

## Notice of Meeting

# Communities Select Committee



**SURREY**  
COUNTY COUNCIL

**Date & time**  
**Wednesday, 23**  
**July 2014**  
**at 10.00 am**

**Place**  
Ashcombe Suite,  
County Hall, Kingston-  
upon-Thames, Surrey,  
KT1 2DN

**Contact**  
Victoria White or Rianna Hanford  
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 Victoria White or Rianna Hanford on 020 8213 2583 or 020 8213 2662.**

### **Members**

Mrs Denise Saliagopoulos (Chairman), Mr Chris Norman (Vice-Chairman), Mr Mike Bennison, Mrs Yvonna Lay, Mrs Jan Mason, Mr John Orrick, Mr Saj Hussain, Mrs Mary Lewis, Mr Chris Pitt, Ms Barbara Thomson, Mr Alan Young and Mr Robert Evans

### **Ex Officio Members:**

Mrs Sally Ann B Marks (Vice Chairman of the County Council) and Mr David Munro (Chairman of the County Council)

## **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: 19 MAY 2014**

(Pages 1  
- 12)

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 (17 July 2014).
2. The deadline for public questions is seven days before the meeting (16 July 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**

There are no responses to report.

### **6 RECOMMENDATION TRACKER AND FORWARD WORK PROGRAMME**

(Pages  
13 - 20)

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

- 7 REGULATION OF INVESTIGATORY POWERS ACT 2000 (RIPA) REVIEW 2013/14** (Pages 21 - 26)
- Purpose of report:** Scrutiny of Services and Budgets
- Scrutiny of the use of the Regulation of Investigatory Powers Act 2000 (RIPA) by the Council.
- 8 THE VISION FOR COMMUNITY LEARNING & SKILLS** (Pages 27 - 32)
- Purpose of report:** Scrutiny of Services and Budgets
- To review progress on the previous recommendation of the Select Committee of 20 March 2014.
- 9 FULL YEAR OUTCOMES-BASED PERFORMANCE REPORT ON VOLUNTARY, COMMUNITY AND FAITH SECTOR INFRASTRUCTURE IN SURREY** (Pages 33 - 68)
- Purpose of the report:** Policy Development and Review
- (i) To provide the Committee with the full year, 2013-14 outcomes-based performance information for voluntary, community and faith sector (VCFS) infrastructure organisations, co-commissioned by the County Council, Boroughs and District Councils and Clinical Commissioning Groups.
- (ii) To update on the broader strategic development and relationship building with the wider VCFS in Surrey.
- 10 UPDATE FROM THE CHIEF FIRE OFFICER** Verbal Update
- Update from the Chief Fire Officer to the Communities Select Committee will focus on the Transformation Programme including the refresh of the Public Safety Plan and co-designs of solutions for workforce reform.
- 11 DATE OF NEXT MEETING**
- The next meeting of the Committee will be held at 10am on 25 September 2014.

**David McNulty**  
**Chief Executive**  
 Published: Friday 11 July 2014

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*Generally the public seating areas are not filmed. However by entering the meeting room and using the public seating area, you are consenting to being filmed and to the possible use of those images and sound recordings for webcasting and/or training purposes.*

*If you have any queries regarding this, please contact the representative of Legal and Democratic Services at the meeting*

**MINUTES** of the meeting of the **COMMUNITIES SELECT COMMITTEE** held at 10.00 am on 19 May 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 Monday, 21 July 2014.

**Elected Members:**

- \* Mrs Denise Saliagopoulos (Chairman)
- \* Mr Chris Norman (Vice-Chairman)
- Mr Mike Bennison
- \* Mrs Yvonna Lay
- \* Mrs Jan Mason
- \* Mr John Orrick
- \* Mr Saj Hussain
- \* Mrs Mary Lewis
- Mr Chris Pitt
- Ms Barbara Thomson
- \* Mr Alan Young
- Mr Robert Evans

**Ex officio Members:**

Mrs Sally Ann B Marks, Vice Chairman of the County Council  
Mr David Munro, Chairman of the County Council

**22/14 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS [Item 1]**

Apologies were received from Michael Bennison, Robert Evans and Barbara Thomson.

The Chairman welcomed new Members to the Committee; Yvonna Lay and Michael Bennison, and thanked the outgoing Members; Rachel I Lake and Christiane Mahne for their work with the Committee in the last year.

**23/14 MINUTES OF THE PREVIOUS MEETINGS: 15 JANUARY 2014 AND 20 MARCH 2014 [Item 2]**

The minutes of the meetings on 15 January 2014 and 20 March 2014 were agreed as true records of the meetings.

**24/14 DECLARATIONS OF INTEREST [Item 3]**

None were received.

**25/14 QUESTIONS AND PETITIONS [Item 4]**

**Declarations of interest:** None.

**Witnesses:** None

**Key points raised during the discussion:**

1. One public question was received from Dr I Mason. A copy of the question and response can be found attached to the minutes.
2. Councillor Alan Young provided clarification about a question he had asked during the Cycling Strategy scrutiny meeting on 28 November 2013. He had asked the Police representative at the meeting how many cyclists stopped in Surrey had English as their first language. This question was asked as he had been informed by the Police, at an earlier meeting of Surrey Hills Parish Councils, convened by Surrey County Council, that a significant number of cycling groups stopped by the Police in the Surrey Hills did not speak English and therefore had difficulty communicating with officers. Mr Young's intention in asking this question had been to highlight this and to raise the possibility that safety information for cyclists should be provided in more than one language. The Chairman thanked Councillor Young for his clarification.

**Recommendations:** None.

**Actions/further information to be provided:** None.

**Committee next steps:** None.

**26/14 RESPONSES FROM THE CABINET TO ISSUES REFERRED BY THE SELECT COMMITTEE [Item 5]**

The Committee noted the response to recommendations from the Cabinet Member.

**27/14 RECOMMENDATION TRACKER AND FORWARD WORK PROGRAMME  
[Item 6]**

**Declarations of interest:** None.

**Witnesses:** None.

**Key points raised during the discussion:**

1. The Chairman informed the Committee that following a review of the work within the Chief Executive's Office, Rachel Crossley had taken over responsibility for the Voluntary, Community and Faith Sector (VCFS) work, previously led by Policy & Performance. At the next meeting of the Committee Rachel Crossley and Saba Hussain were invited to attend for the VCFS item instead of Mary Burguieres and Liz Lawrence.

**Recommendations:** None.

**Actions/further information to be provided:** None.

**Committee next steps:** None.

**28/14 CABINET MEMBER (AND ASSOCIATE) PRIORITIES FOR YEAR AHEAD  
[Item 7]**

**Declarations of interest:** None

**Witnesses:**

Helyn Clack, Cabinet Member for Community Services  
Kay Hammond, Cabinet Associate for Fire and Police Services

**Key points raised during the discussion:**

1. The Cabinet Member and Cabinet Associate provided an overview of their priorities for the next year. The Cabinet Associate informed the Committee that it was a challenging time within the Fire Service as they were still in a period of strike action, and she continued to challenge the Chief Fire Officer to ensure contingency was in place. However, work was being done on putting a bid into government for the Blue Light Collaboration work, which they hoped would be successful to assist in the transformation of the emergency services collaborative work. On 10 June 2014 there would be a meeting with all agencies involved and politicians from across Surrey and Sussex to discuss further collaboration.
2. The Committee were informed that the Leader had agreed to put aside money for defibrillators on fire engines, as it was felt that it was appropriate that fire fighters would be able to respond if an ambulance was not present at the time.
3. The Cabinet Associate was leading on a project to map the locations of all the defibrillators in Surrey. It was felt this would take between

three to six months and would enable the council to challenge local businesses to acquire one if gaps were identified. This work would be done alongside the ambulance trust, SECAMB, and would utilise the knowledge of the Local Committees.

4. The Cabinet Member outlined her responsibilities within the portfolio of Cabinet Member for Community Services and Cabinet Lead for Continuous Improvement. Her additional role involved looking at services across the council and ensuring services were continuing to improve.
5. The Committee congratulated the work being done with defibrillators as they felt that this was an excellent and important project. Members were informed that a joint agreement had been made with the Fire unions as there was an understanding of their use, but that they would probably not be introduced until the mapping project had been completed.
6. Members queried whether all Community Partnered Libraries (CPL) would be open by the end of 2014 or the financial year, and whether there had been any issues recruiting and retaining volunteers for these libraries. The Cabinet Member stated that the CPLs had been well received and supported. She had not heard of the volunteer recruitment issues, but would raise this with officers to ensure support was provided to the CPLs. There had been some legal issues with the remaining CPLs though they were hoping to overcome these and for them to be open as soon as possible.
7. The Cabinet Associate refuted claims that there was disproportionate fire cover in the county as response times were being met in rural areas. Furthermore current changes to cover in the county were trying to address any difficulties in response times.

**Recommendations:**

1. The Committee supports the Cabinet Member and Associate priorities.

**Actions/further information to be provided:** None.

**Committee next steps:**

Cabinet Member and Associate be invited to attend a future Committee meeting to update Members on their priorities.

**29/14 UPDATE ON MAGNA CARTA ANNIVERSARY PROPOSALS [Item 8]**

**Declarations of interest:** None.

**Witnesses:**

Peter Milton, Head of Cultural Services  
 Geri Silverstone, Project Manager National Trust  
 Susie Kemp, Assistant Chief Executive  
 Helyn Clack, Cabinet Member for Community Services



**Key points raised during the discussion:**

1. The Committee were provided with a presentation which showed the progress of organising Magna Carta celebrations in 2014, 2015 and beyond.
2. Members raised concerns that residents in Egham were upset with the plans as they felt that been ignored and their ideas had been disregarded by officers, and that the talent in Runnymede would not be showcased at the concert at the Royal Albert Hall. Officers stated that the £1 million fund from Surrey County Council was to be spent on all residents of Surrey, as there was a wish to raise awareness of the Magna Carta. It was important that the Runnymede site told the story of the signing of the Magna Carta which it currently did not do and the priority had been the completion of the HLF bid.
3. Officers assured Members that money had been put aside for events in Egham High Street for local residents and visitors, and the plans would be discussed with local Members in due course. The Cabinet Member stated that the concert at the Royal Albert Hall would showcase the talent of residents with a themed focus on the Magna Carta. Members requested that future similar events took place in Surrey as they were concerned that residents would not stay the full length of the concert due to travel concerns.
4. Members requested to see the Business Plan submitted to the Heritage Lottery Fund (HLF), however officers advised that this could not be circulated until the HLF had made a first round decision in July 2014. The partnership Masterplan had cost £50,000 to which Surrey County Council had contributed £12,500.
5. The Committee were concerned about plans if the HLF bid for £4.3 million was not successful. The Project Manager stated that the Surrey Partnership were committed to develop the site, and HLF funding would provide an enhanced legacy offer, if successful. Members were however concerned that there was not a viable alternative to not being successful at HLF funding.
6. Parking would be provided on the site, with current parking provision being developed.
7. Members were concerned that the highways improvements would not be completed in time as they were to go to the Local Committee on 9 June 2014 and works often took a long time to be completed. Officers assured the Committee that there was a fully specked and specified programme that Surrey Highways officers had been instructed to deliver by the Cabinet Member for Highways, Transport and Flooding Recovery, and this is due to be presented to the next Local Committee meeting.
8. The Committee queried whether the art installation would be ready in time for the June 2015 events and were informed that only artists and their proposals which could be delivered in time, and on budget at £700,000, were being considered.

9. There was an aspiration to use the Brunel Boat House as part of the overall development of the site and the Royal Borough of Windsor and Maidenhead were fully engaged with the site and event developments. Officers felt that it was important to encourage tourists from Windsor to visit the Runnymede site in the future.
10. Members were informed that the event on 15 June 2015, to which the HRM would attend, would be balloted for audience capacity of 5,000. Officers were in process of scoping potential fundraising opportunities for the official event and noted that it would not be fully funded by the council.
11. The Cabinet Member stressed that there had been little time to form plans but there was a commitment for the celebrations to be about community development.

**Recommendations:**

1. The Committee continues to receive updates on Magna Carta, including the funding position from the Heritage Lottery Fund.
2. That the Project Manager (National Trust) engage with local Members in Runnymede to understand views of local people, involve local talent and help inform the work of the Magna Carta Surrey Partnership.

**Actions/further information to be provided:** None.

**Committee next steps:**

The Committee to review progress of Magna Carta anniversary proposals at a future meeting.

**30/14 PROGRESS REPORT ON COMMUNITY SAFETY PARTNERSHIPS (FOLLOWING RECOMMENDATIONS MADE AT THE ANNUAL SCRUTINY MEETING ON 31 OCTOBER 2013) [Item 9]**

**Declarations of interest:** None.

**Witnesses:**

Yvonne Rees, Strategic Director for Customer and Communities  
 Jane Last, Lead Manager for Community Safety and Partnerships  
 Gordon Falconer, Community Safety Unit Senior Manager  
 Louise Gibbons, Community Safety Manager  
 Helyn Clack, Cabinet Member for Community Services  
 Kay Hammond, Cabinet Associate for Fire and Police Services

**Key points raised during the discussion:**

1. Members queried progress against recommendation two as Tandridge had not been too happy with the approach being taken. Officers informed the Committee that it was an interesting proposal which was being led by the three Boroughs and Districts, with Surrey County Council being a partner. Significant conversations had taken place and the changes had gone through the relevant democratic services

processes. Officers were not aware of any issues at present but would look into it further.

2. Officers felt that a benefit had been that there had been fewer meetings which enabled officers to put more resources into the Community Support Programme. The aim was to concentrate more on local delivery, however they would continue review and evolve the process to ensure it worked appropriately.
3. With the Woking Joint Committee the Community Safety Partnership (CSP) had a different role and officers suggested that a review of this should be brought to the Committee in six months.
4. Members were informed that anti social behaviour was often considered on the proportionality of the actions.
5. The Committee requested to see a breakdown of the HMIC report by Boroughs and Districts.
6. The Chairman thanked the officers for an excellent and clear report.

**Recommendations:**

1. The Committee to receive a further update on collaborative working between Community Safety Partnerships – including lessons learned from the east divisions CSPs.

**Actions/further information to be provided:**

Officers to provide a breakdown of HMIC report by Boroughs and Districts.

**Committee next steps:**

The Committee to complete the annual scrutiny of Community Safety Partnerships in October 2014.

**31/14 SCRUTINY OF EVALUATION OF PILOT SPECIALIST RESCUE AND CONTINGENCY CREWING CONTRACT AND PROPOSALS TO TENDER FOR A NEW CONTRACT TO PROVIDE CONTINGENCY CREWING AND SPECIALIST RESCUE [Item 10]**

**Declarations of interest:** None.

**Witnesses:**

Russell Pearson, Chief Fire Officer  
 Kay Hammond, Cabinet Associate for Fire and Rescue Services  
 Helyn Clack, Cabinet Member for Community Services

**Key points raised during the discussion:**

1. The Chief Fire Officer explained that the Surrey Fire and Rescue Service (SFRS) did have a contract with a commercial provider for contingency crewing to fulfil their statutory requirement, however the

contract went beyond the statutory requirements to provide specialist rescue also.

2. SFRS had been able to provide the highest level of contingency crewing, and had been awarded certificates after a review during the flooding incident found them to be completely compliant. The contract had been in action for 18 months, during which time it had been tested stringently due to a number of incidents, and the pilot scheme had been extended to March 2015 though a decision now needed to be made whether as to go out to tender for a new contract for these services. It was felt that the pilot scheme had performed well.
3. As many of the services provided by the commercial provider were outside statutory requirements previously it took a number of hours to rescue scenarios, which the Chief Officer stated was unsatisfactory as he considered rescue to be a large part of the Fire Services responsibility. It was believed that SFRS had one of the highest capabilities within the country with a small team providing a variety of services.
4. Due to the extended pilot scheme it was stated that they were in a position to know what was necessary for a new contract. There was now increased interest in the contract through soft testing and some Fire Authorities interested in the contract arrangements.

**Recommendations:**

1. The Committee endorses Option 3 of broadening of the contract scope.

**Actions/further information to be provided:** None.

**Committee next steps:** None.

**32/14 EXCLUSION OF THE PUBLIC [Item 11]**

Resolved that under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting during consideration of the following items of business on the grounds that they involve the likely disclosure of exempt information under paragraph 3 of Part 1 of Schedule 12A of the Act.

**33/14 SCRUTINY OF EVALUATION OF PILOT SPECIALIST RESCUE AND CONTINGENCY CREWING CONTRACT AND PROPOSALS TO TENDER FOR A NEW CONTRACT TO PROVIDE CONTINGENCY CREWING AND SPECIALIST RESCUE [Item 12]**

**Declarations of interest:** None.

**Witnesses:**

Russell Pearson, Chief Fire Officer  
 Kay Hammond, Cabinet Associate for Fire and Police Services  
 Helyn Clack, Cabinet Member for Community Services

**Key points raised during the discussion:**

1. The Chief Fire Officer expanded upon the discussion held within the public part of the meeting.

**Recommendations:**

1. That Members of Council Overview and Scrutiny Committee discuss procurement matters in relevant committees.

**Actions/further information to be provided:** None.

**Committee next steps:** None.

**34/14 PUBLICITY FOR PART 2 ITEMS [Item 13]**

The Committee resolved not to publicise the minutes of the Part Two discussion.

**35/14 UPDATE FROM THE CHIEF FIRE OFFICER [Item 14]**

**Declarations of interest:** None.

**Witnesses:**

Russell Pearson, Chief Fire Officer  
Mary Lewis, Chair of Public Safety Plan Update Member Reference Group

**Key points raised during the discussion:**

1. The Chief Fire Officer informed the Committee that union leaders had requested to speak at a future Communities Select Committee meeting on the Public Service Transformation Plan. This would provide the opportunity for Members to ask the unions for their opinions on plans and the reports could be jointly presented. The Chairman agreed in principle, though would consider further and requested the Member Reference Group (MRG) consider having union representatives at witnesses.
2. The Chair of the MRG informed the Committee that the group had been set up to focus on the Public Safety Plan with Councillors Mary Lewis, Jan Mason, Chris Norman and Barbara Thomson as Members. The Members have raised concerns with the service, including the consultation processes followed and would look closely at the key role of community risk modelling.
3. Members suggested that due to the popularity of the MRG that the Chair may wish to consider accepting substitutes at meetings.

