

Notice of Meeting

Communities Select Committee



Date & time
Thursday, 20
March 2014
at 10.00 am

Place
Woking Adult Learning
Centre, Bonsey Lane,
Westfield, Woking,
GU22 9PR

Contact
Jisa Prasannan or Victoria
Lower
Room 122, County Hall
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Chief Executive
David McNulty

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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 Victoria Lower on 020 8213 2694 or 020 8213 2733.

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

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: 15 JANUARY 2014

(Pages 1
- 38)

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 (14 March 2014).
2. The deadline for public questions is seven days before the meeting (13 March 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 SELECT COMMITTEE

(Pages
39 - 42)

A response is included following recommendations made to Cabinet on 4 February 2014.

A response is included following recommendations made to Procurement and Commissioning during the Communities Select Committee meeting on 15 January 2014.

6 RECOMMENDATION TRACKER AND FORWARD WORK PROGRAMME

(Pages
43 - 48)

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

7 THE VISION FOR SURREY LIBRARIES

(Pages
49 - 54)

Purpose of report: Policy Development and Review

The publication of the Arts Council England (ACE) reports “Envisioning the library of the future” and “Great Art and Culture for everyone”, and the forthcoming Department for Culture, Media and Sport report on the structure and role of English public libraries provide opportunities to explore the vision for Surrey libraries now and in the future.

The purpose of the report is to seek Member’s views on the proposed future vision for Surrey libraries and to seek a steer from Members on prioritisation of library activities in the context of reducing budgets.

8 THE VISION FOR COMMUNITY LEARNING & SKILLS

(Pages
55 - 68)

Purpose of report: Policy Development and Review

The Committee is asked to:

- Review the Service’s progress, with specific reference to the PVR action plan, and to provide affirmation of its plans for the future.
- Support the establishment of a highly effective web presence with the functionality to provide online enrolment, which is critical to increasing learner participation and income.
- Support finding new sources of funding to extend the reach of the Service.

9 AUDIT REPORT: ADULT & COMMUNITY LEARNING 2013-2014

(Pages
69 - 78)

Purpose of report: Scrutiny of Services

To review the summary of audit findings and Management Action Plan produced as a result of an internal audit review of Adult & Community Learning (now known as Community Learning and Skills).

10 REPORT FROM THE CHAIRMAN

Purpose of report: Scrutiny of Services and Budgets

To receive a report from the Chairman of the Communities Select Committee following a private Committee workshop on 17 March 2014 on proposed savings and draft MTFP for the Surrey Fire and Rescue Service.

11 DATE OF NEXT MEETING

The next meeting of the Committee will be held at 10am on 19 May 2014.

David McNulty
Chief Executive
Published: 12 March 2014

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Thank you for your co-operation

MINUTES of the meeting of the **COMMUNITIES SELECT COMMITTEE** held at 10.00 am on 15 January 2014 at Ashcombe Suite, County Hall, Kingston upon Thames, Surrey KT1 2DN.

These minutes are subject to confirmation by the Committee at its meeting on Thursday, 20 March 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:

Mr Tim Evans
Mr Richard Walsh

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

Apologies were received from Chris Norman, Barbara Thomson and Christian Mahne.

Tim Evans substituted for Chris Norman and Richard Walsh substituted for Barbara Thomson.

2/13 MINUTES OF THE PREVIOUS MEETING: 31 OCTOBER, 21 & 28 NOVEMBER 2013 [Item 2]

The minutes of the meetings on 31 October, 21 November and 28 November 2013 were agreed as true records of the meetings.

3/13 DECLARATIONS OF INTEREST [Item 3]

None were received.

The Chairman informed the Committee that she was a Spelthorne Borough Councillor and sat on the Planning Committee, though had not taken part in any discussions regarding Spelthorne fire stations.

Mr Alan Young arrived.

4/13 QUESTIONS AND PETITIONS [Item 4]

Items 5 and 6 were taken before Item 4, due to the subject matter of the questions and submission relating to Item 7.

Declarations of interest: None.

Witnesses:

Helyn Clack, Cabinet Member for Community Services
 Kay Hammond, Cabinet Associate for Fire and Police Services
 Russell Pearson, SFRS Chief Fire Officer
 Eddie Roberts, SFRS Area Manager East Area Command
 Councillor Ian Harvey, Spelthorne Borough Council
 Alan Doyle, representing Spelthorne Resident Associations

Key points raised during the discussion:

1. Public questions had been received from Fire-fighter Tim Jones and Spelthorne Borough Councillor Ian Harvery, and a written submission was received from Spelthorne Residents Associations. Copies of the questions and responses can be found attached to the minutes of this meeting.
2. Fire-fighter Tim Jones was not present at the meeting to ask a supplementary question.
3. Councillor Ian Harvey has invited to ask two supplementary questions in response to the replies he had received. Councillor Harvey stated that he did not believe the responses provided answered his original questions and requested an answer. Regarding his second question

he expressed surprise that the fire service that there did not appear to be consultation regarding the proposed Eco Park in Spelthorne.

4. The Fire Service explained that Commander Watts had begun the consultation process and then Commander Roberts took over, and it is thought that Councillor Ian Harvey's original question had been misplaced during the transition. They apologised for not replying to his question in a timely manner. The Cabinet Associate stated that she believed they should have had the financial information available during the consultation meetings in September 2013, however they now had the information. She apologised that this information was not available during the consultation process. Councillor Harvey thanked the officers and Cabinet Associate for their apologies.
5. The Fire Service stated that potential developments, such as the Eco Park, were difficult when developing plans for sufficient fire cover in areas. There had been particular problems nationally with waste sites, and the Members were informed that discussions were taking place nationally regarding potential engineered solutions, such as sprinklers. The Chief Fire Officer stated that if there was a fire at the Eco Park then resources would be sourced from surrounding Fire Authorities. It was explained that the Fire Service would be involved in the consultation regarding an Eco Park, when it was appropriate.
6. Mr Alan Doyle, who was representing eleven Resident Associations within the borough of Spelthorne, was invited to make a submission to the Communities Select Committee. Mr Doyle explained that it was felt that the only way to ensure appropriate fire cover in Spelthorne was with two full time crews at two stations. It was felt that there were issues regarding the location of the new fire station would mean there would be issues in recruiting a retained crew as members would need to live within five minutes of the station, as area which is covered 50% by green belt or water. Furthermore, he stated that the proposed site had access issues, which would increase response times. Overall, he felt that the Option 5 proposal would lead to an inequity of treatment for Spelthorne residents.

Recommendations: None.

Actions/further information to be provided: None.

Committee next steps: None.

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

Declarations of interest: None.

Witnesses:

Helyn Clack, Cabinet Member for Community Services

Key points raised during the discussion:

1. Members of the Committee queried when local businesses along the Prudential Ride London-Surrey route would be consulted. They were informed that engagement and consultation with residents and businesses had begun, with the next meeting arranged for 16 January 2014 and early March. The Cabinet Member was ensuring the event organisers were engaging with the local communities, and assured the Committee that she would continue to update all Members.
2. Members queried whether businesses would be indemnified against losses on the weekend of the Prudential Ride London-Surrey. The Chairman requested that this be discussed outside of the meeting due to volume of detail which would be required to answer the question.
3. The Committee requested an update on progress in lobbying central government for a change in regulations to ensure the police and highways authorities were notified of events taking place. The Cabinet Member informed the Committee that constructive discussion had begun with the relevant civil servants, and that officers were discussing the matter with residents and cycling clubs within the county.

Recommendations: None.

Actions/further information to be provided: None.

Committee next steps: None.

6/13 RECOMMENDATION TRACKER AND FORWARD WORK PROGRAMME 2014 [Item 6]

The recommendations tracker and forward work programme were noted.

7/13 CHANGES TO FIRE ENGINE DEPLOYMENT IN THE BOROUGH OF SPELTHORNE [Item 7]

Items 5 and 6 were taken before Item 4, due to the subject matter of the questions and submission relating to Item 7.

Declarations of interest: None.

Witnesses:

Helyn Clack, Cabinet Member for Community Services
 Kay Hammond, Cabinet Associate for Fire and Police Services
 Russell Pearson, SFRS Chief Fire Officer
 Eddie Roberts, SFRS Area Manager East Area Command
 Councillor Ian Harvey, Spelthorne Borough Council
 Alan Doyle, representing Spelthorne Resident Associations

Key points raised during the discussion:

7. Public questions had been received from Fire-fighter Tim Jones and Spelthorne Borough Councillor Ian Harvey, and a written submission was received from Spelthorne Residents Associations. Copies of the

questions and responses can be found attached to the minutes of this meeting.

8. Fire-fighter Tim Jones was not present at the meeting to ask a supplementary question.
9. Councillor Ian Harvey was invited to ask two supplementary questions in response to the two replies he had received. Councillor Harvey stated that he did not believe the response provided to question one answered his question and requested an answer. He explained that this question was asking why he did not receive a response to his request for financial information in September 2013. Regarding his second question he expressed surprise that the fire service would be involved with the consultation regarding the proposed Eco Park in Spelthorne, and was concerned this was not being communicated within the Fire Service and the stations in Spelthorne.
10. Regarding question one, the Fire Service explained that Commander Watts had begun the consultation process and then Commander Roberts took over when he left the Council, and it is thought that Councillor Ian Harvey's original question had been missed during the transition. They apologised for not replying to his question in a timely manner. The Cabinet Associate stated that she believed they should have had the financial information available during the consultation meetings in September 2013, however they now had the information. She apologised that this information was not available during the consultation process. Councillor Harvey thanked the officers and Cabinet Associate for their apologies.
11. Regarding question two, the Fire Service stated that potential developments, such as the Eco Park, were difficult when developing plans for sufficient fire cover in areas. There had been particular problems nationally with waste sites, and the Members were informed that discussions were taking place nationally regarding potential engineered solutions, such as sprinklers. The Chief Fire Officer stated that if there was a fire at the Eco Park then resources would be sourced from surrounding Fire Authorities. It was explained that the Fire Service would be involved in the consultation regarding the Eco Park, when it was appropriate.
12. Mr Alan Doyle, who was representing eleven Resident Associations within the borough of Spelthorne, was invited to make a submission to the Communities Select Committee. Mr Doyle explained that it was felt that the only way to ensure appropriate fire cover in Spelthorne was with two full time crews at two stations. It was felt that given the location of the new fire station, there would be issues in recruiting a retained crew as members would need to live within five minutes of the station, an area which is covered 50% by green belt or water. Furthermore, he stated that the proposed site had numerous access issues, which would increase response times. Overall, he felt that the Option 5 proposal would lead to an inequity of treatment for Spelthorne residents.

Recommendations: None.

Actions/further information to be provided: None.

Committee next steps: None.

8/13 DRAFT TOURISM STRATEGY [Item 8]

Declarations of interest: None.

Witnesses:

Helyn Clack, Cabinet Member for Community Services
 Peter Milton, Head of Cultural Services
 Barrie Higham, Heritage Manager

Key points raised during the discussion:

1. Officers informed the Committee that during 2013 they had been in discussion with the tourism sector as the County Council did not have an official position on tourism. Surrey was not seen as visitor destination though it was viewed as a potential area of growth within the county's economy, furthermore it promoted healthy lifestyles. There was Visit Surrey which was a lean organisation of 1.2 full time staff, though it was felt that there needed to be a clear identity for Surrey with specific focus on three geographical areas – Surrey Hills, Guildford and the Thames Corridor.
2. The Committee were informed that there were a number of websites which promoted Surrey though it was felt that these needed to be linked together to provide a more streamlined visitor experience.
3. Officers requested Member feedback on the ideas within the draft strategy and comments were noted on a powerpoint presentation, which can be found attached to the minutes.
4. Members queried whether there was any evidence that there was a demand for tourism in Surrey as it was not a statutory obligation of the council to provide tourism advice. Officers stated that just under 10% of the Surrey economy was dependent on tourism/leisure, with around 35,000 employed within the sector. It was felt that the sector benefited Surrey residents due to the facilities available. Furthermore, with a growing number of trips made to Surrey destinations, from 194 million in 2006 to 224 million in 2012 it was felt that there was a demand and tourism was a competitive market.
5. Members felt it was inappropriate to compare Surrey to Bath or Oxford as those locations had central points of focus whereas Surrey was a diverse county. It was felt that 'lean and mean' maybe a better approach for the county and that it was important for the council to have a coordinating position only as many of the Districts and Boroughs were involved in tourism within their own areas.
6. The Committee stated that not all residents would be in favour of increased tourism within the county, in addition greater numbers of

tourists may create an adverse effect with people feeling that Surrey tourist destination were too crowded.

