Notice of Meeting

Communities Select Committee

Date & time	Place	Contact	Chief Executive
Wednesday, 15 January 2014 at **10.00 am**	Ashcombe Suite, County Hall, Kingston upon Thames, Surrey KT1 2DN	Jisa Prasannan or Huma Younis Room 122, County Hall Tel 020 8213 2694 or 020 8213 2725	David McNulty

jisa.prasannan@surreycc.gov.uk
or huma.younis@surreycc.gov.uk

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This meeting will be held in public. If you would like to attend and you have any special requirements, please contact Jisa Prasannan or Huma Younis on 020 8213 2694 or 020 8213 2725.

Members

Mrs Denise Saliagopoulos (Chairman), Mr Chris Norman (Vice-Chairman), Mrs Jan Mason, Mr John Orrick, Mr Saj Hussain, Rachael I. Lake, Mrs Mary Lewis, Mr Christian Mahne, Mr Chris Pitt, Ms Barbara Thomson, Mr Alan Young and Mr Robert Evans

Ex Officio Members:
Mr David Munro, Mrs Sally B Marks

TERMS OF REFERENCE

The Select Committee is responsible for the following areas:

Community Safety	Adult and Community Learning
Crime and Disorder Reduction	Cultural Services
Relations with the Police	Sport
Fire and Rescue Service	Voluntary Sector Relations
Localism	Heritage
Major Cultural and Community Events	Citizenship
Arts	Registration Services
Customer Services	Trading Standards and Environmental Health
Library Services	Legacy and Tourism

PART 1
IN PUBLIC

1   APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

2   MINUTES OF THE PREVIOUS MEETING: 31 OCTOBER, 21 & 28   (Pages 1
**   NOVEMBER 2013**   - 28)

To agree the minutes as a true record of the meeting.

3   DECLARATIONS OF INTEREST

To receive any declarations of disclosable pecuniary interests from
Members in respect of any item to be considered at the meeting.

Notes:
- In line with the Relevant Authorities (Disclosable Pecuniary Interests)
  Regulations 2012, declarations may relate to the interest of the
  member, or the member's spouse or civil partner, or a person with
  whom the member is living as husband or wife, or a person with whom
  the member is living as if they were civil partners and the member is
  aware they have the interest.
- Members need only disclose interests not currently listed on the
  Register of Disclosable Pecuniary Interests.
- Members must notify the Monitoring Officer of any interests disclosed at
  the meeting so they may be added to the Register.
- Members are reminded that they must not participate in any item where
  they have a disclosable pecuniary interest.

4   QUESTIONS AND PETITIONS

To receive any questions or petitions.

Notes:
1. The deadline for Member's questions is 12.00pm four working days
   before the meeting (*9 January 2014*).
2. The deadline for public questions is seven days before the meeting (*8
   January 2014*).
3. The deadline for petitions was 14 days before the meeting, and no
   petitions have been received.

5   RESPONSES FROM THE CABINET TO ISSUES REFERRED BY THE   (Pages
**   SELECT COMMITTEE**   29 - 30)

A response is included following recommendations made to Cabinet on 17
December 2013.

6   RECOMMENDATION TRACKER AND FORWARD WORK   (Pages
**   PROGRAMME 2014**   31 - 40)

The Committee is asked to monitor progress on the implementation of
recommendations from previous meetings, and to review its Forward Work
Programme.

7   **CHANGES TO FIRE ENGINE DEPLOYMENT IN THE BOROUGH OF SPELTHORNE**

(Pages 41 - 122)

Purpose of the report: *Scrutiny of Policy Development and Review*

Cabinet is due to make a decision about changes to the emergency response cover in the borough of Spelthorne on 4th February 2014.The Communities Select Committee is asked to note and review the proposal which is in support of Surrey Fire and Rescue Authority's (SFRA) Public Safety Plan (PSP).

8   **DRAFT TOURISM STRATEGY**

(Pages 123 - 138)

Purpose of the report: *Policy Development and Review*

Surrey does not currently have a strategy for Tourism. Consultation is underway on the development of a strategy and this report and presentation to the Committee provides an early opportunity for members to discuss and help shape the document as it progresses towards consideration by Cabinet later in 2014.

9   **GRANT CRITERIA AND FUNDING OPPORTUNITIES GUIDE**

(Pages 139 - 168)

Purpose of the report: *Policy Development and Review*

To share with the committee the proposed 'Grant Criteria and Funding Opportunities Guide' and seek the views of the committee as part of the consultation process.

10   **DATE OF NEXT MEETING**

The next meeting of the Committee will be held on Thursday 20 March 2014.

David McNulty
Chief Executive
Published: 02 January 2014

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MINUTES of the meeting of the **COMMUNITIES SELECT COMMITTEE** held at 10.00 am on 31 October 2013 at Ashcombe Suite, County Hall, Kingston upon Thames, Surrey KT1 2DN.

These minutes are subject to confirmation by the Committee at its meeting on Wednesday 15 January 2014.

Elected Members:

*	Mrs Denise Saliagopoulos (Chairman)
*	Mr Chris Norman (Vice-Chairman)
	Mrs Jan Mason
*	Mr John Orrick
*	Mr Saj Hussain
*	Rachael I. Lake
*	Mrs Mary Lewis
*	Mr Christian Mahne
*	Mr Chris Pitt
*	Ms Barbara Thomson
	Mr Alan Young
	Mr Robert Evans

1/13 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS [Item 1]

Committee Apologies- Apologies were received from Jan Mason, Robert Evans and Alan Young.

Co-opted Member and Witness Apologies- Apologies were received from Amy McLeod, Cllr Helyn Clack, Cllr Paul Tuley, Cllr Glynis Whittle, Cllr Liane Gibson and Cllr Chris Townsend.

2/13 DECLARATIONS OF INTEREST [Item 2]

There were none.

3/13 COMMUNITY SAFETY PARTNERSHIPS IN SURREY [Item 3]

Declarations of interest: None.

Witnesses:
Cllr Penny Forbes- Forsyth, Spelthorne
Cllr Jean Smith, Epsom & Ewell
Cllr Rita Renton, Reigate and Banstead
Cllr Carole King, Waverley
Cllr Beryl Hunwicks, Woking
Cllr Christine Cross, Elmbridge
Cllr Kay Hammond, Cabinet Associate for Community Safety

Gordon Falconer, Community Safety Unit Senior Manager
Jeff Harris, Deputy Police & Crime Commissioner for Surrey
Wendy Roberts, Community Safety Manager for Runnymede
Debbie Stitt, Community Safety Manager for Reigate and Banstead
Helen Atkinson, Interim Director for Public Health
Jane Last, Programme Manager and Lead Manager for Community Safety and Partnership
Katie Webb, Community Safety Manager for Waverley
Gavin Stephens, Temporary Assistant Chief Constable
Lin Pendrick, Director for Surrey Local Delivery Unit, Surrey and Sussex Probation Trust
Liz Mills, Chief of Staff, Surrey Fire and Rescue Service
Phelim Brady, Governing Body Lay Member, Guildford and Waverley CCG
Yvonne Rees, Strategic Director for Customers and Communities and Interim Chief Executive of Mole Valley district council

Key points raised during the discussion:
1. The report was introduced by the Community Safety Unit Senior Manager to Members of the Select Committee. The Community Safety Unit Senior Manager explained that the report gave an oversight of community safety (CS) at both the county and district and borough level. The report took account of the changes that were brought about with the introduction of the Police and Crime Commissioner in Surrey and the resulting effects on community safety budgeting. The report also covered issues around the single strategic assessment and key county wide priorities such as anti social behaviour and domestic abuse.

2. A Member of the Committee asked how the transfer of the budget to the office of the Police and Crime Commissioner (PCC) had affected the work of the CSPs. The Community Safety Unit Senior Manager stated that the Community and Public Safety Board (CPSB) anticipated this change would come about and had prepared accordingly. Locally there have been fewer resources which has had an impact on the CSP's local work. The Deputy Police & Crime Commissioner for Surrey explained that there had been an amalgamation of various budgets into one. The office of the PCC had decided to continue with funding for the drug intervention programme and domestic abuse programme. Each CSP has been given the opportunity to bid for money, half of which has already been allocated to grant funding. The details of this can be found on the PCC website.

3. Members of the Committee expressed their concern with the reduction to funding which they felt has had an impact on the activity of CSPs. There was a concern that in the future this funding will go into the police budget and not to CSP's.

4. Another Member of the Committee agreed that funding has been greatly affected across all areas but that there was an opportunity for CSPs to work together in a joint funding model. Members of the Committee agreed on the importance of partnership working and asked if there was an opportunity for joining up the work of CSPs and health and wellbeing.

5. The Community Safety Unit Senior Manager explained that with the reduction to funding, CSPs needed to focus their work. The Deputy Police & Crime Commissioner for Surrey stated that the office of the PCC had not yet set the budget for 2014 but would aim to ensure that as much money as possible was made available for community safety partnership working. He went onto further state that there was a lack of coordination among some CSPs. There were opportunities for cross border work with other organisations which would ensure there was no duplication of work.

6. A Member of the Committee asked what the CSPs' experiences were of bidding for funding from the office of the PCC. The Community Safety Manager for Runnymede stated that six from seven bids for Runnymede had been successful. The money from this has been used to support the junior citizen scheme and clear up days in the community.

7. The Community Safety Manager for Reigate and Banstead explained that tackling domestic abuse was a priority for the Borough and that it was good to see central funding allocated to this issue. There was a bid pending for a youth club in Redhill where local people will be trained as youth workers. Reigate and Banstead were focusing on combining issues with other areas and pushing joint working across the boroughs.

8. Referring to the terms of reference for the Public Safety Board in the report, the Cabinet Associate for Community Safety asked what

impacts health and wellbeing had on community safety. The Community Safety Unit Senior Manager explained that officers from health had been included in the membership of the CSPB as both health and crime were intricately linked. There was therefore a need to link the agendas of health and wellbeing and community safety. It was further commented that including officers from health on the board would shape service delivery in the future.

9. The Interim Director for Public Health explained that she was a member of both the CSPB and health and wellbeing board. She went on to say that the aims and objectives of both CSPs and health and wellbeing were the same - by reducing crime you would improve health. It would therefore be helpful to form a shared action plan.

10. It was acknowledged by the Committee that excellent partnership working was being done through the supporting families agenda. It would agreed that it would be good for CSPs to learn from the work being done on this.

11. A Member at the Committee asserted that the County Council works with CSPs and does not control them in any way. The Chairman of the Committee reaffirmed that the purpose of the present meeting was not to scrutinise any organisation or person.

12. A question was asked by a Member of the Committee to the Temporary Assistant Chief Constable on whether he found the CSPs effective. The Temporary Assistant Chief Constable commented that CSPs were excellent providing that they all contributed to the discussions at hand. Effective work took place when all partners contributed to the discussion and things would only become difficult when a partner did not engage. There was therefore a significant need to ensure all partners worked together.

13. A Member of the Committee congratulated the CSPs on all their achievements as shown in Annex 6. The Member went onto further state that there were some commonalities in the work each CSP was doing and asked what was being done to ensure CSPs were aware of similar work streams. The Community Safety Unit Senior Manager explained that there were distinctions in the work different boroughs did but work was going on to ensure there was commonality in delivery. As new anti social behaviour legislation is introduced it would be important to ensure a process that works cross county is introduced. The Community Safety Manager for Waverley stated that Annex 6 was a brief synopsis of the achievements of Waverley community safety and that a full report on the work of the team went to council.

14. Members of the Committee were concerned around resourcing issues in relation to domestic homicide reviews (DHR) and asked whether there was any justification for taking these on. The Programme Manager and Lead Manager for Community Safety and Partnership explained that CSPs found DHR work a drain on resources but that the experience of working on DHR meant CSPs were adjusting their processes.

15. A Member stated that Waverley had recently had a DHR which required independent chairing. Undertaking the DHRs was resource heavy and had impacted upon the budget the CSP had. Other Members explained that undertaking DHRs had been a learning experience and the future aim would be to create a pool of resources. It was further stated that many people would have to undertake DHRs on top of their day jobs. The Community Safety Unit Senior Manager expressed concern over the impact on resources the DHRs had. He explained that training and a 'how to' guide was being created to train people on DHRs. Budget issues meant CSPs were restricted and therefore had to make the best of what they had. The Community Safety Unit Senior Manager stated that the length of time it took for the Home Office to respond to DHR reports was inadequate. At the moment there was a backlog which the Home Office hope to clear by the end of the year.

16. A Member of the Committee asked if CSPs could bid for funding from the PCC when undertaking DHRs. The Deputy Police & Crime Commissioner for Surrey stated that he felt it was unacceptable that the Home Office was taking such a long time to respond to DHRs. The Deputy Police & Crime Commissioner for Surrey said he would write to the home secretary on this matter. He went on to state that no specific funding was being made available for resourcing DHRs.

17. Another Member of the Committee asked how detection rates compared for Surrey in relation to the national picture. The Deputy Police & Crime Commissioner for Surrey explained that Surrey was performing better than it had done in the past and there was an improvement in detection rates. The Temporary Assistant Chief Constable explained that although he did not have the figures at hand, Surrey was still the safest county in the UK. There had been a reduction in burglary numbers from last year and measures were being taken to ensure campaigns to get people to register their belongings were promoted.

18. Members of the Committee expressed concern over attendance at local partnership boards. This meant that there was disconnect at meetings and it was therefore difficult to discuss key issues. Another Member of the committee explained that partners regularly sent different people to each meeting which meant there was no clarity and consistency.

19. A Member asked witnesses at the committee if they felt there were capacity issues with attending CSP meetings. The Director for Surrey Local Delivery Unit, Surrey and Sussex Probation Trust commented that there were capacity issues. The local delivery unit was comprised of three officers and managers who try and attend meetings but can find it challenging. The Director for Surrey Local Delivery Unit, Surrey and Sussex Probation Trust supported the idea to join more CSPs together. The Chief of Staff, Surrey Fire and Rescue Service (SFRS) explained that capacity was reducing but that the SFRS had a varying degree of involvement at the local level which was not necessarily reported to the CSPB. The service was currently supporting the junior

citizen scheme. Members at the Committee commended Fire and Rescue on the work they had done with the CSPs.

20. Some Members at the Committee explained that they were having difficulty engaging with Clinical commissioning groups (CCGs). The Governing Body Lay Member, Guildford and Waverley CCG explained that he had been to a few CSP meetings but demand on doctors meant it was hard for them to always attend meetings. With the small size of the CCG, the Governing Body Lay Member, Guildford and Waverley felt that enough had been to support the CSP's over the last 12 months. A Member of the Committee recognised that timings of CSP meetings meant it would be hard for duty doctors from the CCGs to take time out of their schedules to attend.

21. The Community Safety Unit Senior Manager recognised that there were attendance issues with various partners and it was essential that a key contact was maintained. It was not always necessary to attend meetings so it was therefore important that feedback and discussion between partners was upheld outside of meetings. Members suggested teleconferencing options.

22. The Strategic Director for Customers and Communities and Interim Chief Executive of Mole Valley district council explained that CSPs in East Surrey were working well with the CCGs in the area and were receiving valuable feedback. A Member of the Committee pointed out that each of the CCGs in Surrey were responsible for different services and that CSPs should be made aware of this.

23. Cllr Renton explained that Reigate and Banstead had a memorandum of understanding with the CCGs which she was happy to share with the Committee.

24. The Vice Chairman of the Committee rounded up the discussion. He thanked the Deputy Police & Crime Commissioner for Surrey for his reassurance on future funding. He pointed to the greater need for joint working especially with health and the need to maintain attendance rates. The benefit and good work of CSPs was recognised by the Committee and the issues around DHRs were identified as finance and resource heavy.

Recommendations:
a) That District, Boroughs and partner organisations be encouraged to establish a set list of substitutes for CSP meetings to allow for greater clarity.
b) That the Deputy Police and Crime Commissioner write to the Home Secretary regarding the issues raised by the Committee in relation to domestic homicide reviews.
c) That the Police and Fire Service safety campaigns be supported and driven through the Community and Public Safety Board (CPSB) where appropriate
d) That District, Boroughs and partner organisations be encouraged to explore closer collaborative working among Community Safety Partnerships in the County.

Actions/further information to be provided:
Reigate and Banstead's Memorandum of Understanding with CCGs to be shared with the Committee.

Committee Next Steps:
None.

4/13   DOMESTIC ABUSE STRATEGY 2013 - 2018 [Item 4]

Declarations of interest: None.

Witnesses:
Cllr Jean Smith, Epsom and Ewell
Cllr Rita Renton, Reigate and Banstead
Cllr Richard Billington, Guildford
Cllr Penny Forbes-Forsyth, Spelthorne
Cllr Kay Hammond, Cabinet Associate for Community Safety
Cllr Helen Clack, Cabinet Member for Community Services

Kaye Howick
Jane Last, Programme Manager and Lead Manager for Community Safety and Partnership
Jeff Harris, Deputy Police & Crime Commissioner for Surrey
Gavin Stephens, Temporary Assistant Chief Constable
Garath Symonds, Assistant Director for Young People
Gordon Falconer, Community Safety Unit Senior Manager

Key points raised during the discussion:
1. The Chairman introduced the witness, Kaye Howick to the Committee. The Programme Manager and Lead Manager for Community Safety and Partnership explained that Kaye had written into the leader on her experiences of domestic abuse and working with agencies involved.

2. The Programme Manager and Lead Manager for Community Safety and Partnership introduced the report to Members of the Committee and explained that a domestic abuse strategy along with an action plan had been developed. The action plan was still in its early stages but focuses on key work activities up on to the end of 2014.

3. Kaye Howick spoke to Members of the Committee and described her experience of domestic abuse. She explained how she was helping with the freedom programme in Cobham and wants to make a difference in the lives of other women going through the same experience. Kaye explained that as a victim and now facilitator, there is no clear pathway for domestic abuse victims. It seems as if partners are not coherently working together. The freedom programme is currently running at the Oasis family centre in Cobham and the East Surrey Domestic Abuse Service (ESDAS) and gives victims the opportunity to learn more about domestic abuse. Kaye explained that

she undertook the training for this programme and believes it should be made available out to professionals.

4. A Member of the Committee asked if there were any positive examples that had come out of the domestic abuse work. The Programme Manager and Lead Manager for Community Safety and Partnership explained that there was greater joint working between organisations as a result of the Rapid Improvement Event which was held in June 2012. There are currently talks for a multi agency safeguarding hub to be set up in the future. Where there are concerns over under reporting, campaigns have been launched to promote domestic abuse issues.

5. Another Member of the Committee asked if those people involved in DHRs were known to the service. The Temporary Assistant Chief Constable said that these individuals were often already in the system. The Programme Manager and Lead Manager for Community Safety and Partnership stated that in some cases some people are known and in other cases they were unknown. The Cabinet Associate for Community Safety commented that there seemed to be a gap in knowledge on domestic abuse and hence under reporting. Coming from a legal background, the Cabinet Associate for Community Safety explained that solicitors rarely reported domestic abuse unless there were safeguarding issues. Kaye Howick agreed with the Cabinet Associate and confirmed she had experience of this.

6. Referring to the Governance section of the strategy, a Member at the Committee stated that CSPs and Boroughs and Districts were not listed under the range of organisations involved and further asked if district and boroughs had signed up to the 'Transforming Public Services' programme. The Programme Manager and Lead Manager for Community Safety and Partnership stated that CSPs are key in the governance and would be included as part of the strategy. All district and boroughs had also signed up to the 'Transforming Public Services' programme.

7. The Deputy Police & Crime Commissioner for Surrey stated that he would like Kaye Howick to meet with Jane Anderson, Assistant Commissioner for Victims and would provide contact details. The Deputy Police & Crime Commissioner for Surrey explained that there was a great amount of legislation when dealing with domestic abuse and in many cases the victim's journey is disjointed.

8. A Member of the Committee explained that the Oasis family centre in Cobham does a great amount of work for Surrey residents but that at one point the centre was close to being shut down due to funding issues. The Member went onto express the importance of funding for

these types of organisations and asked the Committee to ensure they are fully supported going forward.

9. A Member of the Committee commented that domestic abuse is a generation issue and therefore links needed to be made with the family support programme. Members of the Committee commented that there were a lot of young people caught up in domestic abuse and asked whether anything could be done to make a difference through council representation in schools. It was recognised that Sure Start centres did a good job at helping tackle domestic violence.

10. A Member of the Committee asked what was being done to promote domestic abuse prevention in schools. The Assistant Director for Young People explained that the council commissioned Babcock 4S to provide a range of programmes for schools, including sex education programmes. Work was also being done in youth centres around positive relationships. The council's digital youth platform meant that a variety of campaigns on positive relationships were being promoted. The Assistant Director for Young People recognised the importance of the family support programme in helping to prevent domestic violence in the home and drew upon the value of restorative justice in helping to tackle domestic abuse.

11. Members of the Committee recognised the importance of rolling out domestic abuse programmes in private schools and asked what was being done to ensure information relating to domestic abuse was reaching students in private schools and those living in private areas. The Programme Manager and Lead Manager for Community Safety and Partnerships stated that early prevention was key to the strategy and working with schools was therefore vital. There were a number of programmes that were rolled out to schools and the service would like to offer these to private schools. The Programme Manager and Lead Manager for Community Safety and Partnerships explained that the service had strong links with workers in schools and these members of staff were being provided with training on how to spot signs of domestic violence.

12. A Member of the Committee asked Kaye Howick if she had experience of using the Surrey Against Domestic Abuse website. The Member felt the website was not safe for victims as its use could be easily traceable in the home. Kaye explained that she had not used the website but felt that printed campaigns such as posters in toilets had more of an impact. The Cabinet Member for Community Services explained that some staff members in Surrey libraries had domestic abuse training and could help victims access online information in the library. It is important that the domestic abuse strategy includes libraries as an organisation involved in helping deliver the strategy.

13. Comments were raised by Members of the Committee on understanding domestic abuse among men. The importance of having a national campaign highlighting domestic abuse was agreed on as being vital. It was agreed that central government should be encouraged to highlight domestic abuse nationally. The Deputy Police and Crime Commissioner agreed that he would write to the Association of PCCs on behalf of victims of domestic abuse. This information would be shared with the Committee.

14. A member of the Committee asked for the action plan to include the need to raise awareness in independent schools and communicate a domestic abuse campaign nationally. Finally the Member asked for more details as to when a multi agency safeguarding hub would be formed and the key partners involved.

15. In order to deal with early intervention, the Programme Manager and Lead Manager for Community Safety and Partnership explained that there were plans to roll out Identification and Referral to Improve Safety training (IRIS) to GPs across Surrey.

16. The Community Safety Unit Senior Manager explained that the service had recently received agreement from hospitals on using domestic abuse campaign stickers on the back of both male and female toilet doors. More leaflets had been produced and were being distributed amongst various partners such as the police. The Community Safety Unit Senior Manager assured the Committee that work on raising awareness around domestic abuse was taking place.

Recommendations:
   a) The committee endorsed the five year domestic abuse strategy and the developing action plan.
   b) The committee support the shared partnership vision.
   c) That Surrey County Council is encouraged to use its representation in schools to educate and raise awareness of domestic abuse at all levels, including primary and secondary schools.
   d) That County communication and education programmes on domestic abuse be offered to both private and state schools.
   e) That the Deputy Police and Crime Commissioner encourage the National Association of Police and Crime Commissioners to raise the issue of domestic abuse and support a national campaign to raise awareness.

Actions/further information to be provided:
None.

Committee Next Steps:

None.

5/13 DATE OF NEXT MEETING [Item 5]

The date of the next meeting is 28 November 2013.

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                                                                                          Chairman

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MINUTES of the meeting of the **COMMUNITIES SELECT COMMITTEE** held at 10.30 am on 21 November 2013 at Committee Room C, County Hall, Kingston upon Thames, Surrey KT1 2DN.

These minutes are subject to confirmation by the Committee at its meeting on Wednesday 15 January 2014.

Elected Members:

*	Mrs Denise Saliagopoulos (Chairman)
*	Mr Chris Norman (Vice-Chairman)
*	Mrs Jan Mason
*	Mr John Orrick
*	Mr Saj Hussain
*	Rachael I. Lake
*	Mrs Mary Lewis
*	Mr Christian Mahne
*	Mr Chris Pitt
*	Ms Barbara Thomson
	Mr Alan Young
*	Mr Robert Evans

1/13   APOLOGIES FOR ABSENCE AND SUBSTITUTIONS [Item 1]

Apologies were received from Alan Young. Richard Walsh substituted for Alan Young.

Due to a prior appointment Robert Evans arrived late.

2/13   MINUTES OF THE PREVIOUS MEETING: 26 SEPTEMBER 2013 [Item 2]

The minutes of 26 September 2013 were agreed by members of the Committee as an accurate record of that meeting.

3/13   DECLARATIONS OF INTEREST [Item 3]

There were none.

4/13   QUESTIONS AND PETITIONS [Item 4]

There were none.

5/13   RESPONSES FROM THE CABINET TO ISSUES REFERRED BY THE SELECT COMMITTEE [Item 5]

No issues had been referred to the Cabinet at the last meeting, so there were no responses to report.

6/13   RECOMMENDATION TRACKER AND FORWARD WORK PROGRAMME [Item 6]

The recommendations tracker and forward work programme were noted.

7/13   HALF-YEAR OUTCOMES-BASED PERFORMANCE REPORT ON VOLUNTARY, COMMUNITY AND FAITH SECTOR INFRASTRUCTURE IN SURREY [Item 8]

Declarations of interest:
None.

Witnesses:
Helyn Clack, Cabinet Member for Community Services
Mary Burguieres, Policy and Strategic Partnership Lead Manager

Key points raised during the discussion:
1. The Policy and Strategic Partnership Lead Manager introduced the report to members of the committee, and stated that this was the first time the service had received timely performance information about Councils for Voluntary Service (CVS) and Surrey Community Action. Having this type of information would help the service understand the

needs of the local community better and would also ensure better outcomes for residents.

2. A Member of the Committee asked what checks were being done on volunteers before they could start volunteering. The Policy and Strategic Partnership Lead Manager explained that in most cases volunteers would require a Disclosure and Barring Service (DBS) check. The need for a DBS would be dictated by the voluntary organisation.

3. Another Member went onto ask what costs were involved with DBS checks and if there was anything the County Council could do to support these costs. The Policy and Strategic Partnership Lead Manager explained that in some cases bigger voluntary infrastructure organisations may have in-house DBS checking facilities, however smaller ones without this service may find it harder to cover the costs for DBS checking. The Cabinet Member for Community Services stated that the County Council gave money to support the infrastructure of voluntary bureaux. The cost of DBS checks was part of the infrastructure support offered by the County Council. It was noted that costs for DBS checks should be included as part of the VCFS infrastructure organisation's business plan. The Cabinet Member for Community Services expressed her support for the new outcomes-based framework which would show how priorities were being met and how taxpayers' money was being used.

4. Members of the Committee raised concerns over the fact that funding was only proposed for one year, whereas in the past it had been granted on a 3-year basis. . The Policy and Strategic Partnership Lead Manager stated that the service aspired to return to 3-year funding arrangements and the introduction of a new outcomes-based performance management framework for VCFS infrastructure was a positive step in ensuring this could be achieved. The Cabinet Member for Community Services went on to comment that the County Council had met with the Chairman of Surrey Compact to discuss issues around volunteering pressures. To progress to funding on a 3-year basis the County Council would require the necessary information and evidence on outcomes from voluntary infrastructure organisations.

5. Members of the Committee asked whether there were any issues around getting the required specific information from voluntary infrastructure organisations. The Policy and Strategic Partnership Lead Manager explained that CVSs and Volunteer Bureaux gathered information which was then collated by colleagues from the service. Colleagues from the service would then visit the bureaux and look at the systems in place. The service has been disciplined with the information it used and did not ask for any information that was not necessary.

6. A question was asked about whether local committees had been included in the discussions around the new outcomes-based performance framework. The Policy and Strategic Partnership Lead Manager stated that she would be meeting with the Community Partnership Manager to discuss involvement with the local committees.

7. Some Members of the Committee expressed concern that the amount of information being requested by the service would be burdensome to some VCFS infrastructure organisations.   The Policy and Strategic Partnership Lead Manager went on to state that the information requested of VCFS infrastructure organisations, was always relevant and necessary to these organisations business plans. The service would provide expertise and would collate the information, ensuring there was no extra burden.

8. Members of the Committee asked whether key trends could be reported on a quarterly basis. The Policy and Strategic Partnership Lead Manager confirmed that this would be possible, however, as the outcomes based performance framework was relatively new, the service would need at least a year before trends could be reported.

9. Turning attention to paragraph 17 in the report, a member of the Committee asked if there were any plans to merge any of the VCFS infrastructure organisations to save costs. The Policy and Strategic Partnership Lead Manager stated that there was no intelligence stating that any of the VCFS infrastructure organisations were planning to merge, however discussions were underway around the effectiveness of joined up working.The Cabinet Member for Community Services stated that any merger would have to be the initiative of the VCFS infrastructure organisation itself.

10. A Member of the Committee commented on the possibility of merging Voluntary Action Elmbridge and Voluntary Support North Surrey. The Policy and Strategic Partnership Lead Manager stated that Voluntary Support North Surrey covered a wider geographical area, one part of which was Elmbridge.

11. Members raised concerns that '35% of organisations stated they did not have a business plan in place'. The Cabinet Member for Community Services explained that the new framework would give VCFS infrastructure organisations the opportunity to learn and improve ways of working. The Policy and Strategic Partnership Lead Manager explained that over 1000 volunteers were placed in the first half of 2013/14; however there were also a large number of people who had registered to volunteer but had not been placed in a voluntary role. The Committee queried whether there was an adequate age spectrum

for the voluntary activities available and the Policy and Strategic Partnership lead manager stressed the importance of questioning and determining why potential volunteers were not placed.

Recommendations

It is recommended that officers,
  a) Share VCFS performance and outcomes data with local committees if requested.

  b) Bring a report to the Select Committee in July 2014 with full year performance information analysis and trends.

Actions/further information to be provided
None

Committee Next Steps:
None

8/13   SURREY FIRE AND RESCUE SERVICE UPDATE: 2013-16 ACTION PLAN REVIEW [Item 7]

Declarations of interest:
None.

Witnesses:
Helyn Clack, Cabinet Member for Community Services
Russell Pearson, Head of Fire and Rescue, Chief Fire Officer, Surrey Fire and Rescue Service
Rob Jamieson, Asset Strategy Partner Projects Officer
Eddie Roberts, Area Manager East Area Command
Julia McDonald, Policy Officer

Key points raised during the discussion:
  1. The report was introduced by the Head of Fire and Rescue who explained that the Public Safety Plan (PSP) had been extended to cover 2011 - 2020. The service had felt the plan required some updating due to a range of factors including population growth. So far there had been positive results in the journey to achieve the 12 PSP outcomes.

  2. A Member of the Committee asked when the work to replace Guildford fire station would commence. The Head of Fire and Rescue explained that work had been delayed due to the discovery of archaeologically significant items but that had commenced on 11 November 2013.

  3. The Member went on to ask if a location for a new fire station in the Elmbridge area had been identified. The Head of Fire and Rescue explained that proposals for a new fire station in Elmbridge would progress during 2014 alongside the public consultation. The chosen

location for the fire station would depend on other fire related work going on in the County. The Asset Strategy Partner Projects Officer explained that it was difficult to find a suitable location for a fire station in Hersham which had good access out of the town.