**Recommendations:**

1. The Committee, through the Member Reference Group, have the opportunity to question local unions on the transformation programme.

**Actions/further information to be provided:** None.

**Committee next steps:**

The Committee to receive a verbal update from the Chief Fire Officer at future meetings.

**36/14 DATE OF NEXT MEETING [Item 15]**

The Committee noted the date of the next meeting of the Communities Select Committee would be on 23 July 2014.

Meeting ended at: 12.55 pm

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**Chairman**

**Communities Select Committee 19 May 2014****Item 4: Public questions****Submitted by: Dr Ian Mason****Question 1:**

At this meeting, minutes will be presented of the meeting of the Communities Select Committee held at 10.00 am on 15 January 2014.

Under section 5.13.2 of these minutes it is noted that:

“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.”

I can find no record of these discussions or of their conclusion(s). It seems to me that this question of vital interest to Surrey businesses and residents. Can you help me locate where the relevant records might be lodged, or suggest what steps I might take to ensure this is followed up in the 19th May CSC meeting?

**Response:**

Following the successes of the 2013 event the London-Surrey 100 and Classic is planned for the 10th August 2014.

As with any event in the county, businesses will not be indemnified for any losses they incur on the event day. The event organiser, London/Surrey Cycle Partnership is working with communities on the route to ensure that wherever possible the opportunities the event brings can be maximised by Surrey businesses. As a key learning outcome access for residents during the event is being reviewed to ensure that wherever possible the impacts of the road closures required to support the safety of residents, spectators and event participants is kept to a minimum. The event organiser is currently working with residents and businesses on the route to share event information and plan for access during the road closures.

Through the changes to the route for the 2014 events, with a focus on the town centres and by working with the event sponsors and organisers we will be building on the success of 2013 to ensure that we continue to grow the event and allow businesses and charities to continue to benefit from the opportunities this world class event brings to Surrey.

**Mrs Denise Saliagopoulos**  
**Chairman of Communities Select Committee**

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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
<b>23 July 2014 – Ordinary meeting – County Hall</b>				
23 July 2014	Trading Standards - RIPA	Scrutiny of annual report on Surrey Trading Standards use of the Regulation of Investigatory Powers Act 2000	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	Rachel Crossley Saba Hussain Susie Kemp Helyn Clack	Report to Committee
23 July 2014	Adult Learning	Update on progress of development of Adult Learning website and online enrolment	Paul Brocklehurst Mark Irons Paul Hoffman Peter Milton Susie Kemp Helyn Clack	Report/ presentation to Committee
<b>25 September 2014 – Ordinary meeting – County Hall</b>				
25 September 2014	Fire Service Public Safety Plan	Scrutiny of draft refreshed Public Safety Plan 2025	Russell Pearson Dave Sargeant Helyn Clack Kay Hammond	Report to Committee
25 September 2014	Trading Standards – proposals for new service	Scrutiny of business case for a new joint trading standards service with Buckinghamshire County Council from 2015	Steve Ruddy Yvonne Rees Helyn Clack	Report to Committee
<b>19 November 2014 – Ordinary meeting – East Surrey College</b>				
19 November 2014	Adult Learning	Scrutiny of adult learning provision in the east of the County	Paul Hoffman Peter Milton Susie Kemp Helyn Clack	Report to Committee Invite East Surrey College to host meeting



Date	Proposed Item	Why is this item proposed?	Contact Officer / Member	Proposed Method of Handling
14 January 2015 – Ordinary meeting – County Hall				
14 January 2015	Cabinet Member and Associate Priorities – update	Scrutiny of Cabinet Member and Associate Cabinet Member priorities, set in May 2014.	Helyn Clack Kay Hammond	Report to Committee

To be scheduled for 2014/15				
TBC – single item meeting in October 2014	Community Safety Partnership	Annual Scrutiny of Surrey's Community Safety Partnerships	Gordon Falconer Jane Last Yvonne Rees Helyn Clack Kay Hammond	Report to Committee
TBC	Governance of Cultural Services	Scrutiny of options for governance of cultural services	Peter Milton Susie Kemp Helyn Clack	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
TBC – Spring 2015	Fire Service Public Safety Plan	Scrutiny of the refreshed final Public Safety Plan	Russell Pearson Dave Sargeant Helyn Clack Kay Hammond	Report to Committee

**COMMUNITIES SELECT COMMITTEE 2013-2014  
ACTIONS AND RECOMMENDATIONS TRACKER – 23 JULY 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.

<b>Date of meeting</b>	<b>Item</b>	<b>Recommendations/Actions</b>	<b>Achieved/Outstanding?</b>	<b>Deadline</b>	<b>Responsible Cabinet Member/Member/Officer</b>
20 MARCH 2014	<b>VISION FOR SURREY'S ADULT LEARNING SERVICE</b>	That the Chief Digital Officer work with the Adult Learning Service to develop a standalone website to enable online booking for courses and effectively market the service. This is to maximise the potential of the service and ensure its sustainability. Report back to the Communities Select Committee on progress of this development in 3 months time.	ONGOING  The Chairman sent a letter to the Chief Digital Officer (copying in relevant officers and Cabinet members) with this recommendation to take forward. It has become apparent that the Head of Information Technology and the Head of Customer Services together with Cultural Services, not the Chief Digital Officer, are responsible for taking this recommendation forward. The recommendation will be amended to reflect this. Their response is as follows: <ul style="list-style-type: none"> <li>•Adult Learning, IMT and Customer Services have been working on this.</li> <li>•The Adult Learning web pages are currently being redesigned and a new 'course finder' module is being developed. The 'go-live' for these improvements is June 14.</li> </ul> The new Adult Learning web pages will take advantage of the new website design. The new approach allows individual Services much greater flexibility over the 'look and feel' whilst, still presenting a single, coherent overall SCC website for customers. An update report on progress of development of Adult Learning website and online enrolment has been added to the agenda for July 2014.	July 2014	Mark Irons Paul Brocklehurst Peter Milton Paul Hoffman Susie Kemp  Helyn Clack Denise Le Gal
20 MARCH 2014	<b>VISION FOR SURREY'S LIBRARY SERVICE</b>	The Library Service to work with the Head of Procurement and Commissioning to explore options for the Library Service to be formally commissioned by other County Council Services to deliver events and programmes on their behalf and to report back to the Select Committee.	ACHIEVED  The Chairman has sent a letter to the Head of Procurement and Commission and the Head of Cultural Service, (copying in relevant officers and Cabinet members), with this recommendation to take forward. Response: <ul style="list-style-type: none"> <li>•Libraries senior management team have been briefed.</li> <li>•Exploratory meeting with Laura Langstaff is</li> </ul>	July 2014	Laura Langstaff Peter Milton Rose Wilson Susie Kemp  Helyn Clack Denise Le Gal

			<p>being scheduled for end of May.</p> <ul style="list-style-type: none"> <li>•Information will be gathered from other library services who are carrying out paid commissioned work (end of June).</li> <li>•Work to develop model for Surrey libraries (end of July).</li> <li>•Market commissioning to suitable County Council internal customers (September).</li> <li>•Pilot project running in October.</li> </ul> <p><u>Update (July 2014)</u></p> <p>The exploratory meeting with the Head of Procurement was held on 2 June. It was established that there is no single market place or forum within Surrey County Council for services looking to do commissioned work to discuss options with possible commissioning services. The approach will need to be to individual Surrey County Council Services.</p> <p>Information has been gathered from other library authorities carrying out commissioned work. The range of activities includes delivering work for Registration, Police, Boroughs and Districts and service level agreements with Public Health. External commissioning includes a range of activities in the field of health and well being, materials distribution, loan of teaching aids and other help to health practitioners. There is a further range of work developing with, for example, mental health charities delivering social and reading groups for mental health patients.</p> <p>The service is in discussion with Procurement about suitable training for staff to develop commercial skills. The service is putting together a list of services to approach and a brochure and presentation around what it can offer to deliver to selected services, of which Adult Social Care will be the first target.</p>		
20 MARCH 2014	<b>VISION FOR SURREY'S LIBRARY</b>	The Library Service to explore the funding opportunities from the	ONGOING	Update for tracker in	Peter Milton Rose Wilson

	<b>SERVICE</b>	education sector in respect of STEM subjects (science, technology, engineering and mathematics), to improve IT provision in Surrey libraries.	<p>The Chairman has sent a letter to the Head of Cultural Services (copying in relevant officers and cabinet members) with this recommendation to take forward.</p> <p>Response:</p> <ul style="list-style-type: none"> <li>•Information will be gathered on Government and education approaches to encouraging study and delivery of STEM subjects (end of July)</li> <li>•Contact and explore funding with a range of potential partners (end of September)</li> <li>•Assess stem strategies as possible source of funding/IT initiatives and report to Select Committee on viability.</li> </ul>	September 2014	Susie Kemp Helyn Clack
20 MARCH 2014	<b>VISION FOR SURREY'S LIBRARY SERVICE</b>	Surrey's Library Service to talk to other libraries on a similar journey to create the library of the future, to share best practice and learning.	<p>ONGOING</p> <p>The Chairman has sent a letter to the Head of Cultural Services (copying in relevant officers and cabinet members) with this recommendation to take forward.</p> <p>Response:</p> <ul style="list-style-type: none"> <li>•Will Increase range of activities to collect user and non-user feedback and ideas to inform planning</li> <li>•Senior library staff to research and attend a range of policy briefings workshops and seminars looking at the future of libraries (ongoing)</li> <li>•Library staff to proactively exploit current contacts, professional groups and peers to look at best practice (ongoing)</li> </ul>	Update for tracker in September 2014	Peter Milton Rose Wilson Susie Kemp Helyn Clack
20 MARCH 2014	<b>VISION FOR SURREY'S LIBRARY SERVICE</b>	That the Chief Digital Officer work with the Library Service to develop their IT provision as part of the Council's development of their Digital Strategy.	<p>ONGOING</p> <p>The Chairman has sent a letter to the Head of Cultural Services (copying in relevant officers and cabinet members) with this recommendation to take forward. It has become apparent that the Head of Information Technology, Head of Customer Services, Head of Procurement and Cultural Services, not the Chief Digital Officer is responsible for taking this recommendation forward. The recommendation will be amended to reflect this.</p>	Update for tracker in September 2014	Mark Irons Paul Brocklehurst Laura Langstaff Peter Milton Rose Wilson Susie Kemp Helyn Clack Denise Le Gal

			<p>Response:</p> <ul style="list-style-type: none"> <li>•Libraries to create discussion paper on library IT issues and future needs (end of July)</li> <li>•Libraries and Head of Cultural Services to meet with Head of Procurement and Head of IMT to agree options to be explored and develop action plan ( August)</li> <li>•Commence work on a range of options (September)</li> </ul>		
19 MAY 2014	<b>CABINET MEMBER (AND ASSOCIATE) PRIORITIES FOR YEAR AHEAD</b>	The Committee supports the Cabinet Member and Associate priorities.	<p>ONGOING</p> <p>Cabinet Member and Associate be invited to attend a future Committee meeting to update Members on their priorities.</p>	By January 2015	Helyn Clack Kay Hammond
19 MAY 2014	<b>UPDATE ON MAGNA CARTA PROPOSALS</b>	The Committee continues to receive updates on Magna Carta, including the funding position from the Heritage Lottery Fund.	<p>ONGOING</p> <p>Arranging date for Head of Cultural Services to provide an update.</p> <p>Partnerships are due to hear back about the Heritage Lottery Fund bid at the end of July 2014.</p>	Update for tracker in September 2014	Peter Milton Geri Silverstone Susie Kemp  Helyn Clack
19 MAY 2014	<b>UPDATE ON MAGNA CARTA PROPOSALS</b>	That the Project Manager (National Trust) engage with local Members in Runnymede to understand views of local people, involve local talent and help inform the work of the Magna Carta Surrey Partnership.	<p>ACHIEVED</p> <p>The Magna Carta Surrey Partnership are engaging with the community at various events across the county w/ continuous plans in place, detail as below:</p> <p><b>Completed events</b></p> <p>29.04.14 PPT to Runnymede Association Arts</p> <p>14.06.14 Magna Carta Day @ Egham High Street</p> <p>15.06.14 799 Event @ Runnymede Meadows</p> <p>19.06.14 Stakeholder meeting @ Strodes College</p> <p>21.06.14 Englefield Green Village fair @ Englefield Green</p> <p>28.06.14 Carnival Capers @ Virginia Water</p> <p>01.07.14 PPT to Runnymede Business</p>	July 2014	Geri Silverstone Peter Milton

			<p>Partnership</p> <p><b>Upcoming events</b></p> <p>09.08.14 Chertsey Show  10.08.14 Chertsey Show  23.08.14 Egham Royal Show  24.08.14 Egham Royal Show  11.09.14 Stakeholder meeting @ Strodes College  15.01.15 Stakeholder meeting @ Strodes College  14.05.15 Stakeholder meeting @ Strodes College</p> <p>In addition to this, the partnership meet on a monthly basis to coordinate local events on the event programme.</p> <p>They have also been encouraging the public to email magna.carta@surreycc.gov.uk with any Magna Carta comments / suggestions.</p>			
Page 19	MAY 2014	<b>PROGRESS REPORT ON COMMUNITY SAFETY PARTNERSHIPS (FOLLOWING RECOMMENDATIONS MADE AT THE ANNUAL SCRUTINY MEETING ON 31 OCTOBER 2013)</b>	The Committee will receive a further update on collaborative working between Community Safety Partnerships – including lessons learned from the East Division CSPs.	ONGOING	Update for tracker in February 2015	Jane Last Louise Gibbins
				ACHIEVED	July 2014	Jane Last Louise Gibbins
	19 MAY 2014	<b>PROGRESS REPORT ON COMMUNITY SAFETY PARTNERSHIPS (FOLLOWING RECOMMENDATIONS</b>	Officers to provide a breakdown of HMIC report by District/Borough areas.	ONGOING	Update for tracker in September 2014	Jane Last Louise Gibbins Richard Carpenter

	<b>MADE AT THE ANNUAL SCRUTINY MEETING ON 31 OCTOBER 2013)</b>				
19 MAY 2014	<b>SCRUTINY OF EVALUATION OF PILOT SPECIALIST RESCUE AND CREWING CONTRACT AND PROPOSALS TO TENDER FOR A NEW CONTRACT TO PROVIDE CONTINGENCY CREWING AND SPECIALIST RESCUE</b>	The Committee endorses Option 3, contained within the report, of broadening of the contract scope.	<p>ACHIEVED</p> <p>At the Cabinet meeting on 24 June 2014, the Cabinet Member asked Cabinet to endorse option 3, to obtain better value for money and enable further innovative ways of working.</p> <p>The Cabinet resolved that Surrey County Council Procurement and Surrey Fire and Rescue Service (SFRS) commence the tendering for a new contract that delivers value for money and innovative ways of working, for the delivery of contingency crewing and specialist rescue capabilities, from 31 March 2015 when the current extended contract ends.</p> <p>The reasons for the decision were:</p> <ul style="list-style-type: none"> <li>• SFRA remains compliant with legal requirements (Fire and Rescue Services Act 2004, National Framework and Civil Contingencies Act 2004.</li> <li>• SFRS could develop opportunities for the supply of specialist rescue capabilities to / with partners.</li> </ul> <p>This move assists progress on the SFRS transformation agenda, and by broadening the contract scope would meet the increasing financial pressures and create a partnership to deliver new and innovative ways of working for the benefit of all Surrey residents.</p>	June 2014	Kay Hammond
19 MAY 2014	<b>UPDATE FROM THE CHIEF FIRE OFFICER</b>	The Committee, through the Member Reference Group, have the opportunity to question local unions on the transformation programme.	<p>ACHIEVED</p> <p>The Member Reference Group met with the FBU on 8 July 2014 to discuss the transformation programme and the public safety plan refresh.</p>	July 2014	Mary Lewis





## Communities Select Committee

23 July 2014

7

### Regulation of Investigatory Powers Act 2000 (RIPA) Review 2013/14

**Purpose of the report:** Scrutiny of the use of the Regulation of Investigatory Powers Act 2000 (RIPA) by the Council

#### Introduction

1. An updated corporate policy on the use of RIPA was agreed by Cabinet in November 2013. The policy includes a scrutiny role for the Communities Select Committee, to oversee the use of RIPA by the Authority.
2. This report provides a summary of how RIPA has been utilised over the previous financial year in order to tackle crime and protect local residents from harm.

#### Background

3. Local authority Trading Standards Service conduct criminal investigations into a wide range of activities, bringing criminals to justice whilst protecting local communities and legitimate business.
4. The Human Rights Act (HRA) 1998 came into force in October 2000, enshrining the principle of the right to respect of private and family life, and that there should be no interference by a public authority except in accordance with the law.
5. During criminal investigations it is sometimes necessary to interfere with an individual's right to privacy eg carry out surveillance activity covertly, or trace the subscriber of a telephone number used in connection with a crime.
6. The Regulation of Investigatory Powers Act 2000 (RIPA) allows such activities to continue and properly regulates such investigative activity.
7. The use of RIPA is included within existing Corporate Governance Policies and the Policy Custodian is Yvonne Rees, the Strategic Director for Customers and Communities. Over the last five years the Trading Standards Service has been the only council service that has utilised the legislation.

## What types of activity can be authorised?

8. Three different types of activity can be authorised known as:

- **Communication Data Checks** – used to obtain subscriber and billing details. This **does not** include the ability to “bug” or otherwise monitor calls and their content or open emails.

- **Directed Surveillance** - covert targeted monitoring of an individual. Used in situations such as age restricted test purchase exercises. This **does not** include ‘intrusive surveillance’ ie an individual’s private residence or vehicle.

- **Covert Human Intelligence Sources (CHIS)**, using or tasking individuals who establish or maintain a relationship with another person for a covert purpose eg using a profile on social media for the purpose of posing as a potential customer to investigate the sale of illicit goods over the internet.