7. Members felt that the brand for Surrey could be its diversity as it had race courses, the Surrey Hills and urban areas, and that it was just a few miles from London.
8. Members suggested that Visit Surrey should be the focus of tourism for Surrey and that officers could consider requesting profitable tourist/leisure organisations contribute financially to the coordination of the sector within Surrey. It was further suggested that approved, successful organisations should be asked to include a Surrey logo on their marketing materials, thus providing a link for visitors. In addition, Members suggested that an app should be developed which would be a central point of information for visitors to Surrey, providing links to a variety of websites and organisations.
9. It was felt by Members that a relatively small investment into Visit Surrey and an app could provide the desired results of coordinating the organisations and providing a central point of contact and information for visitors. A policy change was considered to not to be necessarily required.
10. Members suggested that last year Media Students or interns could be taken on by Visit Surrey to assist in better promoting Surrey as a destination and within its coordination role. This was in line with the Council's policy of more apprenticeships and would be beneficial for the young person also.
11. The Cabinet Member stated that many of the suggestions made by the Committee were already being considered, or were in action, and that it was important that the Council supported the tourism/leisure sector as it assisted in creating a strong economy within the county. It was important that the Council took advantage of opportunities when they arose.
12. Members stated that Surrey was not the location for large conferences of more than 350 delegates as there were sufficient conference centres in London which catered for this number. Furthermore, it was stated that if there was a demand for a large conference centre then the private sector would respond. The Committee felt that business tourism required less work than private tourism.

Recommendations:

1. The Committee to scrutinise the final Tourism Strategy before approval by Cabinet.
2. The Committee feels that the role of the County Council in tourism is one of coordination.

Actions/further information to be provided:

The slides from the Committee meeting to be circulated to Members.

Committee next steps:

The Select Committee to scrutinise the final Tourism Strategy at a future meeting.

9/13 GRANT CRITERIA AND FUNDING OPPORTUNITIES GUIDE [Item 9]

Declaration of interest: None.

Witnesses:

Helyn Clack, Cabinet Member for Community Services

Laura Langstaff, Head of Procurement

Jeremy Taylor, Procurement & Commissioning Partnership Manager

Key points raised during the discussion:

1. The Committee were informed that the documents they were provided with within the agenda pack was in draft format as they were still being consulted on until the end of January 2014. Officers stated that Member involvement in the grant approval process was in regards to the budget setting only.
2. The Chairman requested the Committee did not discuss the grants received by organisations as this would be raised with the service separately.
3. The grant criteria was the start of improving the grant award process and bringing it in line with the process of contract approval, with awards of up to £999,999 being agreed by the Cabinet Member, and over £1 million by Cabinet.
4. The Cabinet Member stated that the current policy was for services to be provided at best value and this was often achieved by awarding grants to the voluntary sector. The organisation which received grants was reviewed to ensure they were in line with Council priorities, such as providing dementia support. The Cabinet Member stressed the importance of the voluntary sector to the Council, and that this policy changed the process of commissioning grants only.
5. Members stated that they felt that Surrey Compact should be more influential within the grant process and should not have to apply for grants itself. The officers confirmed that they intended to strengthen the links with Surrey Compact and that they received a three year grants for their services. The Cabinet Member informed the Committee that Surrey Compact had a new Chairman and that the Committee may wish to invite them to a future meeting.
6. The Committee felt that many of the organisations which received funding were local and it would be better these grants which were below £10,000 were agreed by the Local Committees. Members requested that a briefing be given to the Local Committee Chairman's Group regarding how Local Committees could be involved within the grant process.

7. Members queried whether the list of grants awarded included those awarded by Members Allowance scheme, and whether grants below £10,000 were cost effective due to administrative fees. Officers stated that many organisations were receiving multiple small grants each year, and that officers were in the process of trying to make the small grants process simpler by discussing the process with organisations to find out what aspects of the application forms they do not like.
8. Officers assured the Committee that part of the new grants process there would be an appropriate level of monitoring in place and that in the past they had been required to recoup monies when they were not been spent appropriately.

Recommendations:

1. The Committee would like to see Surrey Compact be more influential in this new policy.
2. The Chairman to speak to the service to decide how to relay the Committee's concerns about the grant list to the service.
3. The service to consider more Local Committee involvement for smaller local grants.

Actions/further information to be provided: None.

Committee next steps: None.

10/13 DATE OF NEXT MEETING [Item 10]

The Committee noted the next meeting of the Communities Select Committee would be held on 20 March 2014.

The Committee were requested to attend a private workshop with the Health Scrutiny Committee on 22 January 2014 at 2pm at Fire HQ in Reigate. This workshop would consider the Blue Light Service Collaboration and Public Safety Plan.

Meeting ended at: 1.10 pm

Chairman

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Communities Select Committee 15th January 2014**Item 4: Public questions****Submitted by: Fire-fighter Tim Jones via Spelthorne Councillor Ian Harvey****Question:**

Since the availability of Retained Crews is currently woeful (and has been for some time now), where used in Surrey, will you guarantee that Spelthorne will have a full 24/7 response from IT'S Retained Crew, especially when the vast majority of the proposed catchment area is non-residential, non-commercial?

Response:

Historically Surrey, its boroughs, districts and parishes all have a long tradition of drawing on people from local communities to support the fire service in delivering its services and today retained fire-fighters, who are employees just like full-time fighters, play an important role in Surrey Fire and Rescue Service. There are 10 retained fire stations across Surrey providing a cost effective, reliable and vital on-call cover where members of the local communities respond via a pager system to the full range of emergencies just as their whole-time colleagues do. Depending on the type of cover provided and the time of day retained staff may respond from home or a place of work.

Anyone can be a retained fire-fighter, as long as they meet the entry criteria and are able to respond to the station within the required time. That can and does include staff who work as whole-time fire-fighters and there are a number of whole-time fire-fighters in Surrey who work both systems either for Surrey or other Fire and Rescue Services. Being a retained fire-fighter can complement many different lifestyles but it does require a range of personal skills such as understanding, reliability, flexibility and the ability to work within a team. While prospective candidates don't need any qualifications there is a selection process which includes physical and practical tests and a medical.

As a borough Spelthorne has a population which provides a large number of people to draw upon to establish a retained unit at the new location. With an average population density of about 17 people per hectare the demographics of Spelthorne offer distinct advantages when considering retained fire-fighters. The estimate is that for the required response time there are 27,517 people in the 18-59 age categories. In comparison Cranleigh (Waverley Borough Council's website records a population of 11,241) and Oxted (Tandridge District Council website states a population of 11,000), both of which are successful retained units, only draw from a catchment in the order of 5,000 people each.

As with the current arrangements and the new proposed “On-call” contracts for retained staff Surrey Fire and Rescue Service will continue to work to ensure that delivery against the response standard is achieved and in doing so will seek to ensure that the right people with the right skills and equipment operating out of appropriate locations is secured to make the people of Surrey safer in their communities.

Mrs Denise Saliagopoulos
Chairman of Communities Select Committee

Communities Select Committee 15th January 2014

Item 4: Public questions

Submitted by: Spelthorne Borough Councillor Mr Ian Harvey

Question 1:

How is it possible to come up with a proposal that has such far reaching and potentially serious consequences and expect its public consultation to be taken seriously (and the public to have confidence in both the consultation and proposed changes) when clearly there has been no credible financial analysis carried out, and if such analysis has been carried out, why has it not been provided (at the very least, in confidence to relevant Borough Councillors / Local Committee members)?

Response:

The intention of Surrey County Council and that of the Fire Service is to maintain a balanced budget in 2013/14 and through the medium term financial plan to continue to deliver a combination of service improvements through transformations and implementation of planned budget reductions to secure efficient and effective delivery of front line services. The Fire Service has carefully considered and planned how best to operate within a reduced budget and in doing so has sought to generate opportunities to gain improvements in the deployment of fire engines across the county in order to deliver continued improvement in performance against the Surrey Response Standard.

Phase 1 of the Public Safety Plan proposed changes to the crewing arrangements at Staines fire station to day crewing, which requires less staff, whilst keeping one 24/7 whole-time crewed fire engine at Sunbury as part of an incremental change within the borough. The phase 2 proposal supported our strategic intention of securing performance improvements against the Surrey Response Standard whilst at the same time contributing towards the planned revenue savings that the service had committed to in the medium term financial plan and ensuring a more equitable provision of fire cover across the county. Phase 1 was not invoked because a location was identified in an area that the response modelling had suggested would generate improvements and this was referred to as the "optimum location".

The recent consultation in Spelthorne proposed the closure of two, 24/7 whole-time crewed fire stations and the relocation to a new site with one 24/7 whole-time crewed fire engine. There are two financial components to this proposal; firstly the revenue savings which will be generated by reducing and redeploying a number of whole-time staff to a new fire station in Spelthorne but also to other fire stations and secondly the capital costs associated with relocating into a new, efficient, fit for purpose fire station that not only supports our continued commitment to delivering a high quality service to the people of Surrey but also provides an opportunity for Fire, Police, Ambulance and other partner agencies to work even closer together, possibly

from one location. In doing so greater efficiencies and integration would flow, thereby supporting Public Service transformation and securing more effective and earlier joint prevention work.

As part of its planning process the Service considered a number of options which were communicated as part of the consultation. They are repeated here but they now include their associated costs;

- Option 1: To do nothing and maintain the status quo. The current annual operational costs (which are the direct costs of fire-fighters) of maintaining one fire engine at each of the two locations in Spelthorne (Sunbury and Staines) are in the order of £2.12million. In effect this equates to each 1 fire engine 24/7 whole-time fire station having annual operating costs in the order of £1.06million. This option would not yield any of the revenue savings required in the medium term financial plan neither would it deliver any improvements against the Surrey Response Standard across the county.
- Option 2: Implement the Public Safety Plan Phase 1 deployment (24 hour cover at Sunbury, 12 hour day cover at Staines). As previously mentioned this option was not progressed due to the opportunity to move to phase 2 because a site had been identified within the area that generated improvements in the Surrey Response Standard.
- Option 3 (a): Close Sunbury and maintain Staines. Based on the operating costs this would have generated revenue saving's in the order of £1.06million through the reduction in establishment by not having Sunbury fire station but would have left the Service in a premises which is not owned by Surrey County Council and would have seen personnel remain in a premises that is in need of some considerable amount of on-going planned and reactive maintenance due to the age of the buildings.
- Option 3 (b): Close Staines and maintain Sunbury. This option generates the same amount of savings (£1.06million) as option 3(a) because of the reduction in establishment by not having Staines fire station but the Service would be located in premises that are owned by Surrey County Council. Again the premises are in need of some considerable amount of on-going planned maintenance due to the age of the buildings. Both option 3(a) and 3(b) do not fit with the optimised location by virtue of their geographical locations and therefore there is no improvement in the Surrey Response Standard.
- Option 4: Implement the proposal for a new fire station at an optimised location within the borough with one 24/7 whole-time crewed fire engine. Just like options 3(a) and 3(b) the revenue savings are in the order of £1.06million because of the reduction in establishment levels. By moving to a location based on the information provided by the analysis and modelling there will be an improvement in the overall Surrey Response Standard as follows; 1st response to all 2+ fire engine incidents from 80.8% to 82.5%, 2nd response to all 2+ fire engine incidents from 86.7% to 90.5% and 1st response to other emergencies from 96.8% to 98.9%.

