

MINUTES of the meeting of the **COMMUNITIES SELECT COMMITTEE** held at 10.00 am on 20 March 2014 at Woking Adult Learning Centre, Bonsey Lane, Westfield, Woking, GU22 9PR.

These minutes are subject to confirmation by the Committee at its meeting on Monday 19 May, 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

Substitute Members:

Mrs Margaret Hicks

In attendance

Mrs Helyn Clack, Cabinet Member for Community Services

11/14 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS [Item 1]

Apologies were received from Alan Young, Chris Pitt and Robert Evans.

Margaret Hicks substituted for Alan Young.

12/14 MINUTES OF THE PREVIOUS MEETING: 15 JANUARY 2014 [Item 2]

The minutes were approved as an accurate record of the meeting.

13/14 DECLARATIONS OF INTEREST [Item 3]

Mr Saj Hussain informed the Committee that Surrey County Council leased the premises of Knaphill Library from his family.

Mr John Orrick informed the Committee that his wife worked for a Surrey library.

There were no additional declarations of interest.

14/14 QUESTIONS AND PETITIONS [Item 4]

None were received.

15/14 RESPONSES FROM THE CABINET TO ISSUES REFERRED BY THE SELECT COMMITTEE [Item 5]

The Committee noted the responses to recommendations from the Cabinet Member and Procurement & Commissioning.

16/14 RECOMMENDATION TRACKER AND FORWARD WORK PROGRAMME [Item 6]

Declarations of interest: None.

Witnesses:

Peter Milton, Head of Cultural Services

Key points raised during the discussion:

1. Members queried when the Committee would receive an update on plans regarding the Magna Carta celebrations and were informed that an update would be provided in July 2014.
2. The Chairman requested Members to provide feedback on the grant funding list which had been circulated to the Committee following a recommendation made at the last meeting under item 9. Members stated that they felt that they did not have enough information to make specific comments on the list, but that the small grants were not cost effective due to the administrative costs associated with processing them.
3. The Chairman informed the Committee that a Member Reference Group to act as a sounding board for the revision of the Fire and

Rescue Service Public Safety Plan was to be set up, and the Chairman and Vice-Chairman would decide upon the membership as a number of Members had volunteered to be a part of the group.

Recommendations:

1. The Chairman and Vice-Chairman to decide upon the membership of the Fire and Rescue Service Public Safety Plan Member Reference Group.

Actions/further information to be provided: None.

Committee next steps:

The Committee to consider the Forward Work Programme and Recommendations Tracker at its future meetings.

17/14 THE VISION FOR SURREY LIBRARIES [Item 7]

Declarations of interest: None.

Witnesses:

Peter Milton, Head of Cultural Services
Rose Wilson, Library Operations Manager
Janet Thomas, Libraries Programme Manager
Helen Leech, Virtual Content Manager
Chris Fardon, Arts Council England
Helyn Clack, Cabinet Member for Community Services

Key points raised during the discussion:

1. Officers provided the Committee with a short presentation, the slides of which can be found attached to the minutes. They informed Members that physical visitors to libraries was declining slowly, as was being seen nationally, but that virtual usage was increasing by 20% annually. One in six people were still visiting the library in person however.
2. Five apps had been developed for the library service including Zinio which provides access to magazines subscribed for by the library service. The impact of e-books was still unknown to the service, with many publishers still not selling the rights to e-books to libraries. This was a national issue which was being looked into.
3. There were challenges within the virtual element of the library in that not all library staff had email accounts, there was a need for an online booking system for the 400 events run annually within libraries, and a project was ongoing to microchip all books so customers can check-out books in one go.
4. The service was moving to introduce a 'creative journey' for customers to encourage readers to consider new types of literature. Furthermore, they were trying to encourage new users to visit libraries by arranging talks by well-known authors, such as winners of the Booker Prize.

5. The Libraries were working to strengthen communities by tackling difficult areas of life by helping people to find support and advice e.g. through specialist reading groups.
6. Since 2005, the officers felt that the service had been well supported by the Council, however eight libraries were in need of becoming self-service and 22 were in need of refurbishment. Self service libraries provided some efficiencies while refurbishment provided a distinctive look which linked all Surrey libraries, in addition to making the spaces more useable as the new furniture could be moved for events.
7. The service stated that it was important that attention was also given to the external aspect of libraries, with more people shopping online, it was more of a priority that libraries were positioned well on high streets. For many communities the library is their only noticeable Surrey County Council service.
8. The Surrey Library service was performing well as it had been shortlisted for the library service of the year award and Woking Library had been chosen to be the flagship library for the South East for World Book Night. It was important to the service to maintain the good position of Surrey libraries.
9. Officers informed Members that it was difficult to compare the costs of virtual and physical books as only 2% of the libraries' budget was spent on e-books due to the difficulties of accessing the books from publishers. There was a government review looking into the access of e-books and it was hoped that it would lead to greater availability of books which could then be lent to customers, however Surrey library e-books could not be rented on Kindles but could be read on tablets.
10. The service explained the resource pressures in providing community events and programmes in areas such as domestic abuse, dementia, mental health and looked after children. The Arts Council England (ACE) felt that libraries could be formally commissioned to do more of this type of work within the community. The Cabinet Member felt that with Public Health being placed within the Council, more work could be done in this area as the team had the responsibility to commission services in this area. The service highlighted how libraries were central to many communities and a space where people could receive help without feeling like they were dealing with an institution.
11. Members felt that it was important that libraries had a policy regarding signposting customers to further help or providing social support, as it was important that highly trained people provided such support. The Library Service confirmed their role as one of signposting where specialised help and support is required.
12. The Committee were disappointed that the service did not have a specific IT budget for IT development and felt that development would be vital to the continued success of the service to enable it to respond to the changing needs of the public.