9. In all cases, after less intrusive approaches have been considered, the activity authorised must be necessary and proportionate to the nature of the criminal offence under investigation. The offences under investigation must also either;

- meet the ‘serious crime threshold’ being offences that attract a maximum custodial sentence of 6 months (or more) or,
- be those that relate to underage sales of alcohol or tobacco for directed surveillance only.

10. All applications for authorisations are initially scrutinised by the accredited RIPA Single Point of Contact (SPoC) or in-house Senior Legal Officers, then the National Anti-Fraud Network (NAFN) in the case of communications data, before being passed to the Community Protection Manager or Policy and Operations Manager to authorise. The authorised application is then presented in private to a Justice of the Peace by a Senior Legal Officer.

11. The Protection of Freedoms Act 2012 came into force on 31 October 2013. This requires RIPA authorisations to undergo a judicial review with a magistrate approving a RIPA application only if satisfied that it:

- Is necessary for the prevention and detection of crime or prevention of disorder.
- Is proportionate in human rights terms to what it seeks to achieve.
- Has been authorised by a person in the authority at the level designated in RIPA.
- Meets any other restriction imposed by order (e.g. serious crime threshold).
- In the case of a CHIS sets out that the relevant procedures and supporting officers are in place to protect the welfare and safety of the CHIS.

12. All authorisations must be fully recorded and are subject to regular external oversight. There are two external inspecting bodies and both report to Parliament, who also conduct audit visits and require annual returns of use.

- **The Office of Surveillance Commissioners (OSC)** - looks at how public authorities make use of authorisations in relation to Directed Surveillance and Covert Human Intelligence Sources.
- **Interception of Communications Commissioner's Office (IOCCO)** - looks at how public authorities make use of authorisations to seek communications data.
- **Cabinet Member for Community Safety** – receives quarterly and annual reports on use of RIPA.

**Review of the local authority use of RIPA 2013/14**

**Authorisations granted**

13. During 2013/14 a total of five RIPA authorisations were granted. For comparison purposes the figures for three previous years are also given. This trend of reduced usage of RIPA reflects the Service's move to a genuinely intelligence lead service and an adherence to the principals enshrined with the HRA of using RIPA only where absolutely necessary.

	2010/11	2011/12	2012/13	2013/14
<b>Communications Data Authorisations</b>	<b>14</b>	<b>11</b>	<b>7</b>	<b>1</b>
<b>Directed Surveillance Authorisations</b>	<b>39</b>	<b>10</b>	<b>1</b>	<b>4</b>
<b>CHIS authorisations</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>

**Details of Communications Checks**

14. A single Communications data check was made during 2013/14 relating to an intellectual property investigation where counterfeit products were offered for sale and a suspected alias used to avoid detection by HMRC who had intercepted previous imports by the suspect.
15. The case to which this authorisation relates is currently being prosecuted through the courts with the criminal benefit figure attributable to this case calculated in excess of £400,000.

**Details of Directed Surveillance Activity**

16. The four Directed Surveillance authorisations made during 2013/14 related to test purchasing of age restricted products (alcohol & tobacco). In each case statutory compliance was confirmed without the need for formal action.
17. Guidance from central government has changed on a number of occasions over recent years. In January 2013 the Better Regulation Delivery Office published a Code of Practice on regulatory delivery of age restricted sales which strongly suggested that authorisations should be sought. Following consultation with other local Trading Standards Services we have now taken

the view to seek authorisation for all future intelligence based test purchasing exercises.

### **Details of Covert Human Intelligence Source (CHIS) authorisations.**

18. There were no Covert Human Intelligence Source authorisations made during 2013/2014.
19. All five RIPA authorisations were authorised by the Policy and Operations Manager, Ian Treacher who is fully trained in his responsibilities as an authorising officer.
20. A quarterly summary of RIPA activity is provided to the Cabinet Member for Community Safety. This summary provides greater detail of all of the individual RIPA authorisations granted in the period in sanitised form.

### **Conclusions**

21. The only use of RIPA by the Council over the past year has been by Trading Standards.
22. The use of RIPA enables the local authority to detect and prevent crime and protect Surrey communities and businesses.
23. Authorisations have been made and considered appropriately and all have received judicial approval.

### **Financial and value for money implications**

24. The use of RIPA in the ways outlined above provides protection from any legal claims in relation to alleged breaches of the Human Rights Act.

### **Equalities implications**

25. Many rogue traders deliberately target elderly and vulnerable people. The investigative techniques covered by RIPA are very often used in such crimes to help identify and locate such criminals. Therefore the Trading Standards service can continue to effectively protect the most vulnerable people in our communities. Any decision to use techniques covered by RIPA are made against standard criteria and not influenced by ethnicity, race or other factors. The process also requires consideration to be given to any local community influences or sensitivities.

### **Risk management implications**

26. The use of RIPA in the ways outlined above provides protection from any legal claims in relation to alleged breaches of the Human Rights Act.

### **Implications for the Council's Priorities or Community Strategy/Local Area Agreement Targets**

27. The use of RIPA enables the Council to undertake criminal investigations which help protect vulnerable people, local communities and legitimate business.

### Recommendations

28. The Committee is asked to scrutinise the above summary of the council's use of RIPA.

### Next steps

29. Quarterly reports on RIPA use will continue to be provided to the Cabinet Member for Community Safety.
- 

#### Report contact:

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Lee Ormandy – Business Intelligence and Legal Manager

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**Sources/background papers:** None

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Communities Select Committee  
23 July 2014

**The vision for Community Learning & Skills**

Purpose of the report: To review progress on the previous recommendation of the Select Committee of 20 March 2014

**Recommendation:** That Information Management and Technology (IMT) and Customer Services' Web Team work with the Adult Learning Service to develop a stand alone website to enable online booking for courses and effectively market the service. This is to maximise the potential of the service and ensure its sustainability. Report back to the Communities Select Committee on progress of this development in 3 months time.

**1. Introduction:**

- 1.1. The Adult Learning Service is largely a direct delivery provider of Community Learning, funded by the Skills Funding Agency (SFA) as well as fee income paid by Service users.
- 1.2. It expressed concern and this was supported by the Select Committee that the then existing website was poor and this was impacting on enrolment numbers and income. By way of comparison with the West Sussex and Kent adult learning services, the Surrey web presence was far behind what these neighbouring local authorities have in place.
- 1.3. The Chair's letter was passed on to the Head of IMT and the Head of Customer Services. They met with the Principal on the Adult Learning Service on 6 May 2014 to take the matter forward.
- 1.4. This report should be read as a cover report and the presentation will demonstrate the precise position with a real-time link to the site for Select Committee.

**2. Service Development:**

- 2.1. In order to increase participation on the Service's programme, through improved communication with the residents of Surrey.
- 2.2. A quality online presence is seen as a key area of improvement. The Service aspires to have a website equal to the best adult learning services in the country. This will enable the Service to maximise its potential and to ensure its sustainability.

**3. Progress since March 2014:**

- 3.1. There has been good progress since March 2014. There is a new launch page for the Adult Learning Section of the Surrey County Council website. The Service is pleased with the look and feel, however it is seen as very much work in progress. A number of initial pieces of editing need to be completed. The Service is working with the web team to address these.
- 3.2. The Service has been advised that it will have direct control over sections of the content in the future. This is welcomed as it will enable the Service to be able to use the site as a tactical sales and marketing tool.
- 3.3. There has also been good progress on the introduction of online enrolment. The testing of the online enrolment and payment facility is programmed to commence in the week beginning 23 June 2014. If the penetration testing proves positive, i.e. the system is sufficiently robust to prevent hacking, user testing will follow. We are hopeful that the facility will be in place before the end of July 2014.

**4. What Next?**

- 4.1. The situation at time of writing the report was quite fluid, with various members of both IMT and the Web Team working on outstanding matters. The best case, and most likely, scenario is that by the end of July the Adult Learning Service will have a modernised web presence, with an online enrolment facility within the Surrey County Council web site. The presentation will focus on a real time demonstration of the current status of the Adult Learning section of the web site.
- 4.2. It is anticipated that the Committee will see a clear improvement on the position in comparison to March 2014. The Service acknowledges that some other Adult Learning Services' websites, such as Kent's, have had several years of planned iterations of review and improvement
- 4.3. We need to move to a process where we have a review, plan and implementation cycle that will enable us to become the best. For example, we know the online enrolment module we are implementing is far from ideal. However having a workable online enrolment process will be a substantial step forward from where we were a few months ago.
- 4.4. Further consideration of a stand-alone website should be part of the review process. It would give the Service the flexibility that it aspires. However, these considerations need to be weighed against the benefits of staying inside the main County Council website, including search engine optimisation and ongoing development costs and maintenance.



**5. Conclusions:**

- 5.1. Can the Adult Learning Service fulfil its aspiration to have a web presence equal to the best in the sector and remain embedded in the Surrey County Council website? A balanced view on the matter is that we don't know at this juncture. However, the service will attempt to work with both IMT and Web Team to instigate an annual review, plan and implementation cycle to make this an obtainable target.

**6. Recommendations:**

1. The Service seeks the continued support of the Select Committee to meet its aspiration to have a web presence the equal of the best in the Adult Learning Sector.
2. The Select Committee to continue to monitor progress on the matter, and for the Service to include an update as part of its annual reporting cycle.

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**Report contact:**

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Head of Cultural Services  
[peter.milton@surreycc.gov.uk](mailto:peter.milton@surreycc.gov.uk)

**Sources/background papers:**

**Appendix A**

Letter from the Chair of the Customers and Communities Select Committee of 27 March 2014

**Appendix A**

Letter from the Chair of the Customers and Communities Select Committee of 27  
March 2014

TO: Lucie Glenday (Chief Digital Officer)

27 March 2014

Dear Lucie

**Communities Select Committee recommendations on Surrey's Adult Learning Service  
and Surrey's Library Service**

At the Communities Select Committee meeting of 20 March 2014, the Committee considered items on the Vision for Surrey Libraries and the Vision for Surrey's Adult Learning Service. Papers for this meeting can be found at the following web address:  
<http://mycouncil.surreycc.gov.uk/ieListDocuments.aspx?CId=172&MIId=3296&Ver=4>  
The minutes of the meeting will be published on this page in due course.

I am writing to you to draw your attention to two recommendations made at this meeting which fall within the remit of the Chief Digital Officer to respond to and take forward.

**Adult Learning Service**

The Select Committee were disappointed to note that despite a recommendation being made in the Public Value Review of the Adult Learning Service in 2012, to develop an overarching marketing strategy and plan centred on an effective interactive web presence to drive increased participation rates and income, improvement of the quality of the service's web presence and creating functionality to provide online enrolment still remain outstanding from the PVR implementation plan.

The Committee received compelling evidence of the improvement that is required. Here are links to other adult learning providers and the current web offering for our own service.  
Kent: <https://www.kentadulteducation.co.uk>  
Sussex: <http://www.aspiresussex.org.uk>  
Surrey: <http://www.surreycc.gov.uk/learning/adult-learning>

You will note that Surrey currently only provide information on their adult learning courses, whilst the other providers use stand alone websites to actively market their service and enrol learners. The Committee were informed that these providers have seen a substantial increase in online enrolment as a result of their web offering. For a service which uses its income from grants and course fees to cover its expenditure, increasing enrolment is a business critical issue. It is for this reason that the Committee resolved to make the following recommendation.

**Recommendation:** That the Chief Digital Officer work with the Adult Learning Service to develop a stand alone website to enable on-line booking for courses and effectively market the service. This is to maximise the potential of the service and ensure its sustainability. Report back to the Communities Select Committee on progress of this development in 3 months time.

**Library Service**

For the item reviewing the vision for Surrey's Libraries, the Committee received evidence highlighting how IT provision is a priority for this customer-led service. With an increasing number of virtual visitors, increase in customers' use of mobile devices and demand for apps and e-books, and the government's push for digital by default there is a growing need to develop services to meet these expectations and need. At present, the Library service do not

## Communities Select Committee - 23 July 2014 - Continued

have a budget for IT development. However, I understand that in your role as Chief Digital Officer, you will be working with County Council services to secure the most suitable and efficient digital solutions to meet service and resident needs. The Committee therefore resolved to make the following recommendation.

**Recommendation:** That the Chief Digital Officer work with the Library Service to develop their IT provision as part of the Council's development of their Digital Strategy.

I look forward to hearing from you on how these recommendations can be taken forward.

Yours sincerely



**Councillor Denise Saliagopoulos**  
**Chairman of the Communities Select Committee**

cc. Communities Select Committee members, Helyn Clack (Cabinet Member for Community Services), Denise Le Gal (Cabinet Member for Business Services), Peter Martin (Deputy Leader), Paul Brocklehurst (Head of IMT), Peter Milton (Head of Cultural Services), Paul Hoffman (Principal Community Learning and Skills), Rose Wilson (Library Operations Manager).

**ENDS**

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Communities Select Committee  
23 July 2014

**Executive Summary - Full year outcomes-based performance report on voluntary, community and faith sector infrastructure in Surrey**

9

This report is about the performance management framework that was implemented in April 2013, to demonstrate how the Councils of Voluntary Service (CVS) and infrastructure organisations in Surrey are delivering the outcomes the County Council is commissioning through them (outcomes can be found in Annex B). The report also talks about the wider strategic work the County Council is engaged in, to enable better working together with the sector to meet the needs of Surrey's communities.

**What is the CVS Performance Management Framework?**

- It is a series of scorecards (Annex C) that show the activity taking place through the CVSs and their volunteer centres (VCs). It records how many volunteers are being placed on a quarterly basis, the types of volunteers and which priority areas they are being placed in (analysis can be found in paragraphs 16-18)
- It also has data from an annual survey that over 600 VCFS organisations and users of VCFS infrastructure responded to. This information can be found at the bottom of each scorecard and is an objective view of how the wider CVS services are being used (see Annex B and paragraphs 19-21).

**Main findings and points to note:**

- Over the year 2,310 volunteers were placed through the VCs in 2013/14, with an additional 1,408 volunteers involved in one-off corporate events.
- Placing volunteers is one of the five functions of the CVS and other elements are captured through the annual survey and any additional reports the organisations produce, e.g. annual reports/reports for Trustees.
- The performance framework has been a successful piece of work that has been used in the way that was originally intended. Co-commissioners and Trustees of infrastructure organisations alike have used the information to identify best practice and drive improvement where needed. Counterpart County Councils have approached Surrey to learn about the scorecards and this has been viewed as good practice.
- There is wide support to continue with the performance management framework and officers from the County Council are working with partners to make slight revisions to refine elements of the scorecards.
- This coming year will see commissioners working with the CVSs to ensure activity is better aligned to priority need areas for Surrey.

### **The County Council's Strategic Relationship with the VCFS:**

- The County Council has been proactively working with the Surrey Charities Chief Executives' Group to improve partnership working to better meet the needs of Surrey residents (see paragraphs 28-32).
- A number of collaborative workshops, which have been led by David McNulty have taken place to discuss and scope areas where things could be done differently (e.g. improving procurement processes/engagement with new health structures) and explore opportunities for working together.
- This work will look to support wider agendas and priorities of the Council, such as Family, Friends and Community Support and driving up social capital.

Communities Select Committee  
23 July 2014

**Full year outcomes-based performance report on voluntary,  
community and faith sector infrastructure in Surrey**

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

(i) To provide the Committee with the full year, 2013-14 outcomes-based performance information for voluntary, community and faith sector (VCFS) infrastructure organisations, co-commissioned by the County Council, Boroughs and District Councils and Clinical Commissioning Groups.

(ii) To update on the broader strategic development and relationship building with the wider VCFS in Surrey.

**Introduction:**

1. There are over 5,700 VCFS groups in Surrey. Infrastructure organisations enable these groups to run effectively, by providing access to a range of targeted advice and support services. The County Council is committed to ensuring there is a strong VCFS infrastructure in place to support a vibrant and active civil society in Surrey and gives grant funding of £450,000 to the infrastructure organisations to achieve this outcome (see **Annex A** for the funding per organisation).
2. The Communities Select Committee was last updated at its 21 November meeting where half-year information about the outcomes-based performance of infrastructure organisations was shared. The information primarily related to the locally based Councils for Voluntary Service (CVS) and the county wide infrastructure organisation, Surrey Community Action. This information was made available as a result of implementation of the performance management framework in April 2013, which continues to provide current and useful information that demonstrates delivery of the outcomes the County Council commissions.
3. This report provides the Committee with a full year's performance information. The data is presented in the form of a scorecard, similar to the format of how the County Council presents its own performance information. The information has been gathered through quarterly returns from the infrastructure organisations and the results of a survey of all frontline VCFS organisations, which took place in September 2013.

4. This report also provides an update on the wider work the County Council is engaged in to strengthen the Council's relationship with the VCFS, to improve the ways we work together on priority areas for the Council and to enhance the wellbeing and lives of Surrey's communities.

#### 2013-14 full year performance information

5. The performance framework was co-designed with commissioners in districts and boroughs and health, infrastructure organisations and frontline VCFS groups to reflect delivery of the agreed outcomes (attached at **Annex B**), rather than outputs or processes. Commissioners explicitly challenged themselves to ask only for data that would be used, and that was integral to the infrastructure organisations' own performance management. This was to ensure that the reporting remained proportionate and to minimise reporting burdens.
6. There are 11 performance scorecards attached at **Annex C**. Scorecards 1 to 9 provide a summary of performance information relating to volunteering and capacity building support (outcomes 1, 2 and 3). The first scorecard provides a Surrey-wide composite picture of the performance scorecards, with 2-9 giving breakdowns for each of the eight local CVSs.
7. These scorecards are composed of two sources of data. The top section focuses on quarterly reporting on volunteering activity that takes place through volunteer centres located in each CVS. Data collated shows the number of volunteering opportunities, how many volunteers were referred and placed, how long it took to place a volunteer, the demography of the volunteers and the sectors in which they volunteered. This is information that is already collected by each volunteer centre. Further analysis of the volunteering data is provided in paragraphs 13-18.
8. The second element of this scorecard reflects the results of the annual survey of the users of infrastructure organisations – the frontline VCFS groups. The survey took place in September 2013 and analysis of the survey results was presented to the Committee in November. There has been no change in information since that period, however, a summary of information about the survey and next steps is provided in paragraphs 19-21.
9. Scorecard 10 has Surrey-wide performance information relating to how well the VCFS understands the needs of Surrey residents and how effectively the sector is able to influence strategic decisions (outcomes 4 and 5). The data source for this information was from the annual survey and remains unchanged from the November Committee meeting.
10. The final scorecard 11 is the full year performance scorecard for Surrey Community Action. It is the organisation's own assessment of work undertaken and the impact this has had, with particular focus on delivery of outcomes 4 and 5.
11. Looking at all of this information together, it demonstrates good delivery of outcomes that are being commissioned through the infrastructure organisations by the County Council and co-commissioners. This information has been shared on an ongoing basis with co-commissioners and the organisations themselves and the report highlights below how the performance information has been used by partners.