During the consultation suggestions came forward with regard to other options which included having one new centrally located fire station but two 24/7 whole-time crewed fire engines. By comparison this configuration has an annual running cost of £1.95million and only yields a revenue saving in order of £170,000 per annum which is far short of the revenue savings required.

The consultation process did provide valuable information which resulted in another option being explored, considered and put forward in order to address the concerns expressed by Spelthorne residents and local leaders and which is now referred to as option 5 in the paper placed before the Communities Select Committee. Option 5 suggests a new centrally located fire station with one 24/7 whole-time crewed fire engine and one 24/7 fire engine staffed by people who are on-call (part-time staff who are available on a pager system from their place of work or at home) from the local community and who are trained to the same standards as whole-time staff. Surrey Fire and Rescue Service already operate this type of duty system in other parts of the county, for example, at Walton, Guildford and Haslemere. Under this option, 18 new local jobs would be created and would need to be recruited from within a 4-5 minute response footprint of the new location who would then commit to being available at least 54 hours each week and who would respond to the fire station having been alerted via a pager system. The annual operating costs of 18 staff on this “On-call” system are in the order of £170,000. This would be in addition to the costs of the one 24/7 whole-time crewed fire engine. Therefore option 5 delivers in the order of £800,000 of revenue savings but secures two fire engines in Spelthorne which is what most of the feedback indicated and generates 18 new employment opportunities in the borough whilst at the same time delivering improvements in the response standard. There is an initial one off start up cost of creating a new “On-call” crew in Spelthorne of around £80,000 associated with marketing, recruiting, training and providing the equipment to the new unit.

With any of the above options there are a number of associated cost savings as follows;

- Property running costs which are estimated at £35,000 per year per building based on the current building stock but future running costs will be dependent upon the final property solution and build type,
- Small savings in associated staff costs for training and personal protective equipment, future equipment and vehicle replacements. It must be noted that option 5 provides a small saving in future equipment costs but it does not deliver any savings against the vehicle replacement fund.

Finally there are the capital costs of the new build. The project is still at the pre-planning stage and therefore detailed capital costs for a new build and subsequent disposals are not currently known. However, the estimated net capital cost is anticipated to be in the region of £2million to £3million. The estimated capital cost of acquiring a site and building a new fire station in Spelthorne, and the associated

capital receipts from the possible disposal of Sunbury Fire station (Staines being owned by the Water Company) have been allowed for within an overall fire station rationalisation budget of £10.5m within the Medium Term Financial Plan (MTFP). The final build, design and contract awards will be subject to a separate cabinet paper.

The consultation process has highlighted that there were gaps in the information that we presented to the public. As with previous consultations we will review the comments, feedback and experiences of the past 6 months and we will seek to incorporate them into future consultations.

Question 2:

How can the potential significantly increased risk arising from the construction and operation of the Charlton Lane “gassifier” (especially given the fate of its Scottish “cousin”) not be assessed and taken account of in the proposed reduction in Spelthorne Fire cover?

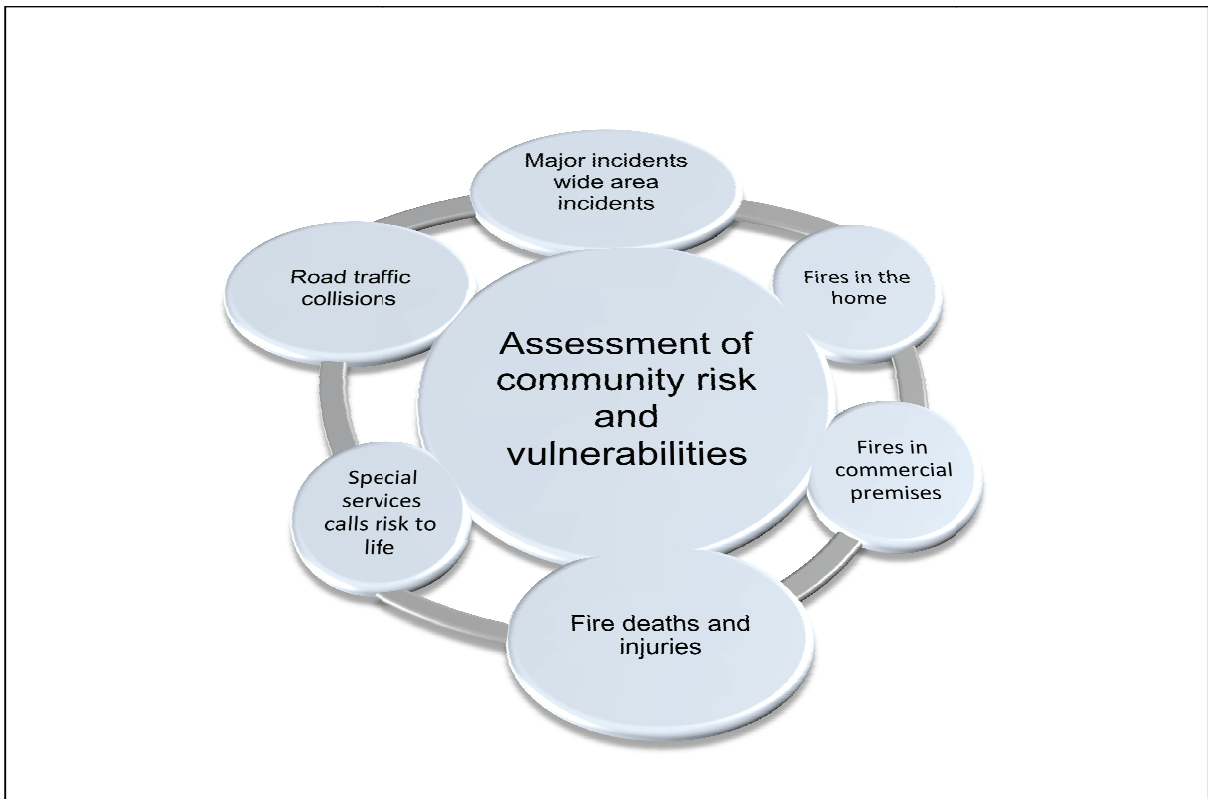
Response:

Throughout the public consultation reference was made to the planned Waste Management facility at Charlton Lane, Shepperton, referred to as the “Eco-Park”. In particular, concerns were voiced with regard to the increase in risk because of the nature of that facility and that by reducing the number of fire appliances in Spelthorne the risk may be increased further.

In responding to this question the Service will outline how it approaches the management of risk, and in particular fire risk in the community and how it contributes to supporting community resilience.

Surrey Fire and Rescue Service conduct assessments of the risks for which it has a statutory responsibility which are defined by the Fire and Rescue Service Act 2004. The analysis draws upon various data and information sources including the Community Risk Register produced by Surrey Local Resilience Forum, census data and information from partner agencies. That analysis identifies the prevailing types of risks against which we then plan the delivery of our services. In Surrey the risks include fires in the home, fires in commercial and public buildings, Road Traffic Collisions and life threatening special services. Our main focus is on reducing the incidence of deaths and injuries associated with fires. This can be seen in figure 1 below.

Figure 1 The prevailing risks across Surrey for which Surrey Fire and Rescue has a statutory duty



Surrey Fire and Rescue is also a Category 1 Responder within the Civil Contingencies Act 2004. Under that legislation we also contribute to the assessment of the risk pertaining to major incidents. A major incident can be defined as *“An emergency that requires the implementation of special arrangements by one or more of the emergency services, and generally requires the involvement, directly or indirectly of large numbers of people”*. This could be a large scale industrial accident such as the fire in Buncefield, Hertfordshire (2005) or a wide area event such as flooding or a large, protracted commons fire such as Swinley Forest, Berkshire (2011). Surrey Fire and Rescue Service and its partners in Surrey Local Resilience Forum (SLRF) monitor events that happen in order to identify whether the type of infrastructure and activities (for example, industrial sites, chemical sites) that have led to major incidents elsewhere in the UK and overseas exist in Surrey. Surrey Fire and Rescue Service also considers the publicly available Community Risk Register, produced by the Surrey Local Resilience Forum which lists a wide range of civil contingencies, their likelihood and potential impact. They are identified by a combination of reviewing national and international historical incidents, and by recognising the potentially hazardous activities undertaken across the County. From the Community Risk Register it can be seen that risk reference HL7 Fire / Explosion “Industrial explosions and major fires” would be seen to apply to the “Eco-Park”. The Community Risk Register records the likelihood of this type of incident happening as “medium to low” with the associated impact as being “minor”. Overall the risk is recorded as being “medium” with the associated control measures being the Surrey Major Incident Plan & SLRF Plan, Category 1 responder plans / procedures, Site operator emergency plans and Legislative controls.

Surrey Fire and Rescue Services approach to risk mitigation and management has, and continues to be, to develop integrated risk reduction initiatives to address identified priorities in the most cost-effective way. These are then embedded into various initiatives across our Community Fire Prevention, Community Fire Protection teams and Emergency Response arrangements. As has been outlined Surrey Fire and Rescue Service’s approach to risk assessment identifies and estimates the predominant risks for which a response is required by statute, or needed as an “accepted” responsibility by Surrey Fire and Rescue Service; and for which community based fire prevention and protection activity can be shown to reduce those risks. As one would expect the frequency and type of incident varies from one locality to another but by approaching it in this way it allows our prevention and protection activity to be co-ordinated and integrated to provide an efficient use of resources.

The level, type and distribution of our prevention, protection and response resources will then aim to reduce risk “as low as reasonably practicable” by utilisation of the resources available to Surrey Fire and Rescue Service, as well as those that may be deployed by engaging in partnership with others. They will be applied in such a manner as to be proportionate to the identified risk. The highest risks will attract the highest priority. A good example of this type of approach has been in relation to our work with Adult Social Care. By studying the trends in fire deaths and injuries we have identified key “at risk” groups including people over 65 years of age, people with mental health difficulties and people with mobility problems (more information can be found in our publication “Keeping you safe from fire”).

This integrated approach to the management of risk is not solely dependent on the fire service. We work with a wide range of partners on a statutory basis as well as those in the private and voluntary sector (see figure 2 below)



Figure 2 Surrey Fire and Rescue Service integrated risk management

This approach spans all of our community fire prevention, protection and response arrangements. The “Eco-Park” is one example where the safe operation of the site is the responsibility of many people and regulatory bodies of which the fire service is one. Any new building is subject to a planning regime followed by compliance with building regulations and then, if it is a licensed operation or premises compliance with the various legislative framework that applies.

The role of the fire service community fire protection teams within the built environment is to ensure that premises are safe with regard to fire and fire related hazards and their associated risks. It does that by visiting premises to ensure compliance with the Regulatory Reform (Fire Safety) Order 2005 and through statutory consultation frameworks with other bodies such as local borough Building Control departments. Statutory frameworks have designated lead bodies whether it is the Local Authority, Environment Agency or Fire Service, all of whom will have powers confirmed upon them under the legislation. Such frameworks may also state when the different bodies will be required to share information and whether any responses must or may be considered. With regard to the “Eco-Park” the Fire Service will provide a response under Part B (Approved Document B) of schedule 1 of the Building Regulations which covers the requirements with respect to fire safety when an application is received by the local authority or approved inspector. Architects, designers, the operators, managers and the Environment Agency will all contribute to the safe and effective operation of the premises. It is not the sole responsibility of the Fire Service to manage the risk.