4. The Head of Fire and Rescue explained that the Sir Ken Knight report could possibly affect the PSP, in which case a further update would be required next year.

Mr Robert Evans joined the meeting at 11.44

5. A Member of the Committee stated that his understanding of the discussion at one of the public meetings for the Spelthorne consultation was that an interim consultation report would be made widely available. The Policy Officer stated that the intention had been to make it clear at the meeting that the report would be produced for the Portfolio Holder and Cabinet Associate for project progression purposes rather than for publication to a wider audience, and that any further sharing of the report would be at the discretion of those Members. The Policy Officer said that she would send through the consultation report with confirmation from the Chairman of the Committee

6. Members of the Committee asked if there had been anyone in favour of the Spelthorne proposal. The Head of Fire and Rescue commented that there had been negative public reaction to the proposal; however, a for the proposal had to be put forward as part of the plan. The Area Manager East Area Command stated that a feedback meeting for the Spelthorne proposal had been organised with stakeholders for Wednesday 27 November, 10-11am in County Hall.

7. Members of the Committee raised concerns around the Spelthorne consultation report going to Cabinet before it could be scrutinised by the Select Committee. The Cabinet Member for Community Services stated that she would make a request for the report to be delayed so that the Committee could see it first. She went onto further state that she understood the Committee's frustrations but that delaying the report to Cabinet would affect the budget.

8. The Head of Fire and Rescue explained that the report going to Cabinet in December would provide a holistic picture to the Cabinet. Efforts would be made to ensure that the Committee could view the report before it is presented to Cabinet in December. The Head of Fire and Rescue felt there was strong merit to the proposal which the Cabinet would be considering.

9. Concern was expressed over the low response rate in the consultation report and it was asked if costs for the proposal could be disclosed.

The Head of Fire and Rescue stated that he was happy with the numbers of responses in the consultation report. He went onto explain that both Sunbury and Staines fire stations were in a bad state of repair, and therefore a positive outcome of the proposal would be a new modern fire station being built. Only when details from the consultation report were available would final costs be finalised. The details relating to cost would be included in the final report to Cabinet.

10. The Head of Fire and Rescue reported that the cost of a new fire station was approximately £3.5million, however he was not in a position to confirm cost of any specific new fire station, .The Asset Strategy Partner Projects Officer explained that the money set aside for a fire station in Spelthorne was only an estimate and that there was no project in place to identify real costs. The site of Staines fire station was not owned by the Council but had a long lease attached to it.

11. A Member of the Committee raised concerns over the costs associated with attending false alarms. The Head of Fire and Rescue explained that attendance at false alarms had significantly reduced over the years. When an alarm was sounded, particularly at commercial properties, checks were made to ensure it was a true fire.

12. It was asked if there were any threats to the capital budget and if the Service was confident the capital to deploy the plan was available. The Head of Fire and Rescue explained that there was a risk when trying to identify the right location for fire stations. Working closely with the Property Service, the Head of Fire and Rescue was confident the correct capital budget for the project had been identified. The Asset Strategy Partner Projects Officer stated that the capital allocated to the project was based on estimates. The Property Service had since found that the estimates for new projects were less than the previous allocated estimates.

13. Select Committee Members were encouraged to attend the consultation feedback session on Wednesday 27 November in County Hall.

Recommendations:
  a) That the draft updated public safety plan come to Select Committee for scrutiny next year.
  b) That the final consultation report to be circulated to select committee as soon as available for comment back to the service.
  c) That the Cabinet Member for Community Services and the Chairman agree how best to consult with the Select Committee on the options for fire cover in Spelthorne prior to their consideration by Cabinet in December 2013.

Actions/further information to be provided:
None

Committee Next Steps:
None

9/13   DATE OF NEXT MEETING [Item 9]

The next meeting will be held on 28 November 2013.

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                                                                                  Chairman

MINUTES of the meeting of the **COMMUNITIES SELECT COMMITTEE** held at 2.00 pm on 28 November 2013 at Ashcombe Suite, County Hall, Kingston upon Thames, Surrey KT1 2DN.

These minutes are subject to confirmation by the Committee at its meeting on Wednesday, 15 January 2014.

Elected Members:

*	Mrs Denise Saliagopoulos (Chairman)
*	Mr Chris Norman (Vice-Chairman)
	Mrs Jan Mason
	Mr John Orrick
*	Mr Saj Hussain
*	Rachael I. Lake
*	Mrs Mary Lewis
*	Mr Christian Mahne
*	Mr Chris Pitt
*	Ms Barbara Thomson
*	Mr Alan Young
*	Mr Robert Evans

In attendance

*	Mr David Harmer
*	Mr Mike Bennison
*	Mr Stephen Cooksey
*	Mr Ken Gulati
*	Mr Peter Hickman
*	Mr Richard Wilson
*	Mrs Nikki Barton
*	Mr Tim Hall
*	Mrs Helena Windsor

1/13   APOLOGIES FOR ABSENCE AND SUBSTITUTIONS [Item 1]

Apologies were received from John Beckett, Natalie Bramhall, Mark Brett-Warburton, George Johnson, Jan Mason, John Orrick and Adrian Page.

Nikki Barton substituted for John Beckett, Tim Hall substituted for Natalie Bramhall and Helena Windsor substituted for George Johnson.

2/13   DECLARATIONS OF INTEREST [Item 2]

None were received.

3/13   SURREY CYCLING STRATEGY [Item 3]

The Chairman began by welcoming the Environment & Transport Select Committee to the meeting and explained the reason for the meeting was to scrutinise the Surrey Cycling Strategy. The Strategy was to go to the Cabinet meeting on 17 December 2013 where a decision would be made.

The item was separated into three sections which the Committee considered.

<u>**Section One: Analysis of the Public Consultation**</u>

Declarations of interest: None.

Witnesses:

Susie Kemp, Assistant Chief Executive (Surrey County Council)
Lesley Harding, Sustainability Group Manager (Surrey County Council)
Isabelle Guyot (Dialogue by Design)
Morgan Wild (Dialogue by Design)
Hally Ingram (Dialogue by Design)

Key points raised during the discussion:

1. Dialogue by Design had been commissioned by Surrey County Council to analyse the individual consultation responses and to write a final report, which would be provided when completed. They had created a coding framework which enabled them to code and analyse all the qualitative data.

2. There had been over 3,500 respondents to the consultation, with the largest volume of respondents coming from Mole Valley and around 12% from outside of Surrey. Three quarter of respondents were over 40 years old and two thirds were male.

3. A large number of respondents agreed with the broad aims of the Strategy, including people with opposing views of cycling. However, there were concerns regarding the implementation and funding for the suggested ways forward, with some respondents feeling that Surrey County Council should concentrate on other priorities.

4. There was a lot of support for segregated cycle routes from motorists, though keen cyclists were concerned that they would no longer be able to cycle on the road as they currently enjoy doing. Additionally

there was universal support for greater awareness and respect among all road users, with better communication regarding the Highway Code regulations and suggested routes. Furthermore, there was a suggestion that road signs should be implemented to warn of cyclists in the area such as is used to warn motorists of possible horses.

5. Safety was raised as the biggest concern, with support for separate routes particularly for children to use to travel to school. However, some respondents felt that cycling was unsafe and should not be publicised to children.

6. Many of the respondents felt that cycling was good for Surrey as it promoted the county and benefited local businesses, though there were concerns regarding road closures for events and the general disruption residents felt these events caused. Respondents discussed the need to vary the routes of major cycling events, around Surrey and to other counties, so the same communities were not always affected.

7. There was concern regarding the influx of sport cyclists into the county since the Olympic Games and the rising number of unregulated 'Sportives' being organised within the county. Respondents felt these events needed to be better regulated so residents could have more warning of what was happening. Furthermore, some suggested that insurance or licensing should be brought in for cyclists.

8. Local Cycling Plans were supported, though there was a strong onus on the need for these to be integrated so routes did not suddenly stop at borough/district boundaries, and for the plans to be consulted on before being agreed.

9. Members raised concerns that the survey was geared more towards cyclists and did not properly enable concerned residents to voice their views. Furthermore, due to the respondents being self selected, in that they had chosen to take part in the consultation rather than being randomly selected, it was felt that the results could not be taken as a representative sample.

10. Members also raised concerns regarding the number of young people who responded to the consultation as only 15 under 18 years olds took part. Officers stated they had engaged with schools regarding the process and many schools had responded as organisations though young people were traditionally a hard to reach group when consulting. However, they would begin consulting in the new year with more targeted questions on specific aspects of the Strategy.

Section Two: Analysis of Organisation Consultation

Declarations of interest: None.

Witnesses:

Susie Kemp, Assistant Chief Executive (Surrey County Council)
Lesley Harding, Sustainability Group Manager (Surrey County Council)

Key points raised during the discussion:

1. The Committee were informed that analysis of organisations responses to the consultation was conducted by Surrey County Council officers by using a coding framework similar to the one used by Dialogue by Design, but modified to reflect the responses. Unlike the individual consultation, many organisations chose to submit emails and letters rather than complete the survey.

2. Responses from organisations often mirrored the concerns raised in the individual consultation regarding the lack of suitable routes and the behaviour of some cyclists and motorists. Furthermore, there was a strong feeling that the Strategy needed to be for all and not just cyclists with clear definitions of sport cyclists and leisure/transport cyclists.

3. The majority of respondents wanted to see changes to training provision for cyclists - children and adults - and motorists with focus on safe cycling and fostering respect for other road users.

4. Members raised concerns that not all businesses were consulted on the Strategy and that the Council should have contacted the Surrey Chamber of Commerce to publicise this consultation exercise. Officers stated they had circulated the consultation widely, though stated when they consider actions within the Strategy in future, they would do further consultation and attempt to engage with more businesses across Surrey. Officers additionally agreed to circulate the full list of businesses which were consulted as part of initial engagement regarding the Strategy and could produce reports on each area of Surrey if necessary.

<u>Section Three: Surrey Cycling Strategy</u>

Declarations of interest: None.

Witnesses:

John Furey, Cabinet Member for Transport, Highways and Environment
Helyn Clack, Cabinet Member for Community Services
Susie Kemp, Assistant Chief Executive (Surrey County Council)
Trevor Pugh, Strategic Director for Environment and Infrastructure (Surrey County Council)
Lesley Harding, Sustainability Group Manager (Surrey County Council)
Matthew Jezzard, Traffic and Streetworks Manager (Surrey County Council)
Duncan Knox, Road Safety Team Manager (Surrey County Council)
David Sharpington, Sustainability Programme Delivery Team Leader (Surrey County Council)
Inspector Andy Rundle, Mole Valley Neighbourhood Inspector (Surrey Police)

Key points raised during the discussion:

Infrastructure

1. Analysis on the consultation suggests that off road routes or quieter roads would be preferable for cycling, or segregated cycle lanes on busier roads. This would be considered as part of the highway process

during major schemes, with funding to be sought from a variety of sources including Local Enterprise Partnerships (LEPs). It was felt that Local Plans would assist funding applications, in addition to taking lessons from current schemes such as cycle routes in Walton-upon-Thames and Leatherhead to Ashtead.

2. Members discussed how it was important to consider cycling schemes when carrying out highways maintenance, such as during the delivery of Project Horizon. Furthermore, it was suggested that in rural areas there was the opportunity to develop a cycling network by resurfacing the bridle paths so they can be used by cyclists and horse riders. The Cabinet Member for Transport, Highways and Environment confirmed that the County Council is investing £100m in a five years highways maintenance programme and cycle routes were being considered, where possible, and that officers were in the process of looking at possible family trails across the county. However, Surrey did have challenges to face, namely the fact that it had an aging infrastructure that wasn't designed for extensive cycle route provision and very heavy volumes of traffic. The Strategic Director felt the use of bridle paths was a possible way forward and felt this should be part of Local Plans, where appropriate. However, some Members felt that if infrastructure was put in place that took cyclists out of the main road, there would still be a number who continued to cycle in the road, but that the majority would use the paths or segregated lanes.

3. Members felt that businesses needed to be a higher priority within the Strategy as they were still to see the benefits of the increasing number of cyclists and events within the county.

Training

1. From the consultation there was a strong message around the need to share the road as there was a minority of cyclists and motorists who acted in an anti-social way. Furthermore, due to Surrey specific issues including country lanes and horses, it was felt that it was important that training had a consistent message regarding safety.

2. The Mole Valley Borough Inspector stated that since the Olympic Games there had been a significant increase in recreational and sports cyclists on the roads of Surrey, which has led to an increase in the number of enforcements against dangerous cyclists. However, due to cyclists having no identification, such as number plates, it was difficult to enforce. In Mole Valley there were dedicated weekend patrols with Police officers on bikes to monitor Sportives and encourage correct behaviour where necessary. It was stated that there were a number of cyclists coming from South London, but also from across Surrey and other counties.

3. Members queried the locations of cycle training courses and why it was not county wide. Officers explained that the training schemes in Guildford, Woking and Reigate & Banstead were subsidised via a government grant. However, training was offered to school children with over 10,000 a year taking part. The issue with increasing training was that only those who want it, and not always those who need it, will take part. Officers further stated that there is a wider need to educate

road users on respecting other road and pavement users. For example, the Highway Code states that cyclists can ride two abreast.

4. Members queried how many casualties and fatalities had taken place on Surrey roads involving cyclists, and whether this had increased in recent years. Officers confirmed they had this data which they could share with Members for their information.

Sport Cycling

1. Officers stated this was a challenge as there were a number of sportive events taking place in Surrey which did not require the event organiser to notify the Highways Agency or Police. Sportives were considered rides and not races and therefore not covered by the regulations. The Strategy aimed to encourage clubs and event organisers to notify the Council and Police as early as possible so they could be added to the publicly available event calendar. Officers were additionally developing an events Code of Conduct for organisers and participants which it was hoped would improve relations. Furthermore, officers felt that in the long term it would be beneficial if the regulations were changed so event organisers were required to provide notification.

2. The Committee felt that a change in regulations was necessary and that the Council should lobby central government for a modification. The Cabinet Member for Community Services welcomed Members' support on this matter, and stated that a phone number was to be set up which would enable members of the public to inform the Council if unregulated events were taking place as it would assist the Council to build evidence for the need to change the regulations. She further stated that many of the unregulated events taking place were not being arranged by clubs and that often cycling clubs in Surrey had excellent Codes of Conduct of their own and were being engaged as part of the Strategy.

3. Members discussed the need to ensure that businesses were able to operate during events, as previously many had been cut off with staff and supplies unable to get in.

4. Members queried the rise in night cyclists wearing very bright lights on helmets which unsighted other road users, and whether anything could be done to alleviate this problem. The Borough Inspector for Mole Valley explained that this was an issue across Surrey and they were often off-road cyclists returning home who felt it was safer to have brighter lights rather than using the dimmer. The Borough Inspector stated that this was often very dangerous and Police advised cyclists to turn their lights down as there are regulations regarding the brightness of headlights.

5. The Committee were informed that officers were requesting that event organisers engage with local communities and elected Members when organising future events. It was expected that the communities' thoughts would be considered and actions to alleviate concerns would be taken where appropriate.

1. The Framework paper placed an onus on the event organisers to consult local communities and elected Members, in addition to ensuring that no road would be closed more than once in a year unless there was significant support from residents to do so.

2. Officers assured the Committee that they tried to avoid road closures for events and always considered other options, such as rolling road closures which were preferred by residents. They provided a robust challenge to road closure requests from event organisers.

3. Members queried whether the Event Framework was exclusively for cycling events or whether other events such as triathlons and half marathons would be required to follow the same guidelines. Officers assured the Committee that the Framework was for all sports events on the Highway and the aim was to strengthen the role of elected Members by making it clear that it was expected they would be consulted on plans.

4. Members queried whether the Ride London-Surrey event would be required to follow the Framework. The Committee were informed that the Cabinet would make a decision on 17 December regarding Ride-London Surrey; initially whether to support it on a strategic level until 2017 and then a subsequent decision on the route of the event, which would be taken annually. The event organisers were expected to consult Members regarding the route and would be requested to continue to engage with elected Members. Furthermore, Members would be invited to a briefing to discuss the plans for this event.

Recommendations:

a) That the impact on, and potential benefits for, businesses in Surrey as a result of cycling events be a key element of the Strategy. In particular, staff access to businesses when events are taking place.

b) That consideration be given to including cycling infrastructure schemes on future highways maintenance programmes including Operation Horizon.

c) That the County Council be encouraged to lobby central government for a change in primary legislation so that unregulated 'Sportive' events become regulated.

d) That Parish Councils and Local Committees be involved with Surrey County Council and Surrey Boroughs and Districts when working together to develop cycling plans that reflect local priorities and issues.

e) That paragraph 7.4 of the strategy be amended to read 'Any additional major events would involve a road closure only when there is clear evidence that there is strong local resident and business support to do so.'

4/13   DATE OF NEXT MEETING   [Item 4]

The Communities Select Committee noted its next meeting would take place at 10am on 15 January 2014.

Meeting ended at: 4.40 pm

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                                                                              Chairman

CABINET RESPONSE TO COMMUNITIES SELECT COMMITTEE

SURREY CYCLING STRATEGY

Recommendations:

a) That the impact on, and potential benefits for, businesses in Surrey as a result of cycling events be a key element of the Strategy. In particular, staff access to businesses when events are taking place.

b) That consideration be given to including cycling infrastructure schemes on future programmes in Operation Horizon.

c) That the County Council be encouraged to lobby central government for a change in primary legislation so that unregulated 'sportive' events become regulated.

d) That Parish Councils and Local Committees be involved with Surrey County Council and Surrey Boroughs and Districts when working together to develop cycling plans that reflect local priorities and issues.

e) That paragraph 7.4 of the Cycling Strategy be amended to read 'Any additional major events would involve a road closure only when there is clear evidence that there is strong local resident and business support to do so.'

RESPONSE

I welcome the valuable discussion at the Select Committee meeting on the 28th November, and the recommendations that resulted.

I will take each of them in turn:

a) We recognise the economic significance of cycling and have identified economic impact as an overarching objective of the strategy. We will focus on the role of cycling in tackling congestion and the potential tourism benefits from Surrey's profile as a destination for cycling. With regard to the Prudential RideLondon Surrey events, we are working with the event organisers to ensure that more is done to support businesses to manage impacts and capitalise on the day.

b) The County Council is investing £100million over the next five years in roads maintenance. As part of this investment we will be identifying opportunities to improve cycling provision and building our internal expertise in designing provision for cycling.

c) Whilst we welcome the increase in cycling in Surrey, we are concerned with the levels of unregulated events taking place in parts of rural Surrey. We are aware that these events can cause disruption and potentially lead to safety issues. We have committed in the Strategy to lobby central government for a change in the current regulations to require sportive organisers to notify the police and the highways authority of planned events.

d) The strategy proposes development of local cycling plans, to reflect local needs and issues. The development of these strategies will be overseen by the local committee

and we would anticipate that parish and town councils will be key stakeholders in developing the plans.

e) This change has been made in the strategy.

Mrs Helyn Clack
Cabinet Member for Community Services
17 December 2013

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COMMUNITIES SELECT COMMITTEE:
DRAFT FORWARD WORK PLAN 2014

Date	Proposed Item	Why is this item proposed?	Contact Officer / Member	Proposed Method of Handling
15 January 2014 – Ordinary Meeting – County Hall				
15 January 2014	Fire & Rescue Service	Proposed changes to the emergency response cover in the Borough of Spelthorne	Russell Pearson Sarah Mitchell Helyn Clack Kay Hammond	Report to Committee
15 January 2014	Tourism	Scrutiny of Surrey's Tourism Strategy	Barrie Higham Peter Milton Ian Boast Susie Kemp Helyn Clack	Report to Committee
15 January 2014	Voluntary Community and Faith Sector	Grant Criteria and Funding Opportunities Guide	Jeremy Taylor Laura Langstaff Susie Kemp Helyn Clack	Report to Committee
22 Jan 2014 – Fire HQ (Reigate) – Joint private workshop on blue light service collaboration and plans for PSP update with Health Scrutiny Committee				
20 March 2014 – Ordinary meeting – County Hall				
20 March 2014	Cultural Hubs	Scrutiny of plans to create cultural hubs in Surrey (to include an update on Adult Community Learning and the Arts Council's vision for Libraries)	Peter Milton Susie Kemp Helyn Clack	Report to Committee
20 March 2014	SFRS Strategic Review	Scrutiny of strengthening scrutiny of SFRS and SFRS performance & targets	Russell Pearson Sarah Mitchell Helyn Clack Kay Hammond	Report to Committee
19 May 2014 – Ordianry meeting - Surrey History Centre – with tour in the afternoon				
19 May 2014	Community	Progress report following annual scrutiny meeting on	Gordon Falconer	Report to Committee

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Date	Proposed Item	Why is this item proposed?	Contact Officer / Member	Proposed Method of Handling
	Safety Partnerships	31 October 2013	Jane Last Helyn Clack Kay Hammond	
23 July 2014 – Ordinary meeting – County Hall				
23 July 2014	Trading Standards - RIPA	Scrutiny of annual report on the use of RIPA	Steve Ruddy Yvonne Rees Helyn Clack	Report to Committee
23 July 2014	VCFS	Scrutiny of full year performance information, analysis and trends on delivery of outcomes of VCFS infrastructure	Mary Burguieres Susie Kemp Helyn Clack	Presentation/Report to Committee

To be scheduled for 2014				
TBC	Governance of Cultural Services	Scrutiny of options for governance of cultural services	Peter Milton Susie Kemp Helyn Clack	Report to Committee
TBC	Magna Carta	Update on Magna Carta anniversary proposals	Peter Milton Susie Kemp Helyn Clack	Report to Committee
TBC	Fire Service Public Safety Plan	Scrutiny of the draft refreshed Public Safety Plan	Russell Pearson Sarah Mitchell Helyn Clack Kay Hammond	Report to Committee

COMMUNITIES SELECT COMMITTEE 2013-2014
ACTIONS AND RECOMMENDATIONS TRACKER – 15 January 2014

The recommendations tracker allows Committee Members to monitor responses, actions and outcomes against their recommendations or requests for further action. The tracker is updated following each Committee. Once an action has been achieved and reported to the Committee, it will be removed from the tracker.

Date of meeting	Item	Recommendations/Actions	Achieved or still outstanding?	Deadline	Responsible Cabinet Member/Member /Officer
31 OCTOBER 2013	**COMMUNITY SAFETY PARTNERSHIPS IN SURREY**	That District, Boroughs and partner organisations be encouraged to establish a set list of substitutes for CSP meetings to allow for greater clarity.	ACHIEVED The Chairman sent a letter to Surreys key community safety partnership organisations and Surreys CSP's on 25 November asking for the establishment of a set list of substitutes. The Chairman asked that the committee receive an update from the Community Safety Team on progress in achieving this recommendation in 6 months time.	January 2014	Gordon Falconer, Community Safety Unit Senior Manager Jane Last, Community Safety Unit Senior Manager and the Programme Manager and Lead Manager for Community Safety and Partnership
31 OCTOBER 2013	**COMMUNITY SAFETY PARTNERSHIPS IN SURREY**	That the Deputy Police and Crime Commissioner write to the Home Secretary regarding the issues raised by the committee in relation to domestic homicide reviews.	ACHIEVED A letter was sent to the Home Secretary on 5 November 2013 from the Deputy Police and Crime Commissioner.	January 2014	Deputy Police and Crime Commissioner, Jeff Harris

31 OCTOBER 2013	**COMMUNITY SAFETY PARTNERSHIPS IN SURREY**	That the Police and Fire Service safety campaigns be supported and driven through the Community and Public Safety Board (CPSB) where appropriate.	ACHIEVED The Chairman sent a letter to Community Safety Unit Senior Manager and the Programme Manager and Lead Manager for Community Safety and Partnership on 25 November asking for this recommendation to be drawn to the attention of the Chairman of the CSPB. The Chairman asked that the committee receive an update from the Community Safety Team on the progress in achieving this recommendation in 6 months time.	January 2014	Gordon Falconer, Community Safety Unit Senior Manager Jane Last, Community Safety Unit Senior Manager and the Programme Manager and Lead Manager for Community Safety and Partnership

31 OCTOBER 2013	**COMMUNITY SAFETY PARTNERSHIPS IN SURREY**	That District, Boroughs and partner organisations be encouraged to explore closer collaborative working amongst Community Safety Partnerships in the County.	ACHIEVED The Chairman sent a letter to Surrey's key community safety partnership organisations, Surreys CSP's and the CSPB on 25 November encouraging closer collaborative working among CSPs in the County. The Chairman asked that the committee receive an update from the Community Safety Team on the progress in achieving this recommendation in 6 months time.	January 2014	Gordon Falconer, Community Safety Unit Senior Manager Jane Last, Community Safety Unit Senior Manager and the Programme Manager and Lead Manager for Community Safety and Partnership
31 OCTOBER 2013	**DOMESTIC ABUSE STRATEGY 2013 – 2018**	That Surrey County Council is encouraged to use its representation in schools to educate and raise awareness of domestic abuse at all levels, including primary and secondary schools.	ACHIEVED The Chairman sent a letter to the Cabinet Member for Schools and Learning on 25 November asking for the Cabinet Member to consider this recommendation and how it could be taken forward. The Cabinet Member will discuss the recommendation with senior officers and submit a full response in the new year.	January 2014	Linda Kemeny, Cabinet Member for Schools and Learning

| 31 OCTOBER 2013 | **DOMESTIC ABUSE STRATEGY 2013 – 2018** | That County communication and education programmes on domestic abuse be offered to both private and state schools. | ACHIEVED

The Chairman sent a letter to the Cabinet Member for Schools and Learning on 21 November asking for the Cabinet Member to consider this recommendation and discuss how it could be taken forward with the committee.

The Cabinet Member will discuss the recommendation with senior officers and submit a full response in the new year. | January 2014 | Linda Kemeny, Cabinet Member for Schools and Learning |
| 31 OCTOBER 2013 | **DOMESTIC ABUSE STRATEGY 2013 – 2018** | That the Deputy Police and Crime Commissioner encourage the National Association of Police and Crime Commissioners to raise the issue of domestic abuse and support a national campaign to raise awareness. | ACHIEVED

The Chairman sent a letter to the Deputy Police and Crime Commissioner on 21 November thanking him for agreeing to take this recommendation forward and asked to be updated on progress. | January 2014 | Deputy Police and Crime Commissioner, Jeff Harris |

21 NOVEMBER 2013	**HALF-YEAR OUTCOMES-BASED PERFORMANCE REPORT ON VOLUNTARY, COMMUNITY AND FAITH SECTOR INFRASTRUCTURE IN SURREY**	It is recommended that officers, Share VCFS performance and outcomes data with local committees if requested	ACHIEVED The Policy and Strategic Partnership Lead Manager met with the Community Partnerships Manager on 25 November 2013 and agreed for performance information to be shared and discussed by the Local Committee Chairman at their January meeting. The Policy and Strategic Partnership Lead Manager will present at the January Local Committee Chairman's meeting.	January 2014	Mary Burguieres, Policy and Strategic Partnership Lead Manager
21 NOVEMBER 2013	**HALF-YEAR OUTCOMES-BASED PERFORMANCE REPORT ON VOLUNTARY, COMMUNITY AND FAITH SECTOR INFRASTRUCTURE IN SURREY**	It is recommended that officers bring a report to the Select Committee in July 2014 with full year performance information analysis and trends	ACHIEVED A report on the full year performance information, analysis and trends on delivery of outcomes of VCFS infrastructure will come to the Select committee meeting in July 2014.	July 2014	Mary Burguieres, Policy and Strategic Partnership Lead Manager

| 21 NOVEMBER 2013 | **SURREY FIRE AND RESCUE SERVICE UPDATE: 2013-16 ACTION PLAN REVIEW** | That the draft updated public safety plan come to Select Committee for scrutiny next year. | ACHIEVED

This item has been added to the CSC forward work programme for 2014 to be scheduled in due course. | June 2014 | Russell Pearson, Head of Fire and Rescue, Chief Fire Officer, Surrey Fire and Rescue Service |
| --- | --- | --- | --- | --- | --- |
| 21 NOVEMBER 2013 | **SURREY FIRE AND RESCUE SERVICE UPDATE: 2013-16 ACTION PLAN REVIEW** | That the final consultation report to be circulated to Select Committee as soon as it is available for comment back to the service. | ACHIEVED

The final consultation report was sent to the Chairman and Vice Chairman on 26 November 2013. The Chairman has decided to consider the final consultation report as part of the Spelthorne item on the January agenda. The consultation report has now been included in the January agenda papers. | December 2013 | Julia McDonald, Policy Officer |
| 21 NOVEMBER 2013 | **SURREY FIRE AND RESCUE SERVICE UPDATE: 2013-16 ACTION PLAN REVIEW** | That the Cabinet Member for Community Services and the Chairman agree how best to consult with the Select Committee on the options for fire cover in Spelthorne prior to their consideration by Cabinet in December 2013. | ACHIEVED

The Spelthorne Consultation report will now be considered by the Communities Select Committee at its January meeting before it is considered by Cabinet. | January 2014 | Helyn Clack, Cabinet Member for Community Services |

28 NOVEMBER 2013	**SURREY CYCLING STRATEGY**	That the impact on, and potential benefits for businesses in Surrey as a result of cycling events be a key element of the strategy. In particular, staff access to businesses when events are taking place.	ACHIEVED A response has been received from Cabinet and is included in the January select committee agenda papers.	January 2014	Lesley Harding, Sustainability Group Manager
28 NOVEMBER 2013	**SURREY CYCLING STRATEGY**	That consideration be given to including cycling infrastructure schemes on future programmes in Operation Horizon.	ACHIEVED A response has been received from Cabinet and is included in the January select committee agenda papers.	January 2014	John Furey, Cabinet Member for Transport, Highways & Environment
28 NOVEMBER 2013	**SURREY CYCLING STRATEGY**	That the County Council be encouraged to lobby central government for a change in primary legislation so that unregulated 'sportive' events becomes regulated.	ACHIEVED A response has been received from Cabinet and is included in the January select committee agenda papers.	January 2014	Helyn Clack, Cabinet Member for Community Services
28 NOVEMBER 2013	**SURREY CYCLING STRATEGY**	That parish councils be involved with Surrey county council and Surrey boroughs and districts when working together to develop cycling plans that reflect local priorities and issues.	ACHIEVED A response has been received from Cabinet and is included in the January select committee agenda papers.	January 2014	Lesley Harding, Sustainability Group Manager
28 NOVEMBER 2013	**SURREY CYCLING STRATEGY**	Paragraph 7.4 be amended to read 'Any additional major events would involve a road closure only when there is clear evidence that there is strong local resident and business support to do so.	ACHIEVED A response has been received from Cabinet and is included in the January select committee agenda papers.	January 2014	Lesley Harding, Sustainability Group Manager

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SURREY
COUNTY COUNCIL

Communities Select Committee
15th January 2014

Changes to fire engine deployment in the borough of Spelthorne

Purpose of the report: Scrutiny of Policy Development and Review

Cabinet is due to make a decision about changes to the emergency response cover in the borough of Spelthorne on 4th February 2014.

The Communities Select Committee is asked to note and review the proposal which is in support of Surrey Fire and Rescue Authority's (SFRA) Public Safety Plan (PSP).

Introduction:

1. This report details how SFRA intends to change the deployment of fire engines in order to maintain an effective, efficient and equitable level of emergency response in accordance with the Public Safety Plan both for the communities of Spelthorne and Surrey.