12. This report will also focus on the wider work the County Council has been involved in over the year, to strengthen both strategic and practical working with the VCFS. This work has primarily been led by David McNulty in direct engagement with the Surrey Charities Chief Executives' Group. More information about this is provided in paragraphs 28-32.

### **Analysis of volunteering data**

13. Volunteering is a core element of local CVS functions, and one that is pivotal in fostering social capital and ensuring better outcomes for the communities of Surrey. CVSs have provided a full year of data from April 2013 to the end of March 2014 on a quarterly basis. Whilst the data was already being collected by the CVSs, it was in a slightly different format so some of the detailed information was not collected by a few of the organisations in the outset. As the year progressed, the information collation and sharing became much easier and part of the business as usual for the organisations.
14. When implementing the performance framework, the original intention was to demonstrate delivery of the outcomes but to also help develop baselines, an understanding of trends and to look for areas of best practice or need for improvement. Having access to a year's data, the County Council is confident that this has been both successful and useful for us and partners in providing this information. The County Council has been approached by a number of counterpart councils wanting to learn about what has been seen as innovative and best practice, referring to performance management framework.
15. Officers from the County Council are currently meeting with the CVSs, along with co-commissioners to talk through the full year data and what we have learned from the first year. So far, the meetings have told us that organisations are largely comfortable and happy to use the scorecard. There are slight modifications that have been suggested (such as a separate counter to capture one-off volunteering events) that would enhance the performance scorecards and a meeting to focus on this will take place in July to continue with the co-design approach. Generally the information has been well used, in a variety of ways:
  - Management Boards have used the data to set targets and percentage increases for this year ahead, based on the previous year's baseline;
  - Commissioners and infrastructure organisations are working together to implement targeted projects and pieces of work to meet particular needs and priorities;
  - Where placement levels are low, discussions are taking place between the commissioners and the organisations to understand the reason and devise an action plan to drive improvement;
  - Officers have used the scorecards to engage and inform local councillors.
16. Analysis of the full year volunteering data shows:
  - In total, the eight local CVSs placed 2,310 volunteers 2013/14 through their volunteer bureaux. This was augmented by another 1,408 volunteers who participated in one-off corporate events. The number placed by each CVS varied considerably over the quarters, but it is useful to note that the organisations are separate entities, the resources they allocate and the

number of volunteer centre bases they have is variable. Some of the CVSs run projects that specifically support volunteers with special needs, where the number placed may not be high but the resource that is required is greater.

- Conversion rates of ‘volunteers registering to volunteers placed’ and ‘volunteering opportunities to volunteers placed in those opportunities’ varied somewhat over the year. In quarter 1, four volunteers registered for every one volunteer placed and there were 10 volunteering opportunities for each volunteer placed. These ratios improved over Quarter 2 and 3. This could relate to possible peak areas of volunteering activity, with summer fetes and an increase in volunteering closer to Christmas. This will be an interesting area to monitor in future for developing trends however, it is important to note some opportunities are never removed because they are ongoing and this can confound the data.

<b>Conversion</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
<b>Registrations : placements</b>	4 : 1	1.5 : 1	2.5 : 1	2 : 1
<b>Opportunities : placements</b>	10 : 1	6.5 : 1	7.5 : 1	10 : 1

- The demographic profile of volunteers (gender, ethnicity and age) diverges notably from the Surrey population profile. Women are more prevalent as volunteers than they are represented in the population; people from black and ethnic minorities and younger people (under 45s) appear to be volunteering in greater proportion to the Surrey population that these groups make up although this data is not complete and varies from locality to locality.
- Another key point to note is the overall conversion rate from registration to placement of volunteers who have stated they have a disability. For every 2 volunteers registering, at least 1 was placed. This varies between volunteer centres but is very positive when taken as a whole as the time, support and outcomes for these individuals may often be much greater than for volunteers placed who do not have disabilities.

17. Volunteering is just one core function of the CVSs. Whilst the performance management framework has enabled a useful insight and up-to-date information on all relevant aspects of volunteering taking place through the VCs, there are other aspects of the service that are not as easy to capture in this graphical form. This has been particularly highlighted by some co-commissioners who require more detailed activity updates from the organisations. To meet this need, organisations have provided commissioners with their business plans and any annual or quarterly reports produced for their management boards. These have been helpful in demonstrating the wider value the infrastructure organisations bring and helped in identifying some cases of individual best practice in place to meet local needs.
18. The County Council and co-commissioners are taking the opportunity through the review meetings with individual infrastructure organisations to consider how the resources are being used. There are no proposals to change the funding to infrastructure organisations for 2015-16 at present but to focus on ensuring the money invested drives greater value and is better aligned to priority areas of work, such as supporting achievement of Family, Friends and Community Support, whilst maintaining the core functions of the CVS.

## Annual survey results

19. The annual survey took place in September 2013 and was reported to the November Committee. In summary, 654 frontline groups had responded comprising 11.5% of the sector. Seventy two percent of the respondents highlighted they used the funded infrastructure organisations and where they had used services, there was a high satisfaction rate. There were areas of the service provision that appeared to be used less, such as developing business plans and individual organisations and commissioners had the opportunity to use this information to think about their service provision and priorities.
20. Since then, it has been useful to hear from infrastructure organisations and their management boards that they have used this information over the year to target specific work areas. This is in line with the original intention of the performance management framework. In some instances, the infrastructure management boards have looked at where there may be low activity against a service and tried to increase awareness about the service. They have found that sometimes the result of the survey was a reflection of the actual need of that service but importantly, it has enabled them to think about where to focus resources.
21. The survey will be repeated in autumn this year. It will be of interest to compare the surveys and if as intended, they are repeated year on year, the information may start to identify real trends or anomalies.

## Surrey Community Action

22. Surrey Community Action is primarily working to support the VCFS in Surrey through the delivery of outcomes 4 and 5 (**Annex B**). This entails ensuring the sector has an evidence-based understanding of needs, is able to respond effectively by adapting services and innovating and is informed by and informing partners in the public sector.
23. The organisation's scorecard is attached at **Annex C**. It outlines the actions undertaken and impact made over 2013-14. There is a great deal of activity that has taken place over the year to deliver the outcomes. Work has varied from working with the Local Enterprise Partnerships in both provision of information on needs and working on specific projects, to enhancing service provision in rural areas, such as setting up car schemes.
24. Surrey Community Action also continues to administer and manage the Community Buildings Grant Scheme and support services. In 2013-14, twelve community buildings were supported through the scheme widening the access to local communities through basic refurbishments and improved facilities. The County Council invested £142,000 which was matched by the District and Borough Councils and applicant organisations, leveraging in an additional £470,000 to the county. The scheme can make a real difference to the communities of Surrey, as a community building is often at the centre of a thriving community.

## Communities Engagement Team and Community Foundation Surrey

25. The Communities Engagement Team (CET) and Community Foundation for Surrey (CFS), both also funded through the infrastructure budget, have reported on delivery

of the outcomes outside this performance framework. This is due to the nature of their infrastructure activity.

26. A large part of the CET work is based on linking organisations, capacity building and community cohesion. Over the year, they have worked with the County Council in key priority areas such supporting families with complex needs amongst other things. The CET also works with District and Borough Councils through the Community Connectors, with Surrey Police and the Clinical Commissioning Groups, developing innovative responses linked to different faiths and communities. This has included setting up thematic work programmes on key and targeted areas of work improving understanding of faiths and community issues. For example, developing a Surrey-wide Muslim Network and facilitating workshops on raising dementia awareness and foster care.
27. The small grant that the Community Foundation for Surrey receives from the Council goes toward their core funding. The outcomes they deliver are far reaching and of a wide scope, often targeting the most vulnerable people in Surrey. Over the last financial year, approximately 250 grants were distributed, worth over £735,000 to the community and voluntary groups in Surrey. The grants they provide help support and strengthen local communities and are often the seeds for much greater value and social benefits.

9

#### The County Council's strategic relationship with the VCFS

28. The County Council has been consulting the VCFS as part of its budget setting processes for a number of years. As part of these discussions the Surrey Charities Chief Executives' Group (SCCEG - a network of approximately 40 chief executives of VCFS organisation in Surrey including some of the infrastructure organisations), highlighted an opportunity to begin reviewing the strategic relationship between Surrey County Council and the sector. The objective was to drive improved partnership working and to proactively maximise any opportunities that this may present, with a view to improving outcomes for residents. This work has been led by the Chief Executive of the County Council, jointly with the Chairman of SCCEG, and demonstrates the Council's commitment to making this work.
29. A number of planning sessions and workshops have been held over the year to enable this. The workshops have provided an opportunity for the County Council and VCFS colleagues to reach a shared understanding of current financial pressures and each other's positions, look for practical and strategic ways to drive a partnership that is working to its full potential and to develop a set of strategic principles to guide partnership working. The principles are attached at **Annex D** and build on the Compact principles but were designed to be relevant to the current environment and priorities, for example, focusing on interventions to promote social capital.
30. The workshops have been seen as very useful, open and honest engagement opportunities. Partners have worked together to identify areas of best practice, where things are working well and similarly particular areas where the Council can drive improvements. As a result, work is underway to review and redress highlighted areas. For example, the workshop identified a real need to improve understanding around the e-procurement processes and in response the Procurement team have been carrying out training for the VCFS to support the sector positively and proactively.

31. Feedback from SCCEG colleagues also highlighted the need to improve engagement with the new health structures. To this end, the County Council held a second workshop in April and extended the invitation to Clinical Commissioning Groups (CCGs) creating a platform to encourage wider collaborative working, tying in to a whole systems approach to service design and delivery.
32. Over the coming months, the County Council will build further upon this work to create a collaborative, efficient and consistent approach on key areas of work with the sector. This work will look to support wider agendas and priorities of the Council such as Family, Friends and Community Support and driving up social capital, through continued collaboration with the VCFS, partners in the Boroughs and Districts and health and through an internal network of relevant County Council officers covering all service areas.

### **Conclusions:**

33. The County Council, with all partners, has successfully implemented the new outcomes-based performance management framework. By collecting the data this way, a strong evidence base is being built about the delivery of the outcomes for Surrey residents and, as originally intended, areas of best practice are starting to be identified, alongside areas that need intervention and change.
34. Organisations and commissioners are using this data to collaboratively drive improvements, to consider how the resources are being used and continue to drive value for money services. There is a focus on building on what is working well, whilst maintaining the core functions of the infrastructure organisations and ensuring resources are better aligned to priority areas that meet the needs of the Surrey communities.

### **Recommendations:**

35. That the Communities Select Committee:
  - a) Notes the outcomes-based performance management framework information provided in the report covering the 2013-14 period;
  - b) Supports the direction of travel with the performance management framework and continuation of current arrangements and
  - c) Agrees the Committee would like to review performance framework information going forward on an annual basis.

### **Next steps:**

- County Council officers meeting with the Volunteer Centre Network and CVS managers – 15 July 2014
- Continue review meetings with infrastructure organisations – up to August 2014
- Officers to attend an Infrastructure Trustee meeting – September 2014
- Annual survey of frontline VCFS organisations – September 2014

**Report contact:** Rachel Crossley, Lead Manager, New Models of Delivery

**Contact details:** 0208 5419993, rachel.crossley@surreycc.gov.uk

**Sources/background papers:**

**Annex A:** 2014/15 VCFS infrastructure funding profile.

**Annex B:** Co-designed outcomes for VCFS infrastructure.

**Annex C:** Scorecard 1 is the Surrey-wide summary scorecard for outcomes 1, 2 and 3; scorecards 2-9 relate to individual CVS organisations for outcomes 1, 2 and 3; scorecard 10 is the Surrey-wide summary scorecard for outcomes 4 and 5; scorecard 11 relates to Surrey Community Action primarily for delivery of outcomes 4 and 5.

**Annex D:** Partnership principles devised with SCCEG.

## Overview Surrey County Council current CEO funding to VCFS infrastructure groups with 2014/15 figures

Infrastructure group	2013/14	Projected for 2014/15
Voluntary Action Mid Surrey	£47,474	£47,474
Tandridge Voluntary Service	£29,293	£29,293
Reigate & Banstead CVS	£29,293	£29,293
Runnymede Association Voluntary Services	£29,293	n/a*
Voluntary Services Surrey Heath	£29,293	n/a*
Voluntary Support North Surrey	n/a	£58,586.00*
Voluntary Action in Spelthorne	£29,293	£29,293
Voluntary Action Elmbridge	£29,293	£29,293
Voluntary Action South West Surrey	£47,474	£47,474
Woking Association of Voluntary Services	£29,293	£29,293
Surrey Community Action	£100,000	£100,000
Department of Social Responsibility	£35,000	£35,000
Community Foundation for Surrey	£15,000	£15,000

\*Funding allocation for Runnymede Association of Voluntary Services and Surrey Heath Voluntary Services.

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## Annex B: Outcomes and outputs

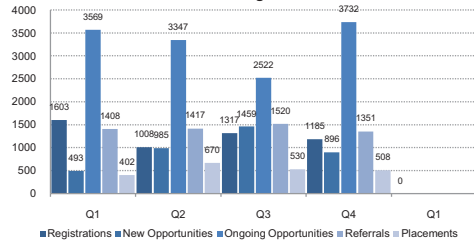
<b>OUTCOMES FOR VCFS INFRASTRUCTURE</b>	
<p><b>1. Increased capacity of the VCFS in Surrey, to help it to achieve its objectives – volunteering</b></p> <ul style="list-style-type: none"> <li>• Wide access to volunteering – people who live and/ or work in Surrey are aware of opportunities to volunteer</li> <li>• Volunteers with support needs are supported to volunteer</li> <li>• Organisations seeking volunteers are satisfied</li> <li>• Volunteers are satisfied</li> </ul>	9
<p><b>2. Increased capacity of the VCFS in Surrey, to help it to achieve its objectives – funding</b></p> <ul style="list-style-type: none"> <li>• Sustainable business plans</li> <li>• More effective use and supply of diverse financial resources</li> <li>• Existing resources are used effectively</li> <li>• Organisations feel informed and better equipped to source funding</li> <li>• Ability to bid effectively, leading to successful funding bids</li> </ul>	
<p><b>3. Increased capacity of the VCFS in Surrey, to help it to achieve its objectives – well governed organisations, incorporating organisational development and governance and operational support</b></p> <ul style="list-style-type: none"> <li>• Continuity of services delivered by VCFS organisations</li> <li>• Frontline organisations are able to adapt to change, reposition themselves if necessary and flourish</li> <li>• Organisations know how to address internal problems, relating to both governance and operations</li> </ul>	
<p><b>4. Improved identification and understanding of evidence led needs and trends, and VCFS organisations enabled and challenged to meet those needs</b></p> <ul style="list-style-type: none"> <li>• Frontline groups have an evidence based understanding of factors impacting on their services</li> <li>• Statutory providers are better informed about the needs of the VCFS and needs in Surrey communities</li> <li>• Local VCFS organisations adapt services and structures to meet identified needs</li> <li>• Innovation is actively supported</li> </ul>	
<p><b>5. Increased influence on policy affecting the VCFS in Surrey</b></p> <ul style="list-style-type: none"> <li>• Key strategic decision makers, including elected Members, are engaged with the VCFS</li> <li>• Compact principles and codes are upheld</li> <li>• Co-design of commissioning models affecting VCFS</li> <li>• National/local policy shaped by input from wide range of VCFS organisations</li> <li>• All frontline organisations, whatever their size, know how to influence and take part in activities to influence</li> </ul>	

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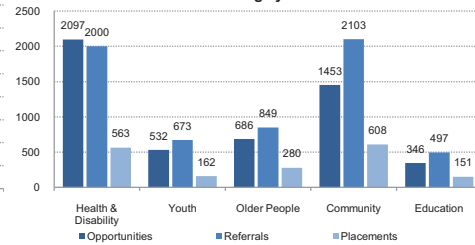
Annex C Scorecard 1

2013-14 Performance Scorecard - Volunteering Data and Annual Survey Results of VCFS Organisations (Countywide) - December 2013

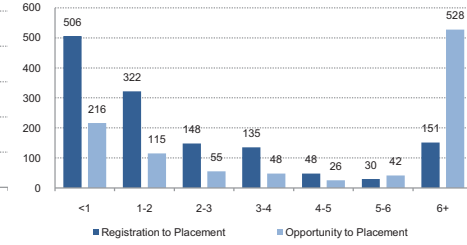
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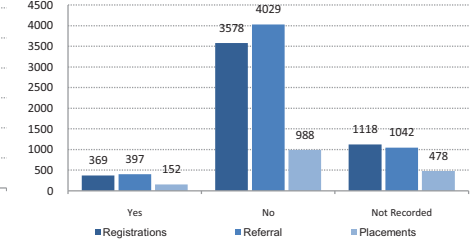
2. Volunteering by Sector



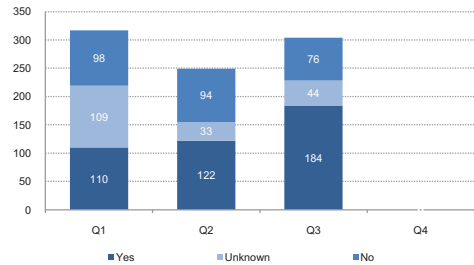
3. Timescale to Placement (Months)