The Waste industry has suffered from a number of high profile fires but the number of fires at waste recycling sites has decreased in 2012 with The Environment Agency stating that the number of waste recycling fires has decreased by almost 30%. The Chief Fire Officers Association (CFOA) has recognised that there is the potential for these types of incidents to “have a huge impact not only on the local community and environment but also to the economy via enforced road closures and the commitment of significant fire-fighting resources”. In an effort to reduce the potential for such fires to occur and mitigate the impacts of those that do, CFOA are working in partnership with organisations such as the Environment Agency and the Wood & Tyre Recycling Association to examine incident statistics and review existing guidance. They are also seeking to work with site operators to improve safety and lobby the government for decisive action, including legislative change where necessary. CFOA has welcomed the issue of an Environment Agency Technical Guidance Note “Reducing Fire Risk at Sites Storing Combustible Materials” to reduce the frequency and impact of fires at waste and recycling sites. The guidance clarifies the measures that waste sites must take to minimise the risk of fires and pollution and it will be adopted by the various regulatory bodies.

Mrs Denise Saliagopoulos
Chairman of Communities Select Committee

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	population (%)	incidents (%)	1 engine (%)	2 engines (%)
Spelthorne	95 598 (8.4)	1 067 (7.3)	1 (2.9)	2 (5.7)
Surrey	1 132 390 (100.0)	14 659 (100.0)	34 (100.0)	35 (100.0)

- 1 x 24/7 Crew engine + 1 x Retained Crew engine is unequal treatment
- Only Surrey borough on “Middlesex” bank – bridges mean longer response, pinch points
- Third runway, Ecopark, M3, M25, reservoirs, river – extra risks

Unsuitability of proposed site for Retained Crew

Unsuitable recruitment/response area

Retained Crew contracts stipulate a 5 minute response from receiving alarm to arriving at the fire station.

Reservoirs, Green Belt and fewer commercial employers around the proposed site mean the pool of potential Retained Crew is much reduced.

Compared with Walton fire station, the potential pool would be 50% smaller. Walton itself has difficulties recruiting/keeping Retained Crew.



Unsuitable access

In/out access for Retained Crew or appliances to proposed fire station site off the Fordbridge Roundabout is impractical and dangerous.

The proposed site can only reasonably be accessed from the north-west-bound (south) side of the dual carriageway A308 (*). Retained Crew coming from Staines or Ashford would have to travel on other (longer) routes to access the north-west-bound carriageway further south (near BP petrol station intersection).

Summary

- Safety of Residents
- Practicality of Operation
- Equity of Treatment

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Tourism Strategy

A presentation to the
Communities Select Committee.

Wednesday 15 January, 2014

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Why is Surrey County Council doing this?

Currently –

We do not have an official position on Tourism –
this affects decision making;

Surrey is not seen as a “visitor destination” -

So Tourism is a potential growth area;

Tourism encourages healthy lifestyles –
walking, cycling, cultural activities;

Tourism helps sustain rural businesses that also serve residents

The key issues?



To seek a more viable, creative and focussed
public /private partnership business model for
Visit Surrey

The key issues?

Branding

Create a distinctive and credible brand that challenges perceptions, stands out from the rest and represents the quality of our tourism product.

Products

Surrey Hills

Guildford

Thames Corridor

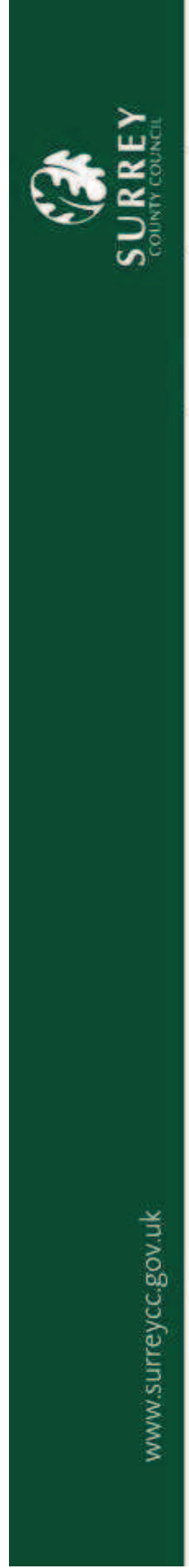
The key issues?



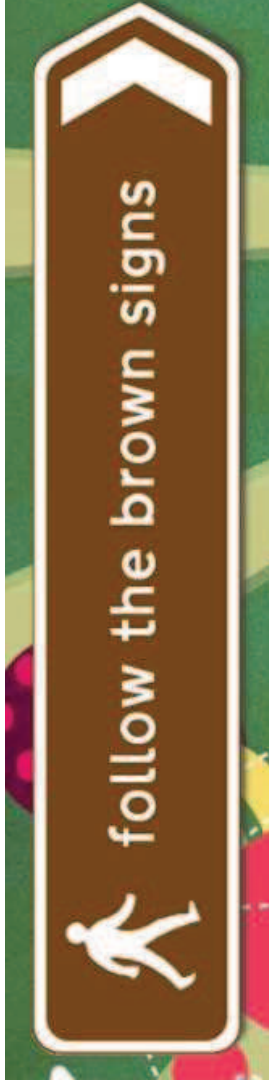
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Create a clear, linked web offer – Visit Surrey,
Explore Surrey’s Countryside, Exploring
Surrey’s Past, Culture/Events



The key issues?



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

The key issues?

Improve the visitor focus of our destinations

Co-ordinated parking/signage schemes,
Loacn parking,

Better public transport links to destinations,
Better customer service.

The key issues?

Business Tourism

Surrey ideally placed to be the destination for events and conferences?

Proximity to airports, London

Attractive accommodation and locations

Added value – golf courses, race courses...

Communities Select Committee ideas...

Lean and mean = good
in this situation

**The future of the
Visit Surrey
partnership**

Private sector
involvement? Approach
businesses receiving
turnover from tourism to
make contribution to Visit
Surrey.

Visit Surrey to co-ordinate
Surrey's approach to
tourism.

D&B's already
generating/promoting
tourism – they have
officers for this.

Communities Select Committee ideas...

Brand the diversity of
Surrey

Race courses, Surrey
Hills, urban areas

Outstanding natural
beauty, just miles
outside London

Concerns about
branding Surrey as
centre for cycling
tourism

Branding of Surrey

Use Surrey Hills TV
programme ?

Businesses in tourism industry to use
Surrey County Council logo? *But
businesses and D&Bs have their own
logos. Does there need to be one logo
for Surrey? YES – there is the need for
one Surrey message.*

Communities Select Committee ideas...

Policy decision that Visit Surrey be the main site which links to other sites. Improve Visit Surrey website?

App – which co-ordinates websites and signposts to visitor attractions

Web offer promoting the County

Lean and mean – bring websites together. Co-ordinate web offer.

Communities Select Committee ideas...

We are only reviewing and co-ordinating existing provision, so don't need policy changes

Policy changes required

Skills needed in leisure industry – how can we accommodate demand for these skills? More of a strategic issue. SCC are already talking to universities about this. *surrey contracts are going to local businesses.*

Develop apprenticeships/internships at Visit Surrey to resource the co-ordination of tourism in Surrey?

Communities Select Committee ideas...

Improve roads

Affordable places to stay

**How to improve
visitor experience?**

Concern about costs of
doing this

Improve cleanliness.
We have litter policy.

Join up with other services,
Districts and Boroughs, and
businesses to improve
environment

Communities Select Committee ideas...

Conference centres,
race courses, golf
courses

Two airports on our
borders.

Do we need bigger
venues? Max capacity =
300/350. Don't see Surrey
as a venue for larger
events. There is London
and similar urban
destinations for this.

Business Tourism

Needs less promotion
– existing venues well
promoted

If there is mass demand,
the private sector will
respond.

Other select committee ideas/comments...

- Tourism is not a statutory duty – so what should be the Council’s role?
 - Surrey economy dependent on tourism, over 35,000 jobs
 - Tourism = use of facilities for local people
- Is there a demand for tourism in Surrey?
 - Yes – a growing demand
- There is a need to protect residents from the negative impacts of tourism?

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CABINET RESPONSE TO COMMUNITIES SELECT COMMITTEE**CHANGES TO FIRE ENGINE DEPLOYMENT IN THE BOROUGH OF SPELTHORNE**

Communities Select Committee recommends the inclusion of option 5 for the Cabinet report for 4 February 2014.

Response

I would like to thank the Communities Select Committee for the scrutiny that they applied to this paper. I also note the key points that were discussed which demonstrates the diligence that was applied by the Committee in allowing the inclusion of option 5 for the Cabinet report. I will ensure that this option is now presented to Cabinet on 4th February 2014 for their decision.

Mrs Helyn Clack
Cabinet Member for Community Services
4 February 2014

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Response from Procurement and Commissioning Team to Communities Select Committee recommendations

Recommendation 1: The Surrey Compact be more influential in this new policy

Response: Barbara Musgrave the Director of Surrey Compact was one of the 11 organisations consulted with as part of the development of the document and has been very supportive of the approach we have taken. Barbara has suggested putting this piece of work and the approach forward for one of the National Compact awards next year. We will also take on board feedback from the committee and in the final draft of the paper will reflect and highlight the impact Surrey compact have had during the consultation process.

Recommendation 2: The Chairman of the Select Committee speaks to the service to decide how to relay the Committee's concerns about the grant list attached to the report, to the service.

Response: We will look to meet the Chairman of the Committee to hear and respond to these concerns. Where there are specific grants identified, we will engage with service, key stake holders and providers to ensure we are all aligned about the best approach to take on a case by case basis.

Recommendation 3: The service gives consideration to Local Committee involvement for the award of smaller local grants.

Response: We will continue to work with the Community Partnerships Team Leaders and portfolio holders to review how best local committees can appropriately remain involved.

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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
20 March 2014 – Ordinary meeting – Woking Adult Learning Centre				
20 March 2014	Libraries	The Vision for Surrey Libraries	Peter Milton Rose Wilson Helyn Clack	Report to Committee & Presentation to Committee
20 March 2014	Adult Learning	The Vision for Community Learning & Skills	Peter Milton Paul Hoffman Helyn Clack	Report to Committee & Presentation to Committee
20 March 2014	Adult Learning	Internal Audit Report: Adult & Community Learning (now know as Community Learning & Skills) 2013-14	Peter Milton Paul Hoffman David John Helyn Clack	Report to Committee
24 April 2014 (Invitation to attend the Environment & Transport Select Committee meeting for the Flood item)				
24 April 2014	SCC Flood Event Response	To inform the Committee of the Council's response to recent flood events, including significant incidents and lessons learned.	Ian Good	Report to Committee
19 May 2014 – Ordinary meeting – County Hall				
19 May 2014	Community Safety	Progress report following annual scrutiny meeting on 31 October 2013	Gordon Falconer Jane Last Helyn Clack Kay Hammond	Report to Committee
19 May 2014	Fire Service Public Safety Plan	Scrutiny of refreshed draft PSP	Russell Pearson Dave Sargeant Helyn Clack Kay Hammond	Report to Committee
23 July 2014 – Ordinary meeting – County Hall				
23 July 2014	Trading Standards – proposals for	Scrutiny of business case for a new Trading Standards service from 2015	Steve Ruddy Yvonne Rees	Report to Committee

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Item 6

Date	Proposed Item	Why is this item proposed?	Contact Officer / Member	Proposed Method of Handling
	new service		Helyn Clack	
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 infrastructure organisations	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. Invite new Chairman of Surrey Compact.