13. Members were concerned regarding the number of part-time posts within the library service and felt that it meant people were unable to develop their careers within the library service. Officers stated that they had far less full-time posts than in 80s and 90s which was in response to opening times, rotas and staff costs. They were however, discussing how this could be changed, but they did not feel part time work held people back in developing their careers.
14. Officers informed the Committee that they would like to develop two services further – processing Blue Badge applications and bus passes, however there were issues in being issued with licences to perform these tasks.
15. Members suggested that libraries should work more closely with high street bookshops so as to ensure people were able to access books; however officers stated that to-date there had been no uptake when offers were made to bookshops to share the library space.
16. Officers stated that workshops had been completed at the Community Partnered Libraries on the new technologies that had been introduced to help people to access services online.
17. Members stated that libraries should concentrate on enabling people to access services, including IT services, and suggested that the service should explore funding opportunities from the education sector who provide funding for improving access to STEM (science, technology, engineering and mathematics) subjects.
18. Members felt that Local Committees should look at the role of libraries within their areas and have a role in assessing and prioritising what services should be provided within each. Officers felt that it was important that the service remained complimentary and relevant to other services provided within the community.
19. The Arts Council England representative informed the Committee that the Surrey library service was held in high regard, and that Cambridgeshire library service was in a similar situation and was an organisation which Surrey could share good practice with.
20. Members suggested that an avenue to explore could be the streaming of live performances of opera, ballet or theatre in the library. The Arts Council England (ACE) representative stated that this was something the organisation was very interested in as it brought in new audiences into the library and introduced others to new forms of art. The ACE were in conversation with television broadcasters regarding the possibility. Library officers stated that the issue would be to ensure the venues were adequate to hold large events, such as having enough toilets.

Recommendations:

1. The Communities Select Committee approve the overall direction of travel for Surrey County Council libraries in relation to the Arts Council England goals and aspirations for libraries.

2. The Library service to work with the Head of Procurement and Commissioning to explore options for the Library service to be formally commissioned by other county council services to deliver events and programmes on their behalf, and to report back to the Select Committee.
3. The Library service to explore the funding opportunities from the education sector in respect of STEM (science, technology, engineering and mathematics) subjects to improve IT provision in Surrey libraries.
4. The Library Service to talk to other libraries on a similar journey to create the library of the future, to share best practice and learning.
5. That the Chief Digital Officer work with the Library service to develop their IT provision as part of the Council's development of their Digital Strategy.

Actions/further information to be provided: None.

Committee next steps: None.

18/14 THE VISION FOR COMMUNITY LEARNING & SKILLS [Item 8]

Declarations of interest: None.

Witnesses:

Peter Milton, Head of Cultural Services
 Paul Hoffman, Principal Community Learning and Skills
 Anu Chanda, Deputy Principal
 Cheryl Brown, Curriculum Manager – Family Programmes
 Helyn Clack, Cabinet Member for Community Services
 Two adult learners from the Family Learning Programme

Key points raised during the discussion:

1. Officers provided the Committee with a presentation, slides of which can be found attached to the minutes.
2. The Committee were informed that the service generates £1.6 million annually, mainly through fees, and pays the county council around £850,000 annually for the buildings and infrastructure of the seven sites.
3. Funding for the service had fallen around 20% in the last seven years due to no rise in line with inflation.
4. Despite East Surrey College holding the contract for the provision of adult learning for the east of the county, Surrey County Council provided family learning across the whole of Surrey.
5. The Committee were reminded of the Public Value Review (PVR) which recommended in 2012, the need to develop an overarching marketing strategy and plan centred on an effective interactive web presence to drive increased participation rates and income. The

Committee were disappointed to note that improvement of the quality of the service's web presence and creating functionality to provide online enrolment still remain outstanding from the PVR implementation plan. Officers showed the Committee examples of other counties' adult learning websites which were standalone and were interactive and engaging. Furthermore, these counties had seen a dramatic increase in enrolments after the websites had been developed and online enrolment introduced.

6. Officers felt that they had driven up standards within adult learning and hoped this would be reflected within the Ofsted inspection, which was expected in late 2014. The inspection in 2010 had been good, but new inspection standards had been introduced which required the service to continue to improve, with currently around 74% of classes at a good standard.
7. Over 500 learners had enrolled on accredited learning programmes in English and Maths, which enabled them to work towards GCSEs. In addition, the service was working with Job Centre Plus to develop personal and work skills courses which enables job seekers to find new jobs and gain confidence. The money for these courses come with the referrals from the Job Centre Plus.
8. The service has over 500 learners enrolled who have learning difficulties and/or disabilities which requires supported learning.
9. Family learning was available in all 11 Boroughs and Districts, though they concentrated on super output areas and areas of identified need for learning. The link with the child separates the family learning programme from all other learning provided. An child identified as requiring learning support would often have parents who have learning challenges and it is important to market the family learning service as helping the child as well as the parent as it has been noted that Family Learning increases child development by 15%.
10. Family Learning is marketed through word of mouth, leaflets at schools and identification of children at school. Classes are tailored to the needs of the students and have defined outcomes.
11. Two students from the Family Learning programme attended the meeting to answer Members questions. They stated that their children saw the service as beneficial as their parents now could help them with their homework and had more confidence, along with improved English. They aimed to find employment and were looking to enrol on more classes, such as courses on childcare.
12. The learners informed Members they had to wait two weeks only until their classes started and that tutors had assisted them in arranging childcare.
13. Members were disappointed that a new website had still not been developed 18 months after the PVR recommendations and queried what the holdup had been. They were informed that the service was reliant on the Information Management Team and the Digital Delivery team, and that they would prefer to have a standalone website

separate from the county council website in order to actively promote their service. The Cabinet Member stated that the appointment of a Chief Digital Officer would help in the speeding up of the development of a website.