2. Following an extensive period of public consultation which ran for 13 weeks from August to November local leaders and the communities in Spelthorne voiced an overwhelming opposition to the proposal which was to close Sunbury and Staines fire stations and to locate to a new optimum location with one whole-time crewed fire engine. Having due regard to the concerns raised SFRA propose a refinement to the original proposal while still delivering the majority of the savings as required within the Medium Term Financial Plan (MTFP).

Background

3. The Public Safety Plan (PSP) contains 12 outcomes to be achieved by 2020. Outcome 3 concerns improving the balance of service provision across Surrey while outcome 11 seeks to improve the provision and use of property.

4. Surrey Fire and Rescue Service (SFRS) currently base one 24 hour whole-time fire engine at both Sunbury and Staines Fire Stations, which provide most of the initial response cover for the Borough of Spelthorne, whilst at the same time providing support to other parts of the county. This proposal seeks to support the provision of a more balanced service provision across the county in order to be better positioned to achieve the Surrey Response standard. To secure that objective the Service has reviewed emergency response cover across the county and has identified an area where the provision of a new location would facilitate a more effective strategic use of resources.

5. The PSP established a potential model for emergency response cover in Surrey based upon existing fire station locations. This was termed Phase 1 and included changes to crewing systems at Staines fire station. Phase 2 sought to establish new locations for a number of fire stations to further improve the efficiency and effectiveness of emergency response across the county. The areas highlighted for this change included Spelthorne, Surrey Heath and Tandridge. Furthermore the revenue savings of £2.3 million required by Fire and Rescue, which are contained within the Medium term Financial Plan (MTFP), necessitated an alternative service delivery model to that which has been historically provided in Surrey.

6. Spelthorne was identified as an area for consideration in part due to the following factors:
    *   Securing a positive impact on the Surrey Response Standard across the county,
    *   Changing incident demand in the Spelthorne area over the past decade,
    *   Changes already implemented or planned within Surrey,
    *   Proximity of fire engines, both from Surrey and from neighbouring fire and rescue services.

7. This led to an options analysis which is outlined below:
    *   Option 1: Do nothing and secure no improvements in terms of service provision across the county or the savings as required by the Medium Term Financial Plan.
    *   Option 2: Implement the PSP Phase 1 deployment (24 hour cover at Sunbury, 12 hour cover at Staines)
    *   Option 3 (a): Close Sunbury and maintain Staines
    *   Option 3 (b): Close Staines and maintain Sunbury
    *   Option 4: Implement the proposal for a new station at an optimised location within the borough with one 24 hour whole-time (immediately crewed) fire engine.

8. The modelling for all of these scenarios was conducted on behalf of Surrey Fire and Rescue Service by ORH.

9. Each option was considered in relation to its impact on emergency response performance, cost and achievability against the available timescales, resource constraints and conformity with the principles agreed within the PSP. This options analysis, linked with our understanding of community vulnerabilities, hazards and risks and from

our experience of providing a fire and rescue service, helped to shape our professional opinion on the most appropriate course of action. Consideration has also been given to the prevailing community vulnerabilities and risk profile in adjacent boroughs and any known potential developments in the area. An Equality Impact Assessment was also carried out.

10. Our preferred choice was Option 4 - to create a new 24 whole-time single fire engine fire station in the borough of Spelthorne. Importantly for the communities of Spelthorne they would continue to receive one fire engine attending incidents on average in less than seven minutes and in many cases that would prove to be sufficient resources to deal with the emergency safely and effectively. The Surrey Response standard is as follows;

   • One fire engine in 10 and 2 in 15 for 80% of incidents, and
   • All other emergencies - one fire engine in 16 minutes on 95%of occasions.

   Option 4 would deliver a reduction in the number of fire fighter posts required and would secure the full associated revenue savings for the MTFP.

11. To support the decision making process and to ensure that any comparisons could be validated we used the same emergency cover modelling process as for the PSP. The impact of Option 4 on Spelthorne, based on the predicted performance, was an increase of 58 seconds to the first attendance. The predicted average of 6 minutes and 42 seconds (see table 1) remains well within the Surrey Response Standard of a first attendance within 10 minutes (80% of occasions).

Table 1 - Predicted response times to emergency incidents under Option 4:

Response standard		1st response to all 2+ fire engine incidents		2nd response to all 2+ fire engine incidents		1st response to other emergencies
		Average	% in 10mins	Average	% in 10mins	% in 16 mins
Current situation	Surrey	07:28s	80.8	10:27s	86.7	96.8
	Spelthorne	05:44s	97.0	09:13s	98.2	99.8
	Elmbridge	06:45s	89.5	11:01s	95.0	99.5
	Runnymede	08:36s	69.2	10:21s	90.1	97.5
Proposal	Surrey	07:33s	82.5	10:27s	90.5	98.3
	Spelthorne	06:42s	91.4	10.24s	94.5	98.9
	Elmbridge	06:48s	88.6	11.14s	93.0	99.3
	Runnymede	07:18s	82.7	10:35s	92.5	98.8

12. During the public consultation a wide variety of stakeholders in Spelthorne expressed considerable resistance to Option 4. It became clear, as the consultation period progressed, that there was a high degree of concern and opposition with regard to the removal of one fire appliance. Indeed comments and feedback received indicated that while one fire station could be acceptable, the provision of only one fire

appliance, not two, was not. This has led to the consideration of a new option which is:

Option 5: Implement the proposal for a new station at an optimised location within the borough with one fire appliance immediately crewed 24/7 and one 24 hour "On-call" fire appliance.

13. The provision of a second "On-call" fire engine compared to one whole-time fire engine improves the average first response time by 8 seconds compared to Option 4 and the second response times by just over 1 minute (see table 1a below).

Table 1a Predicted response times to emergency incidents under Option 5

Response standard		1st response to all 2+ fire engine incidents		2nd response to all 2+ fire engine incidents		1st response to other emergencies
		Average	% in 10mins	Average	% in 10mins	% in 16 mins
Current situation	Surrey	07:28s	80.8	10:27s	86.7	96.8
	Spelthorne	05:44s	97.0	09:13s	98.2	99.8
	Elmbridge	06:45s	89.5	11:01s	95.0	99.5
	Runnymede	08:36s	69.2	10:21s	90.1	97.5
Proposal	Surrey	07:33s	82.5	10:27s	90.5	98.3
	Spelthorne	6.34s	93.2	9.13s	97.5	99.7
	Elmbridge	06:47s	88.7	11.13s	93.1	99.4
	Runnymede	06.34s	88.7	11.13s	93.1	99.4

14. The second appliance would respond to 200 incidents per year, which is more than any of the existing "On-call" appliances in Surrey (Oxted is the next busiest, with 20 fewer responses per year). The provision of a second fire engine crewed by part-time, On-call staff is dependent on a number of critical factors including the availability of suitable candidates within a 5 minute response time/distance. In order for this option to succeed there has to be a collaborative approach between Surrey Fire and Rescue Service, local leaders and the community in the Staines and Ashford (Fordbridge) locality. This would be a new service delivery model for more urbanised communities, where in the past the provision of fire cover has been solely reliant on whole-time staff.

15. Sir Ken Knight's recent report into the Fire and Rescue Service in England, "Facing the future", stated that all fire and rescue authorities must consider whether "On-call" fire-fighters could meet their operational requirements. Modelling suggests that, in Spelthorne they could provide an invaluable, cost-effective service in the reduced demand environment.

16. In other parts of the County "On-call" is an established but increasingly complimentary part of the workforce which through the introduction of a more diverse range of employment practices is creating a more agile workforce. "On-call" staff are used to support the delivery of training, the

provision of Telecare and also work at whole-time stations when crewing levels necessitate.

17. The continued front-line service provision utilising a different delivery model in Spelthorne would still encompass our activities that lead to a reduction in incidents, casualties and injuries and will continue to include a major focus on community fire prevention and community fire protection activities and wider associated societal risks. This will also provide assurance that while crewing level's change, risks in the area do not increase.

18. Looking ahead, "On-call" staff crewing a second fire engine in stations located in urban areas could provide not only an additional weight of attack but would provide resilience for subsequent calls both in Spelthorne and the rest of Surrey. Both of these points were raised as concerns during the consultation by public and staff groups. The transformation of the staff profile towards more "On-call" will retain the focus on protecting front-line services and supports the County Council's Corporate Strategy. Option 5 when applied to Spelthorne could act as a path finding exercise for locally delivered services for other locations where this type of coverage could be effective, for example, Woking, Camberley, Elmbridge and other locations. In the longer term this will provide efficiencies through better service configuration, having the right people in the right place, at the right time and providing the right level of response cover.

19. There are additional business benefits. Through consolidating public sector assets at one location and by continuing to work collaboratively with our Blue Light partners we will be able to generate opportunities for growing and sustaining our own services and creating efficiencies by working with others. In that sense it will be more than "just" a fire station. Surrey Police and South East Coast Ambulance Service have indicated that they would wish to locate to the new premises. This approach which fits with Surrey's Public Service Transformation programme will deliver much better value for money, with changes providing significant benefits for Surrey residents. The Emergency Services Collaboration strand will aim to transform the way the emergency services in Surrey work together, with the joint aims of improving performance and responding to the changing pattern of demand and reducing costs by removing overlaps between the three blue light services. It will focus on six key areas: the potential for a single control and dispatch function across the emergency services; developing a combined Civil Contingencies Unit; combined operational response for certain incident types and in specific areas; joint operational support and back office functions; a joint prevention programme and shared governance.

20. SFRS has had long-standing informal mutual assistance arrangements with its neighbouring fire and rescue services, including London Fire Brigade. Since the introduction of the Fire and Rescue Services Act 2004 discussions have take place with neighbouring fire and rescue services to enter into formal agreements under Sections 13 and 16. Going forward there is the potential for closer collaboration in terms of cross border mobilisation as more services, including Surrey and London Fire

Brigade, consider adopting a system of dynamic mobilising where assets (appliances and officers) are mobilised to incidents using global positioning system (GPS) software installed on vehicles. This system could allow resources to be mobilised by their proximity to an incident rather than by their location within individual station areas which will allow for a more effective and efficient use of operational resources, possibly across administrative boundaries. Associated with the adoption of this type of technology will be increasing interoperability as fire services begin to see "over the border" into other fire authorities areas in order to be request the mobilisation of the "nearest" fire appliance.

21. Option 5 facilitates a "One County, One Team" approach to the design of future services where residents will have more influence and responsibility over how services are designed and provided. This move to greater localism has generated the development of an alternative vision for Spelthorne. It is crucial that we now develop new relationships with the local communities that stimulate changes to deliver an "On-Call" crew into Spelthorne. Given that we have recognised that a one size fits all approach is not appropriate in this situation we will need to now secure the public's and local leaders' commitment to making it work, and quickly. Option 5 demonstrates our commitment to finding better ways of working and delivering services in ways that are right for our communities.

Consultation

22. The consultation period was conducted over a 13 week period from August to November 2013 to ensure all local residents' and Elected Members' views were heard and considered. A Surrey County Council Equalities and Diversity Policy officer has been involved in ensuring that the consultation plan has been fully inclusive.

23. Consultation activities included a widely publicised on-line survey, postal questionnaires (including Easy Read version), presentations at public meetings, letters and emails to stakeholders from the Voluntary, Community and Faith Sector, relevant Local Committees and partner agencies, as well as Surrey Fire and Rescue staff. We used a mix of quantitative and qualitative research methods, as well as a wide range of communication channels (print, on-line and direct contact) to gather the views of our stakeholders. The consultation was publicised in local GP practices, schools, churches, Post Offices, libraries, Citizens Advice Bureaux, community centres, through local media, Spelthorne Borough Council media and social media. The full consultation report can be found in Annex 1, Appendix 1 of this paper.

24. The consultation received feedback from over 1460 individuals and groups, through 556 returned surveys, 271 attendees at staff workshops and public meetings, 122 items of feedback through emails, letters and calls, 518 signatures from two petitions and formal responses from Committees, SFRS staff and Resident Associations. Nearly 1200 responses came from members of the public, which represents around 1% of the Spelthorne population (however, the analysis cannot exclude

the possibility of individuals using numerous channels to submit their views, thus being counted multiple times).

25. After collating and analysing the pieces of feedback, the results were as follows:

Table 2 – Consultation results: overall attitude to proposal

	Total items of feedback	Yes	Not sure	No	No opinion
Residents / businesses	1171	4.1%	2.9%	92.7%	0.3%
Councillors	42	4.8%	4.8%	90.5%	0.0%
Community groups	33	6.1%	9.1%	81.8%	3.0%
SFRS Staff	182	21.4%	1.6%	76.4%	0.5%
Partners	5	20.0%	20.0%	60.0%	0.0%
Other	14	14.3%	0.0%	78.6%	7.1%
TOTAL*	**1447**	**6.5%**	**2.9%**	**90.2%**	**0.4%**
TOTAL respondents	1467				

excludes survey respondents that did not leave an answer at Q5a

26. The greatest opposition came from Spelthorne residents and businesses. Also, the majority of local Councillors and community group representatives opposed the plans, which reflects the feedback we received at public meetings and Local Committee meetings. The strongest support for the proposal derived from SFRS staff and SCC staff, probably more aware of the internal pressures on the service that drive this proposal. The key concerns that were raised most frequently were:

- General opposition to the plans and a view that one engine is not enough for Spelthorne (22% of received comments mentioned that point)
- Increase in response times will risk lives and property (22%)
- Spelthorne's profile makes it a high risk area (high density population, high level of deprivation, urban built, dangerous stretch of the river Thames, motorways) (18%)
- Heathrow - the airport might need support for major incidents; the expansion of the airport will add to the risk; timing of consultation could have been better coordinated to coincide with consultation about the expansion (10%)
- Traffic as a main barrier to moving the engine around or getting support into the area (Sunbury Cross, Thames bridges, level crossing) (10%)
- Reduced resilience in case of a major incident and / or when crew is busy otherwise (9%)
- Praise and recognition for SFRS (8%)
- During the consultation process, alternative suggestions were received from the public and other stakeholders. The most often suggested alternative was to keep two fire engines at one location (5% of received comments mentioned that suggestion).

27. Both the Local Committee and Borough Council of Spelthorne rejected the proposal at their formal meetings in September and October 2013. A formal response was submitted by the Local Committee Chairman on behalf of the Local Committee opposing the proposal and raising concerns, which besides the overall reservations about the demographics and urban makeup of Spelthorne, congested roads and future developments (Eco-Park, Heathrow expansion) also included the lack of financial information presented to the Local Committee.

28. Overall, the feedback to the consultation was negative (90% of feedback items opposed the proposal), with major resistance from the residents (and their associations) and councillors of Spelthorne. The high level of opposition is in line with what other consultations on reduction in fire cover in other parts of the country have produced (see consultation report, Annex 1). It also suggests that residents attach value to the Council's services and reductions will cause dissatisfaction. This echoes the findings of Surrey County Councils 2012-13 public budget survey using SIMALTO modelling, where 96% of respondents indicated they would complain to the council, should service levels be scaled back to the most basic level.

29. Their concerns have been fully considered and taken into account when finalising the proposals recommended in the Cabinet report.

Risk management and implications

30. Only options 3a, 3b and 4 provide the full savings under the MTFP. However, options 3a and 3b provide sub optimal locations for one fire appliance in Spelthorne with a detrimental impact on the Surrey standard county wide.

31. Option 5 delivers most of the savings required in the MTFP.

32. It also provides an opportunity for a new way of delivering service into Spelthorne and other parts of the county. Option 5 secures two fire engines in Spelthorne providing that the response from the local communities and leaders generates sufficient support and there are enough prospective candidates with the right skill sets and attributes to meet the Fire Service entry criteria. It would also allow the Service to market, advertise, recruit and train new On-call staff well before deployment into the new station. By sharing the responsibility for the future arrangements with the community and their elected representatives we would seek to ensure that we have endeavoured to meet their requirements and that of the Fire Authority but the back-up plan will still need to be the adoption of Option 4 if an "On-call" team cannot be established.

33. By closing Staines and Sunbury the service will be able to consolidate its staff and resources into one, lightweight new premises that is fit for purpose and efficient to operate and allow the Council to consider disposing two premises that are in poor condition each of which has high maintenance costs. This will be further supported by lessons learned

from the relocation into the new premises at Salfords to reduce build costs and speed up completion. This location will include the boat that is currently located at Sunbury and will continue to not only provide a first response but, along with the water rescue capability at Walton, will ensure that resilience maintained.

34. Option 4 reduces the required annual crewing costs for SFRS by £1.05m, and this cost saving has been factored into the MTFP. In addition there will also be future revenue cost reductions from the associated reductions in personal protective equipment and training. The reduction from two to one fire appliance would reduce future capital replacement costs, and a reduced fleet size has been factored into the long term vehicle and equipment replacement programme.

35. Option 5 provides a second appliance crewed by an 'On-call' unit at an estimated annual cost of £0.17m. This gives a lower annual reduction in crewing costs of £0.88m and therefore a shortfall against the planned MTFP savings. There are initial start up costs of creating a new 18 fire fighter "On-call" crew in Spelthorne of around £80,000.

36. Option 5 will also require a review of the Vehicle and Equipment replacement programme to allow for the continued provision of a second appliance in Spelthorne.

37. It will further support the collaborative/co-location work which is ongoing with Surrey Police and South-East Coast Ambulance Service and other partners.

Conclusions:

38. There is a requirement on the FRSA to deliver the savings in the MTFP. The PSP provides options to do that whilst maintaining an effective, efficient and equitable level of fire cover across the county. By way of the extensive consultation with the local leaders and communities in Spelthorne and neighbouring boroughs the Fire and Rescue Service have considered their views and expanded on the options available to address the concerns that were raised.

39. The inclusion of option 5 provides a new service delivery model in Spelthorne.

40. It is clear that having considered the views of local leaders and communities and by adjusting the proposed service delivery model in Spelthorne there is an associated risk. While it does secure the majority of the savings required in this area it does provide a future model for service delivery provision using a different segment of the workforce which affords a reduction in the cost base while still providing an effective response arrangement. The risk of not adopting this model is that cost reductions that are required as part of the MTFP in Elmbridge, for example, may not be secured. This allows the service to move to an increasingly flexible workforce, geographically, temporally and contractually.

Recommendations:

41. The Select Committee is asked to consider the content of this report and note the progress being made against the Public Safety Plan and MTFP.

42. The Select Committee continue to support the implementation of the Public Safety Plan with particular reference to the proposed changes in Spelthorne.

43. Select Committee support the inclusion of option 5 for the Cabinet report for 4th February 2013.

Next steps:

A report will be submitted to Cabinet for their decision on 4th February 2014.

Report contact: Eddie Roberts, East Area Commander

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email; eddie.roberts@surreycc.gov.uk

Sources/background papers:

- Surrey Fire and Rescue Authority Public Safety Plan 2011-20
- Sir Ken Knight, (2013), "Facing the future; findings from the review of efficiencies and operations in fire and rescue authorities in England", Department for Communities and Local Government.

Surrey Fire and Rescue Authority
Public Safety Plan 2011-2020
Consultation On Changes To Fire Engine Deployment In The Borough Of Spelthorne

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Annex 1 - Consultation report

Appendices

   1. Questionnaire

   2. Stakeholder mailing list

   3. Consultation plan

   4. Collated data analysis

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1   Executive Summary

Surrey Fire and Rescue Service (SFRS) intends to alter the deployment of fire engines in Spelthorne in order to maintain effective emergency response arrangements in accordance with the Public Safety Plan (PSP). SFRS aims to create a single fire engine fire station in the Ashford area, and close the existing fire stations in Staines and Sunbury by March 2015. Modelling and option analysis has shown that this would create a more efficient use of resources across the county.

Consultation on this proposal ran from 5 August to 4 November 2013 and members of the public, staff, councillors, MPs, community groups, businesses and partners were invited to provide us with their feedback.

Over 1460 responses were received from numerous channels including public meetings, surveys and questionnaires, email feedback, staff workshops, neighbourhood panels, community events and formal responses.

The consultation feedback we received was strongly opposed to the proposal. After collating and analysing the data, the level of support for the proposal overall is as follows:

- 90% opposing

- 7% supportive

- 3% uncertain

Staff were slightly less negative (76% opposition) but had concerns about the accuracy of the modelled response times, the unique characteristics of Spelthorne, reduced resilience of the fire service in the area, developments in neighbouring fire stations impacting Spelthorne and the health and safety of officers doing their job with fewer resources.

Members of the public (including community representatives and Councillors) were strongly opposed to the proposal (92%). The main concerns for the public included the unique urban and demographic makeup of Spelthorne, which in their view makes it a higher risk area, the traffic congestion and potential Heathrow extension, the amount of new developments and the fact that Spelthorne will have the lowest engine to population ratio of any borough or district in Surrey. Community groups and Local Committees further demanded more financial information (cost-benefit analysis) and how the planned development of the Eco Park will impact the proposed changes.

There were also some concerns about the safety of older people and young children, those on low incomes and disabled people in the area.

The most frequently mentioned alternative suggested by residents, community groups and councillors was to keep two engines, instead of one, at the new location (while accepting that Staines and Sunbury fire stations are closed).

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Surrey Fire and Rescue Authority
Public Safety Plan 2011-2020
Consultation On Changes To Fire Engine Deployment In The Borough Of Spelthorne

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2   Context – Surrey Fire and Rescue Service

The Public Safety Plan (PSP) outlines 12 outcomes to be achieved by 2020. These include improving the balance of service provision across Surrey and improving the provision and use of property.

Surrey Fire and Rescue Service (SFRS) currently base one 24 hour fire engine at each of Sunbury and Staines Fire Stations, which provide most of the initial response cover for the Spelthorne Borough area.

The proposal seeks to support the provision of more balanced service provision across the county, in order to be better positioned to achieve the Surrey Response standard whilst remaining within the available budget for the Service.

To achieve this, the Service has reviewed emergency response cover across the county and identified an area where the provision of a new location would enable the more effective use of resources.

Proposal:

Surrey Fire and Rescue Service proposes to close the two existing fire stations in Spelthorne and replace them with a fire station in a more central location within the borough. This fire station would have one 24 hour immediate response fire engine.

This report summarises the results of the extensive consultation undertaken for this proposal between August and November 2013.

3   Context – consultation

This consultation is not a referendum – i.e. the outcome of the consultation is not binding. It forms part of the evidence to help Surrey County Council (SCC) Cabinet make its final decision. Other evidence will include cost-benefit analysis, assessments of other possible options, the requirement on SCC's budget and an Equality Impact Assessment. However, the feedback gathered during consultation will be taken seriously. We aim to be responsive - concerns, questions and comments have been thoroughly read, analysed and where possible responded to / acted upon (i.e. when an additional public meeting was set up). Key concerns have been reviewed to establish what mitigating action can be taken.

There is no minimum sample size that the consultation aimed for. While high risk groups have been targeted, we were aware that we would not achieve a statistically representative cohort of respondents with our survey (both in terms of demographic

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characteristics or size). Consultations for Fire and Rescue Services across the country typically generate very low response rates.[1]

Equally, results of other fire and rescue authorities' consultations on proposed reduction in stations, engines or fire-fighters tend to attract public opposition. For example:

- The proposed reduction in fire cover in the London Safety Plan 5 (LSP5) attracted an opposition rate of 94% from all respondents (with brigade respondents being the group most in agreement with the proposal (14%)).[2]

- Devon and Somerset Fire and Rescue Authority's (FRA) consultation on their corporate plan 2013/14, where the hypothetical proposal to close stations and reduce engines produced an objection rate of 65%. [3]

- North Yorkshire's FRA's consultation on the closure of a fire station in Snainton in 2012, where a majority of respondents strongly opposed this proposal (93% were in agreement that Snainton needed a dedicated fire station).[4]

Furthermore, the reasons behind opposing changes to fire cover, especially in urban areas, tend to be similar and revolve mainly around: increases in population; new major building developments; areas of deprivation; fires in high rise buildings; and to protect the service's continuing ability to respond to major incidents. Other issues revolve around accuracy of modelling methodology, insufficient consideration of risks, significance of speed of response, the need for back-up at major incidents, and impact on community work (LSP5).[2]

4   Methodology

When designing the consultation, we followed the good practice developed during the PSP consultation and national and SCC consultation and engagement guidance. We also sought advice and support from the directorate's Equality and Cohesion Officer so that all nine protected characteristics, as stipulated in the Equality Act

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[1] Leicestershire IRMP 2009: 0.07% (435 survey responses / population: 649,000); Devon & Somerset Draft Corporate Plan 2013/14: 0.06% (985 survey and email responses / population: 1.7m), http://www.dsfire.gov.uk/FireAuthority/CalendarOfMeetings/documents/DSFRA10July13Agendaandpapers.pdf; Kent & Medway FRA IRMP 2011-20: 0.12% (2022 responses / population: 1.7m)
[2] London Fire Brigade (18 July 2013) ,Fifth London Safety Plan, http://moderngov.london-fire.gov.uk/mgconvert2pdf.aspx?id=2064
[3] http://www.dsfire.gov.uk/FireAuthority/CalendarOfMeetings/documents/DSFRA10July13Agendaandpapers.pdf
[4] http://www.northyorksfire.gov.uk/about-us/key-documents/committee-papers/fire-authority/fire_authority_2012/

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2010, have been considered in the consultation plan. As a result, a comprehensive consultation and communications plan was established to target those who are likely to be most affected by the proposals.

Consultation started on 5 August and closed on 4 November 2013. We used a variety of quantitative and qualitative research methods, as well as a wide mix of communication channels to gather the views of our stakeholders. In order to reach people with protected characteristics, especially those that we know are high risk in terms of death and injury of fire, we produced 170 Easy Read questionnaires that were distributed in day centres and community centres, we directly contacted care home managers and we ensured that our meeting invites were published in accessible places. We also gathered feedback from the Empowerment Board North and used the External Equalities Advisory Group to promote our consultation (see Appendix 3 for full consultation plan). The consultation included print, on-line and direct contact (see Appendix 2 for contact list).

Direct contact:

- Presentation at one police surgery in Ashford, two neighbourhood panels in Staines and Laleham (through Surrey Police)

- Presentations at Runnymede, Elmbridge and Spelthorne Local Committees

- Presentation at Communities Select Committee

- Three public meetings in Spelthorne

- Attendance at 'Spelthorne Together' Assembly in Sunbury

- Presentation at a Shepperton library exhibition

- Presentation at the Empowerment Board North meeting

- Face to face briefings for staff at two workshops in Sunbury and Staines

On-line:

- On-line survey for residents, businesses, partner agencies, staff and Members (using email invites to Opinion Research Services panel, Spelthorne mailing list, business mailing list, External Equalities Advisory Group member mailing list)

- Consultation featured on SCC's website and social media outlets, Spelthorne Borough Council's website and social media outlets, Lower Sunbury Residents Association website

Print:

- Postal questionnaires to care homes, day centres, community centres and Voluntary Community and Faith Sector (VCFS) organisations in Spelthorne (Appendix 1)

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- Letters and emails to partner agencies (e.g. Police, NHS, Ambulance, etc), VCFS organisations and County Council, Borough Council and London Borough Members

- Distribution of consultation material through the External Equality Advisory Group, borough councils' community officers' mailing lists and business associations

- Frequent briefs and written communication for staff

- Advertisement of our consultation through leaflets and posters in libraries, community centres, Citizens Advice Bureaux, schools, churches, GP surgeries, fire stations, youth centres, borough notice boards.

- Consultation published in Members' bulletin (Communicate) and local paper (Surrey Herald / Get Surrey)

5   Resources

A dedicated team developed, delivered and analysed the consultation between July and November 2013. The principle resources dedicated to this have been:

- Senior manager in Surrey Fire & Rescue (30% FTE throughout)

- Surrey Fire & Rescue officers (approx 80% FTE throughout)

- Project and evaluation support (approx 60% FTE throughout)

- Communications and promotional support (approx 40% FTE throughout)

In addition to the dedicated team, there has been a considerable time commitment from other senior Fire & Rescue officers, including the Chief Fire Officer, in providing guidance and progress review and liaising with elected Members.

The Cabinet Associate and Cabinet Portfolio Holder have dedicated support and time to help shape the process and to present to other elected Members.

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6 Analysis

The consultation received feedback from over 1460 individuals and groups, through surveys, workshops, emails and calls, formal responses from Councils and other representative groups. We had nearly 1200 responses from members of the public, which represents around 1% of the Spelthorne population.

	Survey		PSP email / calls / letters / formal responses		Meetings (police panels, community event, public meetings, Committee meetings)		Petitions		TOTAL
Residents / businesses	423	35.7%	48	4.1%	195	16.5%	518	43.8%	1184
Councillors / MPs	13	31.0%	12	28.6%	17	40.5%			42
SFRS Staff	89	47.1%	47	24.9%	53	28.0%			189
Community group representatives	13	39.4%	15	45.5%	5	15.2%			33
Partners	4	80.0%	0	0.0%	1	20.0%			5
Other	14	100.0%	0	0.0%	0	0.0%			14
TOTAL	**556**	**37.9%**	**122**	**8.3%**	**271**	**18.5%**	**518**	**35.3%**	**1467**

See Appendix 4 for full listing and analysis.

6.1 Survey

6.1.1 <u>Number of respondents</u>

There were 572 responses, of which 496 were online completions and 76 were postal returns (72 of which were Easy Read). 35% of those using the Easy Read questionnaires stated having a disability and 47% were 65 years or older, which shows that this method was an efficient tool to reach vulnerable people. After the consultation closure, the data was cleaned in preparation for the analysis, i.e. we assigned correct codes to verbatim and removed respondents that completed the survey unreasonably fast ('click-throughs'), empty returns, those that responded multiple times (where identifiable). After cleaning the survey data, we had a total of 556 survey responses. The response rate is hard to gauge, because invites were distributed to an unknown number of people from various partner agencies' mailing lists.

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6.1.2 Respondent groups

The respondent groups were distributed as follows (11 respondents, although completing the rest of the survey, did not state their background):

Member of the public	411	75%
Representative of a business	12	2%
Member of staff (Surrey Fire and Rescue Service)	89	16%
Member of staff (Surrey County Council)	3	1%
Partner agency, for example NHS, Police, other FRS	4	1%
Representative of a community group	13	2%
Elected Member	13	2%
answered question		**545**

6.1.3 Valuing the SFRS

95% of respondents value or strongly value the SFRS (average value of 4.76 out of 5). Only 1% stated that they didn't value the service. The high level of value placed on Surrey Fire and Rescue Service as a local service provider means changes greatly concern residents and produce strong and heartfelt views. There was a link between the strength of support for the SFRS and the level of opposition (i.e. those opposing the proposal had a score of 4.86; whereas those supporting the proposal scored 4.36).

6.1.4 Contact with SFRS

68 respondents (13%) said that they had contact with the SFRS in the last three years because of a fire incident, and 88 respondents had a Home Fire Safety visit (16%). The main contact point, as staff and partners also completed the survey, was in a professional capacity (24%). 45% of residents and business owners had not had any contact with the service.