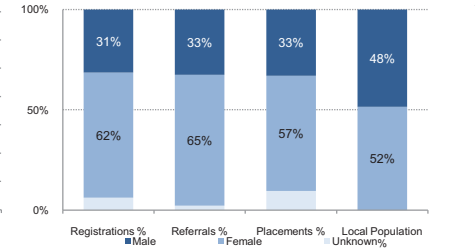
4. Volunteers with Disabilities



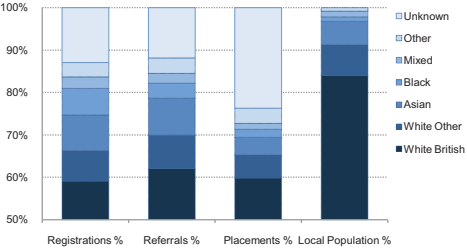
5. Volunteers still in place after 2 months



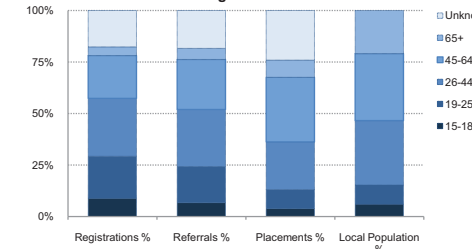
6. Gender of Volunteers



7. Ethnicity of Volunteers



8. Age of Volunteers

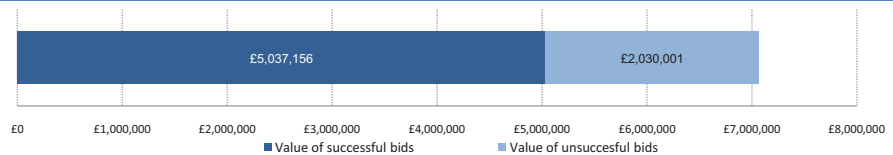
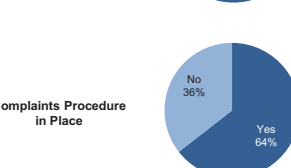
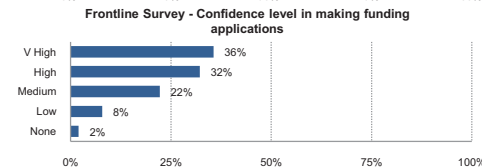
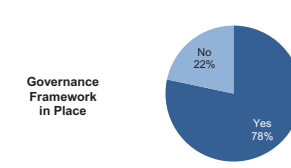
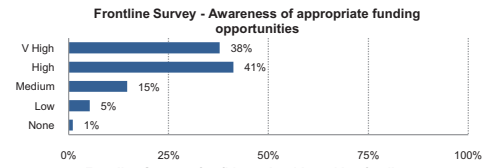
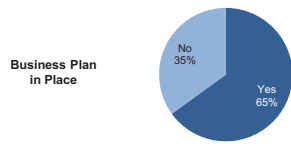
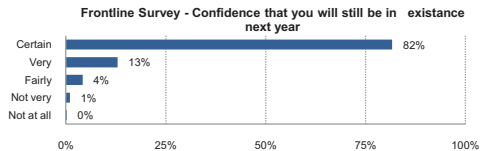


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CVS Arranged Corporate Volunteering	Q1	Q2	Q3	Q4
Number of events	31	11	24	6
Number of volunteers	437	363	532	76
Volunteering England 2013/14 Accreditation	6 CVS			
CVS achieving PQASSO Level	None	1	2	3
	1	2	0	0

	Q1	Q2	Q3	Q4
Number of organisations signed up to the Compact	0	0	0	0
Compact breaches	0	0	0	0
Volunteering hours	865,539			

Frontline Survey Responses	Are aware of Service	Have used service in the last 12 months	Very/Fairly Satisfied with Service	Fully/Mostly Met Requirements
654 organisations responded to the Frontline Survey				
Providing information & guidance on volunteer recruitment	94%	70%	87%	85%
Helping with volunteer recruitment (Brokerage)	83%	66%	86%	81%
Providing information on the management of volunteers	75%	28%	95%	95%
Providing information on developing a business plan	55%	10%	80%	70%
Helping with developing a business plan	50%	11%	84%	79%
Providing information on financial record keeping	45%	14%	91%	91%
Helping with financial recording keeping	44%	12%	95%	95%
Providing information on funding sources	87%	50%	87%	82%
Helping with funding applications	79%	25%	93%	97%
Providing information on governance	67%	17%	95%	92%
Help with establishing governance structures	48%	9%	93%	87%
Providing information on organisational policies and procedures eg complaints procedure	65%	19%	90%	93%
Helping with establishing organisational policies and procedures eg complaints procedure	60%	13%	93%	93%
Providing information on quality accreditation	39%	6%	88%	100%
Helping with achieving quality accreditation	35%	4%	100%	100%
Back office functions eg CRB checks	73%	51%	98%	97%
Providing advice and support for Trustee development	49%	15%	83%	88%

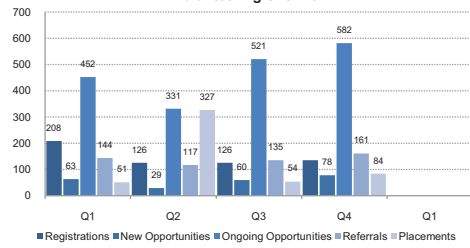


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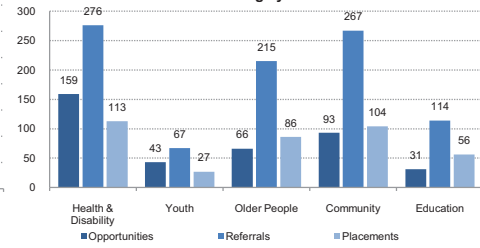
Annex C Scorecard 2

2013-14 Tandridge Voluntary Service Council Scorecard - Full Year

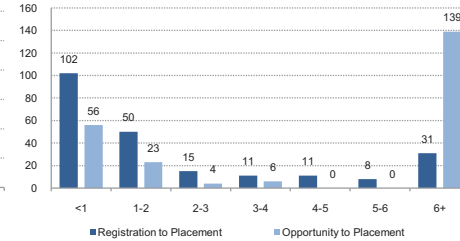
1. Volunteering Overview



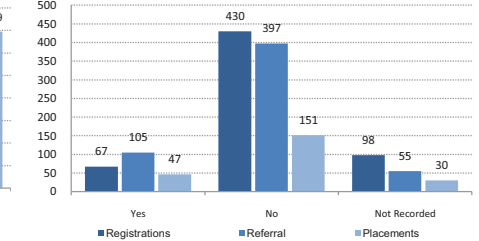
2. Volunteering by Sector



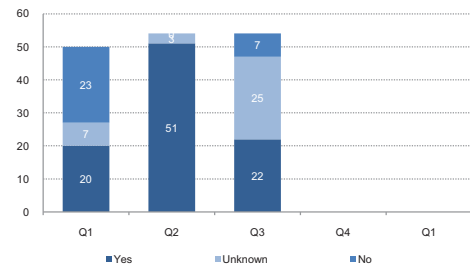
3. Timescale to Placement (Months)



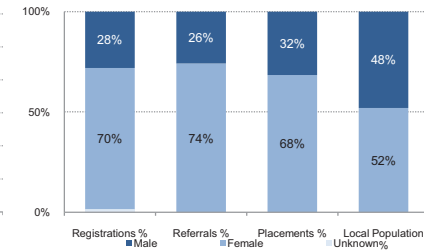
4. Volunteers with Disabilities



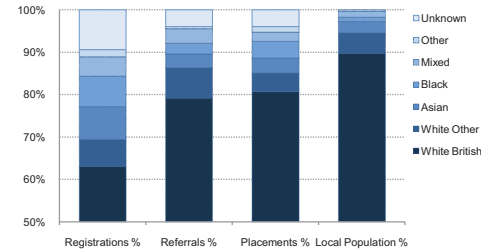
5. Volunteers still in place after 2 months



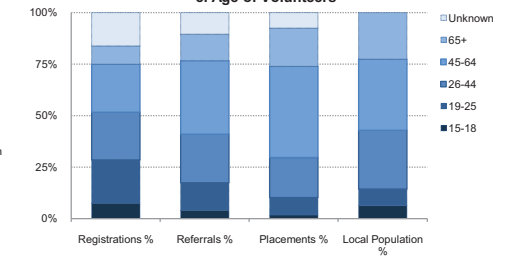
6. Gender of Volunteers



7. Ethnicity of Volunteers



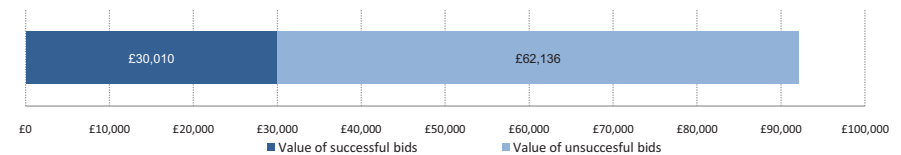
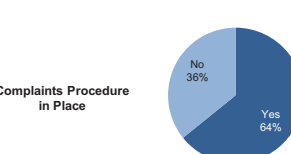
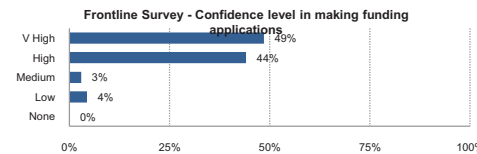
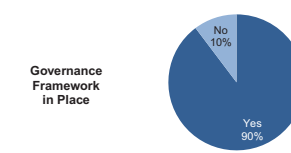
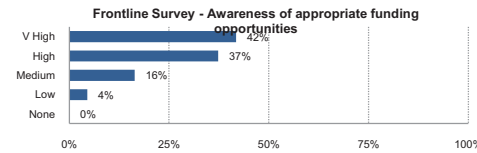
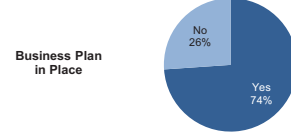
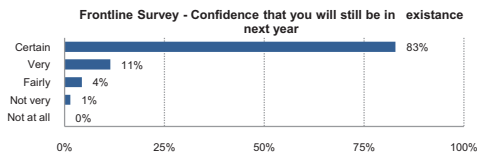
8. Age of Volunteers



Corporate Volunteering	Q1	Q2	Q3	Q4
Number of events	2	0	0	
Number of volunteers	14	0	0	
Volunteering England 2013/14 Accreditation				✓
PQASSO Level	None	1	2	3
			✓	

	Q1	Q2	Q3	Q4
Number of organisations signed up to the Compact				
Compact breaches				
Volunteering hours	11320			

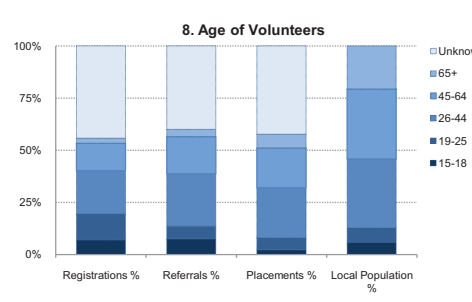
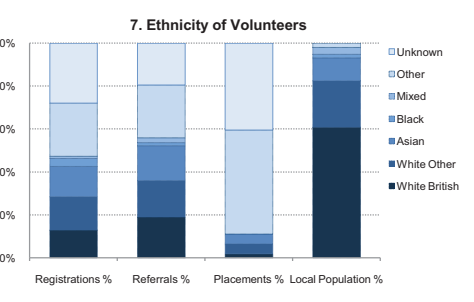
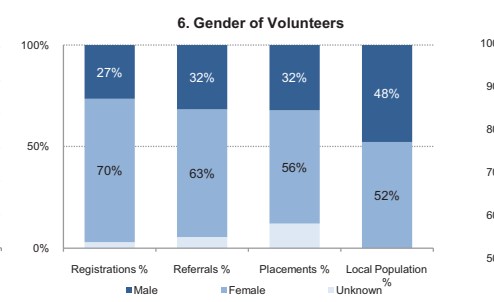
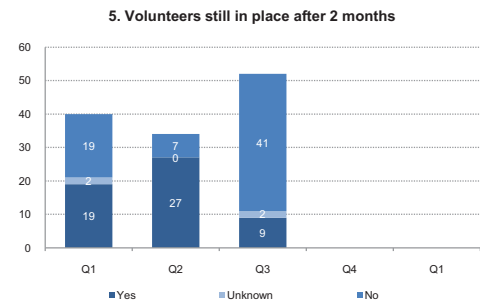
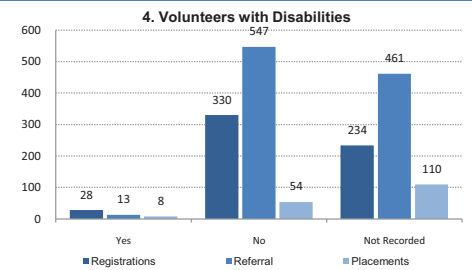
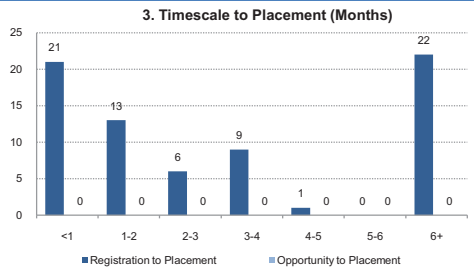
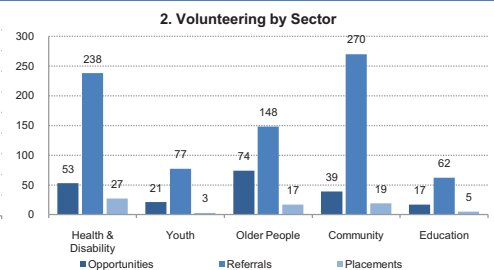
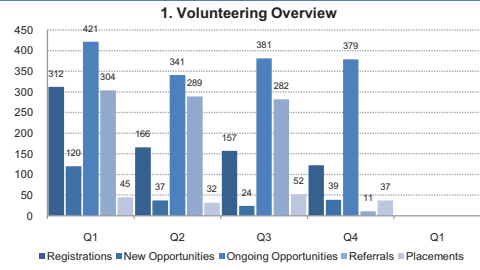
Frontline Survey Responses	Are aware of Service	Have used service in the last 12 months	Very/Fairly Satisfied with Service	Fully/Mostly Met Requirements
90 organisations stated they had used TVSC in the last 12 months				
Providing information & guidance on volunteer recruitment	98%	67%	94%	100%
Helping with volunteer recruitment (Brokerage)	92%	53%	96%	100%
Providing information on the management of volunteers	80%	15%	100%	100%
Providing information on developing a business plan	61%	6%	100%	100%
Helping with developing a business plan	57%	3%	100%	100%
Providing information on financial record keeping	49%	8%	100%	100%
Helping with financial recording keeping	45%	4%	100%	100%
Providing information on funding sources	92%	55%	92%	92%
Helping with funding applications	88%	33%	93%	100%
Providing information on governance	75%	5%	100%	100%
Help with establishing governance structures	51%	4%	100%	100%
Providing information on organisational policies and procedures eg complaints procedure	67%	15%	100%	100%
Helping with establishing organisational policies and procedures eg complaints procedure	59%	13%	100%	100%
Providing information on quality accreditation	43%	9%	100%	100%
Helping with achieving quality accreditation	39%	5%	100%	100%
Back office functions eg CRB checks	71%	39%	100%	100%
Providing advice and support for Trustee development	59%	17%	100%	100%



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Annex B Scorecard 3

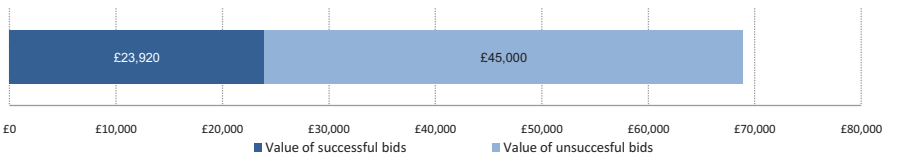
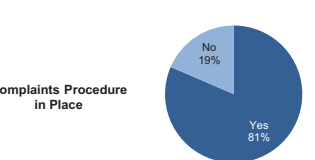
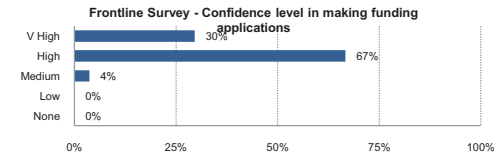
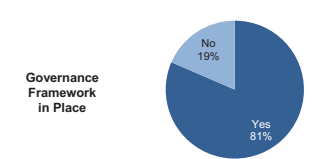
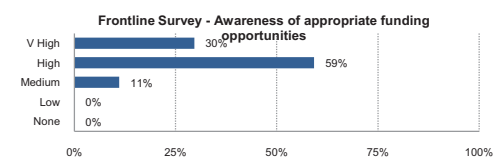
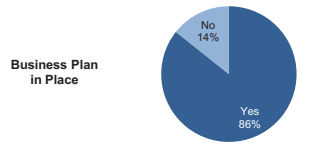
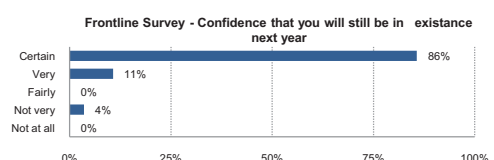
2013-14 Voluntary Action Elmbridge Scorecard - Full Year



Corporate Volunteering				
Number of events	Q1	Q2	Q3	Q4
Number of volunteers			95	
Volunteering England 2013/14 Accreditation <span style="color: green;">✔</span>				
QAASSO Level	None	1	2	3
			✔	

Number of organisations signed up to the Compact				
Q1	Q2	Q3	Q4	
Compact breaches				
Q1	Q2	Q3	Q4	
Volunteering hours				
1899.7				