14. The Committee strongly felt that the new website needed to be a priority for the service and developed by the summer, so that residents could enrol online for courses starting in September 2014.
15. Members queried who had responsibility for ensuring new immigrants had an understanding of English. Officers stated that they were contracted to deliver courses on English as a foreign language under a contract with the Skills Funding Agency, and that if a person has some English then they can go on an improvement course. Furthermore they were working with specific communities, such as the Ghurkha community, which they hoped would be self sustaining in the future.
16. The Committee expressed concern that the provision in the east of the county was not good. Officers informed Members that East Surrey College were performing well, however Surrey County Council were looking at the possibility of opening a centre in Dorking as an initial step to moving back into the east of the county, however it was felt that there was very little chance of gaining the contract back.
17. Members were concerned that due to East Surrey College not providing as much outreach provision, communities in high areas of deprivation such as those in Epsom & Ewell, were unable to participate in learning opportunities. The Cabinet Member suggested the Committee invite East Surrey College to answer Members queries regarding the provision of adult learning in the east of the county.
18. Officers were confident that online courses would not impact their number of learners for the next five to ten years, due to the nature of the classes offered. However, often students were completing online courses in parallel to their courses with Surrey.

Recommendations:

1. The Committee supports the service's bid to establish a highly effective independent web presence to markets its courses and engage in e-commerce.
2. The Committee support a review of the service's progress, its plans for the future and its commitment to quality improvement.
3. The Committee support the identification of new sources of funding and the removal of barriers to support service growth.
4. The Committee request that the Chief Digital Officer work with the Community Learning and Skills service to develop a standalone website to enable online booking for courses and effectively market the service. This is to maximise the potential of the service and ensure its sustainability. Report back to the committee on progress of development in three months.

Actions/further information to be provided:

East Surrey College to be invited to attend a future Communities Select Committee meeting to discuss the provision of adult learning in the east of the county.

Committee next steps:

To receive an update from the Chief Digital Officer and the Adult Learning Service in three months on progress on delivering a new website for adult learning.

19/14 AUDIT REPORT: ADULT & COMMUNITY LEARNING 2013-2014 [Item 9]

Declarations of interest: None.

Witnesses:

Frank Mannion, Compliance Auditor
Peter Milton, Head of Cultural Services
Paul Hoffman, Principal Community Learning and Skills

Key points raised during the discussion:

1. The Compliance Auditor informed the Committee that internal audit had reported high priority recommendations in the Management Action Plan that would assist the service to prioritise resource allocation for the recommendations for improvements. The auditor was satisfied with the progress of the actions. The Management Action Plan had been agreed with the Service.
2. The auditor would report progress to the Audit and Governance Committee. This takes place for audit reports every six months.
3. The service stated that they had invited Internal Audit to review the service as they were in a period of transition and wanted some advice on their performance.

Recommendations:

1. The report was noted by the Committee.

Actions/further information to be provided: None.

Committee next steps:

The Committee to review Internal Audit reports which have attracted an audit opinion of either "Major Improvement Needed" or "Unsatisfactory", and/or those with high priority recommendations, within its Terms of Reference.

20/14 REPORT FROM THE CHAIRMAN [Item 10]

Declarations of interest: None.

Witnesses:

Liz Mills, Chief of Staff, Surrey Fire & Rescue Service
Helyn Clack, Cabinet Member for Community Services

Key points raised during the discussion:

1. The Chairman informed the Committee that on Monday 17 March 2014 a private Communities Select Committee workshop took place to discuss, in detail, the proposed savings and draft Medium Term Financial Plan (MTFP) for the Surrey Fire and Rescue Service (SFRS). This had been briefly covered during the Communities Select Committee budget workshop on 20 February 2014.
2. The following Members attended the meeting on 17 March 2014: Denise Saliagopoulos, Chris Norman, Jan Mason, Mary Lewis and Barbara Thomson. At the workshop, SFRS presented the case for change within the service in the context of changes in demand and demographics, environmental changes, different ways of working and budget pressures. On the basis of the presentation and member discussion on 17 March 2014, the majority of members present agreed to put forward the attached tabled report to discuss at the Communities Select Committee meeting. It was being proposed that the recommendations in this report be submitted to the Cabinet meeting on 25 March 2014 to be considered alongside the MTFP 2014/19.
3. The Committee agreed to move into Part Two, under Section 110A of the Local Government Act 1972, which allowed for the public to be excluded from the meeting during consideration of the item of business on the grounds that there would be likely disclosure of exempt information under paragraph 3 of Part 1 of Schedule 12A of the Act.
4. The Committee received a presentation from the Chief of Staff on the case for change and voted upon the recommendations presented in the attached report. Eight members voted for the recommendations and two voted against.
5. The Committee voted to not publicise the minutes of the Part Two discussion.

Recommendations:

1. The recommendations from the attached tabled report be submitted to the Cabinet meeting on 25 March 2014 to be considered alongside the Medium Term Financial Plan 2014/19.

Actions/further information to be provided: None.

Committee next steps: None.

21/14 DATE OF NEXT MEETING [Item 11]

The Committee noted the next meeting of the Communities Select Committee would be on 19 May 2014.

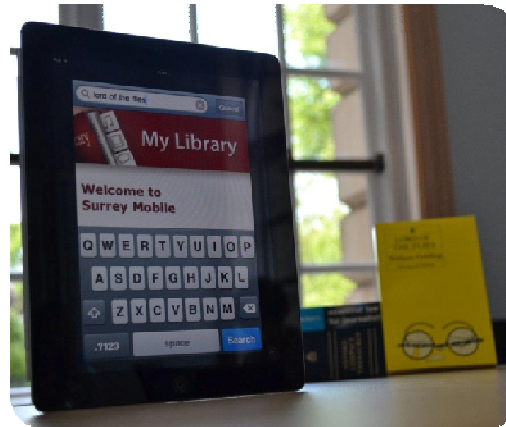
Members were asked to note that they were invited to attend the Environment & Transport Select Committee meeting on 24 April 2014 to scrutinise an item on the County Council's Flood Event Response.