6.1.5 Attitude to proposal

536 respondents submitted an answer to the question of level of support for the proposal. 18% of these respondents agreed with the proposals. 8% were not sure and 73% rejected the proposals. Only 1% stated that they held no opinion. 20 respondents did not submit an answer to the question. The level of support for this proposal, by respondent group, was:

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	SFRS staff (82)		Public (residents and businesses)					
			Spelthorne (385)		Outside Spelthorne (23)		Total (410)#	
Yes	39	48%	44	11%	4	17%	48	12%
Not sure	3	4%	32	8%	1	4%	34	8%
No	39	48%	306	79%	18	78%	325	79%
No opinion	1	1%	3	1%	0	0%	3	1%

	Community Representatives					
	Spelthorne (10)		Outside Spelthorne (3)		Total (13)	
Yes	2	20%	0	0%	2	15%
Not sure	1	10%	2	67%	3	23%
No	7	70%	0	0%	7	54%
No opinion	0	0%	1	33%	1	8%

	Elected Members					
	Spelthorne (10)		Outside Spelthorne (3)		Total (13)	
Yes	2	20%	0	0%	2	15%
Not sure	1	10%	0	0%	1	8%
No	7	70%	3	100%	10	77%
No opinion	0	0%	0	0%	0	0%

	Partners (4)		SCC staff (3)		TOTAL (536)*	
Yes	1	25%	2	67%	94	18%
Not sure	1	25%	0	0%	45	8%
No	2	50%	1	33%	391	73%
No opinion	0	0%	0	0%	6	1%

 # includes those that didn't specify their location in Q2
*All excluding those that did not state their attitude towards the proposal in Q5a

The greatest opposition comes from Spelthorne residents and businesses. Some areas of Spelthorne have particularly high levels of opposition (i.e. 93% of 30 residents, businesses from Lower Sunbury and Halliford reject the proposal).

Also the majority of local Councillors and community group representatives oppose the plans, which reflects the feedback we received at public meetings and Local Committee meetings. The strongest support for the proposal derives from SFRS staff

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and SCC staff, who are probably more aware of the internal pressures on the service that drive this proposal.

6.1.6   Reasons for opposition

The key reasons for opposition have been coded and are as follows (the percentage signifies the occurrence of the theme amongst the received total of 380 comments):

- Increase in response times means danger to lives and property (33%)

- General opposition to the proposal, as one engine will not be enough for the area (28%)

- Spelthorne has a high risk profile (high deprivation, high density population, several high rise buildings, Thames, motorways with RTCs) (28%)

- Traffic around Spelthorne will make it difficult for the engine to move / for additional support to come into the area (Sunbury Cross, M25, M3, Thames bridges) (15%)

- The potential expansion of Heathrow airport, and the timing of the consultation should be taken into account. Heathrow is also a big risk factor for major incidents. (14%)

- The removal of a fire engine causes serious doubts about the service's resilience for major incidents or at times when the crew is not available (training or other incident) (14%)

- Concerns were raised about the modelling of the response times, how they were set and what methodology was used (10%)

- This proposal is a pure money saving exercise and consideration for risk and safety have not been taken into account (6%)

- This would be an unfair service reduction (fire engines per population), compared to other wealthier areas of Surrey (6%)

- There might be delay in getting neighbouring support (London stations are closing, other Surrey stations around might be affected by changes) (6%)

- The oil depot and planned building of the Eco Park create considerable industrial risk, which the SFRS should take into account (5%)

- The proposed location of the new fire station is less than ideal, as it is removed from key risk points (5%)

- Questions about the response times for the water rescue unit and the crewing thereof (3%)

- The cost of building a new station was questioned. (3%)

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- Respondents had personal experiences with the fire service and feel a reduction affects their sense of assurance and safety in case incidents occur in the future. (3%)

- The proposal would put fire fighters' safety at risk, as there would be less people on the ground, crews would have to wait longer for additional support (with accelerating fire), and outside support might not be familiar with the area / lay out of Spelthorne buildings. Also, the preventative community work would suffer. (2%)

- The planned changes at Walton and Esher fire stations, as outlined in the PSP Action Plan, will affect the resilience around Spelthorne and might make additional support take even longer to arrive. (2%)

- Spelthorne is a growing area, with an increase in population, new housing and commercial developments. (2%)

Alternatives suggested were:

- Keep two engines at the new location (9%)

- Raise council tax to fund the service / reduce council tax when service is cut (4%)

- Reduce the budget for other expenditure in the council (3%)

- Install more emergency cover, rather than reduce it (growing population, likely Heathrow expansion and other added risk factors) (3%)

- Keep an existing station and up-date it to suit future needs (2%)

- Cut expenditure elsewhere in the service – management roles, admin (1%)

There was a difference in the priority of respondent groups' concerns. SFRS staff were more concerned about the reliability of the response times / modelling approach, the possible delay and cost in getting neighbouring fire and rescue support, the increased risk to fire fighters' safety as a result of the proposed changes and the impact of planned changes to Walton and Esher fire stations on Spelthorne. On the other hand, some concerns were more prominent amongst residents, such as the recurrent traffic congestion in the area, Heathrow airport, the unfair service reduction compared to other Surrey districts and boroughs, council tax and the oil depot / Eco Park. Also, it was only members of the public that suggested adding more cover rather than reducing it.

6.1.7   Clarity of information

8 in 10 respondents said that we explained the proposals clearly. 23% of SFRS staff required more clarity of information, highlighting the need for these groups to scrutinise data and apply their expert knowledge to the proposal. Equally, 26% of

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those that rejected the proposal required more information. Requests for clarification revolved around:

- Explain the reasoning and benefits behind the proposal better (17%)

- More financial information (cost / savings) (15%)

- Less biased / one-sided information (13%)

- More performance statistics and risk related data (10%)

- More publicity / better communications of the proposal (9%)

- Explain how emergency cover retains resilience (5%)

Further investigation into a possible link between lack of understanding and any protected characteristics (old age, disability, ethnicity (language)) produced no significant findings. 8% of those that said to have a disability, 5% of those with other than White British origin and 16% of over 65 year olds said that the proposal was not clearly explained, compared to an overall figure of 21%. There were no explanations on why the proposal was unclear that linked explicitly to any of the protected characteristics, confirming the conclusion that the perceived lack of clarity was mainly caused by a lack of specific information.

6.1.8   Communication channels

20% of respondents heard about the consultation directly from the SFRS (for staff it was 73%, for Councillors it was 85% and for the public the figure was 7%). This is not surprising, as staff and known key stakeholders were directly invited to submit comments at the start of the consultation. The other major channel was leaflets, where 18% became aware of the consultation (although it is hard to determine if it was leaflets published by SFRS or by a Resident Association, which ran a mail drop campaign at the beginning of September). 12% of respondents were alerted to the survey through the SCC or SBC Facebook or Twitter account.

6.1.9   General comments

242 respondents left comments relating to the SFRS in general and the consultation. The main comments were:

- 22% expressed praise and recognition for the SFRS.

- 35% used the opportunity to reiterate reasons for opposing the plans (increased response times, reduced resilience, Spelthorne's risk profile, Heathrow expansion, traffic congestion, reduction in community work, unfair service cut).

- 21% of the comments focused on consultation content and method. People would have liked to see the plans better publicised (mail drop or stand on the

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street). Also, in people's opinion, the information was presented in a one-sided and biased way. The consultation was seen only as a 'lip service' exercise, as the decision to implement this proposal had already been made, according to some respondents.

- 17% proposed alternatives, including keeping two engines at one station, raising council tax, increasing emergency cover instead of reducing it, using SCC reserves, cutting money elsewhere in the service or the council.

- 8% of comments expressed support for this proposal, trusting the service decision makers to propose a robust and well researched plan.

6.1.10 Equalities and Diversity section

Around 77% of respondents were willing to complete all questions in the Equality and Diversity section. Compared to the demographic makeup of Spelthorne, the sample was slightly older, more male and with fewer representatives of the BME section.

- **Age:** The distribution of age groups for the population of Spelthorne and the age distribution for the survey is as follows:

Age	Spelthorne	Applied to sample (18-85+)	Consultation sample (public)
18-24	7%	9%	3%
25-44	28%	35%	28%
45-64	27%	33%	45%
65-84	15%	19%	23%
85+	2%	3%	2%

It is not representative of the demographic makeup of the borough, as respondents of middle and old age are over-represented (45%) and younger residents under-represented (despite using youth centres and schools as communication outlets).

The survey contains questionnaires that were completed by care home managers, who represent old age pensioners (predominantly 75+). When looking at the postal questionnaires from care home managers, we find that all rejected the proposal outright, the main concern being the safety of the elderly residents.

Only nine members of the public were aged under 25 and they were least supportive of the proposal. The reasoning however reflected the average causes for objection and had no reference to young age.

Also, the older age groups were more likely to oppose the proposal (75%). Amongst the non-supporters, there were 22% 65+, and only 7% in the supporter group.

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Age	Sample size		Yes		Not sure		No		No opinion	
up to 24	11	2%	1	9%	2	18%	8	73%	0	0%
25-44	142	31%	33	23%	8	6%	99	70%	2	1%
45-64	207	46%	48	23%	12	6%	147	71%	0	0%
65+	93	21%	6	6%	15	16%	70	75%	2	2%
Overall	**453**	**100%**	**88**	**19%**	**37**	**8%**	**324**	**72%**	**4**	**1%**

In this survey, 24 comments were left with specific concerns about vulnerable people and how this proposal might impact them. Eight of those comments were non-specific and just mentioned 'vulnerable people'. Eleven comments revolved around old people and their increased risk, while three comments mentioned concerns around young children. For example a care home manager and a former social worker stated the following:

"The current station in Sunbury is nearer to our business which would need attendance as soon as possible. We do not want a potentially slower time for attendance as we deal with old and vulnerable people 24/7."

"When I was working as a social worker in Spelthorne (Now retired) I had several dealings with the fire service in times of flooding, supporting very vulnerable older people etc and I fear this aspect of the work may be cut back."

- **Disability:** Mobility issues and mental health issues are known to be fire risk factors. The sample reflects the 15% prevalence of disabled population in Spelthorne (Census, 2011). Looking at the 60 respondents stating to have a disability, there was significant shift in support. The main concerns for the disabled group were the longer response times and the likelihood of gridlock on Spelthorne's roads, meaning that their requirement for quick assistance would not be met under the proposal. Also out of the 24 verbatim items received, four mentioned their concern for disabled people and those of ill health:

"I'm not sure if one fire engine will be able to cope. What happens if there is an emergency at the airport, plus a fire in the residential area, say in a block of flats with older residents or disabled people who would need assistance to evacuate the premises." (Spelthorne resident)

Disability	Sample size		Yes		Not sure		No		No opinion	
Yes	60	14%	12	20%	6	10%	41	68%	1	2%
No	366	86%	69	19%	30	8%	266	73%	1	0%
Overall	**426**	**100%**	**81**	**19%**	**36**	**8%**	**307**	**72%**	**2**	**0%**

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- **Gender:** The survey was completed by more men than women. However, looking at the staff and public cohorts separately, we can see that for public members the ratio of women outweighs men compared to the borough's usual distribution. Also, females are more at risk of injury or death by fire.[5] Females were slightly less supportive of the proposals than men (only 33% of supporters were female, whereas 47% of non-supporters were female). Men had a slightly higher approval rate (reflecting the fact that 95% of SFRS staff, who were more supportive of the proposal, were male).

Gender	Sample size		Yes		Not sure		No		No opinion	
Female	198	46%	28	14%	23	12%	146	74%	1	1%
Male	235	54%	56	24%	11	5%	165	70%	3	1%
Overall	**433**	**100%**	**84**	**19%**	**34**	**8%**	**311**	**72%**	**4**	**1%**

- **Ethnicity:** We know that the majority of those suffering injuries or death through fire are White British. In the survey, 94% of those members of the public that stated their ethnicity were White British (which is above the overall rate for Spelthorne, 81%). Eight respondents from the public domain came from an Other White background (3%) and five from an Asian background (2%), two (1%) from a Mixed Asian-White background. One member of the public came from the Black community. There were no ethnicity-specific comments amongst any of the ethnic groups. The attitude towards the proposal amongst non-White British respondents falls broadly amongst the overall split; the sample is too small to assign any meaning to small variances in support levels.

Ethnicity	Sample size		Yes		Not sure		No		No opinion	
White British	387	94%	75	19%	36	9%	272	70%	4	1%
Not White British	23	6%	6	26%	0	0%	17	74%	0	0%
Overall	**410**	**100%**	**81**	**20%**	**36**	**9%**	**289**	**70%**	**4**	**1%**

- **Religion:** The majority of respondents that stated their religion classed themselves as Christian (53% of all respondents responding to the question, average for Spelthorne is 64%). 23% said they had no religion (average for Spelthorne is 23%). Two members of the public were Buddhist, two Jewish and one was Muslim. There were no Hindu respondents amongst the sample. There were no religious-specific comments amongst those that held a religion.

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[5] Community Risk Profile, 2011-12

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Religion	Sample size		Yes		Not sure		No		No opinion	
Christian	249	67%	57	23%	25	10%	164	66%	3	1%
Other faiths (Buddhist, Muslim, Jewish, Other)	19	5%	1	5%	2	11%	16	84%	0	0%
No religious / faith group	102	28%	21	21%	6	6%	74	73%	1	1%
Overall	**370**	**100%**	**79**	**21%**	**33**	**9%**	**254**	**69%**	**4**	**1%**

- **Marital status:** Single occupancy is known to be a fire risk factor. Hence, looking at the 120 respondents stating to be single, divorced, separated and widowed, we can say that their level of support is not as positive but also that their negativity is slightly weaker. A considerable part was not sure about the proposal. The main concerns for the single group were reduced resources, longer response times and Spelthorne's urban makeup – however no comments about individual living conditions.

Status	Sample size		Yes		Not sure		No		No opinion	
Married, co-habiting, civil partnership	301	71%	62	21%	16	5%	221	73%	2	1%
Single, widowed, separated, divorced	120	29%	23	19%	19	16%	76	63%	2	2%
Overall	**421**	**100%**	**85**	**20%**	**35**	**8%**	**297**	**71%**	**4**	**1%**

- **Sexual orientation:** 10 of 356 respondents that answered that question stated to be lesbian, gay or bisexual (LGB). There is no discernible difference between the level of support amongst this group compared to the heterosexual group. However, it was only a very small sample, which makes this data unrepresentative. The verbatim that the unsupportive respondents gave had no reference to their sexuality or any other lifestyle choice associated with this protected characteristic (single occupancy, etc).

Status	Sample size		Yes		Not sure		No		No opinion	
Heterosexual	346	97%	74	21%	31	9%	240	69%	1	0%
LGB	10	3%	3	30%	0	0%	7	70%	0	0%
Overall	**356**	**100%**	**77**	**22%**	**31**	**9%**	**247**	**69%**	**1**	**0%**

- **Pregnancy / maternity:** Ten respondents stated that they were pregnant / had been pregnant in the last 12 months (one of whom identified himself as a gay male). Eight of these respondents objected to the proposal (80%), because of the increase of the response times and the growing population in Spelthorne. There was one specific comment about the difficulty of quickly evacuating a high rise flat with small children.

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"I live at Sunbury Cross, in a high rise flat with two children under three. The thought of a fire terrifies me, and the thought that there will be just one fire engine operating in Spelthorne is awful. [...]". (Spelthorne resident)

- **Gender reassignment:** Three respondents stated that they had undergone gender reassignment (out of 391 responding to the question) – this would mean nearly 1% of the sample was transgender which is well above the national average of 0.04% (GIRES 2009). Regardless of the truthfulness of the respondents' answers, no comments were made that refer specifically to gender reassignment or issues related to gender reassignment.

For further findings and analysis see the Equality Impact Assessment.

6.2   Public meetings

As part of the consultation, members of the public were invited to three public meetings: Ashford (17 September 2013), Staines (25 September 2013), Sunbury (10 October 2013). The meetings were publicised in over 100 outlets, including libraries, town centres, GPs, community centres, churches, schools, post offices, borough council offices and Citizens Advice Bureaux. The events were publicised on the Spelthorne Borough Council's and Surrey County Council's websites and through social media sites Twitter and Facebook. County and local Members, as well as MPs were also briefed on the event so that they could raise it with their constituents. Businesses, residents from the ORS panel and those that registered in the survey were also emailed.

In total, around 170 people attended, amongst them borough and county councillors, residents, representatives of local neighbourhood groups and SFRS staff. SFRS officers and the Cabinet Associate gave a presentation and collected feedback and replied to questions and concerns which included:

- Spelthorne's unique risk profile means the area is at higher risk of fire and other incidents (high level of deprivation, density of population, number of high rise buildings, risk areas like motorways, industrial sites, Heathrow airport, river Thames)

- Traffic congestion impacting on response times (especially for supporting engines coming into the area)

- Increased response times will put people's lives at risk

- Reduced resilience with one engine, especially if compared to engine to population ratios of other boroughs and districts in Surrey

- Water rescue capability – longer incident attendance times which affect crewing of engine and overall resilience

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- Cost – benefit of proposal (including all indirect costs – cost of fire death; predicted savings)

- Accuracy of modelling / mapping / predicted response times and other statistics used in consultation material; the way response standards are set; national comparison of performance of Surrey FRS

- Frequency, cost and nature of cooperation with London Fire Brigade

- Impact of possible Heathrow airport extension

- Impact of other new major developments (Eco Park, shopping centres, housing estates)

- Suitability / cost of new location (further away from high risk spots like Sunbury Cross, Ashford hospital, Thames)

- Publicity of consultation and impact of consultation findings on approving the proposal

- Impact of changes to community work (prevention, educational visits, risk assessments)

- Further use / disposal of equipment and appliance

- Alternatives – reduction in management posts, reduction in other services, using SCC reserves, increasing council tax for Surrey residents, reduction in SGI contract fees)

The overall consensus at the meetings was strong opposition to the proposal.

6.3 'Spelthorne Together' Community Event

On 27 September 2013, Spelthorne Borough Council ran a community event at Kempton Park Racecourse. Two SFRS officers presented information around the proposal at a stand, which 13 members of the public, the Chief Executive and the Leader of Spelthorne Borough Council visited.

Key questions included:

- What other Boroughs in Surrey had only one Fire Engine?
- What is happening with regard to Elmbridge Borough?

Two individuals who had also attended the public meeting on the evening of the 25th September stated that they "*feel like it is already decided and that it is not consultation at all*".

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6.4   Shepperton library event

On 21 October 2013, two SFRS officers raised awareness and responded to questions around the proposal at Shepperton library. The SFRS officers engaged with around 20 people, including two Borough Councillors and the chairman of Shepperton Residents Association. Key themes included:

- Changes to the Walton Bridge might impact on already congested traffic in the area
- Impact of proposed changes to Elmbridge fire cover on Spelthorne
- Eco Park as a major risk factor
- Request for a full cost-benefit analysis and timescales for implementation
- Queries about the necessity for Equalities and Diversity section in questionnaire
- Was a location closer to the Thames considered (re water rescue facilities)

6.5   Neighbourhood Panels

SFRS officers attended two Neighbourhood Panel meetings (Staines Urban, Laleham) and a Police surgery (Ashford library) in August and September to engage with the residents, raise their awareness of the proposal and discuss the details of the merger. In total, SFRS officers spoke to 41 people and distributed 60 leaflets. Ashford RA also received 100 Easy Read questionnaires as an outcome of the Laleham Panel meeting. The key themes revolved around:

- Location of new fire station
- Training facilities at new fire station
- Availability of two engines for major incidents / resilience
- Staff support for proposal / possibilities of redundancies
- Where to find out more
- General feeling that Spelthorne fire cover should not be reduced

6.6   Empowerment Board North meeting

The Surrey Empowerment Boards is a group that represents disabled people with physical, sensory and cognitive impairments in Surrey. On 17 September 2013, a SFRS officer attended the Empowerment Board North meeting to present the

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proposal and gather feedback. Representatives from Runnymede Access and Liaison Group, White Lodge and Surrey Disabled People Partnership attended the meeting, and some returned completed questionnaires. The key concerns discussed at the meeting included:

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- Increased response times means greater risk to life and property (especially for those that are hearing impaired, who take their hearing aids out at night)

- Major gridlock in the area might prevent support cover to arrive in time

- Wheelchair users or vulnerable people might live in high rise buildings / dwellings that supporting crew from outside is not familiar with

- Staines station is better located (Ashford hospital)

- Some public buildings (i.e. Runnymede library) have no adequate fire evacuation points for wheelchair users

- Plans for removed crew and engine

- False alarms from increasingly used Telecare will go up – enough capacity of one crew

- Value of FRS preventative work – feasibility to run a fire awareness training session with the Board in the future

Overall the group was cautious about the proposal, as there were too many concerns around the time-increase in responding to people with mobility issues and hearing / visual impairments.

6.7   Staff feedback

6.7.1   Survey responses

89 SFRS staff responded to the survey. The support for their service was strong with everyone valuing or strongly valuing the service. Judging the proposed option, 48% of staff that responded to the question supported the approach, 4% were unsure and 48% rejected the proposal; only one SFRS staff said to have no opinion on this matter. Seven staff did not leave a response to that question.

32 respondents listed following key reasons for their lack of support:

- Spelthorne's high risk profile (high population density, high deprivation levels, urban buildings, river Thames, motorways) (34%)

- Increase in response time will cost lives (31%)

- Only one engine will reduce resilience (19%)

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- General feedback that current arrangements should not be changed (16%)

- Question if response times are realistic / more modelling evidence needed (16%)

- Making the job harder for SFRS staff (fewer on the ground - less safe, less education / prevention work) (9%)

- Delay / cost in getting neighbouring support (9%)

- Proposal is a pure saving money exercise with no service improvement (6%)

- Water rescue capability (crewing / response times) (6%)

- Development at Walton / Esher stations will impact Spelthorne further (6%)

- Poor map in consultation material (3%)

- One-sided / biased information (3%)

- Traffic as a main barrier to moving one engine and getting support into the area (Sunbury Cross, Thames bridges, level crossing) (3%)

- Proposed location of new fire station (not suitable for training, not close to risk spots, current location better) (3%)

Alternatives suggested by staff were:

- Keep two engines at the new station (9%)

- Cut money elsewhere in the council 3%)

- Cut money elsewhere in the SFRS (management / salaries) (3%)

77% said that we had explained the proposals clearly. The main criticism of the 23% that said that we hadn't was mainly lack of detail and statistics in the plan, and a one-sided representation of the information.

Other comments made by staff were:

"The reality is the dropping of a pump. One pump within the first time schedule will not make up for losing the other appliance, you make it out to sound better than it is."

"Spelthorne is a huge risk within Surrey. Areas of social and economic deprivation. In addition the difference between 1 and two fire appliances is life critical."

Of the 76 that were willing to submit information on their demographic background, all were of working age so fell into the 25-44 or 45-64 age groups. Three staff stated that they had a disability (5%), which is above with the general make up of the SFRS (1%). 92% of staff respondents that completed the E&D section were male, which matches the makeup of the SFRS (91%) and 97% were White British (around average, as 2% of SFRS staff are from a BME background).

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6.7.2 Workshop themes

Workshops were held in Staines (27 August 2013, attended by 6 staff) and Sunbury (9 September 2013, attended by 15 staff) where SFRS officers presented the proposals and discussed concerns:

- Questions about the methodology of the modelling / accuracy of response times / ORH (modelling company)

- Response standards – how were they set? Why are they changing?

- Risk to fire fighters' safety with reduced fire cover and longer response times

- Demographics of Spelthorne – one of the most densely populated boroughs, very high deprivation levels, lots of high rise buildings, ageing / growing population

- Traffic – bridges over the Thames, gridlock on motorways which contribute to the risk levels of the area

- Costing / savings – how much is the new station; where do the savings come from; why have there been refurbishments; why are we spending money on Specialist Group International (private contractor) if we don't use them

- Other options – what was considered (closing Staines, keeping Sunbury); is the decision already made; if public rejects the proposal; SCC reserves could be used; admin staff could be cut

- Cover during training – what will happen if crew is out on boat training or has a boating incident. Incident times take longer for a boat. Was the boat taken into account in the modelling

- London partnership – was London taken into account in the modelling; did model factor in that Surrey's resources are used more than Surrey uses London

- Heathrow expansion – impact on risk levels; timing of consultation

- Skill set / training for new crew re water rescue

- Implementation – how long will it take to find new location and build new station

- Unfair cut – draining resources into wealthier parts of Surrey

- Sources for data used in information (statistics, list of wards)

- Map – Walton is not a 24/7 station

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6.7.3 Formal response

We received a letter signed by 47 Spelthorne crew members who opposed the proposal for following reasons:

- Doubts over response times (used only ORH (modelling company) – no cross checking; no focus on worst case scenarios; used only 2 years worth of data; mobilisation computer doesn't recognise congestion issues)

- New location (Fordbridge roundabout) liable to flooding / cutting off access

- Outsider crews lack local knowledge to navigate

- London and Berkshire resources not on the Surrey control mobilisation computer (requires manual operation – 5 minute additional delay; automated solution expected in 2 years time)

- Other changes impacting the proposals (Windsor to reduce cover, Walton might reduce, as might London; Spelthorne will be heavily drawn in to support London on Heathrow incidents)

- No proper risk assessment has been done (Surrey is not an even county – urban versus rural; data used in option development not correct – right data: Fire Statistics Great Britain, DCLG; special characteristics not taken into account – high rise, island dwellings, flooding; Eco Park at Charlton Lane)

- Spelthorne is urban – unfair to compare against rural Surrey areas (square mile basis comparisons on fire death, road deaths, rescue from fires, led to safety from fires, residential fires; higher water death rate; high rate of high rise fires)

- Alternative areas in Surrey for cut in fire cover (cost savings as driver; money can be saved elsewhere with less impact: Walton, Esher, Haslemere becoming retained, Dorking-Leatherhead merger, one engine at Camberley, one engine at Woking, reduce spend on equipment and capital projects, fewer management posts)

- High deprivation levels, high concentration of vulnerable people, busiest roads, dangerous stretch of river, high rise buildings, borders Heathrow, West London oil depot, Poor performance indicators)

6.8 Councils and Committees

Local Committees and Borough and County Councillors of Spelthorne, Elmbridge and Runnymede were written to as part of the consultation process. All Surrey County Councillors received a newsletter about the proposal and the consultation. The proposals were also presented to the Local Committees of Elmbridge, Runnymede and Spelthorne and to the Community Select Committee, at an informal briefing.

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6.8.1   Survey responses from Members

There were 13 responses from Councillors (nine Spelthorne Borough Councillors, one Elmbridge Borough Councillor and one Ward Councillor for Brentford). Only two Councillors supported the proposal, while ten opposed it, one was unsure. The main reasons for opposing the plans were:

- The construction of the Eco Park poses a greater risk of fire, and one engine will not be able to provide enough cover for industrial emergencies

- The resilience of fire cover will reduce and will hence affect neighbouring areas like Elmbridge

- Spelthorne has some of the most heavily congested roads, which means higher risk of incidents but also more difficult to reach for the fire engines

6.8.2   Communities Select Committee (Scrutiny role)

At an informal briefing on 25 September 2013, two SFRS officers and a policy officer presented the proposal to ten Members of the Communities Select Committee. Questions were asked in particular around the business case for this proposal. Other comments included:

- Effect of the proposal on the water response unit

- Assessing the impact for Spelthorne before commencing the implementation of the PSP Action Plan in Elmbridge

- Spelthorne – residents' concerns seem valid, as it is an area of high deprivation and high population density

- Number of call outs currently and predicted in Spelthorne

- Consultation – decision on this proposal has not been made yet

- Financial information should be presented clearly

One Member was in favour of two fire engines at a new station, while another Member mentioned that residents of Spelthorne would be happy to pay more council tax to keep the current arrangement.

6.8.3   Spelthorne Local Committee

The proposal was presented at the Local Committee meeting on 30 September 2013, discussed and a motion carried to reject it. A petition containing 384 signatories against the proposal was also presented at the same meeting.

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A formal response was submitted by the Chairman on behalf of the Local Committee stating that the Local Committee opposes the proposal to close the Sunbury and Staines Fire Stations for the following reasons:

- Spelthorne is second highest population density

- Number of high rise buildings, and high density of low social status housing

- High number of people with poor health

- Spelthorne is liable to flooding

- Industrial areas (warehouses)

- Heathrow airport and West London Oil Terminal

- High number of fires, road and river deaths / injuries compared to other areas in Surrey

- Congested roads and bridges will delay response times of engines from outside Spelthorne

- Increased response times will increase risk to property and lives

- Unclear on what savings can be achieved

- Residents oppose the proposal universally

- Changes in Windsor, Elmbridge fire cover might further reduce response times to Spelthorne

- Eco Park and gasification facility at Charlton Lane were not taken into account at PSP development stage

- Potential expansion of Heathrow airport might affect risk levels in Spelthorne

- Savings might be impacted by introduction of charging for call-outs from London Fire Brigade (also partnership is not legally binding)

The Local Committee requests that the fire stations in Sunbury and Staines be retained. However, if this is not acceptable, it strongly recommends that two engines be made available at the proposed new fire station.

6.8.4 Spelthorne Borough Council

At the Spelthorne Borough Council meeting on 24 October 2013, a motion was discussed, put to the vote and unanimously carried with stated:

"This Council opposes the closure of fire stations in Sunbury-on-Thames and Staines-upon-Thames. In the event that Surrey County Council proceeds with the closures, this Council insists that, at any new station, there will be at least two fully-manned and fully operational fire appliances on a 24-hour basis".

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6.8.5 Elmbridge Local Committee

The proposal was presented to Elmbridge Local Committee on 2 September 2013. The response from the Local Committee chair, on behalf of the Local Committee in Elmbridge is: 'Members were concerned about the knock on for Elmbridge of having one station in Spelthorne especially during the transition period. Also they are looking forward to discuss the proposals for Elmbridge in six months time'.

6.8.6 Runnymede Local Committee

Runnymede Local Committee considered the report presented in public at its meeting on 30 September 2013, but as the Committee's county councillors include four who are Cabinet members they all declared an interest and abstained from comment because they will be required to make a final decision on the plan. Therefore no formal comments were submitted. However, they were grateful for the opportunity to be briefed on the likely implications.

No formal feedback was received from the Fire and Rescue Service Advisory Group or the Fire Brigade Union.

6.9 Other feedback

6.9.1 PSP inbox

There have been 58 contacts with the psp inbox / phone number, eight of which came from elected Members, 48 from residents and businesses (including Bronzefield Prison and Sunbury Cross Ltd) and two from representatives of Residents Associations.

- The concerns from elected Members revolved around the appropriateness and reasoning behind the Equality and Diversity section of the survey, as well as the ratio of fire fighters to population in Spelthorne compared to other Surrey district and boroughs. A point was also made of the increased risk of the Eco Park, and the substantial traffic congestion that certain areas of Spelthorne experience.

- "The problem in Spelthorne is not distance but time. More especially the un-predictability in the time it will take to cover those relatively short distances because of the density of the traffic." (Elected Member)

- All of the 48 emails and letters received from residents and businesses opposed the proposal; concerns centred on the increase in response times

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and the linked risk to life and property. Further factors such as congestion, the Heathrow airport (extension), the motorway network and Eco Park were all mentioned, as well as the general make up of Spelthorne (highly populated, high rise buildings, deprived). One letter from Suncross Limited, a housing management company looking after two blocks of flats in Sunbury, opposed the proposal as the current Sunbury fire station is ideally located for their blocks and other high density dwellings in the area and an increase in response times would be too dangerous.