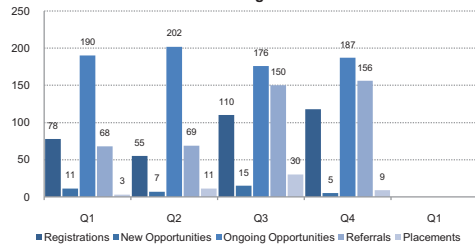
Frontline Survey Responses				
40 organisations stated they had used VAE in the last 12 months				
	Are aware of Service	Have used service in the last 12 months	Very/Fairly Satisfied with Service	Fully/Mostly Met Requirements
Providing information & guidance on volunteer recruitment	89%	72%	78%	67%
Helping with volunteer recruitment (Brokerage)	88%	91%	76%	57%
Providing information on the management of volunteers	62%	25%	100%	100%
Providing information on developing a business plan	50%	0%	-	-
Helping with developing a business plan	38%	0%	-	-
Providing information on financial record keeping	23%	0%	-	-
Helping with financial recording keeping	23%	0%	-	-
Providing information on funding sources	81%	52%	100%	91%
Helping with funding applications	69%	22%	100%	100%
Providing information on governance	54%	0%	-	-
Help with establishing governance structures	24%	0%	-	-
Providing information on organisational policies and procedures eg complaints procedure	52%	8%	100%	100%
Helping with establishing organisational policies and procedures eg complaints procedure	40%	10%	100%	100%
Providing information on quality accreditation	33%	0%	-	-
Helping with achieving quality accreditation	21%	0%	-	-
Back office functions eg CRB checks	71%	47%	100%	100%
Providing advice and support for Trustee development	38%	22%	100%	100%



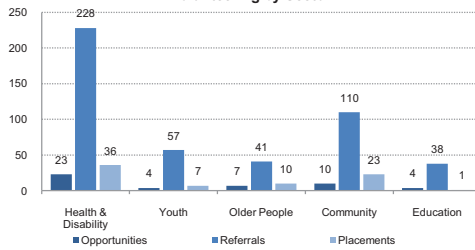
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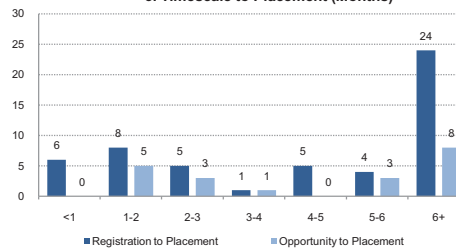
1. Volunteering Overview



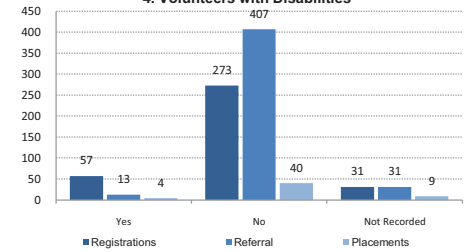
2. Volunteering by Sector



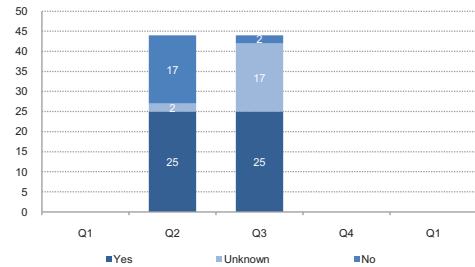
3. Timescale to Placement (Months)



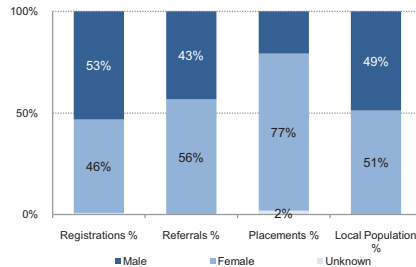
4. Volunteers with Disabilities



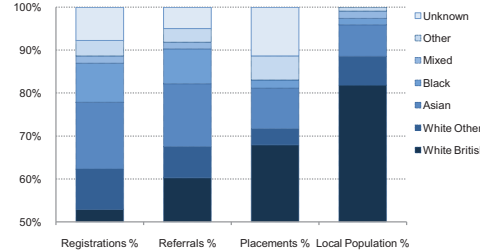
5. Volunteers still in place after 2 months



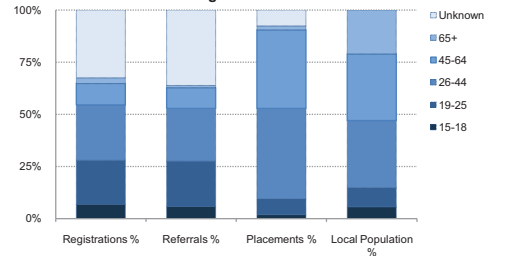
6. Gender of Volunteers



7. Ethnicity of Volunteers



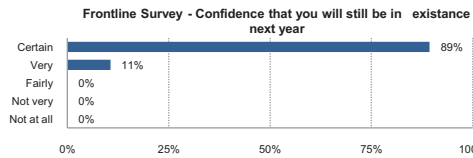
8. Age of Volunteers



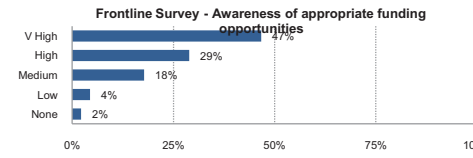
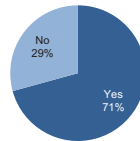
Corporate Volunteering	Q1	Q2	Q3	Q4
Number of events		2	2	1
Number of volunteers		35	60	12
Volunteering England 2013/14 Accreditation	✔			
PQASSO Level	None	1	2	3
		✔		

	Q1	Q2	Q3	Q4
Number of organisations signed up to the Compact				
Compact breaches				
Volunteering hours	729.23			

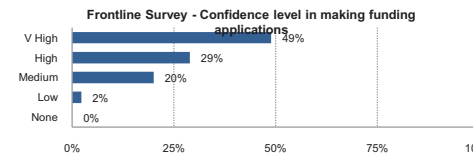
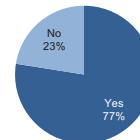
Frontline Survey Responses	Are aware of Service	Have used service in the last 12 months	Very/Fairly Satisfied with Service	Fully/Mostly Met Requirements
<b>54 organisations stated they had used VAIS in the last 12 months</b>				
Providing information & guidance on volunteer recruitment	98%	75%	87%	77%
Helping with volunteer recruitment (Brokerage)	88%	61%	87%	83%
Providing information on the management of volunteers	83%	18%	100%	100%
Providing information on developing a business plan	51%	5%	100%	100%
Helping with developing a business plan	49%	10%	100%	100%
Providing information on financial record keeping	51%	10%	100%	100%
Helping with financial recording keeping	49%	10%	100%	100%
Providing information on funding sources	85%	46%	88%	53%
Helping with funding applications	80%	6%	100%	100%
Providing information on governance	68%	14%	100%	100%
Help with establishing governance structures	45%	0%	-	-
Providing information on organisational policies and procedures eg complaints procedure	55%	5%	100%	100%
Helping with establishing organisational policies and procedures eg complaints procedure	55%	0%	-	-
Providing information on quality accreditation	35%	0%	-	-
Helping with achieving quality accreditation	33%	8%	100%	100%
Back office functions eg CRB checks	74%	38%	100%	100%
Providing advice and support for Trustee development	46%	6%	100%	100%



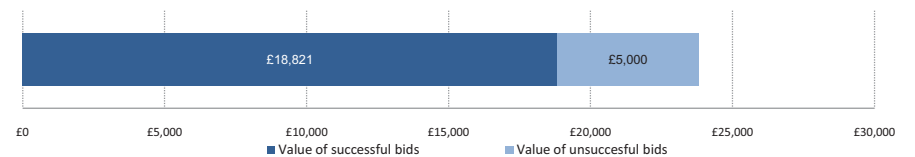
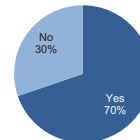
Business Plan in Place



Governance Framework in Place



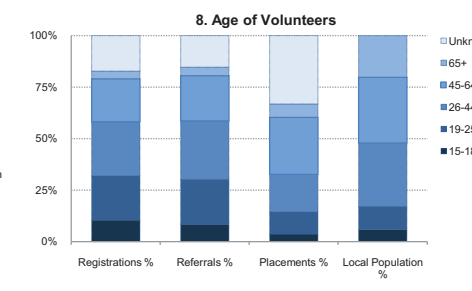
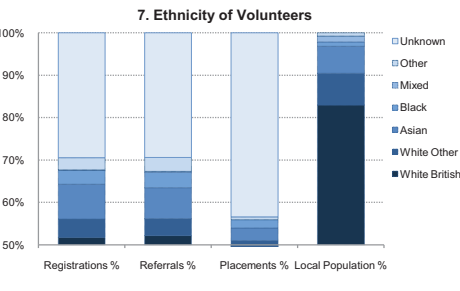
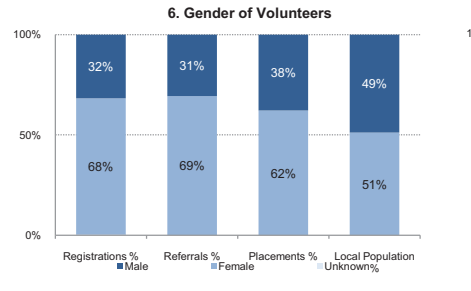
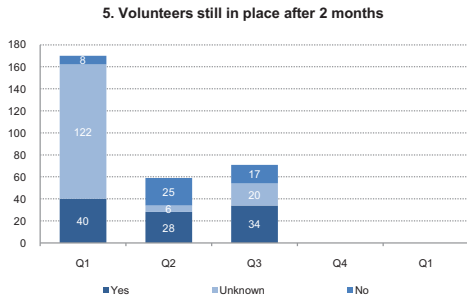
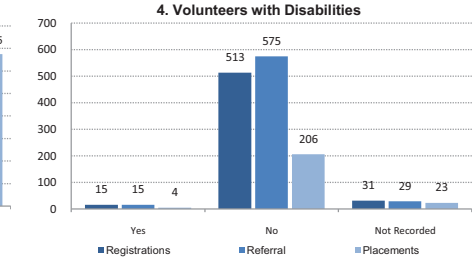
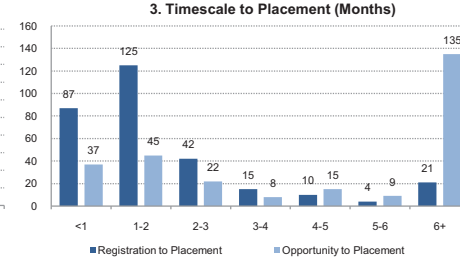
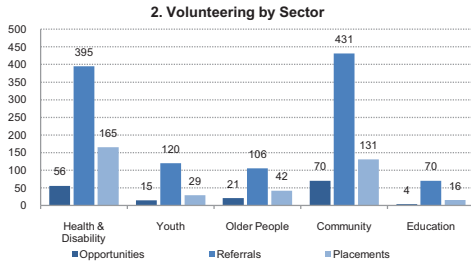
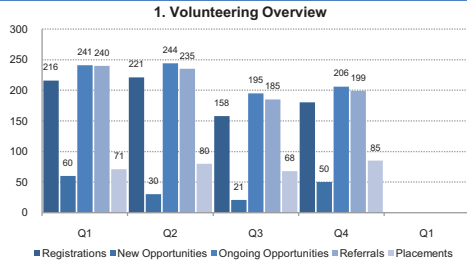
Complaints Procedure in Place



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Annex C Scorecard 5

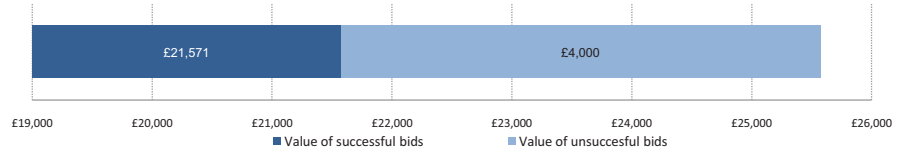
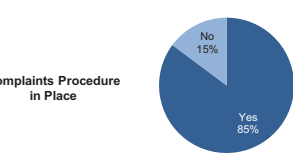
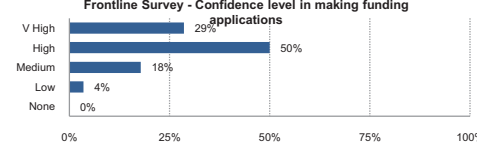
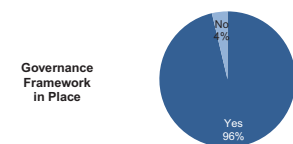
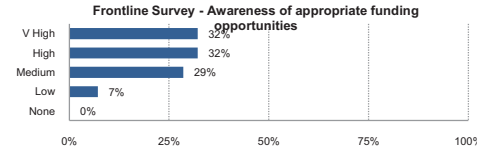
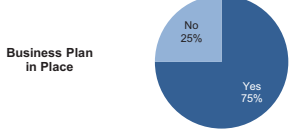
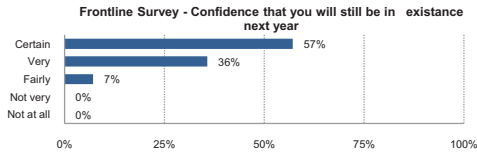
2013-14 Voluntary Support North Surrey Scorecard - Full Year



Corporate Volunteering	Q1	Q2	Q3	Q4
Number of events	15	7	11	3
Number of volunteers	228	121	399	38
Volunteering England 2013/14 Accreditation	✓			
PQASSO Level	None	1	2	3

	Q1	Q2	Q3	Q4
Number of organisations signed up to the Compact				
Compact breaches				
Volunteering hours	2478.67			

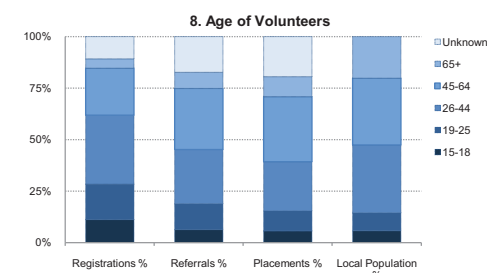
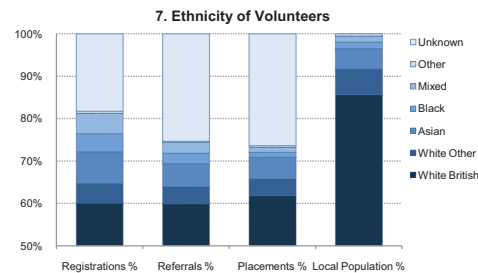
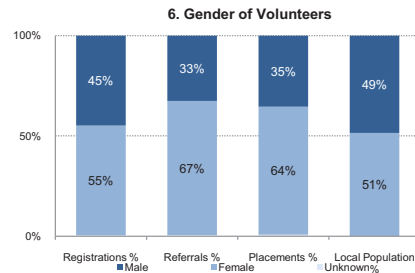
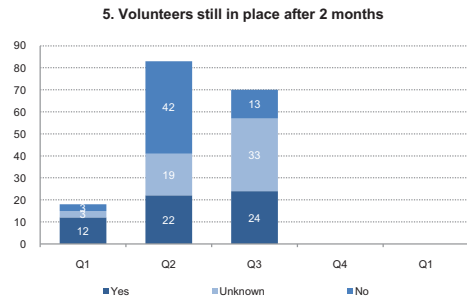
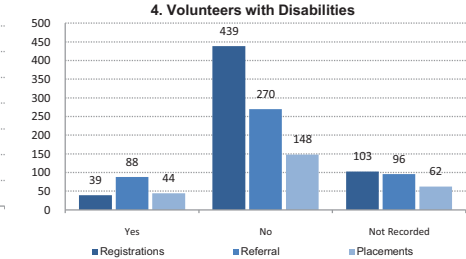
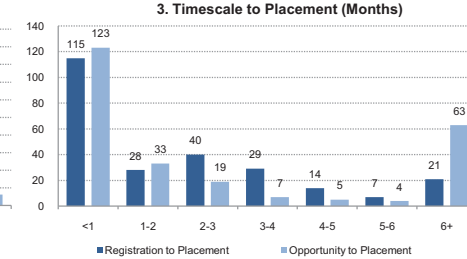
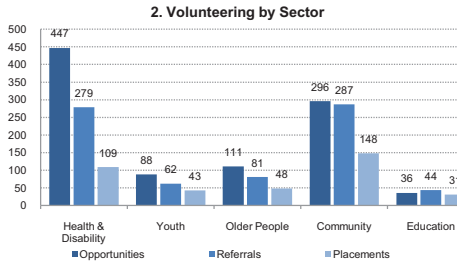
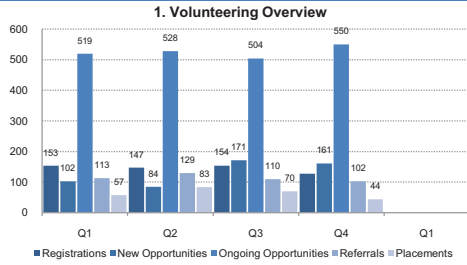
Frontline Survey Responses	Are aware of Service	Have used service in the last 12 months	Very/Fairly Satisfied with Service	Fully/Mostly Met Requirements
<b>40 organisations stated they had used VSNS in the last 12 months</b>				
Providing information & guidance on volunteer recruitment	97%	71%	95%	80%
Helping with volunteer recruitment (Brokerage)	96%	78%	95%	75%
Providing information on the management of volunteers	78%	33%	86%	86%
Providing information on developing a business plan	46%	17%	100%	50%
Helping with developing a business plan	38%	10%	100%	0%
Providing information on financial record keeping	35%	33%	100%	100%
Helping with financial recording keeping	35%	22%	100%	100%
Providing information on funding sources	88%	57%	92%	92%
Helping with funding applications	65%	18%	100%	100%
Providing information on governance	69%	6%	100%	100%
Help with establishing governance structures	42%	9%	100%	100%
Providing information on organisational policies and procedures eg complaints procedure	65%	24%	100%	100%
Helping with establishing organisational policies and procedures eg complaints procedure	65%	12%	100%	100%
Providing information on quality accreditation	38%	10%	100%	100%
Helping with achieving quality accreditation	35%	0%	-	-
Back office functions eg CRB checks	88%	61%	93%	93%
Providing advice and support for Trustee development	58%	13%	100%	100%