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
Early summer - TBC	Magna Carta	Update on Magna Carta anniversary proposals	Peter Milton Susie Kemp Helyn Clack	Report to Committee
TBC – Sept/Nov 2014	Fire Service Public Safety Plan	Scrutiny of the refreshed final Public Safety Plan	Russell Pearson Dave Sargeant Helyn Clack Kay Hammond	Report to Committee
TBC	Draft Tourism Strategy	Scrutiny of developed draft tourism strategy (before it is presented to Cabinet for approval)	Barrie Highham Peter Milton Susie Kemp Helyn Clack	Report to Committee

**COMMUNITIES SELECT COMMITTEE 2013-2014
ACTIONS AND RECOMMENDATIONS TRACKER – 20 March 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
15 JANUARY 2014 Page 45	PROPOSED CHANGES TO FIRE COVER IN SPELTHORNE	That the inclusion of option 5 for the Cabinet report for 4 February 2014 be supported.	ACHIEVED A report has been sent to Cabinet for their meeting on 4 February summarising the Committee's discussions and recommendation. A response has been received from the Cabinet and is enclosed with the papers for the March Communities Select Committee meeting.	March 2014	Russell Pearson Kay Hammond Helyn Clack
15 JANUARY 2014	DRAFT TOURISM STRATEGY	That the role of the County Council in tourism is one of coordination.	ACHIEVED An extract of the Committee's discussions, slides of the Committee brainstorm of ideas, together with this recommendation, has been sent to the Head of Cultural Services, the Heritage Manager, and Cabinet Member for Community Services to incorporate into the development of the tourism strategy.	March 2014	Peter Milton Barrie Higham Susie Kemp Helyn Clack

15 JANUARY 2014	DRAFT TORUSIM STRATEGY	That the service returns to the Committee with the developed tourism strategy for comment, before it is taken to the Cabinet for approval.	ACHIEVED This item has been added to the forward work programme.	March 2014	Peter Milton Barrie Higham Susie Kemp Helyn Clack
15 JANUARY 2014	GRANT CRITERIA AND FUNDING OPPORTUNITIES GUIDE	That the Surrey Compact be more influential in this new policy.	ACHIEVED The Chairman has sent a letter to the Head of Procurement (copying in relevant officers and cabinet members) with this recommendation to take forward. A response has been received and is enclosed in the papers for the March Communities Select Committee meeting.	March 2014	Laura Langstaff Mary Burguieres Susie Kemp Helyn Clack Denise Le Gal
15 JANUARY 2014	GRANT CRITERIA AND FUNDING OPPORTUNITIES GUIDE	That the Chairman speak to the service to decide how to relay the Committee's concerns about the grant list to the service.	PENDING The Chairman has sent a letter to the Head of Procurement (copying in relevant officers and cabinet members) with this recommendation to take forward. A response has been received and is enclosed in the papers for the March Communities Select Committee meeting. The Chairman is awaiting comments from Select Committee members on their concerns about the grant list so these can be discussed with the service.	May 2014	Laura Langstaff Mary Burguieres Susie Kemp Helyn Clack Denise Le Gal

<p>15 JANUARY 2014</p>	<p>GRANT CRITERIA AND FUNDING OPPORTUNITIES GUIDE</p>	<p>The service to consider more Local Committee involvement for smaller local grants.</p>	<p>ACHIEVED</p> <p>The Chairman has sent a letter to the Head of Procurement (copying in relevant officers and cabinet members) with this recommendation to take forward. A response has been received and is enclosed in the papers for the March Communities Select Committee meeting.</p>		<p>Laura Langstaff Mary Burguieres Susie Kemp Helyn Clack Denise Le Gal</p>
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Communities Select Committee
20 March 2014

The vision for Surrey Libraries

Purpose of the report: Policy Development and Review

The publication of the Arts Council England (ACE) reports “Envisioning the library of the future” and “Great Art and Culture for everyone”, and the forthcoming Department for Culture, Media and Sport report on the structure and role of English public libraries provide opportunities to explore the vision for Surrey libraries now and in the future.

The purpose of the report is to seek Member’s views on the proposed future vision for Surrey libraries and to seek a steer from Members on prioritisation of library activities in the context of reducing budgets.

1. Introduction:

1. The publication of the Arts Council England (ACE) reports “Envisioning the library of the future” and “Great Art and Culture for everyone” provides an opportunity to explore the vision for Surrey libraries now and in the future, and set priorities.
 - 1.1. The Arts Council “Envisioning the library of the future” identifies the essential elements that should define a successful public library service as having:
 - A safe, creative community space that is enjoyable and easy to use, in both physical and virtual form
 - An excellent range of quality books, digital resources and other content
 - Well-trained, friendly people to help users find out what they want either independently or with support.
 Their four priorities for public libraries for the future are:
 - Placing the library as the hub of a community
 - Making the most of digital technology and creative media
 - Ensuring that libraries are resilient and sustainable
 - Delivering the right skills for those who work in libraries
 - 1.2. In 2013 ACE updated its ten year strategic framework 2010-2020 “Great Art and Culture for everyone” The framework has a series of goals in which libraries can have a role including
 - Wanting arts and culture to thrive and be excellent
 - Wanting as many people as possible to be stimulated by arts and culture wherever they are

- Exposing children and young people to culture as audiences or potential performers

- 1.3. The framework also looks to having models of provision which are resilient, and leadership and workforces in the arts and culture which reflect the population and are truly diverse.
- 1.4. Libraries are seen as potential centres of excellence that are accessible to all and connected to the rest of the local arts and cultural infrastructure. The report proposes re-thinking the way in which library spaces are designed and used with a particular focus on encouraging artistic and cultural activity.
- 1.5. Two of the strengths of the current Surrey library service are its excellent quality of bookstock and online resources. Online resources continue to expand, most recently with the Zinnio magazine subscription, and with free access to academic research papers available in libraries as part of a national scheme. Surrey has been in the forefront in library services of presenting an e-book offer and works at national level with the publishing industry and other national bodies to improve the availability of ebooks for libraries to loan.
- 1.6. Availability of access to IT for the general public is also socially relevant and can be critical for people without their own access, as access to services are exponentially moved online including the hugely important change of Universal Credit. While libraries are involved in a number of working groups within Surrey County Council (SCC) and with external partners looking at how libraries can help people access the IT and the skills they need to claim benefits and access other services only available on line.

2. The Surrey library as “heart of the community”

- 2.1. Surrey libraries are a trusted ‘brand’ and have a respected place in the communities they serve.
- 2.2. Books and information will always remain at the heart of the Surrey public library function, the core purpose of libraries being to give people the experience of the pleasure of reading and knowledge, and reading remains one of the great cultural experiences.
- 2.3. However it is clear that there are changes in demographics and lifestyles. A larger number of people are living longer, both those who remain well and those with particular needs, more people are living alone, and the contribution of libraries to community cohesion and health and well being can be further developed. Part of the debate is how smaller community libraries can and should provide or host recreational activities, provide access to support, and opportunity for social contact, some of it perhaps more in the future through shared cultural experiences and participation.
- 2.4. The community partnered libraries (CPLs) and community links are continuing to develop their approaches to being at the heart of their communities. Bagshot is now successfully operating as the 7th CPL, and Virginia Water has re-opened in the refurbished and enlarged library providing an attractive and flexible space which provides both the library and space for meetings, learning activities and small scale cultural activities. Progress is being made on the building works at Ewell Court and Bramley as precursors to hand over.

- 2.5. Activities at the current CPLs which are pushing involvement with the community in these libraries forward include :- Byfleet and Warlingham looking at working with local care homes:- Tattenhams having a regular events programme including Knit and Natter, OAP's teas, Rhymetime, Storytime, local history talks, craft demonstrations and helping a local school improve literacy. These activities and others, like Stoneleigh's successful Age UK silver surfer sessions, are expanding across the CPLs and SCC managed libraries.
- 2.6. Shere, the first community link- a small collection of books in a community building run by local volunteers with books provided by the library service has 170 members and has begun storytimes. Beare Green is piloting a new IT based book issuing system for very small libraries, and has begun a knitting circle. These small community led book collections act as a focus for starting community activities. Work is moving forward on a collection in Old Woking.
- 2.7. For both CPLs and SCC managed libraries there appears to be a key role in the future for libraries as a community space. Against a background of economic, social and technological change, libraries can support communities by making our spaces as flexible as possible, offering or hosting or signposting an increasingly wide range of public services, and helping people to acquire new knowledge and skills, through volunteering or free accessible learning. This direction recognises the library's role in socio-economic issues such as; focussing on areas of the county which may have greater need, promoting public health, addressing the digital divide, and supporting an increasingly diverse society.
- 2.8. Health and well being in communities is also a key role for libraries. In 2013 the Surrey library service won the 2013 CILIP Libraries Change Lives Award for its work on domestic abuse. A range of high quality talks, events and workshops is now part of the events programme, covering diverse topics such as self-help, therapies, survivor experiences, bereavement, dementia and inclusive sports taster sessions for people with learning difficulties – all in libraries.

3. The Surrey library as “destination” and “cultural space”

- 3.1. The full impact of on-line shopping is yet to be fully realised but clearly it will have an impact on the high street – and their function may progressively change from retail to leisure / lifestyle. Given the right level of investment, and creative use of space, the importance of the larger libraries as a destination and focal point in the town has the potential to increase, and can be helped to increase by continuing to develop the cultural programme. It is already known that by attracting footfall libraries help sustain retail, but in the future this dynamic may subtly change with a post-digital transformation of the High Street into the centre for leisure and social facilities and the library a key destination for a whole range of activities.
- 3.2. The library service already has a high profile literary events programme, children's festival and book award. In new libraries, and those which have been refurbished such as Dorking and Woking, the service has been able to create large flexible spaces for at present mainly literary events and talks. These have been very well received but there is great potential to develop a cafe culture, art and craft exhibition and display spaces, and cultural “challenges”- displays and events aimed at library users who would not necessarily engage. The high quality literary events programme provides

opportunities locally to see and hear people like the crime writer Peter James, the novelist Salley Vickers, presenter Nicholas Owen and impresario Simon Parkes. Within the latest programme March-July 2014, the library service has arranged for significant authors to take part in the Banstead, Caterham and Guildford festivals as part of developing links with local festivals.

- 3.3. Working with local cultural partners would be key to this, along with organisations such as the Arts Council. Currently the library service is planning a major bid to the Arts Council for a series of linked cultural events around World War 1. Exploiting digital technology such as live streaming, events in these larger libraries could be simultaneously streamed to audiences in smaller libraries across the network.
- 3.4. A key role for larger libraries could be library as a cultural space - supporting the Surrey cultural economy and helping people to explore, develop and express their creativity, by working with partners, offering space for showcase events and innovation, and hosting a wider range of cultural experiences. This would help enhance Surrey's reputation as an area of creativity and innovation, and the library service's role as part of SCC's family of cultural services. The library service provides a range of business information and has been working hard to extend knowledge of this in the business community by attending business breakfasts, seminars and workshops across Surrey and through this can support the growth of the cultural economy.
- 3.5. In this goal it is critical that main libraries retain or achieve wherever possible highly visible High Street locations with attractive and modern interiors with flexible spaces and that interior design is refreshed to make new use of spaces for cultural events. In some towns, libraries are well placed in potential "cultural quarters" which could be developed, in others links and synergy could be developed.

4. How would we achieve the ACE goals through these two key roles for libraries?

4.1. Advocacy

The library service will prioritise developing its local cultural contacts, involvement in local cultural events and national events reflected in Surrey programmes, and extend its current literary programme to include other art forms. It will continue its current project to make the Performing Arts Library more well known and accessible

4.2. Income

The library service will pursue a greater mix of revenue and funding from various sources for resources to put on excellent events and cultural programmes.

4.3. Buildings

The library service will work with Property to ensure library buildings are highly visible and well placed and will seek over time to continue to refresh and update libraries to meet changing needs and cultural objectives. The network needs to retain physical libraries which are fit to meet changing needs. The interiors will be changed as resources allow, to include flexible spaces that support and encourage creativity, collaboration, and social connection. We will maintain appropriate and flexible opening hours for these

buildings, including virtual access to services, exploiting technology wherever possible.

4.4. **Events**

The library service will work to ensure an enjoyable and relevant range of services and events that meet the community's changing expectations, supporting community cohesion and encouraging creative development. The service will work towards seamless integration of core libraries, community partnered libraries and community links in this aspiration.

4.5. **Engagement**

The service will continue to develop its early work on developing relationships and channels which will give local communities and individuals a greater say in their library services, from involvement in the choice of stock to an active part in developing services.