- Kempton Residents Association (RA) and Pharaoh's Island RA submitted feedback. Pharaoh's Island RA had particular concerns about their island location which needs fire fighters that are familiar with the area and extra resilience, in case a crew is out to deal with an emergency on an island which would dramatically increase incident time. It also included other more general points about the increasing population in Spelthorne and the building of the Eco Park and a new CostCo.

- Kempton RA also strongly opposed the plans, stating that services dealing with matters of life and death should not be cut, and that the latest planned developments in the borough will add extra strain on the resources.

6.9.2   Lower Sunbury Residents Association (LOSRA) Submission

LOSRA submitted a formal response, which picked up points made in a briefing note, published on their website in September 2013. [6] LOSRA outlined their arguments against the proposal, which included:

- New location is not ideally situated (too far from high risk areas and closest to a golf club and reservoir)

- Critique of response times published by SFRS (in-depth exploration of definition of response time, own calculations and maps of travel time to areas in Spelthorne, comparison against other FRS)

- Exponential fire growth rates – increase in response time creates larger fires and thus puts people's lives and properties, and fire-fighters at greater risk.

- Traffic congestion / bridges will delay support coming in from outside of Spelthorne

- Support from outside of Spelthorne cannot be relied on (reduction in neighbouring stations, interoperability issues)

- Reduced resilience at multiple engine incidents or during water rescues

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[6] http://www.losra.org/welcome-to-the-losra-homepage/item/393-effect-of-proposed-changes-to-fire-service-cover-in-spelthorne

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- Highly densely populated Borough with high proportion of people with poor health, which increases risk

- Unfair resource balance that doesn't take into account actual risk factors

- Not enough resources to carry out other non-emergency work (operational risk assessments, safety visits)

6.9.3 Ashford North Residents Association (ANRA) Submission

ANRA submitted a formal response outlining that all its members are against the proposals, because:

- Spelthorne is densely populated with numerous high rise buildings and has a high prevalence of vulnerable adults that are 'most at risk of fire'. Spelthorne has the highest density of Social Housing in Surrey

- Increase in response times would put residents' lives and property at greater risk

- Support from London cannot be relied upon (traffic situation makes moving into the Borough difficult, neighbouring stations might be affected by cuts and changes)

- Spelthorne's location needs to be taken into account (close to Heathrow airport, industrial areas, motorways and the river Thames)

- Reduction to one crew will have detrimental effect on community work (fire safety visits, staff training, operational risk assessments)

- Proposals are unfair for Spelthorne (engine to population ratio will be lowest in any Surrey district and borough)

- Consultation material did not contain sufficient information – savings against cost of building a new station were unclear.

- Savings should be found elsewhere.

6.9.4 Collective Residents Association Response

On 31 October 2013, a statement was submitted by the Chairman of LOSRA on behalf of:

- Ashford North Residents Association
- Penton Hook Residents Association
- Central Ashford Residents Association
- Shepperton Residents Association
- Green Street Action Group
- Silvery Sands Residents Association

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- Leacroft Residents Association
- Staines Town Society
- Lower Sunbury Residents Association
- Stanwell Moor Residents Association
- Kempton Park Residents Association

In the statement the Residents Associations called for the proposal not to be implemented, as they feared it would leave Spelthorne with inadequate fire and emergency cover.

6.9.5 Petitions

As mentioned above, a local petition was signed by 384 members of the public and presented at the Spelthorne Local Committee meeting on 30 September 2013. The signatories protested "... *against further restrictions on the boroughs fire and rescue services. Given the close proximity of Heathrow, the M25 and M3 our stations would appear essential for the safety of our borough. We cannot rely on other boroughs if they are too seeking to restrict their services; Hounslow and Feltham already tend Heathrow which puts any plans on seeking their assistance at risk. With only two remaining 24 hr stations, which would now seem to be under threat, we must ask that these remain as they are and other means are found to reduce costs*."

Equally, an HM Government e-petition was started and signed by 134 members of the public: "*Surrey only have 2 remaining 24hr fire stations, Heathrow already use bordering authorities like Feltham and Hounslow, we would not be able to rely on these if they are on call to an adjacent borough. Protect our 2 remaining 24hr stations from further operational restriction*."

The signatures were counted as individual items of negative feedback in the analysis.

6.10 Media coverage

From 8 August – 14 November 2013, the proposal and consultation featured in 12 media items (print and on-line), all of which were negative.

Cover date	Headline	Publication / Outlet
08/08/13	Fire station closures is a 'high risk' gamble	Getsurrey.co.uk
22/08/13	I'd be petrified on the top floor	Surrey Herald
23/08/13	Tower block residents raise fears over fire station closure	Getsurrey.co.uk
12/09/13	Meetings on fire station closures	Surrey Herald
01/10/13	Spelthorne fire station closure plans debated	Getsurrey.co.uk
10/10/13	Too many bosses, says Fire Union	Surrey Herald

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17/10/13	Plans to reduce coverage continue apace	Staines Informer
24/10/13	Fire cover fear as Spelthorne engines sent outside borough	Getsurrey.co.uk
28/10/13	Councillors unite to oppose fire station closure in Spelthorne	Getsurrey.co.uk
07/11/13	I wouldn't feel safe in Founders building	Surrey Herald
07/11/13	Fire station closures: Campaign hotting up	Surrey Herald
14/11/13	Protesters to march against planned fire station closure	Getsurrey.co.uk

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7   Key findings

All consultation data including formal responses, survey comments, emails, workshop feedback was coded to determine the most frequently raised concerns and questions. The feedback of the consultation overall has been negative, with key opposition from residents and councillors from Spelthorne.

	Total items of feedback	Yes	Not sure	No	No opinion
Residents / businesses	1171	4.1%	2.9%	92.7%	0.3%
Councillors	42	4.8%	4.8%	90.5%	0.0%
Community groups	33	6.1%	9.1%	81.8%	3.0%
SFRS Staff	182	21.4%	1.6%	76.4%	0.5%
Partners	5	20.0%	20.0%	60.0%	0.0%
Other	14	14.3%	0.0%	78.6%	7.1%
TOTAL*	**1447**	**6.5%**	**2.9%**	**90.2%**	**0.4%**
TOTAL respondents	1467				

excludes survey respondents that did not leave an answer at Q5a

Level of support / opposition to proposal

	Residents / businesses	Councillors	Community groups	SFRS Staff	Partners	Other
■ No	1086	38	27	139	3	11
■ Not sure / no opinion	37	2	4	4	1	1
■ Yes	48	2	2	39	1	2

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7.1.1 Concerns

Consolidating feedback from individuals in surveys, emails and letters, we can see that the most common concerns were (the percentage signifies the occurrence of the theme amongst the 779 received comments):

- General opposition to the plans and a view that one engine is not enough for Spelthorne (22%)

- Increase in response times will risk lives and property (22%)

- Spelthorne's profile makes it a high risk area (high density population, high level of deprivation, urban built, dangerous stretch of the river Thames, motorways) (18%)

- Heathrow - the airport might need support for major incidents; the expansion of the airport will add to the risk factor; timing of consultation could have been better coordinated to coincide with consultation about the expansion (10%)

- Traffic as a main barrier to moving the engine around or getting support into the area (Sunbury Cross, Thames bridges, level crossing) (10%)

- Reduced resilience in case of a major incident and / or when crew is busy otherwise (9%)

- Praise and recognition for SFRS (8%)

- Not a service improvement but a pure cost saving rationale (6%)

- Spelthorne has a lot of industrial sites (oil depot / Eco Park) which adds to the risk profile (4%)

- Unfair service reduction (lowest engine to population ratio in borough) (4%)

- Proposed new location is not suitable for training, not close to any high risk areas and prone to flooding (4%)

- There will be a delay and additional cost in getting neighbouring support (3%)

- Water rescue capability (longer response times) (2%)

- Personal experience with FRS gave respondents a sense of assurance; so reducing the cover is an emotive matter (2%)

- Spelthorne is a growing area with numerous new developments (commercial, industrial and residential) (2%)

- Cost of building a new station is unclear (2%)

- Proposal will make the job more difficult for FRS staff (fewer on the ground - less safe, more stretched to deliver education and prevention work) (2%)

- Staff will have reduced capacity to carry out community work – risk assessments, educational visits, and home fire safety visits (1%)

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- Generally supportive of the proposal (1%)
- Litigation / legal consequences when lives are lost for those that approved this proposal (1%)

While most respondents submitted their views on why the proposal should not go ahead, fewer suggested alternatives. The most frequently mentioned alternatives were:

- Keep two engines in one station (5%)
- Raise tax to keep service / reduce tax if taken away (4%)
- Need more, not less cover (3%)
- Cut money elsewhere in the council (3%)
- Keep an existing station (refurbished / updated) (2%)
- Cut money elsewhere in the SFRS (management structure / salaries) (2%)

Specific comments around consultation included:

- Response times were not realistic / more modelling evidence needed (5%)
- There should have been more publicity (4%)
- The consultation should have included more financial information (3%)
- The tone and content of the information was one-sided and biased (3%)
- The material should have explained the reasoning better / benefits (2%)
- Consultation was seen as lip service (2%)
- More statistics on performance / risk should have been included (2%)

When looking at the comments made by groups (workshops, Committee meetings, public meetings, formal responses), the key themes were reflected by the individual concerns above. In addition, some concerns raised at group meetings or in formal responses were more focused around:

- cost-benefit analysis (cost of a new station, indirect costs including cost of fire death and cost of implementation, predicted savings, costing of other options),
- the impact of likely changes to the Walton and Esher fire stations and the London Fire Brigade in the future

See Appendix 4 for full analysis.

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7.1.2   Specific concerns related to age and mobility / disability

There have been several comments with regards to the impact on vulnerable people, such as longer response times would delay essential assistance for elderly people, or those with mobility issues or dementia, disabled people and parents and carers of young children. Gridlocks on the roads would cause further delay and preventative work in the community might be reduced under the proposal.

8   Outcome

Surrey Fire and Rescue Service have considered the points raised during the consultation period.

In light of the overwhelmingly negative feedback, the SFRS has decided to amend the proposal to take into account the raised concerns and suggested alternative. This is detailed more fully in the main report, and the impacts of this proposed amendment to the original plans are considered as part of the Equality Impact Assessment.

9   Next steps

The key themes from this consultation will be included in the Equality Impact Assessment (EIA) and the final report presenting the proposal to Cabinet in February 2014.

If the proposal is approved, the Action Plan will be implemented. Equally, actions outlined in the EIA will start to be implemented.

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What equalities legislation is there?

The Equality Act 2010 is a single legal framework that seeks to provide a clear basis upon which to tackle disadvantage and discrimination. Most of the provisions of the Act came into force in October 2010, replacing and consolidating nine pieces of legislation. The Act seeks to ensure people are not discriminated against because they **share certain 'protected characteristics'**[1], are **assumed to share** those characteristics or **associate with other people** that share a protected characteristic. It also aims to increase equality of opportunity and foster good relations between groups.

In the Act the Government created a Public Sector Equality Duty. This Duty seeks to ensure public authorities play their part in making society fairer by requiring them to have 'due regard' to the need to:

- eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited by the Act;
- advance equality of opportunity between people who share a protected characteristic and people who do not share it; and
- foster good relations between people who share a protected characteristic and those who do not share it.

The Act covers both direct and indirect discrimination[2]. The Act also extended protection to those experiencing associative discrimination. This occurs when a victim of discrimination does not have a protected characteristic but is discriminated against because of their association with someone who does e.g. the parent of a disabled child. It also extended the concept of discrimination by perception, where a victim of discrimination is presumed to have a protected characteristic, whether they do have it or not.

What does 'due regard' mean?

Having 'due regard' means giving an appropriate level of consideration to equalities issues. The Equality Act 2010 explains that having due regard for advancing equality involves:

- Removing or minimising disadvantages suffered by people due to their protected characteristics.
- Taking steps to meet the needs of people from protected groups where these are different from the needs of other people.
- Encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low.

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[1] The 'protected characteristics' defined in the Act are: age; disability; gender reassignment; pregnancy and maternity; race (including ethnic or national origins, colour or nationality); religion or belief (including lack of belief); sex and sexual orientation. Marriage and civil partnerships is also protected but only with regards to the need to eliminate discrimination.
[2] Equality Law provides useful summaries of different types of discrimination.

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The Act also states that meeting different needs involves taking steps to take account of disabled people's disabilities. It also describes fostering good relations as tackling prejudice and promoting understanding between people from different groups. Further, it states that compliance with the duty may involve treating some people more favourably than others.

The issue of 'due regard' has been considered in a number of Court cases[3]. It has been emphasised that there are no "prescribed" steps that public bodies must take to demonstrate due regard. In addition there are no particular outcomes that authorities must achieve for those that share protected characteristics as a result of having had 'due regard'. Rather the test of whether an authority has given due regard is a test of substance not "of mere form or box ticking". The duty therefore must be performed "with rigour and with an open mind" and where it forms part of a decision to be made by Members it is important for officers to "be rigorous in enquiring and reporting to them".

> **Surrey County Council demonstrates how it has applied 'due regard' to equalities by developing Equality Impact Assessments (EIAs) and incorporating the findings from these assessments into changes it makes to services, functions or policies.**

Surrey County Council has also made a wider commitment to fairness and respect, which underpins everything we do. Our *One Council One Team Fairness and Respect Strategy 2012-2017* sets out our equality objectives for the organisation. It also demonstrates our commitment to deliver these objectives in partnership with local organisations and public bodies that are best placed to improve services for Surrey's residents.

What is this guidance and template for?

This guidance and template seeks to support staff when they are developing an EIA by:

- asking a series of questions that will ensure the equalities implications of any policy, function or service are considered in a robust fashion;
- ensuring that an action plan is produced to address any impacts that are identified; and
- ensuring that decision makers are provided with clear information about the potential impact of decisions on people with protected characteristics.

Do I need to complete an Equality Impact Assessment?

As a first step you will need to determine whether you need to complete an EIA for the policy, function or service you are developing or changing. The key question is whether any aspect of a new policy, function or service, or changes to an existing one, will have an impact on residents or staff, particularly people sharing protected characteristics. If it will then it is likely that an EIA will need to be completed[4]. **Very few of our policies, functions or services will have no equalities implications for either our residents or our staff.**

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[3] The Equality and Human Rights Commission has produced a summary of the implications of these cases in *The Public Sector Equality Duties and financial decisions*.
[4] The Equality and Human Rights Commission publication *Meeting the equality duty in policy and decision-making* includes useful guidance on what should be assessed.

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EQUALITY IMPACT ASSESSMENT GUIDANCE

However, the level of detail within the EIA should be proportionate to the issue being considered and the scale of the impact. This means that the range of data used and the extent of community engagement undertaken should be proportionate to the issue being considered. For example, changes to an adult social care service that supports vulnerable elderly residents are likely to require a detailed EIA. However, changes to highway verge maintenance are likely to require either a light touch EIA or no EIA at all**. It is for Directorates to decide the level of detail required in their EIAs.**

If you decide not to complete an EIA, you must make a record of this decision. This might take the form of minutes of a meeting, an internal email or a record in a service plan. Most importantly, it must make clear **why you have concluded that an EIA is unnecessary**

When should I complete an Equality Impact Assessment?

Consideration of equalities is an ongoing process. Your assessment should start early in the development of a new or amended policy, service or function. **It is vital that your consideration of equalities issues is not a one-off exercise undertaken at the end of a project.** You need only publish your final EIA. However, you should keep previous versions of your EIA as a record of how the proposals changed as a result of your analysis.

What if I identify negative impacts that can't be mitigated?

The outcome of your equality analysis is only one factor in the overall decision making process. Other factors (such as financial issues or legal matters) may have equal or greater influence over the decision. Further, the new or amended policy, service or function may have to proceed even though not all of the negative equality impacts can be mitigated. The important thing is that decision makers are aware of the equalities implications of the new or amended policy, service or function when making their decision and these implications are considered alongside all other factors.

How should I finalise my Equality Impact Assessment?

All EIAs should be approved by an appropriate level of management in accordance with equalities processes in your Directorate. This may include consideration of your EIA by your Directorate Equality Group, if you have one. Your Strategic Director, Leadership Team and/or Cabinet Member may also wish to approve your EIA.

Once your EIA is approved, you should send it to the Chief Executive's Policy Team (Equality and Diversity/CEO/SCC) for publication on the Council's website. It is important that we publish our EIAs as this is one of the ways that we demonstrate how we have paid 'due regard' to the equalities issues identified in the Equality Act.

EQUALITY IMPACT ASSESSMENT TEMPLATE

1. Topic of assessment

EIA title:	FRS Changes to emergency response cover for Spelthorne
EIA author:	Greg Finneron and Julia McDonald, Policy Officers

2. Approval

	Name	Date approved
Approved by[5]	Russell Pearson	

3. Quality control

Version number	Draft 3	**EIA completed**	
Date saved	12/11/2013	**EIA published**	

4. EIA team

Name	Job title (if applicable)	Organisation	Role
Greg Finneron	Policy Officer	SCC	EIA author
Mark Arkwell	Station Manger, East Area	SCC	FRS advisor
Doug Feery,	Barrister		External advisor

5. Explaining the matter being assessed

What policy, function or service is being introduced or reviewed?	The Public Safety Plan (PSP) outlines 12 outcomes to be achieved by 2020. These include improving the balance of service provision across Surrey and improving the provision and use of property. This proposal will support that outcome, in order to be better positioned to achieve the Surrey Response standard for the whole of Surrey / across Surrey, whilst remaining within the available budget for the Service.
What proposals are you assessing?	Surrey Fire and Rescue Service (SFRS) currently base one 24-hour fire engine at both Sunbury and Staines Fire Stations, which provide most of the initial response cover for the Spelthorne area. SFRS proposes to create a new fire station in the borough of Spelthorne with either a single full time fire engine (option 4), or with a full time fire engine and an additional 24 hour 'on call' appliance (option 5). This means: i) Procuring a suitable site in the Ashford area and building a new fire station. ii) Deploying either one fire engine, or one fire engine and an "on call" appliance at this new station from a target date of April 2015. iii) Closing Sunbury and Staines fire stations once the new station is operational.

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[5] Refer to earlier guidance for details on getting approval for your EIA.

EQUALITY IMPACT ASSESSMENT TEMPLATE

Who is affected by the proposals outlined above?	The potential impact of this move is likely to be on residents and businesses in the area of Spelthorne (continued cover), Runnymede and Elmbridge, as well as staff (re-location). The detailed impact of options on emergency response times was established at the beginning of July and shared with the public and partners during the consultation phase (13 weeks, starting 05/08/13). Modelling has shown that the benefits of the proposals would create a more efficient use of resources across the County (see improved Runnymede and Surrey response levels). Spelthorne residents would receive one fire engine attending incidents on average in less than seven minutes and in many cases that will be sufficient resources to deal with the emergency safely and effectively. The detailed impact on residents is outlined in section 7.

6. Sources of information

Engagement carried out

The proposal has been shared with numerous stakeholders during consultation.

Consultation activities included a widely publicised on-line survey, postal questionnaires, easy read questionnaires, presentations at public meetings, letters and emails to Voluntary, Community and Faith Sector (VCFS) stakeholders and partner agencies, as well as staff and union consultation. The Empowerment Board North Surrey and the Equalities Advisory Group have also been consulted. The consultation was publicised in local GP practices, schools, youth centres, churches, Post Offices, libraries, Citizens Advice Bureaux, community centres, through local media, SCC media and social media (see consultation plan, Annex 2).

The consultation was also distributed amongst 'hard to reach' and higher risk groups. The consultation was provided in alternative formats with easy read questionnaires to ensure that those that need an easier questionnaire were reached. Local community and day centres, Cross Road Care, Surrey Association for the Visually Impaired, Surrey Adult Link Disability Registers, Voluntary Action In Spelthorne and Staines Mobility Shop were engaged to establish the most effective method of distribution of questionnaires and consequentially from advice received questionnaires were sent to community centres and day centres. The contact for Fairways also agreed to distribute copies to community support groups in Spelthorne. Spelthorne Talking News were also contacted to ensure publicity of the consultation to visually impaired people in the borough.
Postal questionnaires were also sent to 29 care homes in Spelthorne to provide the opportunity for feedback from care home managers.

Data used

To inform the EIA, the project used:
- Impact modelling to ensure we understand the effects of different options
- High risk group analysis using MOSAIC and Surrey-i data to understand the demographic makeup of the affected areas
- Consultation and engagement with residents and businesses from affected areas
- Feedback from partners and politicians
- SFRS Community Risk Profile 2013-14
- SFRS & ASC Briefing Document for Frontline Staff
- Demographic data on www.surreyi.gov.uk, including the Joint Strategic Needs Assessment (JSNA).

EQUALITY IMPACT ASSESSMENT TEMPLATE

7. Impact of the new / amended policy, service or function

7.1. Emergency response times

The proposals have been created following response modelling aimed at ensuring that throughout Surrey, more fire engines reach emergencies within the response standard than they do now. This model includes considering an average week for Surrey which would include false alarms, fires in a dwelling, other property and non property (secondary fires), as well as vehicle collisions and other incidents (special services). The fire engines would also have been used as required to standby at other locations to maintain emergency response cover across the County as required.

This is a countywide approach, based upon using our resources more efficiently for the whole of Surrey. The proposals impact on the estimated response time in 3 boroughs/districts, resulting in a slight overall change to Surrey's average 1st response time.

Option 4: One 24 hour whole-time (immediately crewed) fire engine

The proposals have a **positive** impact on response times in Runnymede, where modelling predicts a decrease in the average 1st response time, with a higher proportion of responses within the Surrey Standard of 10 minutes. At present, Runnymede's average first response time, at 08:36, while still within the Surrey Response Standard, is significantly above the Surrey average, of 07:28.

The proposals have a **negative** impact in Elmbridge and Spelthorne. Modelling predicts an increase in the average 1st response time, and a reduction in the proportion of 1st responses within 10 minutes. While the change is slight for Elmbridge, it is greater in Spelthorne. It is for this reason that Spelthorne has been the main focus for consultation activity and risk profiling. In both instances, the average 1st response time would remain well within the Surrey Response Standard of 10 minutes, and below the Surrey average of 07:33s.

The changes to the deployment of fire engines means that residents in Runnymede that have previously had longer than average response times will have an improved provision (i.e. first engines are more likely to reach them within 10 minutes).

Response standard		1st response to all 2+ fire engine incidents		2nd response to all 2+ fire engine incidents		1st response to other emergencies
		Average	% in 10 mins	Average	% in 15 mins	% in 16 mins
Current situation	Surrey	07:28s	80.8	10:27s	86.7	96.8
	Spelthorne	05:44s	97.0	09:13s	98.2	99.8
	Elmbridge	06:45s	89.5	11:01s	95.0	99.5
	Runnymede	08:36s	69.2	10:21s	90.1	97.5
Proposal	Surrey	07:33s	82.5	10:27s	90.5	98.3
	Spelthorne	06:42s	91.4	10.24s	94.5	98.9
	Elmbridge	06:48s	88.6	11.14s	93.0	99.3
	Runnymede	07:18s	82.7	10:35s	92.5	98.8

EQUALITY IMPACT ASSESSMENT TEMPLATE

Option 5: One 24 hour whole-time (immediately crewed) fire engine and one 24 hour "On-call" fire appliance
The provision of a second "On-call" fire engine compared to one whole-time fire engine improves the average first response time by 8 seconds compared to Option 4 and the second response times by just over 1 minute (see table below).

Predicted response times to emergency incidents under Option 5

Response standard		1st response to all 2+ fire engine incidents		2nd response to all 2+ fire engine incidents		1st response to other emergencies
		Average	% in 10mins	Average	% in 10mins	% in 16 mins
Current situation	Surrey	07:28s	80.8	10:27s	86.7	96.8
	Spelthorne	**05:44s**	**97.0**	**09:13s**	**98.2**	**99.8**
	Elmbridge	06:45s	89.5	11:01s	95.0	99.5
	Runnymede	08:36s	69.2	10:21s	90.1	97.5
Proposal	Surrey	07:33s	82.5	10:27s	90.5	98.3
	Spelthorne	**6.34s**	**93.2**	**9.13s**	**97.5**	**99.7**
	Elmbridge	06:47s	88.7	11.13s	93.1	99.4
	Runnymede	06.34s	88.7	11.13s	93.1	99.4

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7.2. General Background on the Most Vulnerable Groups:

SFRS Community Risk Profile 2013-14
'A healthy person, excluding infants, with well positioned and working smoke alarms, should be able to escape without injury or the need to be rescued from an accidental dwelling fire at any time of the day or night.'

Those at risk from a fire in their home fall into one or more categories of:
- Those over 60
- Those living alone
- Those with impairment
- Those that smoke
- Those that drink

Smoking – in 44% of the fire deaths smoking material was the primary cause of the fires. Of the 8 people who smoked, the primary cause in 5 of these incidents was smoking related. Although relevant, this is the primary cause of fire and all of these victims had additional underlying issues of mobility, mental health and alcohol problems.

Where a person is a smoker there are significant additional risks if the person is:[6]
- elderly,
- alcohol dependant,
- infirm (limited mobility) and/or
- has mental health needs

Both sleeping and smoking are issues that affect many of the 16 fire deaths in Surrey but are not the real underlying causes of these fire deaths. They are:
- **Alcohol** – In 7 (45%) of cases the casualty was, to some degree, under the influence of alcohol at the time of the fire. 2 were male and 5 were female.
- **Mobility issues** – of the 16 people who died in fire, 7 (45%) were known to have mobility issues that affected their ability to escape the fire.
- **Mental health** – of the 16 people who died in fire, 11 (70%) were known to have mental health and/or depression issues. In addition to this the people who died in fire outside their home all suffered from mental health issues and all the fires were started deliberately by the person who died.

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[6]SFRS ASC Briefing for Staff

EQUALITY IMPACT ASSESSMENT TEMPLATE

Summary Table of Underlying Causes to Fire Deaths in Surrey 2012-13

Underlying Causes	Fire Deaths	Percentage of all 16 Fire Deaths
Smoking	5	30%
Alcohol	7	45%
Mobility issues	7	45%
Mental Health	11	70%

Joint Strategic Needs Assessment 2011

Smoking Prevalence
The latest smoking prevalence for the county is 17% however research at parliamentary ward level has suggested that some areas have prevalence levels as high as 40%. At local authority level, data suggests the highest smoking rates can be found in Spelthorne (25.2%), Runnymede (23.4%) and Reigate & Banstead (18.8%).[7]

Alcohol - Increasing Risk Drinking (formerly hazardous)
The overall prevalence of increasing risk drinking in Surrey is 25%. This is the 2nd highest prevalence in the country behind Leeds and is significantly higher than the England average of 20%. 1 in 4 of Surrey adults drink above recommended sensible daily limits and alcohol-related health problems tend to present in people aged over 40 years; who are more likely to drink at increasing risk levels.

All 11 boroughs have prevalence rates above the England average and 7 out of the 11 boroughs feature in the top 10 for increasing risk drinking in the country as a whole. Runnymede has the joint highest prevalence of increasing risk drinking in the country at 26.4%.

Alcohol - Higher risk drinking (formerly harmful)
In contrast to increasing risk drinking, none of the 11 boroughs feature in the top 10 higher risk drinking boroughs in England. Guildford is ranked the highest out of all the Surrey boroughs at 148 out of 324 boroughs in England. Guildford (4.41%), Runnymede (4.41%) and **Spelthorne** (4.19%) have the highest prevalence in Surrey and are above the Surrey average of 4.04%, although not significantly. All boroughs except the top 3 are significantly lower than the 5.03% England average.

Interestingly, **Spelthorne** has the third **lowest levels of increasing risk** drinking, but the **third highest level of higher risk** drinking within Surrey, perhaps indicating that whilst less people are drinking at increasing levels, when they do drink they are doing so at levels that cause harm.

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[7] JSNA 2011 Smoking

EQUALITY IMPACT ASSESSMENT TEMPLATE

In Surrey, high rates of increasing risk drinking are thought to be associated with the relative affluence of the county and with frequent drinking at home where the amount consumed is perhaps not realised. Conversely, higher risk drinking and alcohol dependence are linked to deprivation and need to be addressed in specific areas of the county such as within Surrey's five Priority Places (17). Further information on health inequalities and deprivation can be found in the JSNA chapter on Deprivation.

Alcohol - Binge drinking
Binge drinking estimates reveal a similar picture to those for higher risk drinking - none of Surrey's 11 boroughs feature in the top 10 in England. **Spelthorne** is ranked the highest of all boroughs at number 193 out of 324 boroughs in England. Spelthorne (20.5%), Reigate and Banstead (18.4%) and Mole Valley (18.2%) have the highest prevalence of binge drinking in Surrey. All boroughs are lower than the England average of 20.1%, with the **exception of Spelthorne**.

7.3. Vulnerable Adults identified by ASC

Following a rise in fatal fires involving adults at risk in the year 2011/12, a joint Surrey Fire and Rescue Service (SFRS) and Adult Social Care (ASC) working group was set up to report to Surrey County Council (SCC) Cabinet on how the County can reduce the harm being caused by fire. The group took into account the publication of the Chief Fire Officers Association (CFOA) report on an aging population, Ageing Safely (December 2011), and the report on the fatal fire at Rosepark Nursing Home (April 2011). The report to Cabinet, in May 2012 included a number of recommendations on how we can reduce the risk and better support adults to live in their own homes and in residential care. The strategy to implement the recommendations is being delivered through four working groups with an overarching, multi-agency Steering Group. The working groups are:

- Telecare Group – to use a high risk matrix to identify adults at increased risk of harm from fire and ensure they are offered telecare with a linked smoke alarm
- Residential Care – to increase the number of residential settings with sprinkler systems, fire retardant materials and improved training for staff
- Community Care – to ensure adults at risk are kept safe when in their own homes through better knowledge of the fire risks, the referral process and equipment available to them to keep them safe
- Marketing group – to increase awareness of the risks, support and equipment available to keep adults safe from fire.

EQUALITY IMPACT ASSESSMENT TEMPLATE

Further, the Fire Investigation and Community Risk Reduction Team now has direct access to the ASC AIS client management system. This is a major step forward for both services as it allows SFRS to streamline its working practices with ASC, saving staff time and allowing SFRS to better serve the adults at risk in Surrey.

Through the use of a Fire Risk Matrix which takes into account factors of age, client group (mental health, drug or alcohol use) and living alone, a risk score can be assigned to all open cases from the Social Care database, i.e. those known to ASC. The matrix does not include information on smokers which is likely to affect fire risk. Any individual may have a risk score of 0 - 6 based on this logic, and up to 3 risk factors recorded.

For the purposes of this EIA, this information was updated in October 2013. Countywide, 2,634 people have been identified with a risk score of 5 or 6, indicating they may be at high risk in a fire situation. This represents 10% of the overall cohort.