Meeting ended at: 1.30 pm

Chairman

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The Vision for Surrey Libraries

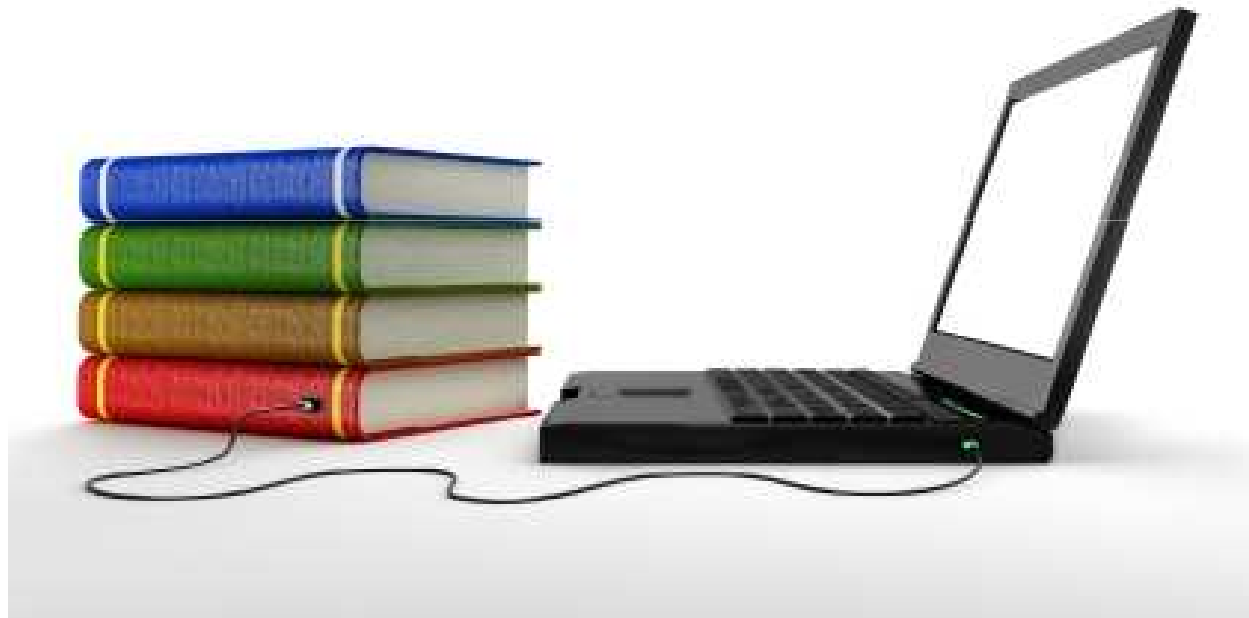


*Presentation to Customers and Communities
Select Committee
20 March 2014*

Overview

- ❖ Virtual services & IT in libraries
 - ❖ *Helen Leech*
- ❖ The libraries events programme
 - ❖ *Janet Thomas*
- ❖ Refurbishment programme & library property strategy
 - ❖ *Rose Wilson*
- ❖ Committee Discussions (3)
 - ❖ *Arts Council England's priorities for libraries*
 - ❖ *What should the vision for libraries be*
 - ❖ *What services should be provided in the context of reducing budgets*

What are we planning, IT-wise?

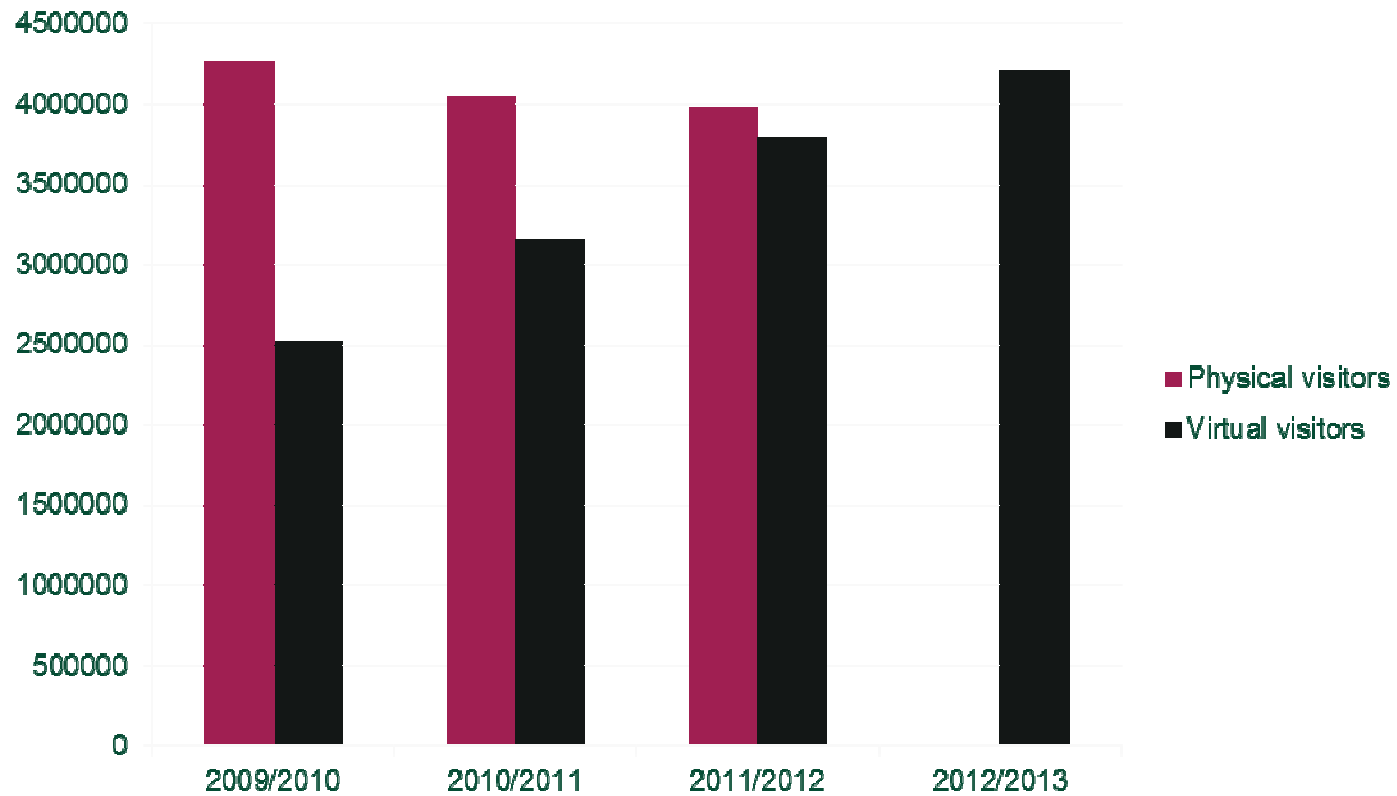


Helen Leech

Acting Virtual Services Manager Surrey Library Service

@helenleech

Virtual Visits



People are going mobile...

