

## Notice of Meeting

# Communities Select Committee



**Date & time**  
**Thursday, 19**  
**March 2015**  
**at 10.00 am**

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

**Contact**  
Victoria White or Rianna  
Hanford  
Room 122, County Hall  
Tel 020 8213 2583 or 020  
8213 2662

**Chief Executive**  
David McNulty

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uk

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**This meeting will be held in public. If you would like to attend and you have any special requirements, please contact 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

Current priorities for the Associate Cabinet Member are:

- Liaison with Kevin Hurley on Policing matters
- Public Safety Plan Refresh
- Blue Light Interoperability
- Joint Enforcement Project
- Liaison with District and Borough Lead members on Community Safety issues
- Re-launch of Drive Smart board

## **PART 1**

### **IN PUBLIC**

#### **1 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS**

#### **2 MINUTES OF THE PREVIOUS MEETING: 14 JANUARY 2015**

(Pages 1  
- 8)

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 (*Friday 13 March 2015*).
2. The deadline for public questions is seven days before the meeting (*Thursday 12 March 2015*).
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 UPDATE FROM THE CHIEF FIRE OFFICER**

#### **7 MAGNA CARTA PROGRAMME UPDATE**

(Pages 9  
- 14)

##### **Purpose of the report:**

The purpose of this report is to provide an update on the Magna Carta Programme, the art commission and the work being undertaken to deliver the official event to commemorate the 800th anniversary of the sealing of

Magna Carta.

In response to matters raised at Communities Select Committee of 14 January 2015, this paper principally reports on the planning arrangements / budget to deliver the 15th June 2015 event. Due to the high profile nature of the event – and security provisions – this will be a verbal report to the meeting.

In response to the request for a more detailed briefing about the art commission to mark the 800th anniversary, the artist and producer will be making a presentation to the meeting about the design of the artwork.

**8 CUSTOMER PROMISE - OUR COMMITMENT TO DELIVERING EXCELLENT SERVICE** (Pages 15 - 20)

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

The Communities Select Committee is invited to:

- consider research and feedback from staff, customers and members on the key drivers behind excellent customer experience
- recommend that Cabinet endorses the new Customer Promise and proposed approach to improving resident experience
- track progress against the commitment to improve Resident Experience.

**9 RECOMMENDATION TRACKER AND FORWARD WORK PROGRAMME** (Pages 21 - 26)

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

**10 DATE OF NEXT MEETING**

The next meeting of the Committee will be held at 10.00am on Monday 18 May 2015.

**David McNulty**  
**Chief Executive**

Published: Date Not Specified

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

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**MINUTES** of the meeting of the **COMMUNITIES SELECT COMMITTEE** held at 10.00 am on 14 January 2015 at Ashcombe Suite, County Hall, Kingston upon Thames, Surrey KT1 2DN.

These minutes are subject to confirmation by the Committee at its meeting on Thursday, 19 March 2015.

**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

**Co-opted Members:**

**Substitute Members:**

Mr Mike Bennison  
Mr Saj Hussain  
Mr Chris Pitt

**In attendance**

**1/15 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS [Item 1]**

Apologies were received from Chris Pitt, Saj Hussain and Mike Bennison.

Margaret Hicks was in attendance as a substitute for Saj Hussain and Richard Walsh substituted for Mike Bennison.

**2/15 MINUTES OF THE PREVIOUS MEETING: 25 SEPTEMBER & 20 OCTOBER [Item 2]**

The minutes from the meetings on 25 September and 20 October were agreed as accurate records, subject to the amendment of the date of next meeting which was incorrect.

**3/15 DECLARATIONS OF INTEREST [Item 3]**

No declarations of interest were received.

**4/15 QUESTIONS AND PETITIONS [Item 4]**

No questions or petitions were received.

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

There were no responses to report.

**6/15 RECOMMENDATION TRACKER AND FORWARD WORK PROGRAMME [Item 6]****Key points raised during the discussion:**

1. The Committee agreed that an update on the Magna Carta celebrations would be included in March and May Committees. Officers noted that photos and more detailed information on events would be included in March.

