hub in Leatherhead has been given a huge “vote of confidence”.

Four new buildings and 13 industrial warehouse units will be built in the north of the town after decision-makers backed plans to modernise part of the Cleeve Road Business Park Research Area.

Three “rather tired” buildings, Alpha, Beta, and Cetec, will be torn down to make way for modern facilities that meet the “expectations of employers and businesses today”.

The decision, backed unanimously at the Wednesday, April 3 meeting of Mole Valley’s Development Committee, had widespread support within the room given the area was already earmarked as a business park by the borough’s planners.

Councillor Keira Vyvyan-Robinson (LD, Leatherhead North) said: “I am broadly in favour of this.

“I think it is a sort of vote of confidence in the industrial unit there, and the site, and the future of it, which is a really good thing.

“I’m pleased to see investment being put into that area.”

Cllr Chris Hunt (Ind, Ashtead Lanes & Common) said: “I really think this application is good.

“I love the mix in the size of the units, I think that appeals to firms throughout.”

He said the noise, lighting and access were all positive and added: “ It’s the right site at the right time.”

Among the comments received during the planning process were concerns over the loss of existing pedestrian and cycle access.

Councillors did urge the developers Stefania Chancerygate (Leatherhead No. 1) Limited, to keep these throughways, particularly for those who work at the site as they would benefit from easy routes into town – but were told it was not a planning matter.

The meeting heard the site had good access to the M25 and that “strategically” this was where the council would direct this type of development “as it would boost employment and promote growth”.

The new plans include 112 parking bays, of which at least 50 per cent must have fast-charge sockets before any of the units are allowed to open for trading.

Cllr Phil Hammond (LD, Fetcham): “The employment land strategically for the district is really important and this is a big area but it’s got rather tired and it’s not really meeting the expectations of employers and businesses today.

“It needs upgrading, it’s important employment, we need that in north Leatherhead and we need that in the north of the district.”

Image: Leatherhead Business Park (Mole Valley Planning Portal)

Taking a ride on Epsom’s new S2 bus

20 April 2024



More than most in the capital, South Londoners notice when the bus timetables change. Whether this stems from a love of the iconic red fleet or an over-reliance on the service due to a lack of London Underground coverage is besides the point.

Therefore, news of Transport for London’s (TfL) latest bus rejig last month did not go unnoticed. The changes affecting the capital’s most southerly boroughs have seen routes withdrawn and re-drawn.

Perhaps the most exciting changes have come in the form of the entirely new 439 and S2 routes, that would take South

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Londoners across Sutton, Merton, and Croydon in a fleet of brand-new EV buses.

Last month I took a long and winding ride on the 439, which was comfortable but eerily quiet. Now I decided to jump on South London's other newcomer, the S2. The S2, introduced on March 2, has replaced sections of the old 470 and S4 route that took passengers between **Epsom town centre** and St Helier station. The route is operated by Go Ahead.

Getting a measure of what a bus service is actually like is hard, as there are so many variables that can influence the length and enjoyment of the journey. That said, I thought it best to take a ride mid-afternoon to get a taste of the post-lunch slump and rush hour mania.

While waiting outside my local **Ewell East** bus stop on an overcast Monday afternoon, I felt a pang of nostalgia for the former 470 service. While slow and clunky, the old route served me well during my school days.

However, this nostalgia quickly evaporated as the souped-up S2 came into view. The bright LED numbering and hum that come with all-electric vehicles suggested TfL was taking bus travel seriously in South London.

Once onboard you are met with a range of features designed to keep passengers occupied during their journey. The charging points (currently working) and display telling you how far you are from your destination are mod cons we will soon come to expect from all buses in London.

As with all new services, teething problems are common. Despite some press and handy diagrams displaying the new changes, some passengers remained confused by the change. Elderly passenger Sharon, on her 'potter round the shops' in Sutton, told me: "It's the first time I've been on it. They've messed it all up, I don't know where it goes now."

I saw this confusion unfold later on in my journey as several passengers stood by the doors of the bus, waiting for what they thought was their stop only to find out the new stop was a further 200m up the road. One disgruntled passenger mumbled: "I've got to go all the way back on myself now."

However, she admitted that she had seen news of the changes online. Moreover, she welcomed the increased frequency of the new service. She said: "They're more frequent than the 470 though, which is good. If you missed it you thought, 'oh god I have to wait half an hour'."

Fellow passenger David agreed, saying: "I've seen these new buses fly past much more often than the ones before. It makes a change." The route is largely residential, choosing to link up Sutton and North East Surrey's stations via a network of sleepy treeline avenues rather than on the more hectic dual carriageways.

The salubrious route, plus the relative quiet of the electric engine, can make for a pleasant journey. Whilst gliding through Cheam's affluent Sandy Lane, Sharon turns and says: "I like this bit, nice houses round here."

However, as the service passes through Sutton town centre it becomes apparent that this is not the service for those in a hurry. While temporary traffic lights and the mid-journey driver change did their best to obstruct the service, the S2 route is far from direct.

The bus slows to a snail's pace as it passes the decaying white edifice of the St Helier Hospital. Being a popular stop for visitors and medical professionals, most passengers alight at this point.

The one remaining passenger then begins to loudly cite the entire phonetic alphabet during a phone call to what sounded like a party planner. While this did provide some entertainment, the stuttered progress of the S2 meant I started to tire of her recital by the time she got to echo.

The next stage in the journey provided no relief as the bus passed through a location feared by learner drivers across Sutton and Merton. The dreaded four-lane Rose Hill roundabout.

After nearly an hour on the S2, the bus rolls up St Helier station ending the first leg of my journey. By this time the bus is empty save for me and the driver, which seems apt for the equally deserted St Helier.

Before starting on the return leg to Epsom, I ask the bus driver for his thoughts on the new service. He said the service is based out of the Sutton bus garage and is pretty easy-going compared to other routes.

He added: "It's not been busy in general, to be honest. The buses are nice and smooth."

During the journey back towards Epsom, you realise the journey's most odious section comes when you pass through The Wrythe and its network of hilly residential roads. Things get a bit more straightforward once the bus passes through Cheam.

After leaving the bus on Epsom High Street, you are immediately struck by how busy Epsom's main thoroughfare can be during rush hour. Its main road is teeming with school children hanging outside vape shops and weary late-afternoon shoppers trying to get in before closing time.

While the S2 is a pretty comprehensive route, taking in useful stations and popular shopping locations, it seems amiss to not extend the route that little bit further up to Epsom Hospital.

Surely a route joining Epsom Hospital with St Helier, which are joint in an NHS trust, would make sense for staff and visitors. While other services serve Epsom Hospital, it wouldn't take much effort to extend the route.

Despite this, the S2 delivers on the whole. It gets you from A to B in comfort, and the increased frequency benefits those who relied on the previous service. Just don't be fooled by its spruced-up appearance, it's not taking you anywhere fast.

Related reports:

New Bus Route for S2 through the Borough

Image : Harrison Galliven on the S2• Credit the author.

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