- ❖ Tablet ownership has more than doubled in the past year, rising from 11% of homes to 24%.”
- ❖ “Over half of adults (51%) now own smartphones, almost double the proportion two years ago (27%).”



**The Communications Market
2013**

Piloting tablets for staff

- ❖ 40 Samsung Galaxy Tab 2s
- ❖ One to each A and B library
- ❖ Preloaded with library-related apps

14 Things you can do with a Tablet in each Branch.

1. Demonstrate E Reading to a user. (a) (b)
2. Demonstrate and use the Axig! app to a reader. (a)
3. Access the Surrey Website to join a reader anywhere in the branch or even outside in the high street—see extras-. (a) (b)
4. Search the catalogue anywhere in the branch. Walk with the reader to shelf if its not there. Reserve it for them without having to return to a terminal. (a) (b)
5. Live Tweet from events. (a) (b)
6. Take photos of events and publish them online. (a) (b)
7. Take photos of invoices, passports etc and email them direct to Business Support.
8. Bus Pass. (a) (b)
9. Answer enquires eg Where is? Whats the number of? While floor walking. (a) (b)
10. Book the user onto an event. (a) (b)
11. Be a library advocate not tied to a desk. (a) (b)
12. Skype to have video meetings. (a)
13. Branch Emails through Good) (a)
14. Do nWOW. (a) (b)



Apps for the public

- ❖ Surrey Libraries (catalogue)
- ❖ Overdrive (eBooks)
- ❖ OneClickDigital (eAudiobooks)
- ❖ Zinio (magazines)
- ❖ Naxos (music)

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Ebooks

❖ *The number of Americans owning at least one digital reading device jumped from 18% in December 2012 to 29% in January 2013. Pew Research Centre, January 2013*

❖ *One in five UK households (22%) has an e-reader.*

Ofcom Communications Report 2013



What Surrey's doing about ebooks:

- ❖ Surrey is a leading member of Society of Chief Librarians Digital / ebooks group
- ❖ Co-chair of Shelf Free
- ❖ SCL / Sieghart pilot projects
- ❖ E-book workshops for staff and public
- ❖ Self-publishing

Shelf Free

Borrowing e-books from your library is great – and we want to make it even better.



Small projects we're doing

- ❖ [23 Things](#)
- ❖ Minecraft play sessions
- ❖ Geocaches in libraries
- ❖ Social media – new developments include Pinterest and paper.li
- ❖ Developing content for My Learning Extra and investigating Surrey Academy

Imminent IT challenges

- ❖ RFID book control system, and associated software upgrade
- ❖ Email accounts for all staff
- ❖ Event booking software
- ❖ Arena – new catalogue for the public
- ❖ Project Unicorn: Public Service Network and Surrey Superfast Broadband
- ❖ Up skilling staff and volunteers

Committee Discussion 1/3

Virtual Libraries

The exponential growth of virtual services and their cost effective way of delivering volume will need significant investment to sustain these customer led services. At the same time many residents want us to retain physical libraries. Do members think there should be a rebalancing of resources between the physical library network and the virtual, and if so, how would the physical libraries be reworked to do this?

The library service has no IT budget of its own. The current IT budget for libraries is held within IMT. It covers running the basic book issuing system, with no budget for IT development. As IT is going to be key to the development of libraries in the future would Members support the development of a business case or cases for an invest to save approach to Libraries having an IT development budget?

The libraries events programme

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Janet Thomas

Programme Manager, Surrey Library Service

“Reading is to the mind what exercise is to the body”
(Richard Steele – essayist and dramatist)

“..far from being passive and receptive, reading is a creative activity in itself and is the cornerstone of other creative processes”
(Demos)

The base

- ❖ Pebble card launched
- ❖ Summer Reading Challenge 2013 – 17,000+ children @ £1.50 per child
- ❖ Reading groups – 700+ throughout the county
- ❖ 760 learners helped through basic IT skills sessions (2013)
- ❖ Library Direct – serving 1700 people + 22 homes (pilot) with room for expansion
- ❖ 526 children/families brought together during Family Learning Week

Encouraging the creative journey

- ❖ Encouraging the creative journey
- ❖ Pebble's Reading Adventure
- ❖ Off the Page – Children's Book Award and Festival
- ❖ Surrey Reading Challenge
- ❖ Creative displays – prize winning titles
- ❖ Live sessions with major authors through Writers Booked (national award)
- ❖ Partnerships with local festivals and major publishers

Strengthen the community

- ❖ Deliver against 6 of the 9 SCC priorities
- ❖ Domestic Abuse ([national award](#))
- ❖ Dementia
- ❖ Tackling difficult areas of life – mental health, reading well
- ❖ Working with looked after children (e.g. Letterbox club)
- ❖ Partnership with Job Centre Plus (Welfare to work)
- ❖ Countywide welfare reform group
- ❖ Business information
- ❖ Specialist reading groups

Committee Discussion ^{2/3}

Events Programme

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The more intensive work achieves high individual impact (sometimes life changing) for a smaller number of people. Generally not costly in pure outlay (equipment etc), it can be costly in terms of staff time and is not generally a short term effort. With a difficult financial climate yet increasing focus on issues such as dementia, mental health, what importance should we place on maintaining these kinds of activities and are some areas of work in this field more critical than others?

The library building as a focal point for the community and activities is very important. Our virtual presence extends our reach and our ability to engage and draw people in. Should we create more events in non-library venues to engage non-users?