**7/15 MAGNA CARTA PROGRAMME [Item 7]****Witnesses:**

Helyn Clack, Cabinet Member for Community Services  
Peter Milton, Head of Cultural Services  
Susie Kemp, Assistant Chief Executive

**Key points raised during the discussion:**



1. The Cabinet Member for Community Services introduced the report and told the Committee that there was lots of interest in the media of the Magna Carta Programme and references had been included on radio and television. The Committee asked officers whether there was a robust media plan in place to deal with negative views. Officers confirmed that an outreach and engagement plan had been produced to engage all areas and ensure the Magna Carta celebrations would be talked about and well known event. It was noted that an exhibition would be touring around Surrey Libraries and that boroughs would co-ordinate their local engagement events. Officers commented that efforts were being made to have all Magna Carta events listed on the Visit Surrey web-site.
2. The anniversary of the signing of Magna Carta takes place on 15 June 2015, and the main events will take place on this date. All County Councillors are to be invited as well as prestigious guests. Around £1million was allocated to Magna Carta and of the £300K budget for events / activities, currently around £20k remaining unallocated. Officers informed the Committee that more detail of the event on 15 June could be communicated when the Magna Carta programme comes back to the Committee in May. It was added that the March Committee would focus on going through the budget to identify areas where more activities could be undertaken, and the Committee expressed the budget needs to be covered by March.
3. The Committee was informed that the artist Hew Locke had been chosen to undertake the art commission, and that the sculpture would be unveiled as part of the celebrations on 15 June. The Committee requested a level of engagement with the artist such as attending full Council, an organised seminar or for small groups to visit his studio. The Committee expressed that an information board (or glass information wall) should be developed for the Magna Carta site for education purposes, it was added this should be done as soon as possible as the anniversary would be in 5 months. Officers informed the Committee that an app was being produced by Royal Holloway students for information on Magna Carta, however Members expressed that not everyone would be able to download an app and an additional source of information such as an information board should be considered. It was explained by officers that a plan to improve site interpretation was part of the Heritage Lottery Fund bid.
4. There was a discussion around the logistics of the celebrations on 15 June. Capacity for parking was questioned and officers responded that an estimated five thousand guests are expected to attend which would naturally cause problems with traffic and parking. It was added this would be mitigated against and more details of the plan would be brought to Committee in March. The Committee added that establishing a 'park and ride service' or implementing suggested times of arrival could help mitigate traffic and parking issues. Officers reported that provisions were in place for road closures on the day and the Transport Committee were being consulted with to assist with roundabout and road closures. It was added

that all agencies including the Police were being co-ordinated with to ensure the smooth running of road operations.

**Recommendations:**

- **That the Committee note the content of the report and request a further update a the next two Communities Select Committees.**

**Resolved.**

**Actions:**

- **That the March update to the Committee include detail of the Heritage Lottery Fund bid, logistics around transport and parking, further information about the art work.**
- **That the May update include more specific information about the planned events for 15 June.**

**8/15 CABINET MEMBER AND ASSOCIATE CABINET MEMBER PRIORITIES [Item 8]**

**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 for Community Services informed the Committee that her priorities would focus on budgets and efficiencies resulting in savings, increased customer satisfaction and continuous improvement and engagement with the Active Surrey Board, local committees and the community. Specifically work was undertaken with the Heritage Service, the Magna Carta celebrations and the Sport England campaign 'This Girl Can', which Active Surrey is supporting.
2. The Committee were informed that the Joint Trading Standards Service with Buckinghamshire County Council was going well with an expected launch of April 2015. It was noted that Trading Standards were an integral part of the Joint Enforcement Team, and the use of Regulatory of Investigative Powers Act (RIPA) was expressed as a comprehensive and robust system which received a satisfactory inspection. Another report on the use of RIPA was due to be presented to the Committee in July 2015.
3. It was noted call centre response times had improved and website improvements were being implemented, the external Surrey County Council website had already won awards for design and work was still in progress to re-design and update every web page.
4. The Committee was informed that there was concern over the engagement and support of ethnic minorities, and it was noted a priority was to ensure

ethnic minorities had access to information and support to ensure they were not at a disadvantage.

5. The Associate Cabinet Member for Fire and Police Services expressed to the Committee that her main priority was to support the Cabinet Member in her role and noted they both work effectively together. The Committee was informed that the Cabinet Associate's other main priorities were the Fire Service and Community Safety Partnerships. The Committee raised concern over dangerous driving; The Associate Cabinet member commented that a gradual change of attitude was taking place due to the Drive Safe campaign, which the Cabinet Associate now chaired, and other campaigns undertaken by the Communications Team.
6. It was agreed the Cabinet Member and Associate Cabinet Members priorities would be printed on all future agendas. In relation to the Fire Service, the Associate Cabinet Member informed the Committee that all appliances now hold defibrillators.