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Annex C Scorecard 6

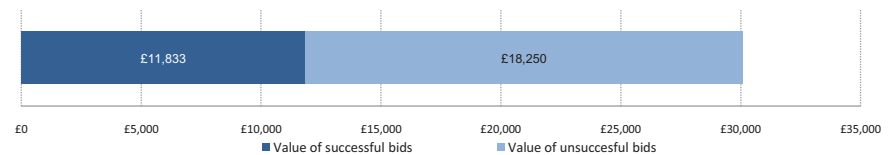
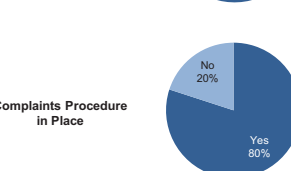
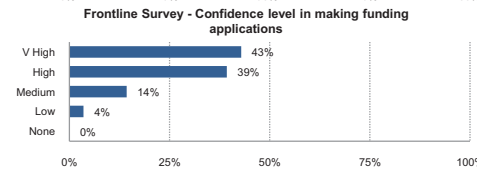
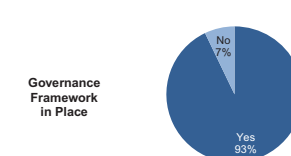
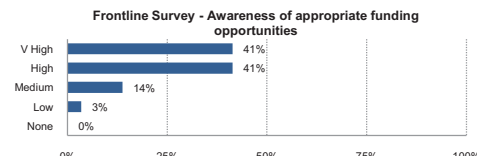
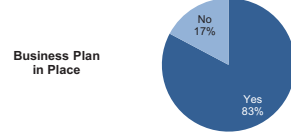
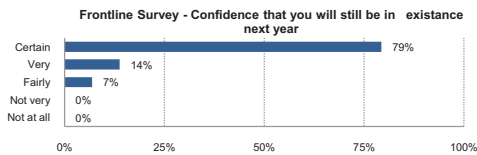
2013-14 Reigate and Banstead Voluntary Services Full Year Scorecard (up to 31/03/14)



Corporate Volunteering	Q1	Q2	Q3	Q4
Number of events				
Number of volunteers				
Volunteering England 2013/14 Accreditation				✓
PQASSO Level	None	1	2	3
	✓			

	Q1	Q2	Q3	Q4
Number of organisations signed up to the Compact				
Compact breaches				
Volunteering hours	3370.64			

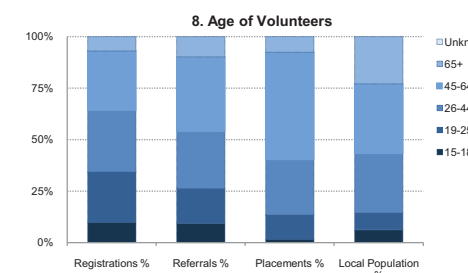
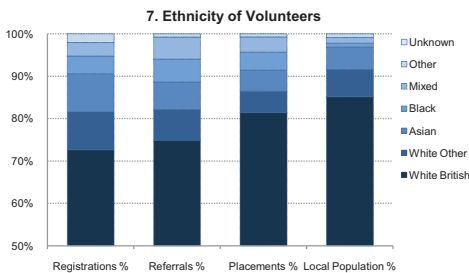
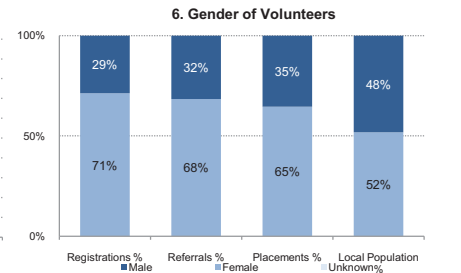
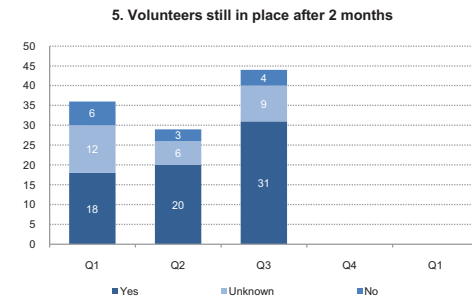
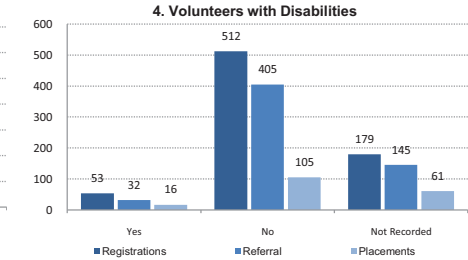
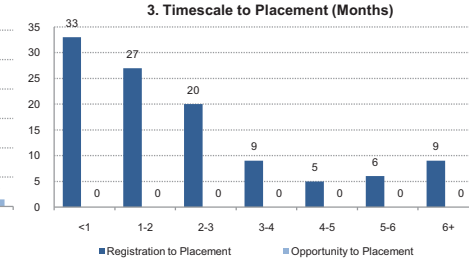
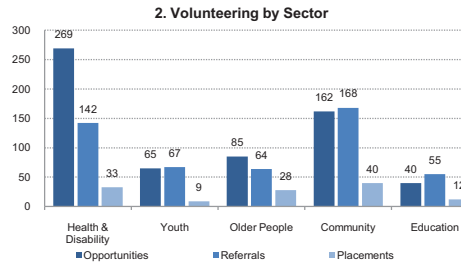
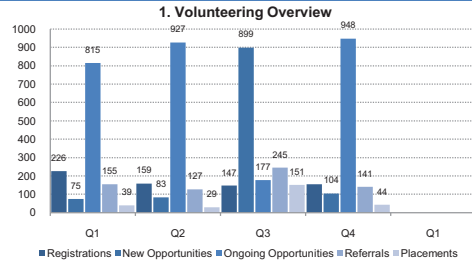
Frontline Survey Responses	Are aware of Service	Have used service in the last 12 months	Very/Fairly Satisfied with Service	Fully/Mostly Met Requirements
<b>34 organisations stated they had used RBVS in the last 12 months</b>				
Providing information & guidance on volunteer recruitment	96%	79%	74%	79%
Helping with volunteer recruitment (Brokerage)	88%	59%	77%	77%
Providing information on the management of volunteers	68%	41%	100%	100%
Providing information on developing a business plan	52%	15%	50%	50%
Helping with developing a business plan	48%	8%	100%	100%
Providing information on financial record keeping	40%	20%	50%	100%
Helping with financial recording keeping	40%	10%	100%	100%
Providing information on funding sources	96%	63%	80%	87%
Helping with funding applications	80%	25%	80%	100%
Providing information on governance	40%	0%	-	-
Help with establishing governance structures	32%	0%	-	-
Providing information on organisational policies and procedures eg complaints procedure	40%	10%	0%	100%
Helping with establishing organisational policies and procedures eg complaints procedure	44%	0%	-	-
Providing information on quality accreditation	28%	0%	-	-
Helping with achieving quality accreditation	28%	0%	-	-
Back office functions eg CRB checks	64%	31%	80%	80%
Providing advice and support for Trustee development	40%	0%	-	-



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Annex C Scorecard 7

2013-14 Voluntary Action Mid Surrey Scorecard - Full Year



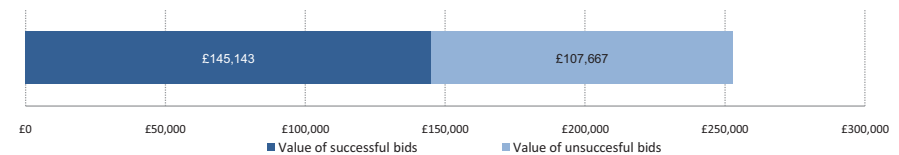
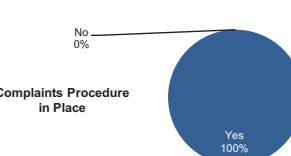
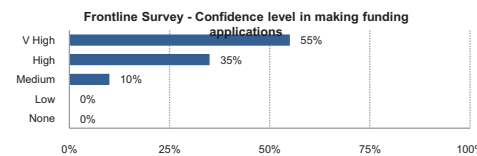
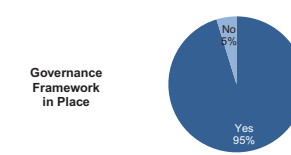
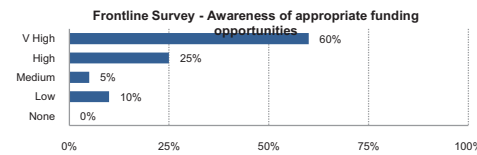
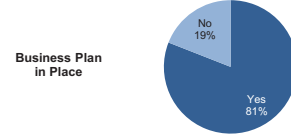
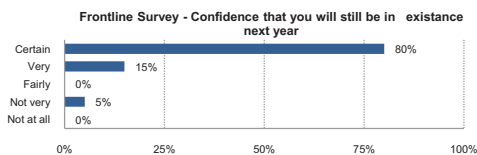
Corporate Volunteering	Q1	Q2	Q3	Q4
Number of events	2	0	5	3
Number of volunteers	17	0	32	38

Volunteering England 2013/14 Accreditation	None	1	2	3
PQASSO Level	0	1	2	3

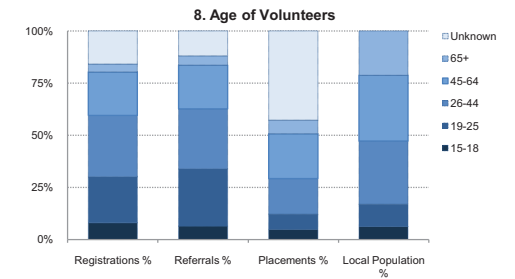
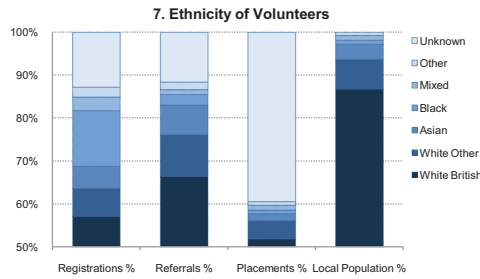
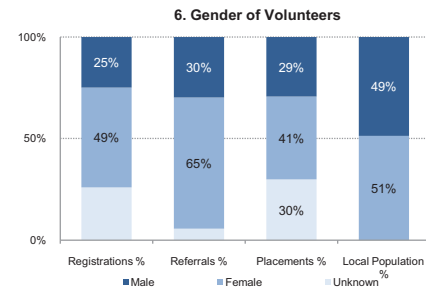
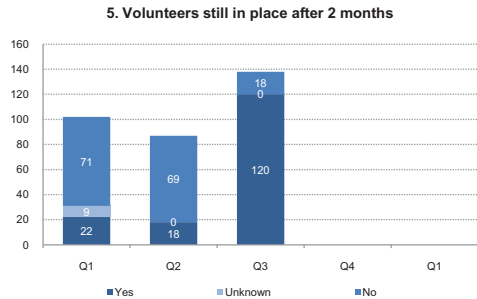
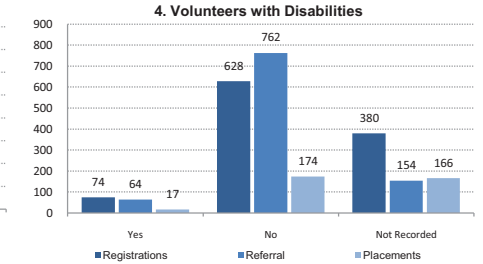
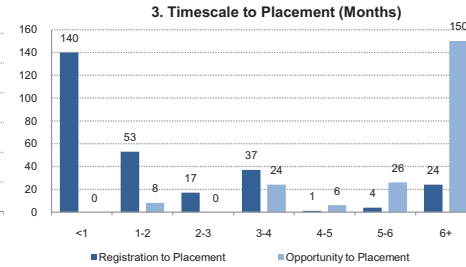
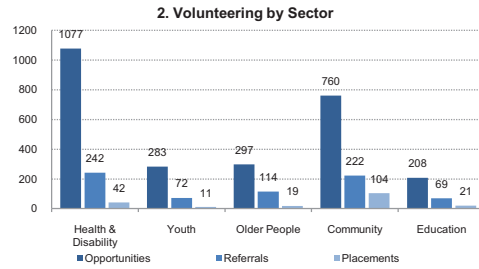
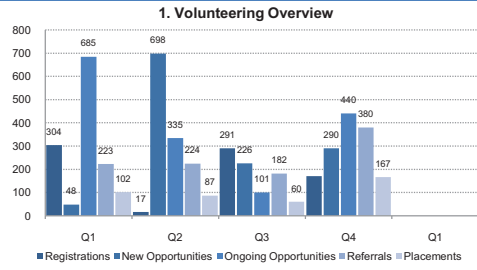
	Q1	Q2	Q3	Q4
Number of organisations signed up to the Compact				
Compact breaches				
Volunteering hours	31,94.75			

Frontline Survey Responses	Are aware of Service	Have used service in the last 12 months	Very/Fairly Satisfied with Service	Fully/Mostly Met Requirements
<b>25 organisations stated they had used VAMS in the last 12 months</b>				
Providing information & guidance on volunteer recruitment	91%	95%	89%	84%
Helping with volunteer recruitment (Brokerage)	90%	80%	80%	80%
Providing information on the management of volunteers	76%	44%	71%	71%
Providing information on developing a business plan	62%	8%	0%	0%
Helping with developing a business plan	52%	27%	67%	67%
Providing information on financial record keeping	57%	33%	75%	75%
Helping with financial recording keeping	52%	27%	67%	67%
Providing information on funding sources	80%	63%	90%	90%
Helping with funding applications	85%	29%	100%	100%
Providing information on governance	75%	40%	83%	83%
Help with establishing governance structures	60%	33%	75%	75%
Providing information on organisational policies and procedures eg complaints procedure	65%	46%	67%	67%
Helping with establishing organisational policies and procedures eg complaints procedure	65%	31%	50%	50%
Providing information on quality accreditation	65%	8%	100%	100%
Helping with achieving quality accreditation	55%	9%	100%	100%
Back office functions eg CRB checks	70%	36%	100%	100%
Providing advice and support for Trustee development	60%	33%	50%	50%



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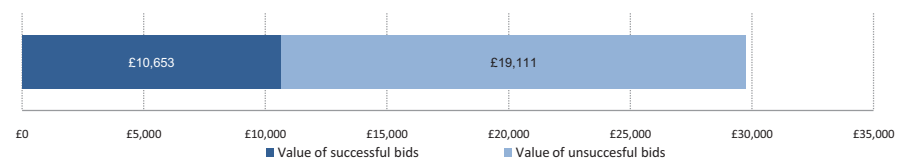
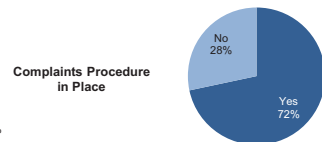
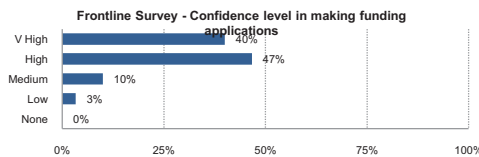
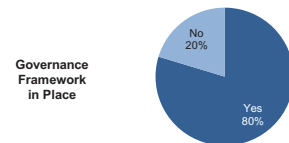
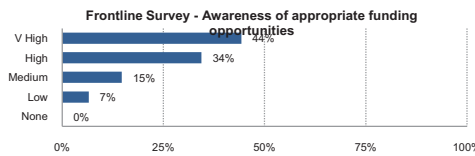
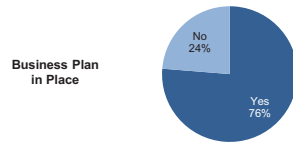
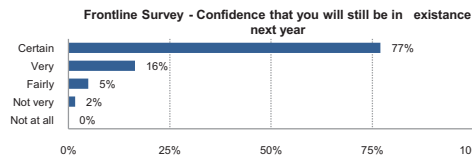
Corporate Volunteering	Q1	Q2	Q3	Q4
Number of events	11	1	2	2
Number of volunteers	146	166	6	20
Volunteering England 2013/14 Accreditation	✓			
PQASSO Level	None	1	2	3

	Q1	Q2	Q3	Q4
Number of organisations signed up to the Compact				
Compact breaches				
Volunteering hours	4082.72			