Refurbishment programme & library property strategy



Rose Wilson
Library Operations Manager
Surrey Library Service

Library refurbishment & self service programme

- ❖ 53 libraries
- ❖ 22 still to refurbish
- ❖ 8 need self service
- ❖ £4.3 million to complete
- ❖ Current technology becoming obsolete

Design & Location

- ❖ Evolution in library design
- ❖ Wi-fi
- ❖ Flexible spaces- moveable shelving, seating, crowd facilities
- ❖ Visibility, signage and branding
- ❖ Libraries are more like retail than any other SCC service
- ❖ Social benefits of libraries
- ❖ Anchor buildings in communities
- ❖ Cultural quarters

Committee Discussion 3/3

Refurbishment programme & library property strategy

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With declining resources what should be the key role/roles for libraries going forward?

Would it be more effective to have a smaller, higher quality network or retain the current network?

If resources decline should the emphasis be on retaining the network, hours of opening and the front line services, or should the wider roles be retained?

Adult Learning Service



Presentation to Customers and Communities
Select Committee
20 March 2014

Overview of the Adult Learning Service

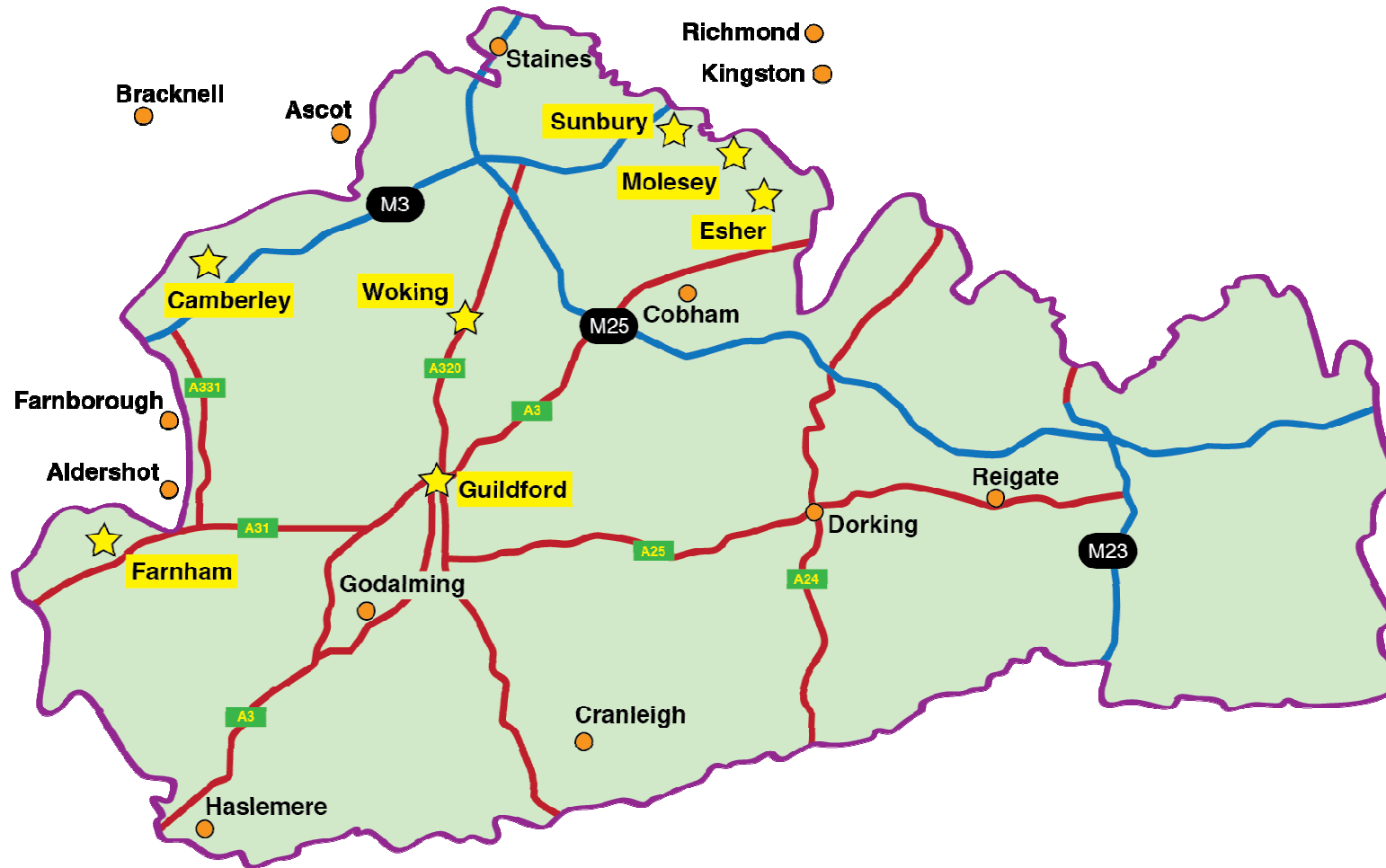


- What we do
- How are we funded
- Financial position
- Numbers enrolled
- Universal and targeted programmes

The Current Network of Centres



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A Time of Change



- The Impact of the PVR
- New Skills sets being developed in our staff
- Unfinished Business
- Key developments in the programme
- What is happening elsewhere in the country

Community Learning Websites



<https://www.kentadulthoodeducation.co.uk/>

<http://www.aspiresussex.org.uk/>

<http://www.surreycc.gov.uk/learning/adult-learning>

A Focus on the Future

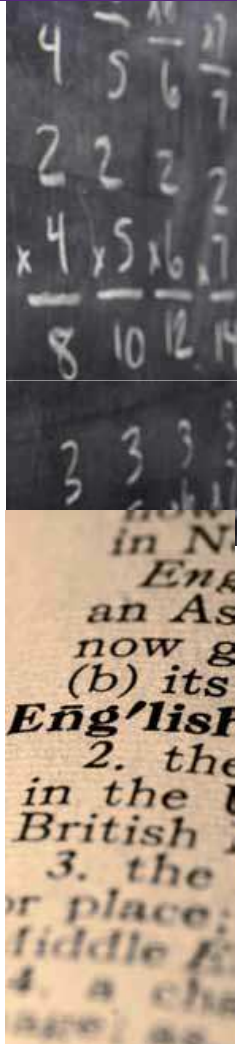


- Where next for the Service
 - more adult skills?
- What structure will enable us to best serve our community?
- When Ofsted comes calling
- How to balance a business centred approach with the delivery of its social and educational purpose?