4.6. **Staff and volunteers**

The service will develop a flexible and inclusive culture that attracts and retains people with the right skills and attitude, and which encourages engagement, co-production, and the ability to adapt to changing expectations

4.7. **Digital services**

The service will continue to recognise the changing way that residents use IT for information, learning and recreation, and develop services to meet their expectations and need. Finding the funding to update IT in libraries as the industry and technology changes will be a significant financial challenge.

4.8. **Children and young people**

Children and young people will continue to be a priority, recognising how important libraries can be in supporting learning and literacy and the enjoyment of cultural activities.

All these activities are currently present in the service but there will be an increase of focus around culture and community. However, given reducing resources, areas where effort is reduced will also have to be identified.

5. Conclusions:

- 5.1. There is considerable synergy between ACE's view of the role of libraries and the overall direction in which Cultural Services wishes libraries to travel.
- 5.2. The activities to achieve these goals are currently present in the service but there would be an increase of focus around culture and community.
- 5.3. Given a reduction in resources, areas where effort is reduced and resources re-allocated within the service will have to be identified.
- 5.4. The views of the Select Committee on these goals and actions, and on priorities, is sought.
- 5.5. Achievement of some of these goals, e.g. the right libraries in the right places, and sufficient, up to date IT, is dependent on these needs being recognised as a priority in overall SCC strategies.

6. Recommendations:

- 6.1. Members approve the overall direction of travel for SCC libraries in relation to the ACE goals and aspirations for libraries.
- 6.2. Members advise on their priorities within these activities.
- 6.3. To seek a steer from Members on prioritisation of library activities in the context of reducing budgets.

7. Next steps:

- 7.1. Libraries will take forward into business planning and 'business as usual' activities the priorities proposed by Members of the committee from this discussion.
- 7.2. The library service will review and model its property requirements in line with these two themes - culture and communities; and continue to work with SCC Property to achieve suitable provision.
- 7.3. The library service will raise with IMT how changing community needs and technological changes e.g. RFID (electronic book tagging) will alter the requirements of IT provision in libraries in the future and open a dialogue about future needs

8. Report contacts:

Peter Milton
Head of Cultural Services
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Rose Wilson
Library Operations Manager
rose.wilson@surrecc.gov.uk

9. Sources/background papers:

"Great Art and Culture for everyone" Arts Council England 2013
"Envisioning the Library of the Future" Arts Council England 2013



Communities Select Committee
20 March 2014

The vision for Community Learning & Skills

Purpose of the report: Development and Review

- Review of the Service's progress, with specific reference to the PVR action plan, and to provide affirmation of its plans for the future.
- Support to establish a highly effective web presence with the functionality to provide online enrolment, which is critical to increasing learner participation and income.
- Support to seek new sources of funding to extend the reach of the Service.

1. Introduction:

1. The Adult Learning Service is largely a direct delivery provider, funded by the Skills Funding Agency (SFA) as well as fee income paid by Service users.
 - 1.1. It has seven¹ Adult Learning Centres in North and South West Surrey. In addition it delivers its Family Learning programme working with schools and Children's Centres across the whole of Surrey.
 - 1.2. The SFA income is contracted in two funding streams; the main grant **Community Learning Funding** offers support opportunities to learn on over 2000 non-accredited courses. The second much smaller funding stream is from the **Adult Skills Budget** and funds accredited learning for adults up to Level 2 qualifications. The latter was introduced at the start of the 2013-14 academic year. This £278,000 is not new money, but funding whose use has been redefined by the SFA.

2. Service Development

2. The Community Learning programme has large programmes in Family Learning, Supported Learning, Art, Craft, Languages, Computing and Health and Well-Being.

¹ The seven Centres are at Esher, Molesey, Sunbury, Guildford, Woking, Farnham and Camberley
Page 1 of 6

- 2.1. The Service has continued to maintain its learner numbers in a difficult environment, where it has faced: erosion in the value of the SFA grant in real terms in each of the last seven years; increases in the portion of the Services income being allocated towards County Council overheads; and falling real income levels among Service users.

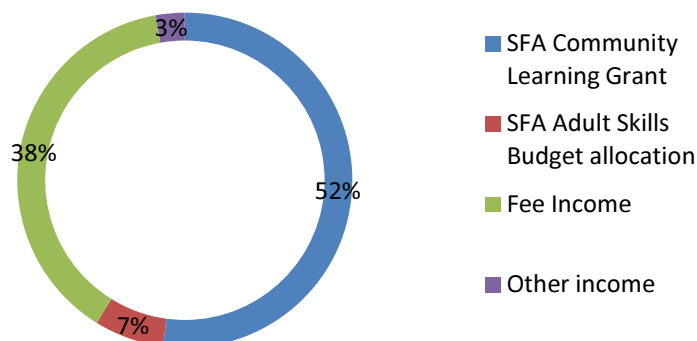
Key Performance Measures

	2010-11	2011-12	2012-13
Enrolments	19,007	18,461	18,712
Learners	9,702	9,250	9,315
BME group %	18.1	19.1	18.8
non-White ethnic groups %	7.9	7.4	8.1
Learners < 50 years old %	49.0	47.0	46.7
Males %	21.9	23.3	24.7
Learning Difficulties or disabilities %	10.8	11.2	12.3

3. Service Delivery

3. The move into accredited learning is proving successful with demand far exceeding the funding allocation from the SFA.
- 3.1. The funding has been used to address English and Maths needs:
- through GCSE's and courses that prepare adults to undertake these qualifications in subsequent periods
 - working with Job Centre Plus to provide skills for work for the unemployed
 - improving the life skills of adults with learning difficulties
 - through accredited computer training
- 3.2. The Service is attempting to negotiate additional funding from the SFA to meet the excess in demand, and it would also like to extend its offer to traineeships for unemployed young adults.
- 3.3. The table and graph below show the sources of funding that are used to deliver the Service. The pressures on the Service's budget will continue. In order to continue to be successful it needs to sustain its income growth so it can improve people's lives and wellbeing.

3.3.1. 2013/14 Income Sources



3.3.2. 2013/14 Income and Expenditure Figures

Summary of Income and Expenditure	
	2013-14(£)
SFA Community Learning Grant	2,153,000
SFA Adult Skills Budget allocation	278,000
Fee Income	1,586,000
Other income	116,000
Total income	4,133,000
Pay Expenditure	2,839,981
Non-pay expenditure	441,804
Contribution to SCC overheads	850,000
Total Expenditure	4,131,785

4. What next for the Adult Learning Service?

- 4.1. A quality online presence, equal to the best adult learning services in the country, is required if we are to maximise the potential of the Service and to ensure its sustainability.
- 4.2. The bar set and inspected by Ofsted continues to be raised. The Service was judged to be 'Good' at its last inspection in December 2010, and it has been focusing on continuous quality improvement in the subsequent period. The rigorous Self Assessment process that the Service subjects itself to maintains the 'Good' rating. This should ensure a positive outcome when Ofsted next inspect the Service sometime in the next eighteen months.
- 4.3. Build on the initial success with the accredited programme to negotiate additional funding to increase the skills development opportunities for Surrey residents.
- 4.4. Develop new opportunities for adults to engage with the Community Learning programme, including a review of the possibility of re-establishing the Service with a base in Dorking.

4.5. The Service was the subject of a public value review in 2012, and the subsequent report and action plan was agreed in February 2013. The actions within the Service's control are now complete. A full summary of the themes, subsequent actions, and outstanding matters are summarised below.

PVR Theme		Action taken
4.5.1	Re-align the Organisational Structure to support the delivery of the strategy, to achieve excellent outcomes for residents and to enhance Surrey's reputation	Major restructure of the Service is complete: new posts introduced to bring a sharper business focus to the management of the Service; resources reallocated to ensure better communication with adults who may be interested in enrolling on the programme by making use of technology to generate new enrolments; centralised telephone enrolment process to facilitate a single professional response to customer enquiries; staff with a responsibility for growing the business not administering 'business as usual'.
4.5.2	Develop and Implement Service Improvement Plan and Zero Based Budgets that will drive income generation and cost efficiencies	The new roles that have been developed and introduced have been funded by streamlining previous processes and procedures, identifying opportunities to re-define roles and to deliver some functions with fewer resources. The new structure will provide the opportunity to grow income and continue to maintain service levels to both the targeted and the core programme offer.
4.5.3	Develop an overarching marketing strategy, and plan, centred on effective interactive web presence, to drive increased participation rates and income	The poor quality of the Service's web presence and the lack of functionality to provide online enrolment are the business critical matters that remain outstanding from the PVR implementation plan. This is significantly holding back the Service's marketing strategy. Means of overcoming the problem have been addressed through the shift programme.
4.5.4	Develop and implement a new performance and quality framework	The Service is subject to the Ofsted inspection framework. Continuous quality improvement, particularly in relation to teaching and learning is embedded in the Service. The Service faced two new challenges in 2013 - the introduction of an accredited learning programme and the raising of the bar by Ofsted with their revised Common Inspection Framework.
4.5.5	Undertake a full detailed research and evaluation project of alternative business models that positions cultural services to deliver sustainable solutions of a national standing	This is very much work in progress. There has been some work done for the Customers and Communities Policy and Performance team. Elsewhere in the country there is some movement towards Adult Learning Services becoming independent of the Local Authority remit. There is little evidence to date to indicate that such a transition would be beneficial to communities where such Services are externalised. Our past experience with such a move in the Eastern third of the County should caution us not to make such a move without fully understanding the consequences. The opportunity to grow and increase the impact provided by the Service is very much dependent on it having a high quality web presence and for it to utilise modern technology to engage and communicate with members of its community in new and targeted ways.

5. Notable achievements

5. We would like to take this opportunity to highlight the work of the Family Learning team within the Service. There was a NIACE (National Association for Continuing Education) national publication in October 2013 on the impact of Family Learning (attached).

5.1 A key conclusion of the study was: *“Family learning not only improves the skills and aspirations of children, it also has a demonstrable impact on the attainment and aspirations of their parents and carers, with important benefits in terms of confidence, motivation and willingness to learn, as well as a range of other factors crucial to progression to further education and employment.”*

5.2 This certainly mirrors the experience in Surrey and the Family Learning team is committed to working with Schools and Children’s Centres where attainment levels are in the bottom quadrant.

6. Family Learning Overview

6. Family Programmes aim to encourage family members to learn together. Programmes include opportunities for inter-generational learning and wherever possible, lead adults to pursue further learning. Family English and maths programmes are designed to help parents/carers with low academic achievement develop their own English and/or maths skills. They also offer opportunities for accreditation. Family Learning funding is aimed only at parents and carers of children.

6.1. Family Programmes engaged with 1379 learners in 2012-13. A total of 171 courses were delivered across the County (see map attached at **annex 1**), located either in key target areas or areas where parents and children were identified as fitting targeting criteria. All activities took place in schools, Children’s Centres and other community settings. Efficiencies were made this year by increasing average group sizes from six to eight.

6.2. Family Learning works in the 11 borough/districts in Surrey and focuses on targeting individuals who have low levels of educational achievement and typically do not have a GCSE maths or English at Grade C. The engagement of target learners is always through partner organisations who are already supporting the learner or through sub-contracting. Through very effective partnership working we are targeting, engaging and retaining learners, improving academic skills and increasing their ability to support their children.

6.3. Family Learning actively recruits those most disadvantaged and supports their achievement within learning. They benefit by the use of effective differentiation strategies, appropriate assessment and individual target setting. The success of those strategies converges to the fact that there is no appreciable achievement gap between different groups of learners. Examination success rates for 2012-13 were 100%.

6.4. Parents and carers of children are achieving and making very good progress. They are accessing opportunities to increase their qualifications, confidence and communication skills, and gaining qualifications for work. The majority of these parents have not engaged in learning since leaving school and have low skills. They start their learning journey with some interest in helping their children’s achievement and work towards gaining accreditation.

6.5. Parents report positive changes to their lives, aspire to progress to other training and prepare for employment. This directly responds to local priorities. Learner feedback continues to record high levels of learner enjoyment. Learners express confidence in helping their children and an increase in their own skills and aspirations to progress.