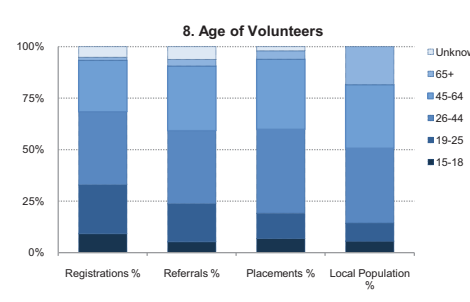
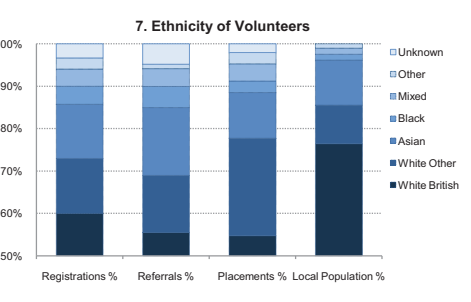
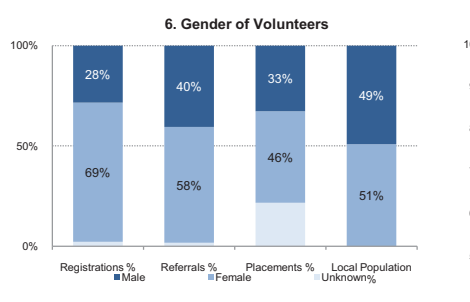
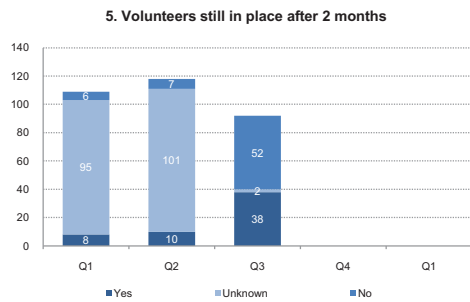
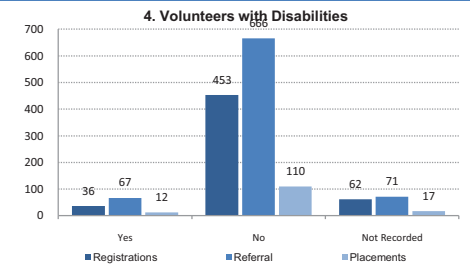
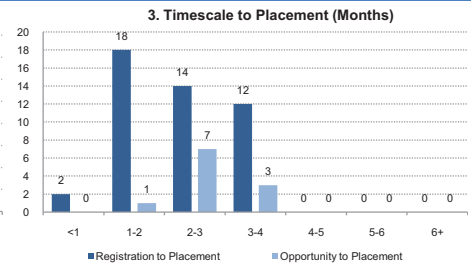
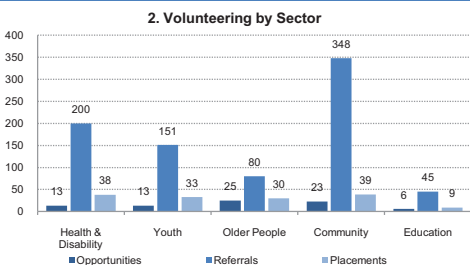
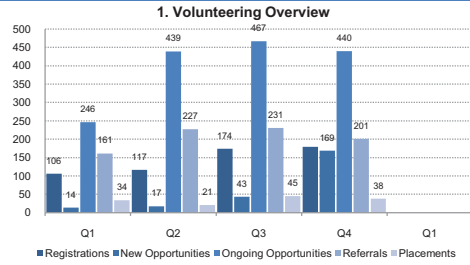
### Frontline Survey Responses

78 organisations stated they had used VASWS in the last 12 months

	Are aware of Service	Have used service in the last 12 months	Very/Fairly Satisfied with Service	Fully/Mostly Met Requirements
Providing information & guidance on volunteer recruitment	95%	75%	81%	84%
Helping with volunteer recruitment (Brokerage)	92%	73%	85%	80%
Providing information on the management of volunteers	80%	32%	93%	93%
Providing information on developing a business plan	63%	8%	67%	33%
Helping with developing a business plan	59%	6%	50%	50%
Providing information on financial record keeping	48%	0%	-	-
Helping with financial recording keeping	47%	0%	-	-
Providing information on funding sources	86%	38%	79%	79%
Helping with funding applications	74%	24%	90%	100%
Providing information on governance	68%	13%	100%	80%
Help with establishing governance structures	53%	3%	100%	100%
Providing information on organisational policies and procedures eg complaints procedure	75%	14%	100%	100%
Helping with establishing organisational policies and procedures eg complaints procedure	70%	10%	100%	100%
Providing information on quality accreditation	35%	5%	100%	100%
Helping with achieving quality accreditation	32%	6%	100%	100%
Back office functions eg CRB checks	67%	47%	94%	89%
Providing advice and support for Trustee development	54%	19%	67%	83%



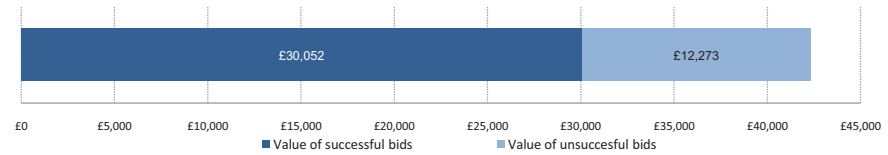
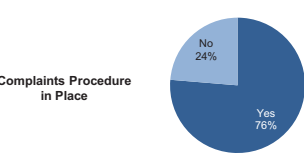
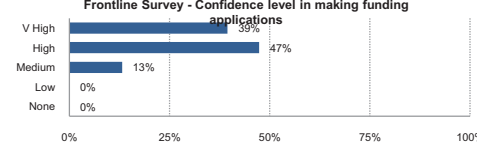
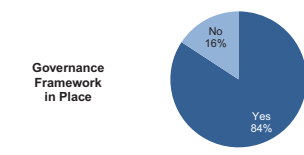
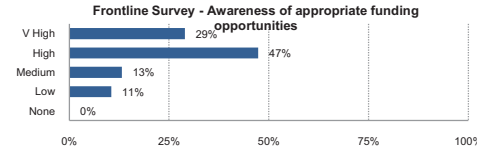
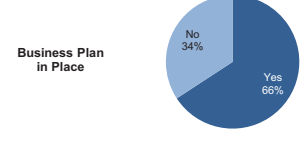
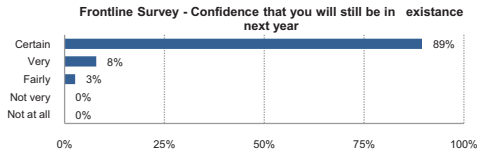
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Corporate Volunteering	Q1	Q2	Q3	Q4
Number of events	1	2	0	0
Number of volunteers	32	41	0	0
Volunteering England 2013/14 Accreditation	✓			
PQASSO Level	None	1	2	3
		✓		

	Q1	Q2	Q3	Q4
Number of organisations signed up to the Compact				
Compact breaches				
Volunteering hours	20266.47			

Frontline Survey Responses	Are aware of Service	Have used service in the last 12 months	Very/Fairly Satisfied with Service	Fully/Mostly Met Requirements
<b>52 organisations stated they had used WAVS in the last 12 months</b>				
Providing information & guidance on volunteer recruitment	100%	70%	89%	86%
Helping with volunteer recruitment (Brokerage)	84%	71%	86%	86%
Providing information on the management of volunteers	73%	19%	100%	100%
Providing information on developing a business plan	59%	9%	50%	50%
Helping with developing a business plan	54%	10%	50%	50%
Providing information on financial record keeping	49%	17%	100%	100%
Helping with financial recording keeping	41%	13%	100%	100%
Providing information on funding sources	92%	50%	82%	76%
Helping with funding applications	89%	27%	89%	89%
Providing information on governance	70%	27%	86%	86%
Help with establishing governance structures	49%	22%	100%	75%
Providing information on organisational policies and procedures eg complaints procedure	75%	28%	100%	100%
Helping with establishing organisational policies and procedures eg complaints procedure	69%	20%	100%	100%
Providing information on quality accreditation	42%	7%	0%	100%
Helping with achieving quality accreditation	40%	0%	-	-
Back office functions eg CRB checks	86%	84%	100%	100%
Providing advice and support for Trustee development	44%	6%	100%	100%

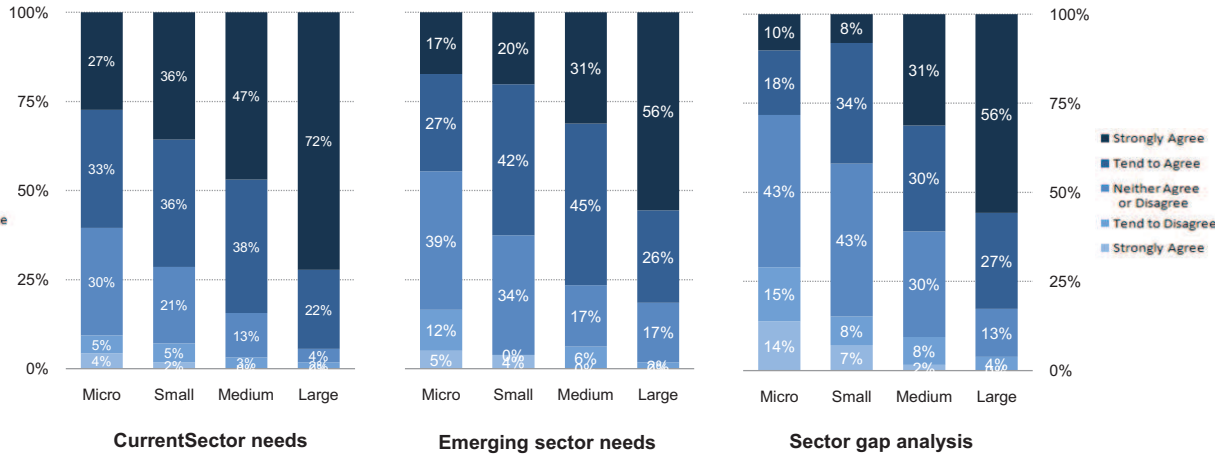
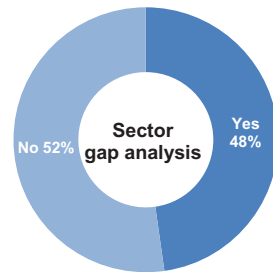
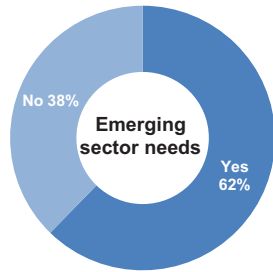
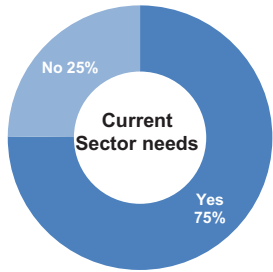


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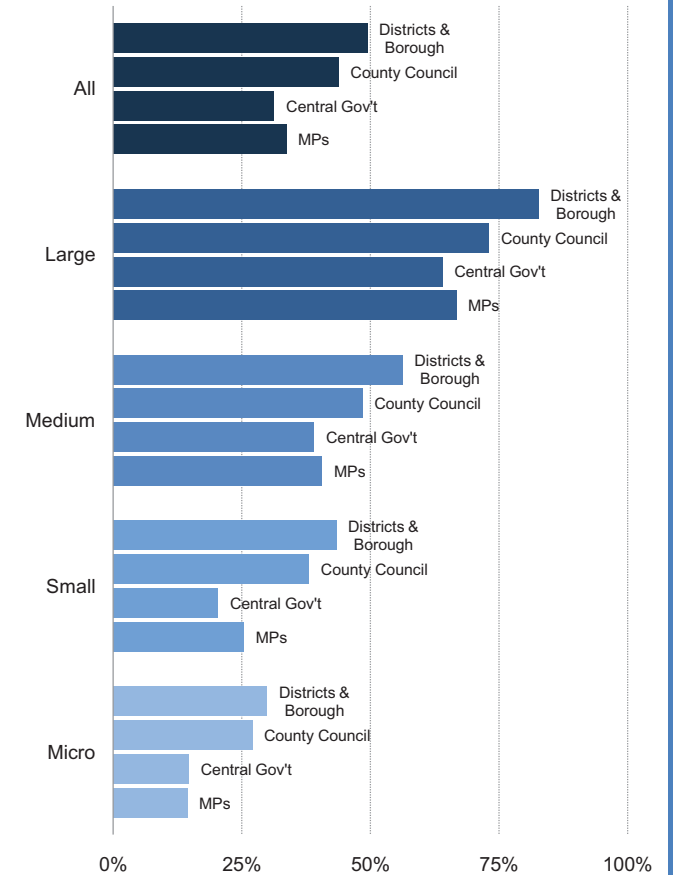
# 2013-14 Voluntary Community & Faith Sector Outcomes 4 & 5 Scorecard

The results in this scorecard reflect the findings from the 2013 Annual Frontline Users Survey of infrastructure organisations in Surrey for Outcomes 4 and 5

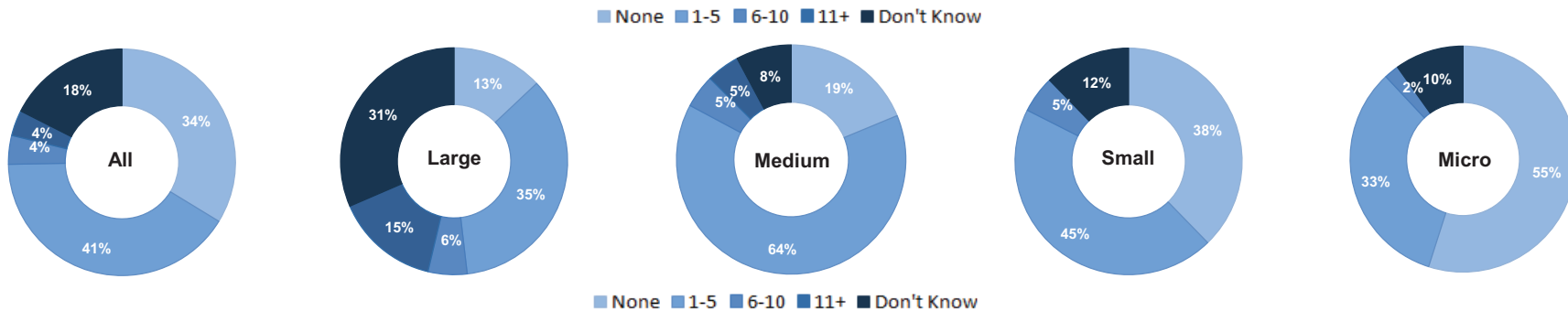
## How confident are you that your organisation has an evidence based understanding of the following factors?



## How confident is your organisation in engaging with and influencing decisions made by the following



## In the last 12 months how many consultations has your organisation participated in?



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**ANNEX C Scorecard 11 Summary Surrey Community Action Qualitative Data Scorecard**

Issue		Action		Outcome	
<b>Statutory sector and VCFS are better informed about the needs of the VCFS and needs in Surrey communities</b>					
1	Need for greater awareness for VCFS about the sector, and;	Created District and Borough fact sheets for VCFS to use to support funding bids and evidence of need, hosted on a dedicated VCFS Surrey-i page. They have been viewed 3,188 times since March 2014.		VCFS are better informed of the needs and gaps in services, and;	
	2	Need for greater awareness about the VCFS for statutory sector	<p>Provided bespoke data and advice to partners, including Enterprise M3 LEP, Coast to Capital LEP, Surrey Rural Partnership, Surrey Association of Local Councils, Civilian Military Partnership, Surrey Hills LEADER, Surrey-i, RAISE, Strategic Clinical Networks, ACRE, Community Action Hampshire, BDO, Seetec and CCGs</p> <p>VCFS Forum delivered on health, wellbeing, funding and procurement with delegates from 30 organisations.</p> <p>Support 650 Community Building managers and statutory bodies to improve running of community buildings, improve safety and ensure Charities Commission compliance</p> <p>Consulted extensively and successfully with Enterprise M3 and Coast to Capital LEPs to ensure that rural and VCFS issues are reflected in their funding and support strategies submitted to Government. SCA now have a Memorandum of Understanding with Enterprise M3 to act as the conduit .</p> <p>Organised and hosted annual Surrey Rural Partnership meeting in which key rural issues were debated and projects to address issues were discussed. Approximately 40 people attended from 30 organisations.</p>		Statutory sector are aware of needs and gaps
<b>Local VCFS organisations adapt services and structures to meet identified needs</b>					
1	Information is used to encourage and develop new services	Developed and continue to support the Surrey Impact Framework allowing VCFS organisations to understand their impact and opportunities for development. Six training courses delivered to date.		New bespoke services are set up to meet the needs, based on data	
		<p>Supported 85 Good Neighbour Schemes, reporting over 104,500 voluntary car scheme drives (up 100% from last year) with 3,000 volunteers supporting 8,500 clients, 85% relating to accessing health services</p> <p>Housing needs assessments leading towards six new affordable housing development schemes in Surrey.</p>		<p>Surrey VCFS is well represented in LEP strategies and funding plans</p> <p>Funds are generated for Surrey</p>	
2	Sector supported to change and remodel to meet needs of the existing environment	Set up working group of VCFS Chairs to improve CVS provision in Surrey. Focus on long term strategies for collaboration and supporting outcomes scorecards. Group is working towards new joint working opportunities.		Wider needs of Surrey Communities are being met	
		<p>Providing back office support to others to help them reduce operating costs and streamline their organisation</p> <p>Providing a brokerage service for a £12m per year SCC and CCG contract to support Child and Adolescent Mental Health,</p>		<p>Efficient processes and reduced duplication</p> <p>Better value for Money for Surrey residents</p>	
<b>Innovation is actively supported</b>					
1	Need to encourage and develop innovative ways of delivering services	Provided Social Enterprise advice and support to 44 nascent and operating social enterprises		VCFS aware of different delivery models	
		<p>Gypsy and Traveller Forum has allowed health bodies to reach previously hard-to-reach communities to discuss cancer, vaccinations and mental health via 80 community champions.</p> <p>Secured funding for two pilot Dementia Friendly Surrey schemes to provide dementia awareness to hard-to-reach communities via village halls, gypsy and traveller and good neighbour schemes.</p>		<p>New and improved services for Surrey residents</p> <p>Social Enterprises are supported as key driver of economic development within BME and rural communities</p>	
<b>Key strategic decision makers, including elected members, are engaged with the VCFS</b>					
1	Need to clarify VCFS offer	Gave advice and support to a TV company bidding to host a Surrey Community TV channel		VCFS included in decision making	
		Provided overview of combined VCFS CAMHS capability as part of tender CAMHS commission development		Better value for Surrey residents	
2	VCFS needs to understand who key decision makers are	Informed Surrey MPs about the vital work that the VCFS plays in rural Surrey, and commented on the possible impact of the Lobbying Bill and introduced VCFS organisations to Work Placement provider.		VCFS able to engage, influence and shape decisions on policy and services	
3	Need to ensure Surrey is contributing to the national picture	SCA manages the South East European Social Fund Community Grants programme, bringing £1.8m into the South East. SCA is active in national discussions shaping development of the programme.		Surrey is represented nationally	
		<p>SCA's successful Gypsy and Traveller support model is being used in Sussex and Hampshire. SCA has been asked to support our West of England peer in developing their Good Neighbour schemes.</p> <p>SCA was part of a small national group providing data for a BIG Lottery consultation on how infrastructure groups should be funded in the future. Aim is to create an infrastructure funding stream in 2015.</p>		<p>VCFS able to influence policy at a national level in an efficient and effective way</p> <p>Better value for Surrey residents</p>	

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