Breakdown of people who may be at higher risk in a fire situation by District & Borough

District / Borough	High Fire Risk people out of all people open to ASC	% High Risk people
Elmbridge	**256 out of 2720**	**9%**
Epsom and Ewell	151 out of 1780	8%
Guildford	265 out of 3261	8%
Mole Valley	214 out of 1929	11%
Reigate and Banstead	343 out 3455	10%
Runnymede	**192 out of 2163**	**9%**
Spelthorne	**225 out of 2313**	**10%**
Surrey Heath	184 out of 2110	9%
Tandridge	156 out of 1873	8%
Waverley	403 out of 3444	12%
Woking	245 out of 2202	11%
Grand Total	**2634 out of 27250**	**10%**

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Breakdown of people who may be at higher risk in a fire situation by Spelthorne Ward

Ward	High Fire Risk people out of all people open to ASC	% High Risk people
Ashford Common	12 out of 203	6
Ashford East	11 out of 198	6
Ashford North & Stanwell South	12 out of 158	8
Ashford Town	22 out of 177	1
Halliford & Sunbury West	23 out of 175	1
Laleham & Shepperton Green	13 out of 176	7
Riverside & Laleham	6 out of 131	5
Shepperton Town	17 out of 148	1
Staines	8 out of 128	6
Staines South	39 out of 251	1
Stanwell North	20 out of 227	9
Stanwell Common	18 out of 189	1
Sunbury East	24 out of 152	1
Grand Total	**225 out of 2312**	**1**

NB: Wards with a % greater than 10% have been highlighted
Source: ASC, SCC, October 2013

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7.4. Other risk factors

Other factors are perceived to impact risk of fire and / or injury, which include population density, house type and levels of deprivation.

a) Population density

Spelthorne is not the most populated or most densely populated borough. It is however densely populated overall, but has had lower than average growth rates. In the future it will continue to be the second most densely populated area – however other areas will grow at a faster rate. The Wards of Ashford, Sunbury Common and Ashford Common are in the top 3 of the most densely populated county electoral wards.

Spelthorne:

Description	Value	Surrey Average	Rank	Source
Total population	95,600	102,900	6	Census, 2011
Population density	21.3 pp hectare	6.8	2 (behind E&E)	Census, 2011
Projected density in 2035	25.2 pp hectare	-	2	Census, 2011
Population Change 2001 - 2011	5.8%	6.9%	8	Census, 2011
Projected Population Change 2010-35	20.6%	-	4 (behind R&B, E&E, Runnymede)	ONS, 2011
Overcrowded households	9%	6.8%	11	Census, 2011

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Spelthorne: Population by Ward

Surrey-i

Area and population density - Population
Wards
2011 Census

Average: 7354

	>= 7826.8
	7396.6 to 7826.8
	6966.4 to 7396.6
	6536.2 to 6966.4
	< 6536.2

Region : ...   Code : ...   Value : ...   Rate : ...   Rank : ...

Halliford and Sunbur... (43UHFX)
Shepperton Town (43UHGA)
Riverside and Laleham (43UHFZ)
Sunbury East (43UHGF)
Ashford Town (43UHFW)
Staines South (43UHGC)
Ashford East (43UHFT)
Stanwell North (43UHGD)
Staines (43UHGB)
Laleham and Sheppert... (43UHFY)
Ashford Common (43UHFS)
Sunbury Common (43UHGE)
Ashford North and St... (43UHFU)

0   8257

Created on 11 November 2013

Source: Office for National Statistics (ONS)

Contains Ordnance Survey data © Crown copyright and database right 2011.

Source: Office for National Statistics (ONS)
Dataset: Census: Population, households and area
This dataset includes data from the 2011 Census released by the Office for National Statistics (ONS)
http://www.surreyi.gov.uk/GeographyDataBrowser.aspx

EQUALITY IMPACT ASSESSMENT TEMPLATE

Incident Distributions

The distribution of number of incidents shows that, as expected, frequency is linked to density of population. The key areas for numbers of incidents in Spelthorne are the urban areas of South-West Staines and Sunbury. However, severity of incidents is not linked to population density.

Incident distribution (5 year - 2007/08 to 2011/12) - 2 fire engine non false alarm incidents

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b) Building type

Spelthorne has a high number of high rise buildings (5 floors or more) in comparison to other Surrey areas. The general assumption is that escaping a fire from a high-rise can be more difficult. Once a fire has broken out, the actual process of firefighting poses some unique challenges (i.e. extended lines of communication, falling objects, complexity of internal layout, etc).

'In England and Wales, all buildings over 18m in height must have provisions for firefighting and search and rescue. Basic facilities to be provided include a Firefighting Shaft, Fire Main (with a wet system in buildings exceeding 50m in height (60m prior to 2007) and a Firefighting Lift). Firefighting Shafts including Fire Mains (but not necessarily Firefighting Lifts) may be found in some buildings with floor heights exceeding 7.5m.'[8]

Spelthorne with regards to its prevalence of high rise buildings is not at a greater risk of fire. However, operations involving high-rise building pose certain challenges that need to be reflected in the SFRS risk assessment and training programme. In terms of residential property, Spelthorne has the lowest percentage of the population 0.8% living in communal establishments compared with Guildford with the highest at 4.6%[9].

c) Incident and Indices of Multiple Deprivation Correlation

Spelthorne:
- Overall the most deprived borough in Surrey with an IMD overall score of 11.2, followed by Tandridge (10.0). (DLCG, 2010)
- 9% claim working age benefits (average 7%) –ranked11th (DWP, 2013)
- The local authority with the highest proportion of LSOAs found in the most deprived half of England is Guildford (14.4% of its population) followed by Reigate & Banstead (13.1% of its population). Only 1 Lower Super Output Area in Spelthorne is amongst the top 20 deprived LSOAs in Surrey (Stanwell North) (DLCG, 2010).
- However, there are more pockets of deprivation elsewhere in Surrey (Woking, Reigate and Banstead).

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[8] Shropshire Fire High Rise Buildings
[9] Surrey-i Population Communal Establishments

EQUALITY IMPACT ASSESSMENT TEMPLATE

Surrey Indices of Multiple Deprivation by Ward 2011

Surrey-i

Score
Wards
Latest Data

Region : ...   Code : ...   Value : ...   Rate : ..   Rank : ...

Average: 9

- >= 19.02
- 14.67 to 19.02
- 10.33 to 14.67
- 5.98 to 10.33
- < 5.98

Created on 11 November 2013

Source: Department for Communities and Local Government (DCLG)

Contains Ordnance Survey data © Crown copyright and database right 2011.

0   23.37

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Deprivation and Incident Correlation

SFRS commissioned a research analysis to be carried out on the relationship between IMD and incident demand using a six year sample of incident data (April 2007 - March 2013). Correlation analysis was conducted on the data for the IMD score and rank (within Surrey) against incident demand and rank for all incidents and all primary fire incidents within Surrey.

- Reigate and Banstead with the second highest LSOA IMD score has the highest primary fire demand.
- Guildford has the highest incident demand and average LSOA IMD score.
- Spelthorne is the most deprived ward but has the fourth lowest number of all incidents in the 6 year period and below average primary fires.

For primary fire demand and IMD score there is a weak trend of increasing incident demand with increasing IMD score. The average demand per LSOA, for both incident and primary fire demand, shows a general increase with IMD score, with the relationship for average primary fire demand with IMD score being stronger than for all incident demand.

SFRS Consultation on Changes to Emergency Response Cover in Spelthorne 2013

There were no objections to the proposals raised on the grounds of equality and diversity issues, nor was there a link between an equality group with protected characteristics and a particular expressed viewpoint.

There were 564 response to the consultation, 72 % of which were opposed to the changes, 18% in favour, and 10% not sure or of no opinion.

Those who answered the Equality and Diversity Section:
- 44% belong to the 45-64 age group
- 12% have disabilities or a long term condition that affects how they live their lives
- 82% defined their ethnic background as White - English, Welsh, Scottish, Northern Irish or British.

EQUALITY IMPACT ASSESSMENT TEMPLATE

7a. Impact of the proposals on residents and service users with protected characteristics

Protected characteristic[10]	Potential Impacts	Evidence
Age	**Potential Positive Impacts** The overall improved response times across Runnymede and Surrey will benefit older residents with mobility difficulties. **Potential Negative Impact** The increase in response times for Spelthorne might have a slightly negative impact on this group..	There is a link between fire deaths/injuries and older people (i.e. 65 years and over). 'Eighteen of the twenty people who died in accidental dwelling fires (April 2006- March 2012) were above the statutory retirement age with seven under the retirement age.' Community Risk Profile 2013/14 This risk is compounded in cases where there are other risk factors, e.g living alone, mobility, mental health problems, smoking, etc). There is also an increase in fire deaths during the winter months. 'All the people who were asleep at the time of the fire had additional underlying issues of restricted mobility, mental health and/or alcohol misuse.' Community Risk Profile 2013/14 **Age and Alcohol Misuse:** Alcohol is a contributing factor to the cause of fire and/or injury. 'Between 2006-2009, of 13 people who were asleep at the time of the fire, 7 were under the influence of drugs or alcohol', Community Risk Profile 2011/12. Different types of drinking and alcohol misuse are associated with different ages. For example, binge drinking is more prevalent in 18-24 year olds while 'increasing risk drinking' (formally harzardous) is more common among 25-44 year olds. **Age and Mobility:** There is a positive correlation between age and mobility limitations, i.e walking and movement difficulties (esp for ages of 70 years and over). Gender (i.e women live longer increasing the likelihood of mobility limitations), marital status, and health behaviours e.g. smoking and alcohol misuse, and changes in health behaviours in smoking and physical activity affect age-mobility relation. **Age and Mental Health:** Older people are particularly affected by several risk factors for depression: poor physical health, caring responsibilities, loss and bereavement and isolation.

[10] More information on the definitions of these groups can be found here.

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EQUALITY IMPACT ASSESSMENT TEMPLATE

Age and Smoking (See also disability/health)

Children from deprived households are more likely to be exposed to tobacco smoke and to be smokers than those in more affluent circumstances. This is particularly the case in Surrey, where overall smoking rates are low, but significantly higher in deprived areas and populations. Surrey's Families in Poverty Needs Assessment , 2011 highlights prevalence amongst young people is likely to be geographically concentrated as having higher than average prevalence: Spelthorne, Reigate & Banstead and Runnymede[11]

Age and Substance Misuse

Among younger people, 'groups identified as more vulnerable to substance misuse include: children of substance misusing parents; young offenders; young people in care; homeless young people; excluded pupils or frequent non-attenders; sexually exploited young people; young people from BME groups.'[12]

<u>**Spelthorne analysis:**</u>

- 17.5% are aged 65+ (Surrey average 17.2%) – ranked 4th
- 21 residential care homes (743 beds) (6% of Surrey – below average)
- 22% are households with people aged 65+ only (average 22.1%) – ranked 7th
- 12.7% are one person households aged 65+ (average 12.6%) – ranked 6th
- Spelthorne has a medium prevalence of older people and older people living at home alone. Within Spelthorne the Wards of Shepperton Town, Staines South and Ashford Common have the highest numbers of people aged 65 and over in one person households[13] This equates to 17.5% of all households in Shepperton Town.
- Lowest expected percentage increase in Surrey of people aged over 65 between 2013-2020.[14]

<u>**Consultation feedback:**</u>

As expected, care home managers all opposed the proposal, voicing their concerns with regards to evacuating elderly and frail people when a fire breaks out at their establishment.

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[11] JSNA Smoking 2011
[12] JSNA Substance Misuse 2011
[13] http://www.surreyi.gov.uk/Viewdata.aspx?P=Chart&referer=GeographyDataBrowser2.aspx%3fGroupID%3d0%26filterDataSetID%3d1179
[14] JSNA Older People 2013

<table>
<tr>
<td rowspan="2"> **Disability / health**</td>
<td>**Potential Positive Impacts**
The overall improved response times across Runnymede and Surrey will benefit those with mobility and mental health issues.

Potential Negative Impact
The increase in response times for Spelthorne might have a slightly negative impact on this group.</td>
<td>In 2011, 13.5% of residents reported a health problem, with 7.8% limited a little and 5.7% limited a lot. The overall proportion reporting a health problem was unchanged from 2001. The proportion of the population reporting a health problem is highest in Spelthorne (14.9%) and lowest in Elmbridge (12.1%). Fewer Surrey residents reported a health problem than the national average. In England as a whole 17.6% reported a health problem with 9.3% limited a little and 8.3% limited a lot.

The CRP2013/14 has identified a link between fire deaths/injuries and mobility. This risk is compounded in cases where there are other risk factors, e.g. age, living alone, mental health, smoking, etc. Of the 16 people who died in fire between April 2006 and March 2012, 7 (45%) were known to have mobility issues that affected their ability to escape the fire.

Disability and Mobility:
Between April 2006 and March 2012, of the 16 people who died in fire, 7 (45%) were known to have mobility issues that affected their ability to escape the fire. All the people who were asleep at the time of the fire had additional underlying issues of restricted mobility, mental health and/or alcohol misuse. CRP 2013/14.

In addition to the large body of literature on mobility limitations among older adults, there are also a number of studies on mobility limitations among the intellectually and developmentally disabled and the visually impaired (Cleaver, Hunter, and Ouellette-Kuntz, 2008; Salive, Guralnik, Glynn, and Christen, 1994).

Mental Health:
Between April 2006 and March 2012, of the 16 people who died in fire, 11 (70%) were known to have mental health and/or depression issues. In addition to this 8 of the 10 people who died in fires outside the home were suffering from Mental Health issues and started these fires as a deliberate act. CRP 2013/14.

Race and ethnic
Differences in the levels of mental well-being and prevalence of mental disorders are influenced by a complex combination of socio-economic factors, racism, diagnostic bias and cultural and ethnic differences and are reflected in how mental health and mental distress are presented, perceived and interpreted.

Gender: Gender impacts significantly on risk and protective factors for mental health and expression of the experience of mental distress. Neurotic disorders including depression, anxiety, attempted suicide and self harm are more prevalent in women than men, while</td>
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Page 106		suicide, drug and alcohol abuse, anti-social personality disorder, crime and violence are more prevalent among men. **Gay, lesbian, bisexual and gender reassignment** people are at increased risk for some mental health problems – notably anxiety, depression, self-harm and substance misuse – and more likely to report psychological distress than their heterosexual counterparts. **Smoking (and Mental Health):** Surrey JSNA also identifies that mental health service users exhibit rates of smoking at least twice that found among the general population. Between April 2006 and March 2012, in 44% of the fire deaths smoking material was the primary cause of the fires. Of the 8 people who smoked, the primary cause in 5 of these incidents was smoking related. Although relevant, this is the primary cause of fire and all of these victims had additional underlying issues of mobility, mental health and alcohol problems. The JSNA also states that: 'the latest smoking prevalence for the county is 17% however research at parliamentary ward level has suggested that some areas have prevalence levels as high as 40%. At local authority level, data suggests the highest smoking rates can be found in Spelthorne (25.2%), Runnymede (23.4%) and Reigate & Banstead (18.8%)'.[15] **Spelthorne analysis:** Overall:[16] • 4.1% of people suffer from bad or very bad health (average 3.5%) –ranked 1st • 14.9% of people have a limiting long term illness (average 13.5%) – ranked 11th • 23.9% of people smoke (average 14.0%) – ranked 11th (NHS London Health Observatory, 2011) o Mapping[17] of smoking prevalence suggests that the following wards in Spelthorne have the highest smoking rates: Stanwell North, Sunbury Common, Ashford North and Stanwell South, Staines, and Staines South. • 1.8% of hospital admissions are alcohol related (average 1.5%) – ranked 10th (NHS North West Public Health Observatory, 2011) • 3.2% of 16+ people claiming Disability Living Allowance (average 3%) – ranked 3rd (DWP)

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[15] http://www.surreyi.gov.uk/ViewPage1.aspx?C=resource&ResourceID=670
[16] ^ JSNA data, * Census 2011 ONS, " Projecting Older People Population Information System (2012)
[17] http://www.mapsinternational.co.uk/_subroot1/ash/ash.html

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Mobility / PSD:
- 4887 people aged 18-64 predicted to have moderate physical disability in 2020 (average 5262) - ranked 5th "
- 8870 of people aged 65+ are predicted to have moderate or severe hearing impairment by 2020 (average 9614) – ranked 6th "
- 1240 of people aged 75+ are predicted to have moderate or severe visual impairment by 2020 (average 1346) – ranked 7th "

Mental health / dementia:
- 9,400 people (18-64) predicted to have a common mental disorder – ranked 6th (PANSI, 2012)
- 0.2% adults with learning disabilities (average 0.4%) – ranked 1st (Surrey Uncovered 2013[18])
- 1581 people of 65+ predicted to have dementia in 2020 (average 1725) – ranked 7th "
- 28% increase in cases of dementia (2010-20) (average 31%) – ranked 8th "
- 4.9 suicides per 100,000 population (Surrey average: 5) – ranked 4th (ONS, 2008-10)

Spelthorne has a high prevalence of poor health and risky behaviour (smoking, alcohol). Mobility issues and physical impairments, however, occur at an average level in the borough. Also, the state of the population's mental health and prevalence of learning disability is average or below average in Spelthorne.

Spelthorne has the lowest hospital admissions in Surrey on grounds of Mental Health[19]

Consultation feedback:
As expected, care home managers all opposed the proposal, voicing their concerns with regards to evacuating the elderly, frail and those with mobility difficulties when a fire breaks out at their establishment.

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Gender reassignment

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Potential Positive Impacts
The improved response times across Runnymede and

</td><td>

According to the GIRES report, in Surrey the prevalence of people, 16 or over, who have presented with gender dysphoria is 37 per 100,000.[20]

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[18] Surrey Uncovered
[19] JSNA 2011 Mental Health Related Admissions
[20] Report for Gender Identity Research Organisation (GIRES), June, 2009

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	Surrey will benefit residents overall. **Potential Negative Impact** The increase in response times for Spelthorne might have a slightly negative impact on residents.	'A high degree of stress accompanies gender variance with 34% of transgender adults reporting at least on suicide attempt.' They could potentially be more at risk of hate crime related fires, but there is no local data on this. **Consultation feedback:** Consultation has not produced any specific issues related to gender reassignment. There was no feedback from the gender reassignment population.
Pregnancy and maternity	**Potential Positive Impacts** The improved response times across Runnymede and Surrey will benefit residents overall. **Potential Negative Impact** The increase in response times for Spelthorne might have a slightly negative impact on those who are pregnant or with small children.	There is a lack of data on this group. Expectant and new mothers could potentially be at more risk, as emergency evacuation may be difficult due to reduced agility, dexterity, co-ordination, speed, reach and balance. Mothers will also face the additional difficulty of evacuating young children. **Spelthorne analysis:** • There were 1239 births – ranked 6th • 6.3% of residents are under 5s (Surrey average 6%) – ranked 4th * **Consultation feedback:** As expected those with young children expressed concern of the difficulty of evacuating young children in the event of a fire incident.
Race	**Potential Positive Impacts** The improved response times across Runnymede and Surrey will benefit residents overall.	There is limited data available on vulnerabilities of specific ethnic groups in terms of fires. In 2012 there has been only one Arson offence with a hate flag against it (racial flag). This offence was in Mole Valley. Prevention work needs to take into account possible requirements for translation and other culturally sensitive approaches. The Community Risk Profile 2011-12 found that the majority of those injured in fires (68 of 91) were white. The second highest group was white other (3).

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	Potential Negative Impact The increase in response times for Spelthorne might have a slightly negative impact on residents.	**Age and ethnicity:** People living alone are at higher risk of accidental fires. The proportion of White men aged 85 and above living alone is around 42%, which is much higher than for other ethnic groups.[21] **Gypsy, Roma and Traveller communities:** The JSNA indicates that GRT communities can be more likely to display some of the factors that place people more at risk of fire: • There is a high prevalence of mental health issues within the GRT community including anxiety and depression. • Alcohol consumption and substance misuse are a concern as GRT young people assume adult roles and responsibilities earlier in life than their non GRT peers. [22] The JSNA identifies 7 GRT sites within Spelthorne, with further sites in neighbouring Elmbridge and Runnymede, some of which are on the district/borough boundaries. **Ethnicity and substance misuse:** JSNA indicates that young people from BME groups are more at risk of substance misuse[23] **<u>Spelthorne analysis:</u>** • Prevalence of White British / travellers • 0.1% cannot speak English (Surrey average: 0.1%) – ranked 8th (Census, 2011) **<u>Consultation feedback:</u>** Consultation has not produced any specific issues related to ethnicity. All ethnic groups' concerns were similar and reflected those of the general population.
Religion and belief	**Potential Positive Impacts** The improved response times across Runnymede and Surrey will benefit residents overall.	There is limited data available on vulnerabilities of specific religious groups in terms of fires. There could be factors around use of candles or incense burners, but there is no local data on this.

[21] https://www.wp.dh.gov.uk/health/files/2012/11/Adult-Social-Care-Outcomes-Framework-Equality-Analysis.pdf
[22] http://www.surreyi.gov.uk/ViewPage1.aspx?C=resource&ResourceID=712
[23] http://www.surreyi.gov.uk/ViewPage1.aspx?C=resource&ResourceID=657

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Potential Negative Impact The increase in response times for Spelthorne might have a slightly negative impact on residents.	**Hate Crime and Arson** In 2012, in Surrey, only one arson incident was recorded as hate crime with a racial or religious motivation. This was in Mole Valley. Source: D10 Partnership Product, Surrey Police Incident Recording System, March 2012 **Spelthorne analysis:** The 2011 Census indicates a changing borough profile in terms of religion. The percentage of people identifying themselves as Christian decreased from 75% in 2001, to 64% in 2011, and the percentage saying they had no religion increased to 23% in 2011, from 14% in 2001. The proportion of residents with non-Christian religions doubled, to 7%, over the same period. The proportion of Christian people, and those with no religion is roughly in line with the Surrey average[24], and the proportion of non-Christian religions is slightly higher than average. See table below: **Census 2011 Faith and Belief in Spelthorne**

Date	% Population of Spelthorne						
	Christian	Hindu	Muslim	All other Religions	No Religion	Religion Not Stated	Non Christian Religions
2001	75.3	1.0	0.9	1.5	14.1	7.2	3.4
2011	63.8	2.4	1.9	2.4	22.5	7.0	6.7

84% of respondents to the annual Surrey Residents Survey[25] in 2012/13 indicated that they either strongly agree, or tend to agree, that their neighbourhood is a place where people from different backgrounds get on well together. This is in line with the county average, and the proportion of these responses has increased year on year from 79% since the survey started in 2008/09. The proportion of those who strongly disagreed, or tended to disagree with this statement was 5% in 2012/13, down from 8% the year before.

Surrey's Joint Strategic Needs Assessment states that: 'higher levels of deprivation were associated with higher proportions of people thinking that racial or religious harassment is a very or fairly big problem. For example, 3% of people in England in the 10% least deprived

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[24] http://www.surreyi.gov.uk/Resource.aspx?ResourceID=1015
[25] The Surrey Residents' Survey is a telephone interview survey conducted throughout the year with randomly selected Surrey residents. It began in April 2008.

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		areas said that racial or religious harassment is a very or fairly big problem in their local area, compared with 21% of people in the 10% most deprived areas. Although this survey was not undertaken with Surrey residents, it is reasonable to suggest that these figures might also apply to this community.[26] It is possible therefore that concerns around arson attacks based on religious hate crime will be highest in the most deprived areas of the borough. However, there were no crimes recorded qualified by religion or faith in any Spelthorne ward. Within Spelthorne there is a significant degree of variation. For example, in Stanwell North and Staines wards, the percentage of people from non Christian religions is 12%. And in Ashford North and Stanwell South ward it is 11%. This compares to just 3% in Shepperton Town and Halliford and Sunbury West. In terms of crimes, Surrey Police have recorded 10 crimes with religion/faith as a qualifier, within Spelthorne wards between December 2010 and July 2013. In three wards, 2 crimes have been recorded during this time – Ashford North and Stanwell South, Staines and Stanwell North. **Consultation feedback:** Consultation has not produced any specific issues related to ethnicity. All ethnic groups' concerns were similar and reflected those of the general population.
Sex	**Potential Positive Impacts** The improved response times across Runnymede and Surrey will benefit residents overall. **Potential Negative Impact** The increase in response times for Spelthorne might have a slightly negative impact on residents.	In Surrey the individuals most at risk of fire are white British males and females in the 30 - 60 year age range. Across all the age ranges, white British females are shown to be the biggest groups at risk from injury and/or rescue from fire. In terms of road casualties, 72% were male. And in terms of slight casualties 56% were male. (CRP 2011/12). **Gender and alcohol consumption:** In England, alcohol misuse is greater among men than women. 38% of men and 16% of women consume more alcohol than is recommended by the Department of Health (3-4 units per day for men, 2-3 units per day for women). **Spelthorne analysis:** Overall, 50.7% of Spelthorne's population are female. However this proportion varies according to age.

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[26] http://www.surreyi.gov.uk/ViewPage1.aspx?C=Resource&ResourceID=669

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		Consultation feedback: Consultation has not produced any specific issues related to gender. Both genders' concerns were similar and reflected those of the general population.
Sexual orientation	**Potential Positive Impacts** The improved response times across Runnymede and Surrey will benefit residents overall. **Potential Negative Impact** The increase in response times for Spelthorne might have a slightly negative impact on older residents and those living alone.	The JSNA states that 'The UK Government estimates that 7% of the population are lesbian, gay, bisexual, transgender or questioning (LGBTQ) (1). Applying this to mid-2009 population estimates for Surrey, there may be around 5,700 people aged 11 to 16 in Surrey who are LGBTQ.'[27] The JSNA suggests that 'LGBTQ young people are likely to experience some degree of identity-related stigma', and this can contribute to, in some instances, issues that put them more at risk of fire including – poor mental health, self-harm and suicide, smoking and substance abuse[28]. There may be an associated risk relating to living alone. People living alone at higher risk of accidental fires. National research has found that Gay men and women in Britain are far more likely to end up living alone and have less contact. It has been found that 75% of older LGBT people live alone, compared to 33% of the general population. Of the 25 victims, 18 lived on their own in the property and 19 were alone in the property at the time of the fire. CRP 2013/14. **Spelthorne analysis:** • 28.5% are one person households (average 27%) – ranked 3rd • 12.7% are one person households where resident is 65+ (average 13%) – ranked 6th • 2.6% of residents are recorded as being in a same-sex civil partnership in Spelthorne. The highest proportions are in the wards of Staines and Shepperton Town. [29] • There is a youth club for young LGBTQ people aged 13-19 in Spelthorne.

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[27] http://www.surreyi.gov.uk/ViewPage1.aspx?C=resource&ResourceID=664
[28] http://www.surreyi.gov.uk/ViewPage1.aspx?C=resource&ResourceID=664
[29] http://www.surreyi.gov.uk/Viewdata.aspx?P=Data&referer=GeographyDataBrowser2.aspx%3fGroupID%3d0%26filterDataSetID%3d1195

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		Consultation feedback: Consultation has not produced any specific issues related to sexual orientation. Concerns from all groups were similar and reflected those of the general population.
Marriage and civil partnerships		People who live alone, rather than those who live with partners, are at higher risk of accidental fires. "The increase in those living alone also coincides with a decrease in the percentage of those in this age group who are married – from 79 per cent in 1996 to 69 per cent in 2012 – and a rise in the percentage of those who have never married or are divorced, from 16 per cent in 1996 to 28 per cent in 2012." Labour Force Survey. **Spelthorne analysis:** • 28.5% are one person households (average 27%) – ranked 3rd **Consultation feedback:** Consultation has not produced any specific issues related to status of marriage or civil partnership. Concerns from all groups were similar and reflected those of the general population.
Carers[30]	**Potential Positive Impacts** The overall improved response time across Runnymede and Surrey will improve assistance provided to those with caring responsibilities. **Potential Negative Impacts** The slight increase in response times in Spelthorne, may require carers to deal with protecting	As people with mobility and health issues are at higher risk of fire and / or injury form fire, carers are linked to that risk, mainly by being the enabling factor to prevent fires and to evacuate in case of emergencies. Carers themselves can also be at risk of poor health, as a result of their caring responsibilities. This is documented in the JSNA: 'The impact of caring can be detrimental to carers health. Carers UK's analysis of the 2001 Census findings, 'In Poor Health', found that those caring for 50 hours a week or more are twice as likely to be in poor health as those not caring (21% against 11%). (6) This can be due to a range of factors including stress related illness and physical injury[31]'.

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[30] Carers are not a protected characteristic under the Public Sector Equality Duty, however we need to consider the potential impact on this group to ensure that there is no associative discrimination (i.e. discrimination against them because they are associated with people with protected characteristics). The definition of carers developed by Carers UK is that 'carers look after family, partners or friends in need of help because they are ill, frail or have a disability. The care they provide is unpaid. This includes adults looking after other adults, parent carers looking after disabled children and young carers under 18 years of age.'

[31] http://www.surreyi.gov.uk/ViewPage1.aspx?C=resource&ResourceID=668

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	and helping looked-after people for slightly longer.	Many carers are older people, caring for their spouse or partner. There is therefore a link between caring and age. As the general population ages, the number of older people providing unpaid care is also expected to increase. Estimates have been produced of the number of older carers in Surrey, Spelthorne is expected to have the lowest increase in unpaid Carers over the age of 65 between 2013-2020.[32] **Spelthorne analysis:** • 9,100 estimated number of carers in Spelthorne (ranked 5th) • Reflecting the population with long-term illness or disability, Mole Valley (10.4%), Spelthorne (10.3%) and Tandridge (10.3%) have the highest proportion of carers and Elmbridge (8.9%) the lowest. (Census, 2011) • Shepperton Town has the highest number of people aged 65 and over living in households[33], and also the highest number of people aged 65 and over providing unpaid care (238 people). • 4 other wards in Spelthorne also each have 200 or more people over 65 providing unpaid care, as per the 2011 Census: Riverside and Laleham, Laleham and Shepperton Green, Sunbury East and Ashford Common. As a proportion of the population, Ashford North also has higher levels of older people providing unpaid care.

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[32] JSNA Older People 2013
[33] Surrey-i

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7b. Impact of the proposals on staff with protected characteristics

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence
Age	The new station in Spelthorne may be a more convenient location for some staff to access. .	The new station in Spelthorne may be a less convenient location for some staff to access.	Due to the nature of the Service and retirement age, the bulk of staff are between 30- 50 years old (over 70%). **% of Staff by Age Group**

<table><tr><th>Age</th><th>SFRS %</th><th>SCC %</th></tr><tr><td>15-19</td><td>0.12</td><td>1.03</td></tr><tr><td>20-24</td><td>2.20</td><td>4.69</td></tr><tr><td>25-29</td><td>8.29</td><td>9.51</td></tr><tr><td>30-34</td><td>14.15</td><td>11.68</td></tr><tr><td>35-39</td><td>16.10</td><td>12.34</td></tr><tr><td>40-44</td><td>23.66</td><td>15.32</td></tr><tr><td>45-49</td><td>19.51</td><td>16.96</td></tr><tr><td>50-54</td><td>9.88</td><td>16.35</td></tr><tr><td>55-59</td><td>3.66</td><td>13.06</td></tr><tr><td>60-64</td><td>1.95</td><td>7.70</td></tr><tr><td>65-69</td><td>0.49</td><td>2.41</td></tr><tr><td>70-75</td><td>0.00</td><td>0.42</td></tr></table> |
| Disability | The new station in Spelthorne may be a more convenient location for some staff to access. | The new station in Spelthorne may be a less convenient location for some staff to access. | **% of Staff with a Disability**

<table><tr><th>Staff</th><th>SFRS %</th></tr><tr><td>Headcount</td><td>1.34</td></tr><tr><td>Front Line Staff</td><td>1.49</td></tr><tr><td>Team Leaders</td><td>0.82</td></tr><tr><td>Middle Mgr</td><td>6.67</td></tr><tr><td>Senior Mgr</td><td>0.00</td></tr></table> |

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Gender reassignment	No specific issues have been identified.	No specific issues have been identified.	No specific concerns have been raised on grounds of a protected characteristic during the Consultation.
Pregnancy and maternity	The new station in Spelthorne may be more accessible to some staff, e.g in terms of changing rooms, etc.	The new station in Spelthorne may be less accessible to some staff. However such accessibility is a legal requirement and will need to be ensured as part of the relocation.	No specific concerns have been raised on grounds of a protected characteristic during the Consultation.