6.6. The Service recognises that it needs to measure and record the longer term impact of its work. To achieve this, 18 parents have been tracked over the past 3 years and there is good evidence of employment, personal and social gains on record. To further improve our collection of tracking data, we asked 50 learners who took part in the 'Learner Focus Groups' to sign up to be tracked for three years.

7. Family Learning Case Studies

7.1. A prizewinning nomination was made for Surrey Adult Learner of the Year in 2012-13. Another nomination has been submitted this year. (Both case studies are attached to this report at **annex 2**). These highlight the impact Family Learning is having on the lives of both adults and children in Surrey.

8. Conclusions

8.1. The Adult Learning Service is achieving very good outcomes for the residents of Surrey. It has been able to maintain service levels, improve quality, and introduce a new set of accredited programmes in an environment of declining real grant income. The Service is heavily reliant on fee income to sustain its future. In order to grow income it needs to reach new users, it needs the technology and communications channels in place to achieve this critical aim.

8.2. The overview and examples of the impact the Family Learning team are having across Surrey provide strong arguments on why the Service should seek new income to grow the Family Programmes delivery.

9. Recommendations:

9. The Service seeks Select Committee support on three fronts:

9.1. The Service's bid to establish a highly effective independent web presence to market its courses and engage in e-commerce.

9.2. Review of the Service's progress, its plans for the future and its commitment to quality improvement.

9.3. Identification of new sources of funding and the removal of barriers to support Service growth.

10. Report contacts:

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Head of Cultural Services

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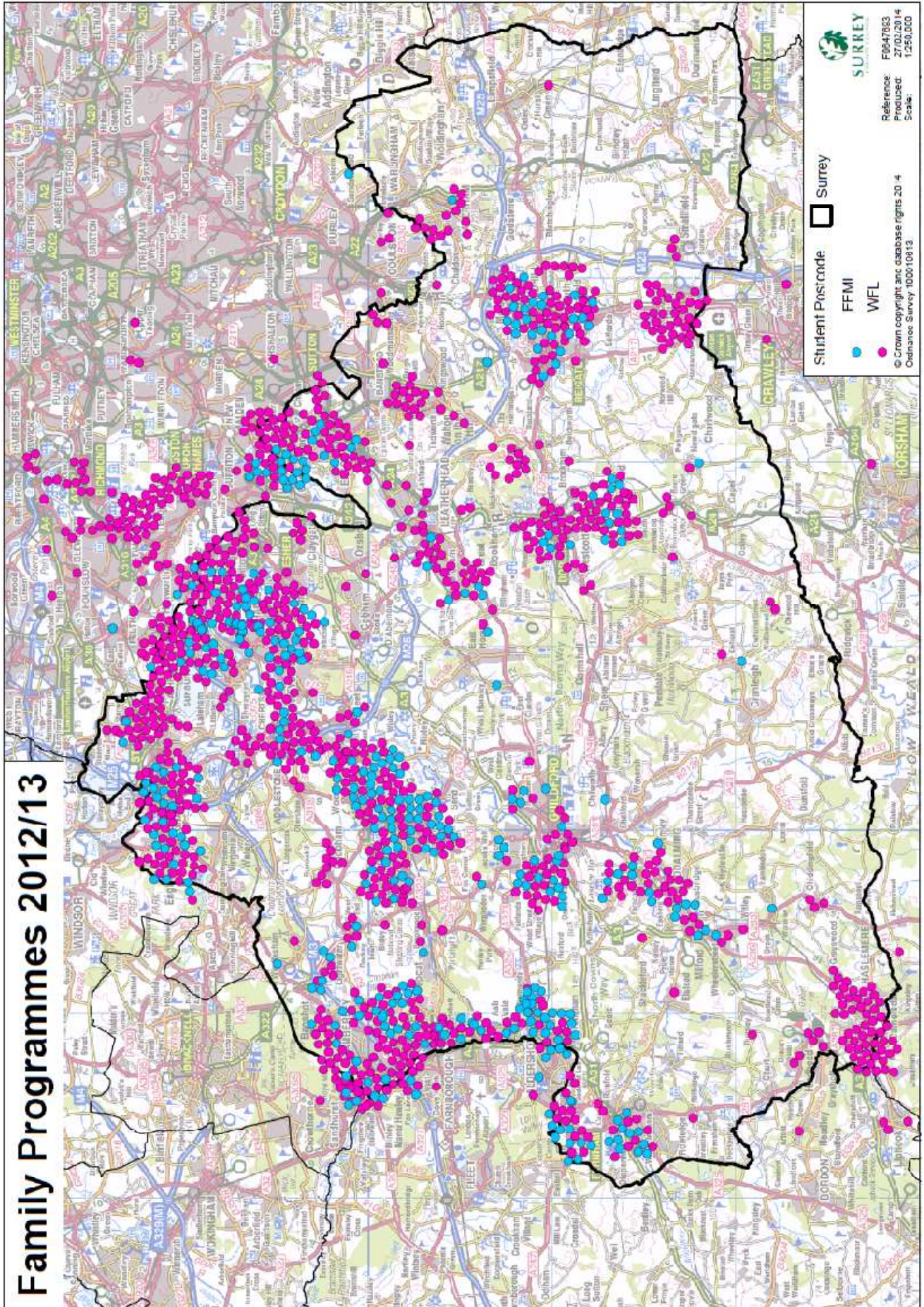
Paul Hoffman

Principal Community Learning and Skills

paul.hoffman@surreycc.gov.uk

11. Sources / background papers:

1. Surrey Community Learning and Skills SAR 2012 -13
2. NIACE Family Learning Report



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Rubina Bhatti Statement - Nomination

My name is Rubina Bhatti. I am from Lahore Pakistan. I came here in England after marriage in 2000. I came here with so many hopes and so many opportunities and prospects in my mind. When I reached here I planned I will carry my studies and pass my driving test to settle in England in a proper way as I believe when you move into a different country you have to work very hard to bring yourself up in that new environment.

After a month of arrival I got pregnant. I was feeling very low in my health and on top I was supposed to do all the housework in a house of 8 family members. Anyway my first baby born and then only two and a half month later I got pregnant with my second child. I got in such a miserable condition that I actually started to believe that I will never be able to fulfil my dream of getting some education and independence in UK again. I was so busy in raising my kids that sometimes it took me one to two months even to go to town although it was only 5 minutes away. I could not go to doctor or travel on my own as I just lost so much confidence by staying inside. Then almost 6 years later I had my third son.

It was almost 15 years after I left school in Pakistan when one day I got a call from my son's school in Redhill if I was interested in joining Family Learning Language Course. I said yes thinking that might enable me to help my little son who was in reception at that time. The first day when I went to that class I was overjoyed to see that I can get a qualification in English language. I had a lovely class and we made friends with each other. Everybody was so helpful and understanding. I use to wake up earlier than usual on Fridays so I could finish my housework and all other obligations for that day before I go to the class. I went to the class even if I or my children were sick. I got a certificate as well for 100% attendance.

During this course I learnt so much about UK and its special religious and cultural days and festivals. It was like I never lived here before. I didn't know about education system that much especially the job market and how to enter in working life but now I can actually talk to people on these topics and many others which I learnt during this course.

This course not just changed my life but kids' as well. My youngest son Sulaiman when started this course with me he was suffering from speech difficulty very badly. He was so low in confidence that he hardly made any friends he hardly stood up in the class and talked. He was very quiet in the class. Since we started learning together everybody started to notice subtle changes in him. I started using some techniques and to enhance his learning abilities I showed him different websites which we showed or told by Maria during this course. By the end of that course he had many more friends he started asking questions in the class. He was getting stickers regularly and got 1 head teacher award for his brilliant phonics as well. Now he is in year 1 and trying hard towards average grades for his age. I

also started helping my other two boys during this course. My oldest son has improved in every subject since then. My middle son also managed to get a place in Reigate Grammar School. I helped him to prepare for the test on my own because I could not pay for the tuition. I started helping my kids to succeed in life mainly by the knowledge and confidence I got from this course. Even my husband is trying to do some courses in future.

Before even finishing my course I started voluntary work at St Matthews School in my son's class. In July I took my exam and passed the reading module of a level 1 Functional Skills English qualification. As far as the influence of this course on me is concerned I will say starting this course has changed my whole outlook towards life. I have gain back trust on myself. Now I am always thinking positive and forward in life. I can travel alone. I am making and taking appointments not just for me but my family as well. I can now face those people bravely who took advantage of me and tried to make me fool.

I did two more courses after that course one was (Preparing to help in school level 1) and the other was (Microsoft Word Skills). I have also got a place for (Preparing to help in school level 2). In January I am doing another course in Microsoft Excel. I am doing another Family Learning course so I can take the writing and speaking exams for my full Functional Skills qualification. My ultimate dream now is to become a teaching assistant in a school.

In the end all I would like to say is that never lose hope in life and try to make it even better because only positive and better persons can make this world a better place to live. I firmly believe if I can do it so can others.

Rubina Bhatti – Tutors Statement

Rubina Bhatti attended a 30-week Keeping up with the Children (Language) course at St Matthews Church of England Primary School in Redhill, Surrey in 2012-2013. The course was provided by Family Learning Programmes, which is part of the adult learning provision in Surrey.

The main objective of Family Learning Programmes is to develop the skills of parents/carers and children together. One of the reasons why some children struggle at school may be the lack or amount of appropriate support they get with their school work at home. Family Learning courses are set up in partnership with schools and children centres who invite “targeted” families: families who will get the most benefit from the opportunity to access this kind of free learning because, e.g. parents have lower academic skills or do not have English as their first language.

There are two types of courses: Wider Family Learning (WFL) and Family English, Maths and Language (FEML). WFL courses aim to encourage families to learn something together, e.g. Cooking on a Budget, Family First Aid, Managing your Money, Steps into School, etc.

FEML courses aim to help parents/carers understand how English and maths are taught at school and thus to increase their ability and confidence to support their children and to improve their own skills. They also offer learners the chance to gain qualifications (e.g. Functional Skills) and to receive guidance on how to progress to further learning or employment.

Rubina was invited to a Family Learning Language course at St Matthews because her son, Sulaiman was very shy and quiet in class and his teacher thought that he and his mum, whose first language is Urdu, could benefit from the opportunity of learning together. It was a “joint” course, which means that in the first 90 minutes of the session parents worked with me (Family Learning tutor) and children worked separately with a school teacher, and then there was a 30-minute joint session where parents and children worked together, e.g. sequenced a story, wrote a card, decorated a biscuit, made a finger puppet, etc.

Rubina was very keen to attend the course as she had not had the chance to do any formal learning since she arrived in the U.K. 12 years before. She had been busy raising children and looking after a rather large family where her own needs were not always given priority.

She never missed a class and always did the home activity I set for her and Sulaiman. She had a thirst for knowledge and applied everything she heard in class to improving her own and her child’s skills. In addition to covering topics related to the children’s learning at school and life in the U.K., parents also prepared for the reading module of the OCR Functional Skills English exam at various levels. Rubina passed the Level 1 Reading module in June. She is now attending an adult only Family Learning Language course working towards the outstanding Speaking & Listening and Writing modules in June 2014.

It was absolutely fascinating to see how profoundly an opportunity to learn could make someone’s life change for the better: Rubina’s self-esteem grew quickly and she started to feel confident enough to sit down and learn not only with Sulaiman but with her two elder sons, too! A few months into the course she said she would really like to help out at the school. I encouraged her to

speak to Sulaiman's teacher and she has since started volunteering: she works two days at the school reading with children and helping in the library. To be better equipped for her voluntary role, she has done a Level 1 Preparing to Help in School course provided by the Workers' Educational Association and has applied to gain the Level 2 qualification, too. When she heard about the opportunity to enrol on a Microsoft Word course, she immediately applied for it. She is about to do a course on how to use Microsoft Excel in the next few weeks.