Impact of accredited learning programme English & Maths



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- Number of learners supported through the accredited programme between September 2013 and April 2014 was over 500
- Funding used to address English and Maths needs - both **GCSE** qualifications and **Improve Your English/Maths** courses (10 weeks) for learners not quite ready for a GCSE qualification

Outreach and Computer Training



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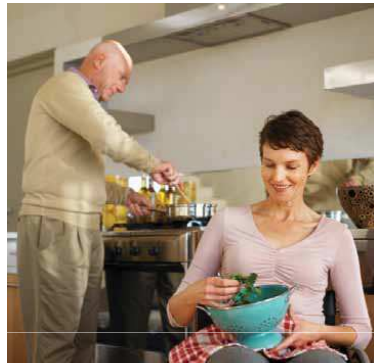
- **Outreach:** Working with Job Centre Plus to develop personal skills, work skills, basic computer skills and managing money skills:



- **Accredited Computer training**



Supported Learning and Family Learning



- **Supported Learning:** Working to improve the life skills of adults with learning difficulties and disabilities

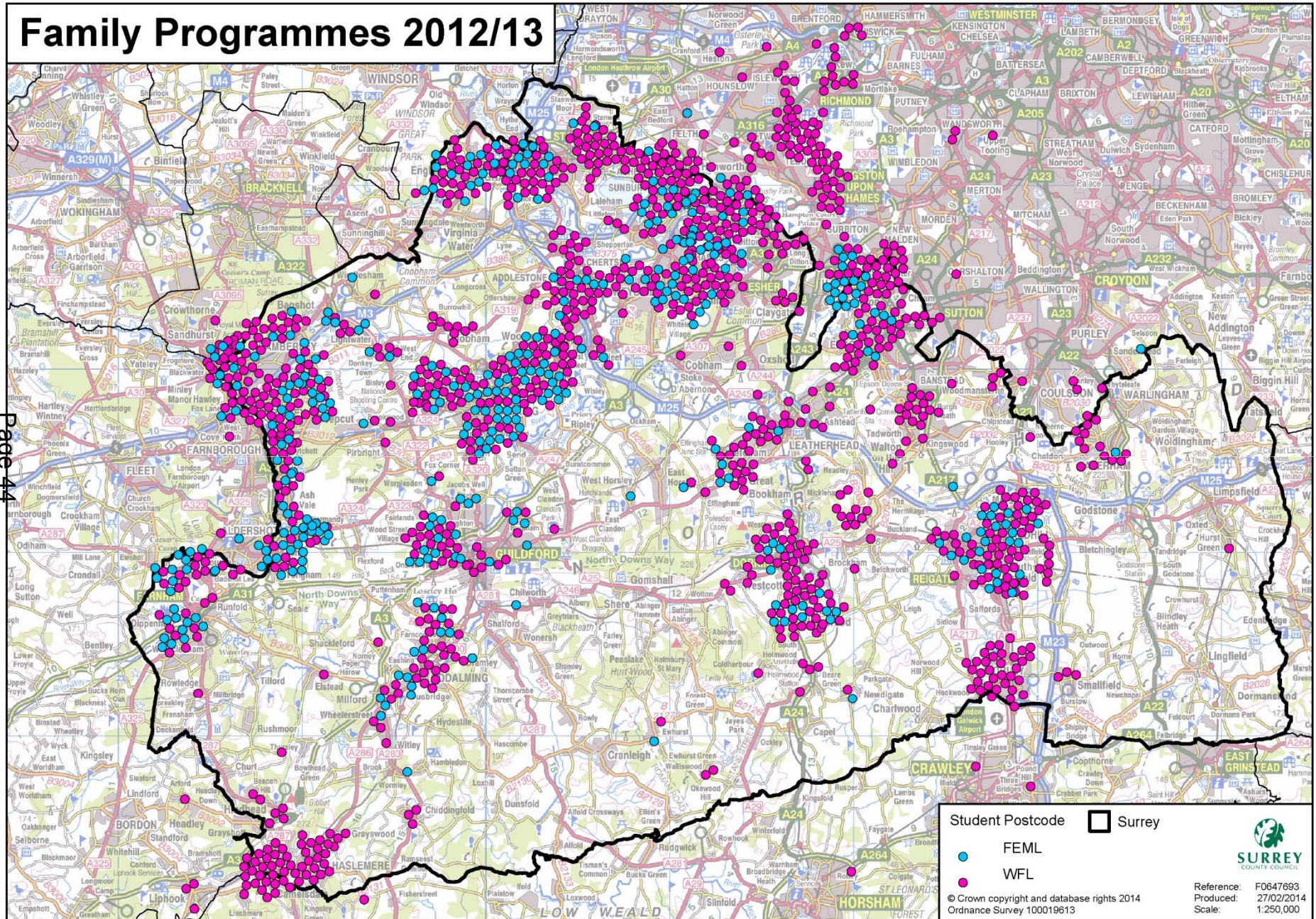
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Family Learning: Engaging with parents by working in partnership with schools and children centres.