Race

The new station in Spelthorne may be a more convenient location for some staff to access.

The new station in Spelthorne may be a less convenient location for some staff to access

% of BME Staff

Staff	SFRS %	SCC %
Headcount	1.95	7.58
Front Line Staff	0.75	7.87
Team Leaders	2.46	7.61
Middle Mgr	0.00	6.67
Senior Mgr	0.00	5.29

Religion and belief

The new station in Spelthorne may be more accessible to some staff, e.g in terms of prayer space, etc.

The new station in Spelthorne may be less accessible to some staff.   However such accessibility will need to be ensured as part of the relocation.

% of Staff by Religion/Belief

Religion	SFRS %	SCC %
Any other religion	3.90	5.34
Buddhist	0.73	0.57
Christian - all faiths	33.78	32.98
Hindu	0.12	0.67
Jewish	0.12	0.12
Muslim	0.37	0.84
No Faith / Religion	17.20	17.89
Sikh	0.00	0.22
Not Stated	43.78	41.36

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Sex	The new station in Spelthorne may be a more convenient location for some staff to access.	The new station in Spelthorne may be a less convenient location for some staff to access.	Due to the makeup of the workforce, more males will be affected by the proposals than females. Some firefighters may need to be relocated which might mean increased travelling times and cause potential childcare/caring issues. **% of Staff by Gender** **% of Male/Female Staff Full and Part Time** **% of Female Staff**

% of Staff by Gender

Gender	SFRS %	SCC %
Female	9.51	73.00
Male	90.49	27.00

% of Male/Female Staff Full and Part Time

Male/Female Full Time/Part Time	SFRS %	SCC %
Female FT	83.33	38.26
Female PT	16.67	61.74
Male FT	84.64	72.48
Male PT	15.36	27.52

% of Female Staff

Female Staff	SFRS %	SCC %
Front Line Staff	8.96	80.73
Team Leaders	9.51	57.78
Middle Mgr	8.33	68.41
Senior Mgr	18.75	46.47

EQUALITY IMPACT ASSESSMENT TEMPLATE

			% of Staff by Sexual Orientation		
Sexual orientation	The new station in Spelthorne may be a more convenient location for some staff to access.	The new station in Spelthorne may be a less convenient location for some staff to access.	Sexual Orientation	SFRS %	SCC %
			Bisexual	0.61	0.60
			Gay Man	0.61	0.43
			Heterosexual	55.49	47.18
			Lesbian	0.12	0.32
			Prefer Not to Say	19.88	24.47
			Not Stated	23.29	27.00
Marriage and civil partnerships	The new station in Spelthorne may be a more convenient location for some staff to access.	The new station in Spelthorne may be a less convenient location for some staff to access.	No specific concerns were raised by staff during the Consultation.		
Carers	The location of the new station venue could decrease staff travel time.	The location of the new station venue could increase staff travel time.	No specific concerns were raised by staff during the Consultation.		

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8. Amendments to the proposals

Change	Reason for change
Impact on Residents and Users. No change in approach is required as multi-agency prevention and protection arrangements are in place to reduce the risk from fire incidents and other emergencies, which are targeted to vulnerable groups. Evidence demonstrates that suitable prevention arrangements have the most positive affect on enabling vulnerable people to live safely in the community rather than relying solely on emergency response once an incident has occurred. **Impact on Staff** The project will pursue a cooperative and voluntary approach where possible to minimise negative impact. The Service may need to post staff to locations where they do not chose to work, but this is within current contractual terms & conditions and will be avoided if possible. Furthermore, union representatives will be involved throughout the project.	

9. Action plan

Potential impact (positive or negative)	Action needed to maximise positive impact or mitigate negative impact	By when	Owner
Improved balance of service provision: some areas will have improved first fire engine response times, with other areas a longer first response time.	None identified.		

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10. Potential negative impacts that cannot be mitigated

Potential negative impact	Protected characteristic(s) that could be affected
None identified.	

11. Summary of key impacts and actions

This section will serve as an executive summary of the Equality Impact Assessment and should be copied into the equalities section in decision making reports (such as those for Cabinet, Local Committee or CLT/DLTs). Please use the sub-headings provided.

Information and engagement underpinning equalities analysis	Consultation process JSNA, GIRES 2009, Community Risk Profile, Census 2011
Key impacts (positive and/or negative) on people with protected characteristics	• Improved average first response time for Surrey overall. • Improved first response time for first fire engine in Runnymede. • Slight decrease in first response to all 2 plus fire engine incidents in Elmbridge and Spelthorne but will remain in within the Surrey Response Standard of 10 minutes.
Changes you have made to the proposal as a result of the EIA	None identified.
Key mitigating actions planned to address any outstanding negative impacts	None identified.
Potential negative impacts that cannot be mitigated	None identified.

Response Coverage - 1 Wholetime and 1 On-Call Appliance in Spelthorne

Station Deployments
- Wholetime Crewed Appliance
- Day Crewed Appliance
- Retained Duty/ On-Call Appliance

Average 1st Appliance Response
- Within 10 Minutes
- Outside 10 Minutes

- Motorway
- Primary Road
- A Road

2+ Appliance Incidents
6-Year Sample (2007/08 to 2012/13)
- 500
- 250
- 50

Spelthorne Optimal
Egham
SPELTHORNE
RUNNYMEDE
Chertsey
Walton Esher
ELMBRIDGE
SURREY HEATH
EPSOM AND EWELL
Camberley
Chobham
Painshill
Epsom
Woking
Leatherhead
REIGATE AND BANSTEAD
GUILDFORD
Guildford
MOLE VALLEY
Reigate
Godstone Oxted
TANDRIDGE
Farnham
Dorking
Salfords
Godalming
Lingfield
WAVERLEY
Cranleigh
Dunsfold
Haslemere

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SURREY
COUNTY COUNCIL

Communities Select Committee
15th January 2014

Draft Tourism Strategy

Purpose of the report: Policy Development and Review

Surrey does not currently have a strategy for Tourism. Consultation is underway on the development of a strategy and this report and presentation to the Committee provides an early opportunity for members to discuss and help shape the document as it progresses towards consideration by Cabinet later in 2014.

Introduction:

1. The profile of Surrey has been raised by our involvement in the Olympics and high-profile cycling events such as Ride London-Surrey and the Tour of Britain. Global coverage of these events has highlighted the attractions of the county to potential visitors, and its proximity to London, the number one destination for overseas tourists.

2. We have the opportunity to support the appropriate development of Tourism and its contribution to the local economy. However we need to consider our role in this carefully, in order that any growth in Tourism does not impact negatively upon the quality of life enjoyed by the people of Surrey.

Development of the Strategy:

3. In April 2012 we commissioned research into the current state of Tourism in Surrey prior to the Olympic Games (Surrey Tourism Profiling Report, Tourism South East/Simon Matthews Associates April 2012). This gave an overview of the scope, volume and value of the Tourism sector, and also pointed to some areas for development.

4. Using these findings we have consulted with key stakeholders – Tourism organisations and businesses such as attractions, accommodation providers, conference venues etc. along with District and Borough Councils, and key partners including the National Trust, Surrey Hills Area of Outstanding Natural Beauty.

Key Themes:

5. These consultations have given rise to 6 key issues that have emerged as the major priorities for development:-

   5.1 The future of the Visit Surrey partnership.
   5.2 The branding of Surrey.
   5.3 Better co-ordination of the websites promoting the County.
   5.4 Policy changes and the reduction of red tape – signage, filming etc.
   5.5 Improving the visitor focus of our destinations.
   5.6 Business Tourism.

6. A short presentation at the Select Committee will explore these themes, and be used as the basis for discussion with members.

7. Background information is provided in the attached document "Tourism Strategy and Programme".

Recommendations:

8. Select Committee are requested to consider the background document "Tourism Strategy and Programme", along with the presentation on key themes at the meeting.

9. Select Committee are requested to discuss the themes and make recommendations to officers for further work and any issues of concern that should be taken into account when preparing a report to Cabinet.

Next steps:

Following the meeting, further work will be carried out on the draft Tourism Strategy taking into account the recommendations of Select Committee.

A further report will be made to Select Committee on the final version of the Strategy being presented to Cabinet in coming months.

Report contact: Barrie Higham, Heritage Manager, Customers and Communities.

Contact details: 02085 417963 barrie.higham@surreycc.gov.uk

Sources/background papers:

Tourism Strategy and Programme

Surrey Tourism Profiling Report – Tourism South East/Simon Matthews Associates, April 2012.

Tourism Strategy & Programme

Products & links

The role of Surrey County Council?

Surrey's profile has been raised by the Olympics and subsequent high profile cycling events such as Ride London-Surrey and the Tour of Britain.

During 2013 we sought the views of key stakeholders about how we can develop the benefits of Tourism to the county.

Questions that we have posed via consultation and engagement include –

Do we need a strategy for Surrey County Council or Surrey as a whole?

Tourism is not a statutory service for local authorities, so why should we support it?

What we are trying to achieve?

What are we trying to address?

Surrey is not seen as a "destination". This is demonstrated by –

- Evidence from the UK Travel Survey and International Passenger Survey;
- Historic misconceptions about the suburban commuter belt;
- High-profile media descriptions of the county -
  - Jeremy Clarkson "London's Patio";
  - Lonely Planet Guide "uninspiring and dull";

Tourism is a potential growth area, however the industry is diverse and mainly comprises small businesses, so it often gets ignored when setting economic priorities.

Current tourism promotion infrastructure is not effective in comparison to neighbouring counties, due to limited resources and a proliferation of brands.

Health & Wellbeing inequalities that could be addressed by greater access to visitor attractions – walking, cycling, cultural activities etc.

Sustainability of rural businesses that serve residents e.g. local shops, food and drink producers

What are we trying to address?

In order to realise the benefits of tourism we need to:

- Set a vision and demonstrate strategic leadership
- Research key target markets and develop a coherent Surrey brand/offer – focused on quality, and relevant themes e.g. walking, cycling, natural environment, culture, heritage, business
- Establish a properly coordinated approach across the county
- Enhance our web presence and avoid duplication
- Develop an appropriate Tourism promotional infrastructure
- Develop a better visitor focus at our destinations – signage, transport, customer care
- Establishing Surrey as a centre for cycling
- Securing economic benefit from major events & cycle tourism

Why is it a good thing for Surrey Residents

- **Economic growth**
- An improved tourism offer will benefit the local economy, particularly the rural economy as many of our attractions are based within the countryside
- The Olympics effect has raised the profile of Surrey as a cycling and walking destination within easy reach of London and major gateways into the country.
- Further major events such as the Tour of Britain continue to showcase Surrey as a destination and bring tourism (and investment) into the county
- Surrey is ideally located for Business Tourism (e.g. conferences and corporate events) due to its good transport links and substantial business community
- Improved branding and promotion of Surrey will increase footfall to our countryside estates and cultural attractions, and increase the average length of visits to maximise the economic impact of the tourism sector.
- An increase in visitors to Surrey attractions helps to sustain businesses that serve residents e.g. local shops, food and drink producers.
- Tourism provides entry level jobs, training and skills development within the wider hospitality and service sector, and opportunities for apprenticeship and university placement schemes .

- **Environmental**
- Sustainable Tourism initiatives have positive impacts upon the natural environment by encouraging greater awareness of rural issues.
- Tourism promotion will enhance the image of Surrey and its iconic landscape and key attractions, to raise awareness of the quality and importance of our natural environment.
- Promotion and training, award and certificated environmental schemes can be used to increase environmental and sustainable practices within the tourism sector.
- Smarter use of internet driven tourism promotion through the use of apps, interactive etc. reduces the need to produce paper copies of guides and publications.

- **Social, Health & Wellbeing**
- Promotion of opportunities for residents as well as visitors to enjoy their leisure time within the County through walking and cycling activities will increase health benefits and reducing congestion.
- Promotion of cultural tourism for both mental and physical health benefits.
- The programme will provide an accessible website that links tourism to organisations promoting open spaces for health and wellbeing, including encouraging cycling and walking across the county.
- Accessibility for all to services, recreation and work through and by providing opportunities to volunteer and learn about the benefits of improving access for all through the Tourism network.
- Innovative use of libraries and other key local authority and community facilities as Tourism Information points across the county will encourage residents to take part in activities that contribute to improved health and wellbeing.
- Affordability: promoting the full range of activities available across the county from free access to the countryside activities provided by Surrey County Council to large commercially driven events.

- **Partnership Working**
- Maximising benefits by strengthening partnership working between Visit Surrey, SCC, District and Borough councils, the private sector.
- Make tourism promotion in the county financially self sustaining through income generation, operational efficiency and effective partnership working.

What are the challenges?

- Enthusiasm for an increase in Tourism varies around the county. A consistent "one size fits all" solution is not possible.

- Increased visitor numbers can have an impact on local quality of life. Without appropriate planning, tourism can be the cause of increased traffic congestion, pollution, litter etc.

- Establishing a tourism identity for Surrey, including visits within the county by residents

- Branding has to be very carefully developed to send the right messages about the county and its attractions, and focus on increasing staying visitors rather than more day visitors.

- Existing strengths within the county's tourism provision could be weakened by new developments originating from SCC that are unsustainable.

- Any investment in Tourism has to be sustainable and produce measurable benefits. Impacts within the sector are notoriously hard to evidence and often rely on proxy indicators.

- Although relatively weak, the current tourism promotion infrastructure is essentially sustainable and any future investment has to be based upon a long term commitment.

What we know about Tourism

We have a number of data sources related to tourism:

Surrey Tourism Profiling Report

- Compiled by Tourism South East Research Unit/Simon Matthews Associates, April 2012.
- Comprehensive audit of the Tourism sector in Surrey pre the Olympics
- Includes the total Tourism "Stock" – accommodations, attractions etc.
- List of "pipeline" projects in development relating to Tourism.
- Identifies strengths and weaknesses, opportunities for development.

"Cambridge Model" Volume and Value figures for Surrey

- staying trips by domestic and overseas staying visitors, with breakdowns for purpose of visit and accommodation used
- the number of nights spent by overseas and domestic visitors
- value and volume of day trips
- direct visitor expenditure by different sector, e.g. accommodation, eating/drinking, shopping, attractions, transport/travel
- impact of associated multiplier and linkage spend
- Indication of the level of direct and indirect employment and induced jobs resulting from tourism.

Visit Surrey data

- Annual report
- Visit Surrey.com monthly web statistics

Tourism Priorities for the Local Economic Partnerships

- Focus within Coast to Capital and Enterprise M3 on Business Tourism

National data via Visit Britain/Visit England

- UK Travel Survey and International Passenger Survey data for 2012 .

What we do these sources tell us about Tourism?

Surrey Tourism Profiling Report
- Surrey has 3 distinct geographical tourism 'products'-
  - North Surrey centred around the River Thames from Thames Ditton to Runnymede, connecting to Royal Windsor.
  - South Surrey dominated by the Surrey Hills Area of Outstanding Natural Beauty).
  - The County Town of Guildford - high-quality retail, attractive environment/architecture/arts and cultural offer.
- Potential for Surrey County Council to adopt a more open and responsive policy in dealing with brown sign requests .
- Strategic role in the provision of highways and public transport e.g. ensuring bus routes have better links with attractions.
- Benefits of greater integration of Visit Surrey and relevant SCC websites.

Cambridge Model Annual Volume and Value figures for Surrey
- Total Overnight trip spend -   £515,115,000
- Tourism Day visit spend -   £852,564,000
- Total All trips spend -   £1,367,679,000
- Total Overseas overnight trips -   610,000
- Total UK overnight trips -   1,452,000
- Total Overnight trips -   2,062,000
- Total Day trips -   26,070,000
- UK visitors accounted for around 67% of all overnight trips, overseas visitors accounted for 33%

Visit Surrey data
- Significant growth in website hits in recent years (2011 total 369,928, 2012 total 509,275, 2013 est. total 635,000)

Tourism Priorities for the Coast to Capital LEP
- Developing the international business tourism sector
- Business tourism helping to create our reputation as an international business location
- Making the most of Gatwick - the UK's second largest airport

Tourism Priorities for the Enterprise M3 LEP
- Developing the "Quality Place" agenda – incorporates consideration of tourism issues.
- Accommodation research
- Identifying growth opportunities for new conference centre.

What we do currently

The County Council is involved in a wide range of activities related to tourism. However, current activity is disjointed and uncoordinated. The main areas of work include:

Infrastructure

- Some financial support to Visit Surrey, the Community Interest Company that acts on behalf of the tourism sector in the county – although the current arrangement will come to an end in 2014
- Officer presence on VS board and working groups
- Officer presence at tourism sector groups e.g. Guildford Conference and Attractions groups.
- Links to the Visit Surrey website from relevant SCC web-pages

Direct Provision

- Surrey's Countryside Estate provides op spaces, walks, riding and cycling routes plus car parks, toilets and cafe facilities
- We own brands such as "Surrey Hills AONB", "Explore Surrey". "Exploring Surrey's Past" , "Our Land"
- Heritage Services encourage Ancestral Tourism via access to family history records, talks, exhibitions and promotion of the rich history of the county, significantly increasing due to publishing records online
- Support for the local museum sector
- Libraries act as Tourist Information Points, providing basic visitor information
- Surrey Arts exhibitions, events attract visitors to the county and the service organises the annual Surrey Artists Open Studios

Policy

- Surrey County Council is responsible for policy decisions affecting tourism "brown" signage, planning of major developments, transport, economic growth

Transport

- Role in the provision of transport infrastructure – rail, bus, cycle routes.

Information & maps

- Production of Surrey Cycle and walking maps used by visitors.

What works – best practice

- In the UK, Bath Tourism Plus (BTP) is widely regarded as one of the very best Destination Management Organisations (DMOs). BTP was established in 2003 as a private and public sector DMO by Bath & North East Somerset Council and the Bath Chamber of Commerce. A recent review identified that only 20% of the company's funding comes from the public sector. BTP has been recognised for delivering innovative marketing and for managing a successful commercial operation which includes the busiest Tourist Information Centre in the country with 535,000 visitors a year.

- In five years the Visit Bath website has generated £5.8m of income for the accommodation sector and has received 4 million unique visitors. Along with its website and other marketing activity, BTP focuses on PR activity to gain around £1.7m worth of coverage per year for the city and surrounding area and operates a membership scheme, which currently includes 450 commercial members.

- BTP has plans to be the first DMO in the UK to use T-STATS – an original online research and statistics system that will provide key data such as occupancy and rates for the accommodation sector, numbers of visitors and associated spend at attractions, retail footfall and sales data, car parking data and the impact of events and weather on tourism in and around the city.

Vision: For Surrey to have the most effective and innovative tourism offer in England

Tourism Strategy Objectives

O1. Increase the benefits of tourism to the Surrey economy without damaging the quality of life for local residents

 O2. Increase the profile of Surrey as a destination

O3. Create a distinctive and credible brand that challenges perceptions, stands out from the rest and represents the quality of our tourism product. An identity that would be adopted throughout the sector, targeting aspects likely to grow such as access to the countryside, business and cultural tourism.

O4. Create a clear, linked web offer – Visit Surrey, Explore Surrey's Countryside, Exploring Surrey's Past, Culture/Events

O5. Seek a more viable, creative and focussed public /private partnership business model for Visit Surrey

O6. Introduce Policy changes/harmonization to create a better environment for Tourism to flourish – planning, film and TV locations, brown signs, reducing red tape etc.

O7. Support the establishment of Surrey as a Centre for Cycling Tourism.

O8. Improve the visitor focus of our main destinations e.g. co-ordinated parking/signage schemes, better public transport links to destinations and customer service.

O9. Support the development of Business Tourism in Surrey.

Guiding Principles

- **Economic**
- Aspire to be a leader in the new internet driven tourism sector through the use of apps, interactive maps and the creation of a "state of the art" website that links all related tourism websites in one over-arching presence.
- Capitalise on the Olympic Legacy effect of the raised profile of Surrey as a cycling and walking destination within easy reach of London and major gateways into the country.
- Improve the branding and promotion of Surrey to increase footfall to our countryside estates and cultural attractions, and increase the average length of visits to maximise the economic impact of the tourism sector.
- Promote and support the local economy, e.g. attractions, local food and drink, local producers.
- Make tourism promotion financially self sustaining through income generation, operational efficiency and effective partnership working.
- Support training and skills development across the tourism sector to ensure that levels of Customer Service are amongst the highest in the country.
-
- **Environmental**
- Support sustainable Tourism initiatives that have positive impacts upon the natural environment.
- Minimise the negative impacts of Tourism to protect the environment and local quality of life.,
- Enhance the image of Surrey, its iconic landscape and key attractions, to raise awareness of the quality and importance of our natural environment.
- Promote, through training, award schemes and certificated schemes to increase environmental and sustainable practices within the tourism sector.
- **Social**
- Promote opportunities for residents to enjoy leisure time through walking and cycling activities; maximising health benefits and reducing congestion.
- To provide an accessible website that links organisations promoting open spaces for health and wellbeing, including encouraging cycling and walking.
- Accessibility for all to services, recreation and work through promotion of apprenticeship schemes, university placement schemes and by providing opportunities to volunteer and learn about the benefits of improving access for all through the Tourism network.
- Innovative use of libraries and other key local authority and community facilities as Tourism Information points across the county.
- Affordability: promoting the full range of activities available across the county from free access to the countryside activities provided by Surrey County Council to large commercially driven events.

Fit with Corporate Priorities

Health & well-being
Physical activity
Prevention

Encouraging walking, cycling and cultural activities

Rural Strategy
Rural economy

Increased access and awareness, promotion of local producers

Surrey Tourism Strategy

Branding
Web Presence
Infrastructure

Economic Growth
Productivity
Business sector
Rural economy

Promotion of Major events
Cycle tourism

Cycling Strategy
Cycle tourism

Issues and resolution

Issue	Resolution
Low awareness of Surrey as a destination	Improved branding and web presence
Duplication – promotion, publicity	Improved promotional infrastructure
Duplication - roles	New sustainable model for Visit Surrey
Under resourced tourism promotion	New sustainable model for Visit Surrey
Conflicting drivers – conservation v growth areas	Clear policies and application of guiding principles

SURREY
COUNTY COUNCIL

Communities Select Committee
15th January 2014

Grant Criteria and Funding Opportunities Guide

Purpose of the report: Policy Development and Review

To share with the committee, the proposed 'Grant Criteria and Funding Opportunities Guide' and seek the views of the committee as part of the consultation process.

Introduction:

1.   Following requests from both Children's, Schools and Families and Adult Social Care directorates, a review of the current grants guidance and processes was undertaken.

2.   SCC spends approx. £20M with the VCFS sector, with grants and contracts ranging from the low hundreds up to over a million.

3.   Due to increased engagement with this sector, plus the further dependency on how the VCFS sector needs to support the people of Surrey in collaboration with SCC, it was clear a more open and collaborative relationship would be of benefit to all parties. While a solid foundation of trust already exists through the Surrey Compact and current ongoing relationships. Building on this will only improve outcomes for all.

4.   Through a review of other organisations such as the National Lottery and wider Local authority benchmarking, plus ongoing consultation with the sector and commissioners, guidance has been drafted on how best to award a grant or a contract.

5.   The guidance will help members, officers, organisations and residents to have clear visibility of the reasons for how grants and contracts are awarded and the process all parties can follow.

6.   The new Grants guidance (Annex A) allows officers to have a clear process to follow, ensuring that requirements and documentation are

appropriate to the value of the grants to be awarded. This guidance also sets out clear guidance for organisations wishing to receive grant funding.

New Guidance in brief

Benefits

7. The new guidance gives clear guidance to officers on whether a grant or contract approach is appropriate for the funding available.

8. The guidance sets out three separate levels of process which will relate to appropriate levels of documentation to ensure the submissions and information required are proportionate to the level of funding required. All of which is in line with current SCC commercial guidelines. This consolidates and aligns a number of processes across the Local Authority.

9. The process offers consistent direction for all directorates across SCC, as well as making it simple for Voluntary, Community and Faith Sector (VCFS) organisations to understand the grant decision process and how to interact with SCC in a consistent, single and simple manner.

10. The process will help SCC understand the reliance of some organisations and markets on grant funding from what the impact of changes to grant funding opportunities may be on them. Openness of this information and its outcomes will mean a more open and transparent relationship with SCC.

11. The output on this process will also give clear guidance on internal governance of how grants are awarded.

12. The guidance will help avoid a number of examples of poor practice, i.e. one organisation received 16 grants for a total of £5340, other organisations receive the majority of their total funding through grants from SCC and where ongoing grant funding has been used for services that would be more appropriate as contracts. All of the above have had consequences such as larger admin burden, heightened risk and also frustration for both parties. This process will ensure we can award all contracts only once, at the right level, with right outcomes and reduced risk.

Voluntary Community and Faith Sector and SCC engagement

13. We initially approached a select number of key VCFS organisations (10) and also the Surrey Compact to discuss and explain what we were hoping to achieve and to get their input on the best approach to take. This approach linked to one of our key objectives of SCC's Confident in Our Future Corporate Strategy - "to work with our partners in the interest of Surrey" and the VCFS Framework to work with the VCFS in a fair equitable and transparent way.

14. We listened to their issues, thoughts and ideas. These included: what is a grant and what is a contract? How can we ensure decisions are fair? Can we define appropriate requirements depending on the value of a grant etc?

15. The guidance once drafted was shared with them and their views have been reviewed and where possible their input has been incorporated into the process. The general response has been positive to our approach and what we are trying to achieve, we are now seeking confirmation and input from the wider VCFS community.

16. Originally being at the request of Adults Social Care and Children's Social Care commissioners, both services have been fully involved in developing all guidance. This ensured commissioning outcomes are also achieved within the new proposal. Other departments to have input and sign off within SCC have included Legal, Procurement and Commissioning and CEO's Policy and Performance Team.

17. The approach we are following was also shared with our District and Borough colleagues at a number of Surrey Joint Commissioning Strategy Group.

Next Steps

18. Further consultation is currently taking place with the wider VCFS community.

19. We are asking the committee for views on the process and give them the opportunity to understand the issues and proposed way forward.

20. Involve VCFS organisations in a review of the bid documents to ensure they are clear and as easy as possible to submit.

21. Create training presentations for internal staff and VCFS organisations to help them understand the new process and be able to make good submissions. These were areas that were highlighted from the EIA.

Conclusions:

22. The proposed new guidance will create a fair, open, transparent and consistent process for SCC when deciding on awarding grants. This will help officers in driving consistency, have a clear basis for why a decision has been reached in a particular way and also make it clearer for organisations applying for grants.

Recommendations:

23. We would like your views and support for this new guidance which we propose to take to Cabinet for approval following the consultation outcomes.

Next steps:

The open Consultation went live on 6th December 2013 and will close on 31st January 2013.

Cabinet Report to be submitted by 19th February 2014

Report contact: Jeremy Taylor, Procurement & Commissioning Partnership Manager

Contact details: jeremy.taylor@surreycc.gov.uk 02085418544

Sources/background papers:

Annex A: Copy of the draft 'Grant Criteria Guide'
Annex B: Summary of Consultation so far
Annex C: Copy of Surrey Says Consultation questions
Annex D: List of Grant Funding in 2013-14

9

ANNEX A

Grant Criteria and Funding Opportunities Guide:

9

Procedure and processes to be followed when awarding grants on behalf of the Council

July 2013

Version 0.9 draft

Contents

9

1   Introduction

1.1   Key Principles

These Grant Criteria are based on these key principles:

- To secure **value for money** through the award of grant funding to achieve strategic outcomes for the Council and to Surrey residents.

- To be **transparent** to our residents and Voluntary, Community and Faith Sector organisations (VCFS) about how we allocate grant funding

- To make sure we spend public money **legally** and to **protect** us from undue criticism or allegation of wrongdoing.

- To support **sustainability,** social value and social capital objectives, and an appropriate approach to equality.

All Officers must comply with this Guidance at all times. Any breach would been seen as breaching the council's Constitution.

Where these criteria appear to conflict with any separate rules the Head of Policy & Performance and the Head of Procurement & Commissioning will jointly determine which takes precedence.

Social Capital/Value is generally understood to be the connections among people and their social networks, a willingness to do things for each other and a sense of trust that comes from this.
At a local level these connections give rise to a feeling of 'belonging' and wellbeing, sometimes developed through collective action in the form of community participation or voluntary action. This is often known as civil society and is distinct from the state and the private sector. The voluntary and community organisations that make up civil society provide both the structure and the opportunity for people to become more engaged and active in their communities. This results in bonds and networks being formed between diverse people and organisations which have a shared goal or interest.

Surrey has a thriving voluntary, community and faith sector which can help people to help each other and where there is a 'social return' on investment made. We want to commission outcomes that can change people's lives for the better through the building of trust rooted in strong communities, regardless of the route to achieving this. This can be supported through making the best use of local:
- Knowledge and experience
- Community engagement
- Service user and/or carer-accountable structures, for example, genuine user or carer led organisations
- Networks
- Volunteers
- Access points or bases.

1.2   Scope

These Grant Criteria set out how the Council authorises allocation and spending of grant funding of any type by its Officers.

1.3 Roles and Responsibilities

The Head of Policy & Performance and the Head of Procurement & Commissioning are jointly responsible for management of the complete process from beginning of the bidding process through to issuing of the Grant Funding Agreements across all Services and local systems.

Anyone who awards a grant to an external organisation is responsible for:

(a) Following these Criteria

(b) Checking there is adequate budget available

(c) Consulting with and obtaining approval from your Finance Manager

(d) Ensuring grant funding is managed via the existing Council payment processes.

(e) Involving Buying Solutions at the earliest opportunity when you need a new organisation set up to ensure prompt payment.

(f) Ensuring Grant Brief details are comprehensive and aligned to strategic objectives and or Commissioning intentions

(g) Ensuring Grant Brief takes into account equality and diversity as well as social value and capital, and carrying out Equality Impact Assessments where appropriate

(h) Putting in place effective and appropriate monitoring of the performance of grants

(i) Ensuring all Grant Funding Agreements comply with the requirements of the Surrey Compact

(j) Maintain a list of all awarded grants on a Central Grants Register

All Strategic Grant Processes need to be approved jointly by the Head of Policy & Performance and the Head of Procurement & Commissioning prior to the process commencing

1.4 Transparency

1.4.1 Advertisement of Grant Opportunities

We advertise all grant opportunities over £10,000 via the Surrey County Council website as well as other media as appropriate. For details of advertising requirements, see the individual procedures outlined in sections 3.2.9

The council is committed to promoting equality and diversity and welcomes applications from all sectors of the community, regardless of race, gender, disability, sexual orientation, age, status, religion or belief.

1.4.2 Freedom of Information

Under the Freedom of Information Act 2000 (FOIA), we have an obligation to publish specific information in the public domain. However, the FOIA enables certain confidential information and commercially sensitive material to be withheld. We must therefore ensure grant information is kept confidential at all stages, especially during evaluation and after the grants are awarded. Organisations must also be given the opportunity to highlight in their submission any information that they would not wish disclosed under FOIA.