She wants to train to become a teaching assistant.

Her learning has had a positive impact on her family, too: all her children are doing better at school and even her husband is considering going back to college. She is also happy to share information with others about volunteering and learning opportunities.

8

I feel privileged to have been able to see Rubina's transformation from being a woman whose primary task in life a little over a year ago seemed to be looking after a big family to being a woman who is planning to become a teaching assistant. Without the opportunity of attending a Family Learning course, Rubina may have never had the confidence to learn with her children or to talk to the school about volunteering there, let alone think about pursuing a career in education. The opportunity presented itself when the school invited her to the course but it was up to her to make the best of it. Her enthusiasm for and commitment to improving her skills and then using these skills to help others are quite exceptional. I believe Rubina is a true ambassador for learning and thus a worthy nominee for an individual award.



Rachel Bown – Adult Award Winner

‘Hello, my name is Rachel. I am 36 years old and I have 5 children aged from 15 years to 5 years . I did Family Learning English in a big hall in Wrecchesham and I passed that in March 2012 – now I am doing functional skills in English (the exam has changed) . **I did the course to help me help my children at school with homework.** I hope to do a level 2 and then go on to college and do a nursing course. I am also doing a Family Learning Maths course. **I now help out at my children’s school and I think that this course has helped me a lot! Thank you for reading about my opportunity to improve myself for me and my children.**
RACHEL ‘



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Communities Select Committee
20 March 2014

Internal Audit Report – Community Learning and Skills

Purpose of the report: Scrutiny of Services

To review the summary of audit findings and Management Action Plan produced as a result of an internal audit review of Adult & Community Learning (now known as Community Learning and Skills).

Introduction:

1. It has been agreed by the Chairmen of the Council's Select Committees that any relevant Internal Audit reports that have attracted an audit opinion of either "Major Improvement Needed" or "Unsatisfactory", and/or those with high priority recommendations, will be considered for inclusion on the relevant Committee's work programme.

Context:

2. Internal Audit undertook a review of Adult & Community Learning in November 2013. The report produced as a result of this review attracted an audit opinion of "Some Improvement Needed". There were 3 High Priority recommendations made. A summary of the audit findings and recommendations is attached as **Annex 1**. The agreed Management Action Plan is attached as **Annex 2**. The supporting audit report has been previously circulated to committee members.
3. Officers from the service and Internal Audit will be available at the meeting, and the Select Committee is asked to review the actions being taken to address the audit recommendations made.

Recommendations:

4. That the Committee review the audit report and Management Action Plan and makes recommendations as necessary.

Next steps:

The Committee will continue to have oversight of any relevant audit report that has attracted an audit opinion of either “Major Improvement Needed” or “Unsatisfactory”, and/or those with high priority recommendations.

Report contact: Sue Lewry-Jones, Chief Internal Auditor

Contact details: 020 8541 9190

Sources/background papers: Internal Audit Report – Review of Adult and Community Learning (now known as Community Learning and Skills) 2014-14.

Completed Audit Reports

Annex 1

Audit (date report issued)	Background to review	Key findings	Audit opinion (1)	High Priority Recommendations for improvement (2) (agreed implementation date)
Adults and Community Learning (now known as Community Learning and Skills) (Jan 2014)	The Adult Skills Budget is one of the ways to increase learning opportunities for those with limited knowledge skills and experience. Community Learning and Skills provides learning, funded through the Skills Funding Agency (SFA). This review looked at the compliance with the SFA Funding Rules	<p>There were opportunities to strengthen compliance with the funding rules. This was the first full provision of the courses under the new rules. Management had recognised that there was a need for improvements and had recruited a support team that were about to start at the completion of the audit. There is a need for a consistent approach for the completion and monitoring of records.</p> <p>Only one officer within the service knew how to access the system for uploading information to the SFA and this officer was absent on leave at the time of the audit so the system could not be demonstrated.</p> <p>There was also a need to review information governance arrangements.</p> <p>Actions have already started on the recommendations and the new administration team will be an asset in enabling compliance.</p>	Some Improvement Needed	<p>Ensure there is a robust process, including monitoring of records to ensure the Council is compliant with the SFA funding rules. (Mar 2014)</p> <p>Improve resource resilience for the data submission process to SFA so that any unplanned absences can be managed. (Feb 2014)</p> <p>Ensure compliance with the Data Protection Act particularly with regard to tutors holding information regarding learners. In particular, data retention schedules should be updated. (Mar 2014)</p>

¹ Audit Opinions

Effective	Controls evaluated are adequate, appropriate, and effective to provide reasonable assurance that risks are being managed and objectives should be met.
Some Improvement Needed	A few specific control weaknesses were noted; generally however, controls evaluated are adequate, appropriate, and effective to provide reasonable assurance that risks are being managed and objectives should be met.
Major Improvement Needed	Numerous specific control weaknesses were noted. Controls evaluated are unlikely to provide reasonable assurance that risks are being managed and objectives should be met.
Unsatisfactory	Controls evaluated are not adequate, appropriate, or effective to provide reasonable assurance that risks are being managed and objectives should be met.

² Recommendations

Priority High (H) - major control weakness requiring immediate implementation of recommendation

AGREED MANAGEMENT ACTION PLAN

Directorate:	Customer and Communities
Audit report:	Adults & Community Learning 2013-14
Dated:	January 2014

PRIORITY RATINGS

Priority High (H) - major control weakness requiring immediate implementation of recommendation

Priority Medium (M) - existing procedures have a negative impact on internal control or the efficient use of resources

Priority Low (L) - recommendation represents good practice but its implementation is not fundamental to internal control

I agree to the actions below and accept overall accountability for their timely completion. I will inform Internal Audit if timescales are likely to be missed.

The auditor agrees that the actions set out below are satisfactory.

Lead Responsible Officer (HOS): Peter Milton

Auditor: Frank Mannion

Date: 28 January 2014

Date: 28 January 2014

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Para Ref	Recommendation	Priority Rating	Management Action Proposed	Timescale for Action	Officer Responsible	Audit Agree?
5.16	Learning Agreements Community Learning and Skills management to review the present arrangements for the administration and retention including accessibility of all documents that make up the Learner Agreement as laid down in the Skills Funding Agency's Funding Rules.	M	Define what documents constitute a Learning Agreement.	Friday 31 January 2014	Emma Brummitt – Learning Services Manager	Y
			Document the 'as is' process from start (i.e. generation) to finish (i.e. filing and retention) for each element of the Learning Agreement.	Friday 28 February 2014	Emma Brummitt – Learning Services Manager	Y
			Review 'as is' process and develop 'to be' process.	Friday 14 March 2014	Emma Brummitt – Learning Services Manager	Y
			Implement 'to be' process.	Monday 28 April 2014	Emma Brummitt – Learning Services Manager	Y

AGREED MANAGEMENT ACTION PLAN

Para Ref	Recommendation	Priority Rating	Management Action Proposed	Timescale for Action	Officer Responsible	Audit Agree?
5.17	<p>Learning Agreements</p> <p>Community Learning and Skills management must ensure that they can demonstrate full compliance with the principles of the Data Protection Act, particularly regarding information held by tutors and up to date retention schedules. They should seek advice from the Corporate Information Governance Officer regarding the actions they need to complete. The council has a contract with Deep Store for off site storage. Management should consider the retrieval convenience and costs of using the facility against storage on their own sites.</p>	H	Retention Schedule to be reviewed following completion of 5.16 (see above).	Friday 14 March 2014	Emma Brummitt – Learning Services Manager	Y
			Review of current storage at each of the Adult Learning Centres and consider feasibility of Deep Store.	Friday 14 March 2014	Emma Brummitt – Learning Services Manager	Y
			Meeting to be arranged with Grisilda Ponniah, Corporate Information Governance Manager, to discuss how Tutor's can continue to have Learners email addresses (required to support learners, monitor attendance and provide feedback on a weekly basis) and comply with the Data Protection Act.	Friday 7 February 2014	Paul Hoffman – Principal	Y
			Meeting to be arranged with IMT to discuss possible technical solutions to Tutor's having email address of Learners.	Friday 7 February 2014	Clive Banks – Information Technology and Funding Manager	Y

AGREED MANAGEMENT ACTION PLAN

Para Ref	Recommendation	Priority Rating	Management Action Proposed	Timescale for Action	Officer Responsible	Audit Agree?
			Consult representative sample of Tutors and Curriculum Management Team on proposed technical solution.	Friday 21 March 2014	Anu Chanda – Deputy Principal	Y
			Implement technical solution.	Monday 28 April 2104 (Start of Summer term)	Anu Chanda – Deputy Principal	Y
5.31	Learners' Eligibility to Receive Funding Community and Learning Skill management to ensure there is a robust process, including monitoring of records, to ensure the council is compliant with the funding rules of the Skills Funding Agency.	H	Develop a process for 'dip sampling' of paperwork.	Friday 14 March 2014	Emma Brummitt – Learning Services Manager	Y
			Develop flowcharts for Skills Funding Agency (SFA) eligibility: 1. Adult Skills Budget (ASB) funded accredited courses. 2. Community Learning (CL) funded mainly non-accredited courses.	Friday 14 March 2014	Clive Banks – Information Technology and Funding Manager	Y

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5.32	Learners' Eligibility to Receive Funding Community Learning and Skills should undertake an equality impact assessment for any changes to the enrolment process if there is a risk to some of the potential learners not being able to access a revised enrolment process.	M	Consider whether an Equality Impact Assessment (EIA) is required for Online Enrolments.	Friday 28 February 2014	Paul Hoffman – Principal	Y
			If required, commission Policy and Performance Team to undertake an Equality Impact Assessment (EIA) of Online Enrolments.	Monday 31 March 2014	Paul Hoffman – Principal	Y
5.47	Eligibility of Courses and Tutors Community Learning and Skills management should ensure that there is a formal method of ensuring learners are notified of the charging policy associated with the courses provided.	M	Develop two Fees Policies.	Monday 31 March 2014	Emma Brummitt – Learning Services Manager	Y
			Publish two Fees Policies on external website: 1. Adult Skills Budget (ASB) funded accredited courses. 2. Community Learning (CL) funded mainly non-accredited courses.	Monday 31 March 2014	Emma Brummitt – Learning Services Manager	Y
			Ensure statement about Fees Policies is clear in Course Guide.	Monday 31 March 2014	Emma Brummitt – Learning Services Manager	Y
			Ensure statement about Fees Policies is clear in Learning Agreement.	Monday 31 March 2014	Clive Banks – Information Technology and Funding Manager	Y

AGREED MANAGEMENT ACTION PLAN

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5.53	<p>Data Submissions to the SFA Community Learning and Skills Management needs to ensure the submission process is sufficiently resilient to cover unplanned staff absences.</p>	H	<p>Development Plan to be implemented for Peter Wickenden, Information Systems Officer, so that he has sufficient knowledge and skill to be able to cover in the absence of Clive Banks, Information Technology and Funding Manager.</p>	Friday 28 February 2014	Clive Banks – Information Technology and Funding Manager	Y
			<p>Peter Wickenden, Information Systems Officer, to be able to act as Deputy for Clive Banks, Information Technology and Funding Manager, in his absence. In particular, complete an Individualised Learner Record (ILR) return and populate accurately the Ofsted's pre-inspection data sheets.</p>	Thursday 31 July 2014	Clive Banks – Information Technology and Funding Manager	Y

AGREED MANAGEMENT ACTION PLAN

Para Ref	Recommendation	Priority Rating	Management Action Proposed	Timescale for Action	Officer Responsible	Audit Agree?
5.60	<p>European Social Fund</p> <p>Community Learning and Skills management should continue dialogue with the SFA to clarify what is required under the Funding Rules and implement processes to comply as appropriate.</p>	M	Termly Meetings with Skills Funding Agency (SFA), where European Social Fund (ESF) is a standard agenda item.	Monday 31 March 2014	Paul Hoffman – Principal	Y