Family Programmes 2012/13

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Family Learning

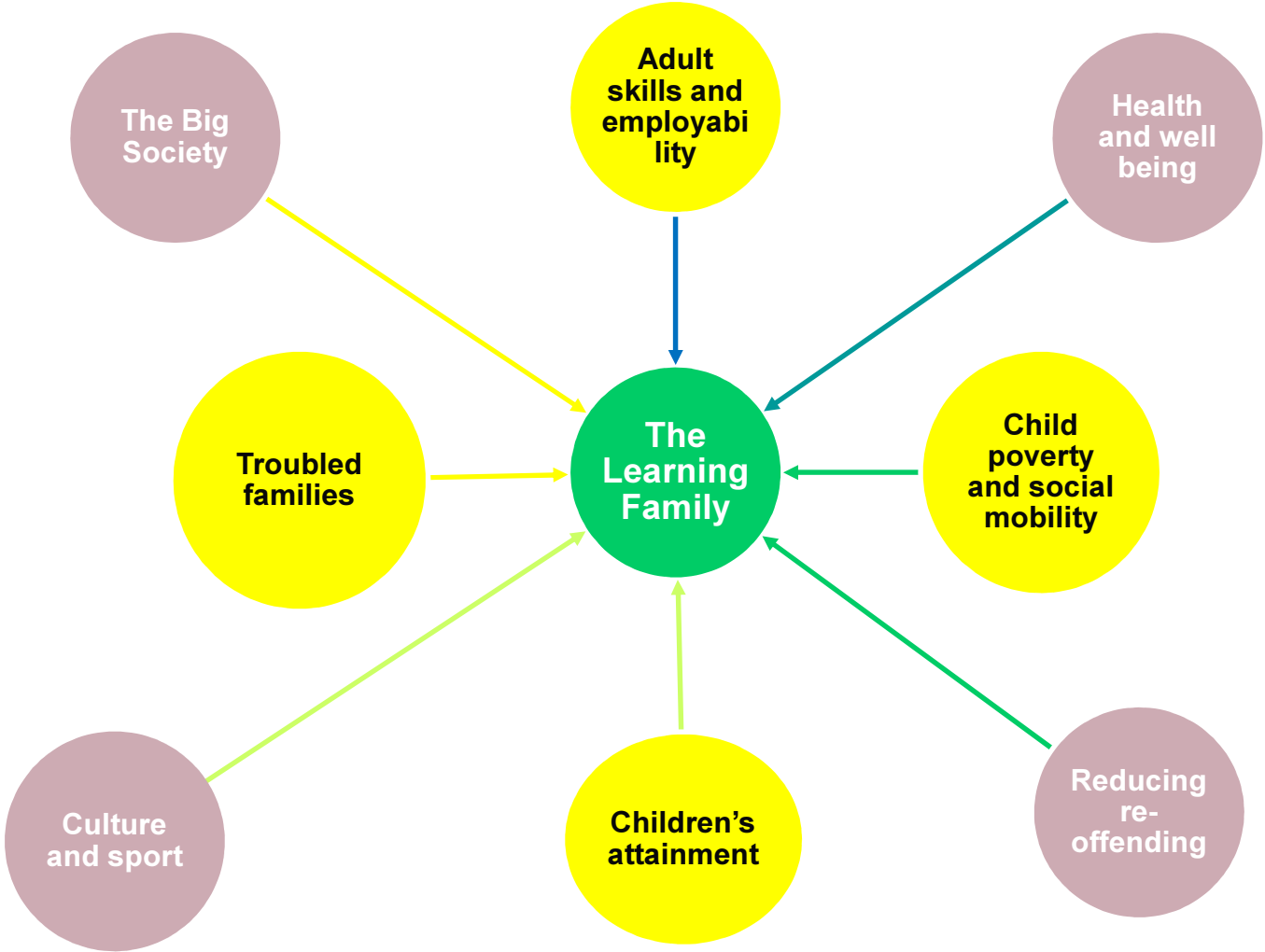


- **The Child, the ‘Hook’ by which we Engage**
- **A Leaflet in a Book Bag..... Word of Mouth!**
- **Tailored Learning**

Family Learning across policy agendas



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National Awards Successes



- **Presenting - Rachel & Rubina..... and our learners from New Monument Family Language Group**

Matters to consider 1



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- In the context of the contract we have with the Skills Funding Agency is the network of Centres right?

Matters to consider 2



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- Is there support for the Service's position that a stand alone web site is the only way it can guarantee it can get its marketing and communication right?

Matters to consider 3



- How does the Service acquire additional resources to expand its targeted work particularly in Family Learning?

Matters to consider 4



- Ofsted are starting to challenge LA Service's on their governance arrangements - is Select part of a solution?

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COMMUNITIES SELECT COMMITTEE

Item under consideration: PROPOSED DIRECTION OF TRAVEL FOR THE SURREY FIRE AND RESCUE SERVICE, IN LINE WITH THE PROPOSED MTFP 2014-19

Date Considered: THURSDAY 20 MARCH 2014

- 1 Further to discussions at a Communities Select Committee budget workshop on 20 February 2014 and a further Fire Service workshop on Monday 17 March 2014, the Communities Select Committee discussed the draft Medium Term Financial Plan (MTFP) and direction of travel for the Surrey Fire and Rescue Service (SFRS) at its meeting on Thursday 20 March.
- 2 During these discussions, SFRS have presented on the case for change within SFRS in the context of changes in demand and demographics, environmental changes, different ways of working and budget pressures. This is not an exclusive list.
- 3 On the basis of these discussions, the Committee voted 8 to 2 in favour of the below recommendation, which the Committee asks the Cabinet to consider alongside the MTFP 2014-19 which is being presented to Cabinet for approval on Tuesday 25 March 2014.

Recommendation:

The Communities Select Committee recommends:

- a) That the proposed direction of travel for the Surrey Fire and Rescue Service, in line with the proposed MTFP 2014-19, be supported.

The Member Reference Group being formed to act as a sounding board for the revision of the Surrey Fire and Rescue Services Public Safety Plan (which will detail the changes required for the service), will closely scrutinise the development of this plan and report back to the Communities Select Committee as required.

- b) That the Surrey Fire and Rescue Service, supported by its County Council colleagues, ensure that robust plans are in place for consultation with stakeholders and residents on the revision of the Public Safety Plan.

DENISE SALIAGOPOULOS
Chairman of the Communities Select Committee

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