1.4.3 Conflict of Interest

Our Grant Criteria and Funding processes must be carried out free from any conflict of interest to support our transparency objectives. An 'interest' means any consideration or anything of economic value, including future consideration.

Conflicts of interest can arise when someone who is involved in these processes has a close connection with another party who is also involved which may mean they could influence, or be influenced by, the outcome of a grant award decision.

If you are a council employee you must follow the HR Policy on Conflicts of Interest, ensure they are declared appropriately, and ensure you do not participate in any activity where these Conflicts of Interest could arise.

Temporary & agency staff, and other consultants or contractors must abide by the terms of their contract with the council and follow the council's HR policy on Conflicts of Interest and on Equalities and Diversity.

Officers may be part of a Grant bid as long as the policy has been followed, and any interests declared at the time a Grant Funding Agreement is agreed.

Members must record any and all Conflicts of Interest and ensure they are declared appropriately and should not participate in decisions where such conflicts of interest arise.

Particular conflicts of interest in the award of grants for those serving on evaluation panels are dealt with in section 3.2.7.

Organisations bidding a grant from the council are required to declare any conflict of interest.

1.5 Who ensures that the Grant Criteria and Processes are followed?

Any breach of these criteria should be reported to the Head of Policy & Performance and the Head of Procurement & Commissioning who will agree the appropriate action to be taken together with relevant senior managers from the service in question.

Exceptions to the Grant process

Unless otherwise agreed and approved jointly by the Head of Policy & Performance and the Head of Procurement & Commissioning all grants will follow the procedures set out in this document. No exception to the grant process will be approved retrospectively.

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2 Is a Grant Process right for your Project/Services?

2.1 What is a Grant?

A grant is a sum of money given to an individual or organisation for a specific project or service. A grant usually covers only part of the total costs involved in the project or service.

A grant is usually given on the basis that if it is not used for the purposes for which it is given the funder can ask for all or part of the money back and maybe able to take legal action for breach of the terms of the Grant Agreement for sums paid.

An application for a grant or funding can be made in writing, by submitting a proposal (or submission) to a potential funder, either on the applicant's own initiative or in response to a request for proposal from the funder.

2.2 Grant or Tender process?

2.2.1 How to decide the most appropriate way to fund the Project/Service

If you are unsure about the decision you have reached please contact the relevant Category Specialist in Procurement to agree the most appropriate way to continue.

Examples to be confirmed

3 Grant Process

3.1 Levels of Grant Funding

The Council has decided to split Grants into three key processes, defined by value. These are:

1. Small Grant Process
This is for small one off grants for less than £10,000 with a term of up to 1 year.
2. Standard Grant Process
This is for one-off grants for between £10,000 and £99,999
3. Strategic Grant Process
This is for grants with a value of £100,000 and over, multi-year funding grants and multiple application grant programme (a number of small grants being issued at once) This Process will be managed by Procurement & Commissioning.

A summary table in section 3.2.9 sets out these different approaches for each threshold aggregate value, and is followed by more detail of each.

3.2 Core Requirements

All Grant documentation and requirements regardless of value must reflect the objectives, be appropriate and proportional.

3.2.1 Briefing Document

The Briefing Document should contain the relevant information for any organisation wishing to bid to understand (but not be limited to):
- the target group of the funding
- the outcomes required
- location specific requirements or needs
- the likely need levels
- any Equality and Diversity and/or Health and Well-being considerations
- any relevant County Council Policy, Directive or outcome which the funding is linked to

Officers must consider whether the briefing document should be prepared with the involvement of any relevant residents, representative groups or proposed users or carers using co-design principles.

Officers should ensure that they or the bidder can demonstrate that the funding meets the needs of services users, carers or the community.

3.2.2 Checking the Organisation is financially stable

Each grant application will need to have appropriate financial checks undertaken in line with the value of the grant to ensure organisations are financially stable.

Elements to take account of as part of the decision include:

- In the event that an individual grant (value of over £10,000) being offered or bid for would be more than 30% of the current turnover of the organisation a full financial risk assessment will be undertaken.

- The amount the organisation has in reserves.

- Total value of grants already awarded to the organisation both by Surrey County Council and other organisations

- Confirmation adequate insurance required to cover the risk linked to delivery of the proposed grant is in place or will be in place by the time the grant is awarded.

3.2.3 How do we ensure that the Grant funding is used appropriately?

A clear way for monitoring (checking) and recording the proposed outcomes, outputs and measures for all grants should be agreed as part of the submission process and form part of the grant funding agreement. Measures and reporting timescales should be clearly defined and reflect the key areas of delivery, including but not limited to any reporting obligations held by the Council (or any partner organisations) in relation to achievement or conditions associated with grant funds.

The principles of joint working and grant management leading to the best possible outcomes should always apply. All resources and effort needed should be proportional to the strategic importance of the grant and impact of its delivery, as well as the value of the grant award.

All grants awarded, regardless of value must be recorded on a Central Grants Register.

Monitoring is an increasingly important element within the Grant process. This determines the success of funding against agreed outcomes and outputs. In a Grant Process and Grant Funding Agreement there is a need for monitoring and evaluation of the performance of individual organisations and the programme as a whole.

Monitoring requirements will be set out on the Briefing and Grant Funding Application. Any variations should be mutually agreed by both parties and confirmed in writing.

The requirements for monitoring and the way the organisation will submit the information required will be included in the Grant Funding Agreement, the requirements should be tailored to meet the needs of each Grant Funding Application and proportionate to the value of the grant. An effective framework for monitoring should:

- establish a process that promotes accountability in a supportive way

- show clarity about the roles and responsibilities that have been agreed

- avoid duplication of effort by SCC and the funded organisation

- take account of the monitoring procedures already agreed by the organisation's other funders and any quality assurance system introduced by the organisation itself

- be relevant and proportionate to the size and nature of both the funding provided and the funded organisation

- be consistent with the need for the effective protection of, and proper accountability for, public money

- be informed by early negotiation – this can greatly reduce workload and frustrations later on

- enable SCC to assess the contribution made to meeting the funding objectives and identify any implications for the future direction of the programme

- enable the funded organisation to assess the contribution made to meeting its own objectives, and to identify any new user needs and any learning which could be disseminated to other Voluntary Community and Faith Sector organisations and funders
- takes account of the resourcing and cost of monitoring
- allow for innovation
- allow the organisation to show what added value they are offering to the group they work with and the Community.

Organisations will be required to submit proposals which address how they will record and report evidence of how they will demonstrate successful achievement of the outcomes agreed in the submission.

Surrey County Council must ensure that appropriate monitoring is in place.

3.2.4 Timescales

Grants can be issued at any time during the financial year subject to budget availability.

Organisations should be given an appropriate amount of time to make their submission and this should be clearly stated by the Commissioner of the grant at the time the grant submission document is issued, these should be proportionate to the value and complexity of the submission required. Guide minimums are set out in the table in section 3.2.9

Decisions will need to be confirmed and communicated to the bidder within the agreed time period.

A timetable should also be set out for the entire grant process and requirements (such as evaluation and award procedures) to give organisations clarity and realistic expectations.

3.2.5 Payment Mechanism

Payment mechanisms for all grants should take into consideration the needs, costs and timing of the scheme that funds are supporting the delivery of and be proportionate in reflecting these.

- Payments can only be made once the Grant Funding Agreement is signed and returned.
- Payment structure must follow those set out in the Grant Funding Agreement.
- If the payment structure requires submission of monitoring information this must be received before subsequent payments are made.
- If the Commissioner is not satisfied with the performance levels and or action plan then future payments may be withheld.

As a default, all grant submissions should be clearly provided inclusive of VAT.

Innovative payment models should be discussed and agreed to take in account the needs of the organisation, project/service requirements and Commissioner.

3.2.6 Terms

All grants will be subject to a formal, written Grant Funding Agreement.

All necessary insurance for the project and organisation will be confirmed to be in place, together with compliance of all statutory legislation.

Any terms for funding that have been placed specific requirements upon Surrey County Council should be made clear and explicit in the grant brief and reflected in the terms of the Grant Funding Agreement.

Additional grant terms should be considered to reflect specific outcomes and requirements in consultation with legal.

If funding is likely to change or be withdrawn during the agreed period of funding, a minimum of three months notice will be given, as set out in **Surrey Compact** Funding Code. The notice period is to be clearly set out in the Grant Funding Agreement and clearly highlight the date on which funding will end.

Where an under-spend occurs during the period of the Grant Funding Agreement then the Council can require the organisation to return any unused funds.

The terms and conditions of the Grant Funding Agreement should include the requirement upon any funded organisation to notify the council of any anticipated under-spend as soon as this becomes clear. Where the Council is able to allow the funding to remain with the funded organisation the purpose and amount should be agreed formally with the officer responsible (known as the Responsible Officer in the scheme of delegation and is normally the Commissioner) and recorded for audit purposes.

3.2.7 Evaluation of Grant Submissions

For all grants the evaluation of a submission should be against clear criteria that reflect the Council's required outcome or objective, combined with delivering value for money. As far as possible, these criteria should be set out in the grant briefing, ensuring the evaluation criteria are fair, open and transparent.

Anyone taking part as a member of a grant evaluation panel cannot be a serving member of the Board of Trustees or employee of any organisation bidding nor take a role with any organisation awarded funding during the life of the Grant.

All panel members will be required to agree to a confidentiality agreement.

Evaluation Panel members will need to disclose any and all links to bidding organisations that could constitute a conflict of interest and put the decision being made into question.

3.2.8 Award

The Grant Funding Agreement, including funding details must be issued, signed by both the Councils Commissioner and the successful organisation and returned before payments are made.

3.2.9   Summary table – Process for advertising, approval and awarding grants

Aggregate value	Who approves the way the grant opportunity will be set up?	Who manages that bidding process?	How should your Bidding process be manage?	How should we advertise the bidding process and for how long?	Minimum evaluation panel	Who approves grant award?	Who can sign off grant on our behalf?	Minimum timescale for bids to be submitted?
£0 to £9,999	Commissioner	Commissioner	Use of Surrey e-portal or via paper submission	No requirement for formal advert	Individual Commissioner or Member	Commissioner	Commissioner	14 days
£10,000 to £99,999	Commissioner	Commissioner	Use of Surrey e-portal	Advertise on our website for 7 working days	Minimum of 3. Commissioner, member of the original reference group, Members & a member of finance	Commissioner	Commissioner	28 days
£100,000 to £499,999	Commissioner and Procurement	Commissioner and Procurement	Use of Surrey e-portal	Minimum requirement is to advertise on our website for 30 calendar days	Minimum of 5, including representatives from (but not limited to): Commissioner/s, Service User and/or Carer, Service Representation from front line support teams, Finance Interested parties(with no conflict of interest), Members Procurement Category Specialist	Head of Service, Head of Procurement & Commissioning	Head of Service	42 days
£500,000 and over	Commissioner and Procurement	Commissioner and Procurement	Use of Surrey e-portal	Minimum requirement is to advertise on our website for 30 calendar days	Minimum of 5, including representatives from (but not limited to): Commissioner/s, Service User and/or Carer, Service Representation from front line support teams, Finance Interested parties(with no conflict of interest), Members Procurement Category Specialist	Cabinet	Head of Service	42 days

3.3 Small Grants Process

Small grants can be issued to an individual or organisation on a one-to-one basis. The requirement being that you only need to receive one grant submission, following an advertisement or unsolicited proposal.

If you are looking to issue multiple small grants in one process then the Strategic Grant process should be used. The Commissioner of the grant should ensure that all organisations that offer similar offering are considered in order to deliver best value and maximum benefit from the funding for Surrey residents.

We do not want to create an over reliance on Grant funding so no one organisation should normally receive more than **three** small grants in any one financial year. Unless otherwise agreed jointly by the Head of Policy & Performance and the Head of Procurement & Commissioning.

Once a proposal is submitted, the Commissioner may negotiate with the organisation around key terms such as the payment structure or value and propose changes. Any and all amendments to the submission must be mutually agreed. All modifications or changes must be followed by the resubmission of the written grant submission document.

If modification or changes cannot be mutually agreed then an alternative solution should used.

The template bid document for Small Grants is attached in Appendix 1

3.4 Standard Grants Process

The Standard Grants Process is for grants of a value between £10,000 and £99,999, and can only be used for one off grants with a maximum term of one year. Please note if a grant has a value of between £10,000 and £99,999 but is spread over more than one year the Strategic Grants Process should be used.

Standard grants can be issued following an advertised process. A minimum of one grant submission will be required.

If you are looking to issue multiple Standard grants in one process then the Strategic Grant process should be used.

The Commissioner of the grant should ensure that all organisations that offer a similar offering are made aware of the grant process by advertising the opportunity on The Surrey e-Portal.

We do not want to create am over reliance on Grant funding so no one organisation should normally receive more than **two** standard grants in any one financial year unless otherwise agreed jointly by the Head of Policy & Performance and the Head of Procurement & Commissioning.

Once a proposal is submitted, the Commissioner may negotiate with the organisation around key terms such as the payment structure or value and propose changes. Any and all amendments to the submission must be mutually agreed. All modifications or changes must be followed by the resubmission of the written grant submission document.

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For example if the grant budget sum is £90,000 and you receive four bids of £25,000 each and if each is a valued submission the Commissioner would like to support, then the Commissioner may ask the organisations to modify and resubmit within a specific budget envelope.

Any changes to the submission, the payment structure or value must be mutually agreed. All modifications or changes must be followed by the resubmission of the bid document.

If modification or changes cannot be mutually agreed than an alternative solution should used.
The template bid document for Standard grants is attached in Appendix 3.

3.5 *Strategic Grants Process*

Strategic Grants process applies when:
- The total grant funding available has a value of more than £100,000 in total, or
- Grants with a funding term of more than 12 months. or
- Where more than one grants of lower values (either Small or Standard Grants level) are being issued under a single application process

The *total value* of a grant over its lifetime (including any possible extensions) is the value that determines the approach you must use.

Before starting the Strategic Grant Process the proposal will need to be agreed jontly by the Head of Policy & Performance and the Head of Procurement & Commissioning using the Strategic Grant approval form.

Strategic Grants will:
- be required to be publically advertisement across the County.
- Should involve co-design of the outcomes and the grant briefing document
- involve a more formal process than the Small or Standard Grant Funding Process.
- need approval from the relevant level i.e. Head of Service and Cabinet depending on the total value of grant portfolio.
- require formal monitoring documents and regular monitoring meetings, as appropriate to the value or significance of the project or service.
- contain a set payment schedule, as appropriate, either quarterly or half yearly.
- Involve public notification of the successful applicants at a specified date.

Longer term planning and financial arrangements often represent better value for money than one year agreements by:
- providing greater financial stability
- building effective capacity and
- reducing the amount of time and effort involved in applying for and processing annually renewable grant funds
- providing more commitment to the Voluntary and Community Faith Sector body providers, by ensuring longer term funding commitment up-front

Services are encouraged to create multi-year strategic grant programmes where organisations are regularly funded and are continuing to demonstrate outcomes and outputs that match the eligibility and priorities of the funding. These should consider reducing annual value agreements to help promote service sustainability, as well as

potential to deliver additional social benefit and value (including apprenticeship opportunities).

3.6 Collaboration

The council may decide to work with other partner organisations such as the NHS to award grants. Where Surrey leads on this process, these Criteria will be followed to ensure that the requirements are appropriately advertised and satisfy the outcomes needed.

3.7 Joint applications

The use of joint applications by Voluntary Community and Faith organisations is encouraged where they:

- Help achieve value for money
- Make sense in terms of the viability of the project and the individual partners, and
- Bring benefit to the organizations and service users from the sharing of expertise and resources e.g. where savings generated could be used to add value to the service

A joint application should identify the partner that will be responsible for holding and managing the grant. This approach can also be an effective way for larger voluntary organisations to assist smaller community organisations to access resources.

4 Holding records

4.1.1 Document Retention periods

The retention of tenders and contractual documentation is prescribed in the Limitation Act 1980 and the Public Contracts Regulations 2006

- o All received grant submissions must be retained for a minimum of eighteen months following the issue of the Grant Funding Agreement.

- o All signed contracts under £499,999 (including all grant application submission documents) must be retained for a minimum of six years following grant funding expiry.

- o All signed grant agreements over £500,000 (including all grant application submission documents) must be retained for a minimum of twelve years following grant funding expiry.

Service areas must maintain an electronic record confirming location of grant information and the scheduled date of destruction.

5 Legal status of the Grant Criteria and Funding Opportunities Guide

We are required by section 135 of the Local Government Act 1972 to maintain these Orders as part of our Constitution.

The Head of Policy & Performance and the Head of Procurement & Commissioning are the custodians of these Guidelines and is responsible for keeping them under review. If the EU Directives or any other law is changed in a way that affects these

Guidelines then the Head of Procurement will issue a bulletin and the change must be observed until the Guidelines can be revised.

6   Appendix 1 – Template for Small Grant Application Form

7   Appendix 2 – Template for Standard Grant Application Form

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Notes on the Grants briefings carried out with External VCFS organisations

Between July 2012 and September 2013 a number of discussions have been held with 11 key VCFS organisations on grants and the grants process. These discussions have covered the following areas:

- The difference between a Grant and a Contract,
- The benefits of Grants and the benefits of Contracts
- Decision process for Grant bidding or Contract Tender process
- Non payment if not performing,
- Levels of process, what values and what is required,
- Requirements for bidding,
- Monitoring, how to ensure it is appropriate and not onerous,
- Negotiations of variable value
- Timescales
- Advertising the opportunities

The draft documents were shared with the group and specific feedback has been built into subsequent drafts or other mitigating actions have been considered, including training and workshops once the new process is agreed.

The response to the last draft was positive from all but one organisation.

A summary of the positive comments:

- Positive about the process under £10k being good for small Orgs
- Felt some of the wording was a bit strong for example the threat of disciplinary action if officers did not follow the process
- Wanted clarity that a grant can cover the full cost of the project or service,
- Concerns about restricting the number of grants per organisation per year could hinder commissioners, it should make things better for small organisation and still has flexibility if required
- Felt the restriction on the number of grants per organisation was a reasonable number and liked the flexibility to agree exceptions
- Not sure how unused funds would be recovered and felt it needed a bit of thought as needed to be consistent
- Wanted timescales to ensure that public holidays do not shorten the time to submit
- specific issues about conflict of interest and wanted the definition to be much more restrictive
- Fundamentally feel you are there
- Helpful for internal staff but would need a separate external version
- Pleased that we highlight social value and social capital
- Wants good guidance to show that funding of between £10k and £100k could be over more than 1 year

One Organisation had the following negative comments:

- Critical of any re-framing that conflates grants and contracts into a hybrid model.
- The starting point for a grants process has to be – what are trying to achieve here?
- At first glance through this, the language still betrays the intent, and the rot sets in quite early on:
  - 1.1   Refers to the PRINCIPLE of sustainability , supporting social capital etc BUT this is NOT unpacked subsequently in the way that you unpack other principles of Transparency and VfM, thereby indicating that instinctively it is these, and not social capital, that are privileged.
  - 1.4.1 "We advertise all grant opportunities over £10K" in other words you are immediately turning it into a bidding process on a contractual model, rather than a process **of grants being awarded by the commissioner.**

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3.2.3 2nd para starting "The principles…AGREED…but this takes me to the brokered process I described when we met, and not a bidding process through the portal which is a contract in all but name.

3.2.9 Summary table is all about the Portal, **Bidding** process which sounds like a contract

3.4 Standard grants process – the process of bidding for a grant and then the commissioner re- negotiating it on price/deliverables is really squeezing suppliers, and OK if you want lowest price, arguably delivering VfM, but it won't deliver collaboration, partnership, innovation or fairness, and is a corruption of two processes.

- I have looked in vain for the mention of grants being awarded (not bid for), or brokered processes, and failing these, contracts, and NOT hybrids.

<u>Other engagement</u>

We have also discussed direct with members of the Joint Commissioning Strategy Group, includes Reps from D&Bs and PCT, our plans and the initial document.

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Annex C

Consultation Questions

To what extent would you agree with the following statements about the Grants Guidance document

1 The guidance document sets out a clear and transparent process.

⊙ Agree

⊙ Neither agree or disagree

⊙ Disagree

Further comments

2 The guidance is clear (in Section 2) on whether a grant is the right option for the service or project.
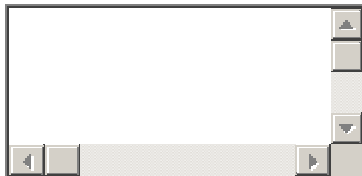
⊙ Agree

⊙ Neither agree or disagree

⊙ Disagree

Further comments

3 It is appropriate to have specific processes based on the value of the funding opportunity.

⊙ Agree

⊙ Neither agree or disagree

⊙ Disagree

Further comments

4 We welcome your feedback on the Guidance. Are there any comments you wish to make?
Your feedback

Tell us about yourself

We would also like to understand who the responses are coming from. We may contact you with updates so would be grateful if you would supply information about your organisation

5 What is your name?

Your name [   ]

6 What is your email address?

This is optional, but if you enter your email address then you will be able to return to edit your consultation at any time until you submit it. You will also receive an acknowledgement email when you complete the consultation.

Email [   ]

7 What is the name of your organisation?

Organisation [   ]

8 So we can assess the size of your organisation, can you please specify what is your organisation's annual income:

○ £0 - £10k

○ £10k - £100k

○ £100k - £500k

◉ £500k - £5m

○ £5m and over

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Grant information 2013/14

Organisation	Grant
1st Lingfield & Dormansland Scout	1,000.00
2nd Cuddinton Scouts	608.00
2nd Guildford Scout Group	23,400.00
398 Staines & Egham ATC	2,695.00
5th East Moseley Guides	1,000.00
Action for Carers	1,134,749.00
Action for Carers (Surrey)	25,000.00
Action for Life	2,500.00
Age Concern Surrey	42,341.25
Al-Asr	15,000.00
All Saints South Merstham Church	200.00
Ashtead Youth Centre	-
Barn Youth Project	15,000.00
Baseball Softball UK	780.00
Beare Green Community Association	831.89
Bellfields Greenspace Project	6,850.00
Bramley Library Steering Committee	1,000.00
Camberley Judo Club	200.00
Cameo	59,572.00
CAMHS Youth Advisors	4,231.00
Career Central	15,000.00
Carers of Epsom (Epsom, Ewell and Banstead)	197,660.00
Carers Support Elmbridge	105,000.00
Carers Support Guildford	108,000.00
Carers Support Mole Valley	87,000.00
Carers Support Runnymede	79,000.00
Carers Support Spelthorne	90,000.00
Carers Support Waverley	110,000.00
Carers Support Woking	87,000.00
Caterham District Scouts	1,975.00
Chantrys & Byworth Community Association	200.00
Chapter 1 Charity Ltd	10,300.00
CHEER (Concern and help East Elmbridge Retired)	5,261.00
Cherry Trees	28,287.77
Children's Trust Tadworth	26,294.00
Chris Bore	200.00
Christ's College	25,500.00
Cobham Sure Start Children's Centre	75,156.00
Communities Engagement Team - Diocese of Guildford	35,000.00
Community Film Unit	2,000.00
Community Foundation Surrey	15,000.00
Community Golf CIC	1,683.65
Cranleigh Cricket Club	252.00
Crossroads Surrey Care	300,000.00
Cycling Projects	47,500.00
Diocese of Guildford	28,000.00
Disability Challengers	491,750.00
Dorking & District Young Farmers	1,389.00

Dorking Lawn Tennis Club	318.50
Dramatize	14,049.00
Dramatize Theater Company	450.00
Dramatize Theatre Company	643.50
East Surrey Carers Support Association	153,890.00
East Surrey Dial a Ride	44,650.50
East Surrey Domestic Abuse Services (ESDAS)	382,000.00
East Surrey Rural Transport Partnership	77,470.00
EIKON	92,500.00
Elmbridge Borough Council	33,352.00
Elmbridge Xcel Leisure Complex	2,016.62
Employment Support & Retraining Agency Ltd (ESRA)	28,201.00
Epsom & Ewell Borough Council	18,875.00
Epsom District Scout Council	5,000.00
Epsom Fencing Club	386.25
Epsom Volleyball Club	598.16
Farnham Sports Council	150.00
Farnham Swimming Club	200.00
Freedom Leisure	1,035.08
Friends of New Haw Library	213.84
Frimhurst Enterprises CIC	15,549.00
Fulham Football Club Foundation	1,000.00
Furniturelink	15,000.00
G Live Young Producers	650.00
Gatton Community Theatre	500.00
GBC	3,400.00
George Abbot School	227.80
Guildford Action for Families	63,175.00
Guildford Archery Club	200.00
Guildford Bike Project	9,350.00
Guildford Borough Council	4,900.00
Guildford Borough Council Parks and Leisure	15,000.00
Guildford Grove Primary School	15,000.00
Guildford Job Club	45,000.00
Guildford Rowing Club	308.00
Guildford Voluntary Grants Panel	112,079.00
Guildford YMCA	47,725.00
Hale Sure Start Children's Centre	200.00
Halow Project	8,000.00
Hambledon FC	35,000.00
Haslemere Hockey Club	2,500.00
Haslemere Sub Aqua Club	375.40
Hawley Lake Sail Training Centre	2,316.72
Holistic Harmony	5,976.00
Holloway Hill Sports Association	200.00
ILD Consortium	3,925.00
John Battleday Water Ski	236.79
Kim Wright	200.00
Kings College	15,000.00
Kingston, Merton, Mid Surrey Boys & Girls Brigade	3,450.00
Lakers Youth Centre	200.00
Laris Farm Riding School	648.00
Leatherhead Youth Project	6,435.00

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LinkAble	96,571.41
Live at Home	500.00
London Broncos Rugby League Foundation	2,156.74
Long Ditton Youth Club	400.00
Mary Frances Trust	162,152.25
Mediation North Surrey	4,500.00
Merrow Badminton Club	506.60
Merstham Community Facility Trust	12,616.00
Merstham Football Club	2,920.00
Mid Surrey Dementia Care	8,364.00
Molesley Juniors FC	600.00
Nam Yang	2,001.72
Nam Yang Pugilistic Association	4,051.10
National Autistic Society	10,000.00
NEW HAW LIBRARY CPL	725.54
Newdigate Cricket Club	90.00
Park Barn and Westborough Community Association	10,500.00
Quayside Wakeboard and Waterski	2,830.06
Redhill Complex Needs FC	1,820.00
Reflex Woking	3,000.00
Reigate & Banstead CVS	4,669.00
Reigate & Banstead Leisure Services	600.00
Reigate & Banstead Voluntary Services (RBVS)	29,293.00
Reigate & Redhill YMCA	45,540.00
Reigate and Banstead Women's Aid	10,300.00
Reigate Events Collective	200.00
Reigate Priory Cricket Club	50,000.00
Rethink	134,825.00
Rhythmix	55,328.00
Richmond Fellowship	489,483.00
Ridge Radio	1,500.00
River Church	12,500.00
Rotary Club Redhill Reigate	200.00
Royal Association for Deaf People (RAD)	33,501.50
Royal Mencap Society	121,472.00
R-U-Able2	3,049.00
Runnymede Borough Council	200.00
SADAS	520,225.50
Salfords NV Youth Club	450.00
Screen Archive South East	4,394.00
SkiFIT Club	450.96
Spelthorne Borough Council	200.00
Spinney Children's Centre	2,631.20
Sport Haslemere	100.00
St Bedes School	3,000.00
St Francis Church	1,154.04
St Katharine's Church	200.00
St Michael's Project	30,000.00
St Peter's shared church on behalf of community partners	200.00
St Pier's Sure Start Children's Centre	126,840.00
Stanwell Sure Start Children's Centre	176,058.00
Stoneleigh Library Community Partnership	1,189.38

StopGAP Dance Company	2,478.00
Strood Green Shop Association	10,000.00
Sunnybank Trust	2,803.44
Surrey Arts Partnership	16,202.00
Surrey Association for Visual Impairment (SAVI)	52,812.75
Surrey Biodiversity Information Centre	13,200.00
Surrey Biodiversity Partnership	5,253.00
Surrey Chambers of Commerce	30,000.00
Surrey Coalition of Disabled People	147,831.00
Surrey Community Action	26,040.00
Surrey Community Action (SCA)	100,000.00
Surrey Compact	25,000.00
Surrey County Badminton Association	169.00
Surrey Cricket Board	912.72
Surrey Disabled People's Partnership	8,000.00
Surrey Disabled Persons Partnership	478,044.75
Surrey Federation of Young Farmers	1,930.00
Surrey Governors Association	7,000.00
Surrey Heath Carers Support	78,800.00
Surrey Independent Living Council	96,045.02
Surrey Independent Living Council (SILC)	116,552.68
Surrey Lifelong Learning Partnership	13,000.00
Surrey Play & Leisure Consortium	200.00
Surrey Rams	975.00
Surrey Snowsports Club	414.00
Surrey Spartans Hockey Club	3,445.14
Surrey Sports Park	454.80
Surrey Squash & Racketball Association	1,282.68
Surrey Welfare Rights Unit	50,000.00
Surrey Wildlife Trust	10,000.00
Talk	1,140.00
Tandridge Trust	18.62
Tandridge Voluntary Service Council (TVSC)	29,293.00
The Be Nice Organisation	610.00
The Childrens Trust	200.00
The Cranston Library	1,366.00
The Dance Movement	6,026.58
The Fighting Chance Project	219.02
The Friends of St John's (PTA)	200.00
The Gatton Trust	3,080.00
The Girls' Brigade Surrey Downs District	200.00
The Guildford Diocesan Board of Finance	28,000.00
The Lifetrain Trust	31,250.00
The National Trust	2,270.50
The Rotary Club of Caterham	200.00
The University of Surrey	41,498.00
TS Ambuscade Nautical Training Corps	12,000.00
Turners Boxing Academy	668.72
UK Dodgeball Association	2,753.79
VASWS	15,000.00
Virginia Water CPL	1,917.00
Voluntary Action Elmbridge (VAE)	29,293.00
Voluntary Action in Spelthorne (VAIS)	29,293.00

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Voluntary Action Mid Surrey	3,049.00
Voluntary Action Mid Surrey (VAMS)	47,474.50
Voluntary Action South West Surrey (VASWS)	47,474.50
Voluntary Support North Surrey	58,586.00
Walton & Weybridge Advocacy Group	137,297.25
Walton Athletics Club	480.60
Walton on Thames Cricket Club	1,250.00
Walton Rowing Club	1,300.00
Warlingham Library Community Partnership	863.79
Waverley Hoppa Community Transport	52,015.00
WAVERLEY VOLUNTARY GRANTS PANEL	42,843.00
Welcare in East Surrey	200.00
Welcare in East Surrey Sure Start Children's Centre	180,593.00
Wey Kayak Club	4,288.32
Weybridge Rowing Club	5,150.00
White Lodge Centre	131,689.19
Woking Association of Voluntary Services (WAVS)	29,293.00
Woking Centre of Excellence (Weightlifting)	144.50
Woking Community Transport	47,225.50
Woking MH Resource Centre	134,667.00
Woodhouse Centre	2,189.00
Wray Common Primary School	850.00
Wrecclesham Community Centre	30,000.00
WUWO Media	15,000.00
YMCA Reigate & Redhill	7,700.00
YMCA Reigate and Redhill	145,000.00
YMCA Sure Start Children's Centre in Banstead	71,403.00
Young Persons Group (Bournewood House)	7,250.00
yourSanctuary (Refuge)	10,300.00

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