**Chris Norman left the meeting at 11.55am**

**Robert Evans left the meeting at 12pm**

**Alan Young left the meeting at 12.05pm**

**Recommendations:**

- **That the Committee continues to support the Cabinet Member and Associate Cabinet Member priorities.**

**Resolved.**

**Actions:**

- **That a short version of the Cabinet Member and Associate Cabinet Member priorities be placed in the agenda papers for the Committee.**
- **That a copy of the report mentioned by the Cabinet Member, regarding Trading Standards, be sent to the Committee.**

**9/15 UPDATE FROM THE CHIEF FIRE OFFICER [Item 9]**

**Witnesses:**

Russell Pearson, Chief Fire Officer

**Key points raised during the discussion:**

1. The Chief Fire Officer informed the Committee that relevant Central Government departments had been engaged with the refresh of the Public Safety Plan and feedback had been positive and support

offered. It was added that a £5.96million grant had been received for fleet aggregation to assist delivering savings of £20million in the next ten years. It was added another grant of £340,000 was awarded to Surrey Fire and Rescue Service in addition to the £150,000 which the Leader allocated to the Fire Service last year. In total nearly £500,000 had been allocated to develop further trauma care for fire fighters and staff as well as including defibrillators on all appliances.

2. The Committee was informed that the service would consider using a building in Crawley for the Blue Light Collaboration call centre, planning for this was expected to conclude in February with a build start of March. It was added around £50million savings had been identified as a result from the Blue Light Collaboration over the first 10 years.
3. The Committee was informed that the Guildford Fire Station build was on track to finish in March, and that Woking Fire Station's finance arrangements had been agreed with completion expected in summer 2016. It was noted that a delay had occurred with Spelthorne Fire Station due to a large electrical cable serving Heathrow Airport running underneath the site, a resolution was currently being developed with Property. Banstead Fire Station was currently occupied due to London Purely Fire Station closing for refurbishments and a building had been identified to locate the Salfords Fire Station where an appliance would move to from Horley Fire Station in April 2015.
4. The Committee was informed that the 'Safe Drive, Stay Alive' programme had so far been a success with 104,000 people who had already attended. It was noted due to the large amount of corporate sponsors attracted, the programme was financially sustainable. The Chief Fire Officer added that the service was currently in the process of trade marking the programme to ensure this could be repeated in other areas, and had already been sold the Manchester Fire and Rescue Service.
5. It was expressed to the Committee that the service's business continuity plans were going well, it was noted that currently there were no deviations from the business continuity standards apart from a single small non conformity.

**Recommendations:**

**None**

**Actions:**

**That future updates from the Chief Fire Officer be placed at the top of the agenda.**

**10/15 DATE OF NEXT MEETING [Item 10]**

Meeting ended at: 12.55 pm

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**Chairman**

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Communities Select Committee  
Thursday 19 March 2015

**Magna Carta Programme - Update**

**Purpose of the report:**

The purpose of this report is to provide an update on the Magna Carta Programme, the art commission and the work being undertaken to deliver the official event to commemorate the 800<sup>th</sup> anniversary of the sealing of Magna Carta.

In response to matters raised at Communities Select Committee of 14 January 2015, this paper principally reports on the planning arrangements / budget to deliver the 15<sup>th</sup> June 2015 event. Due to the high profile nature of the event – and security provisions – this will be a verbal report to the meeting.

In response to the request for a more detailed briefing about the art commission to mark the 800<sup>th</sup> anniversary, the artist and producer will be making a presentation to the meeting about the design of the artwork.

**Introduction:**

1. The 15<sup>th</sup> June 2015 will mark the 800th anniversary of the sealing of the Magna Carta by King John in Runnymede.
2. Surrey County Council is providing strategic leadership to the project and is working closely with a wide range of partners to ensure appropriate commemoration activities and events are programmed for residents and visitors alike.
3. Surrey County Council is supporting this scheme because of the tremendous importance of Magna Carta in terms of heritage education, economic development, tourism and civic pride in our county. Through the events in 2015 and the legacy of an enhanced visitor offer, the profile of the area will be improved both nationally and internationally which will benefit the economy of the area.

4. Plans include :-
  - 4.1 A Magna Carta art commission to celebrate the 800th anniversary.
  - 4.2 Celebration events – creating an event programme that will raise the profile of the area, bring the community together to participate in a variety of cultural, healthy and educational pursuits, and provide an international celebration worthy of the occasion.
  - 4.3 A lasting legacy – one of the key ambitions of local stakeholders for the 2015 anniversary is to provide improved visitor facilities and interpretation arrangements at the historically important site in Runnymede with minimal impact on the natural environment.

#### **Budget**

5. Cabinet approved a budget of £1,000,000 to support the Magna Carta anniversary.
  - 5.1 £300,000 allocated for events currently:-
    - £180,000 has been committed to the general programme of events
    - £100,000 has been committed towards the Official Event
  - 5.2 £700,000 allocated to the cost of the art commission to commemorate the 800th anniversary
    - The cost of the selected artwork by Hew Locke £405,000
  - 5.3 As the art commission is now costing less than originally allocated, £300,000 of the budget allocated for this has been added to the budget for the official event.

#### **Official Event – 15<sup>th</sup> June 2015**

6. Arrangements continue on the planning of the Official Event. Due to high profile nature of the event – and strict security provisions that apply - a verbal update on the ceremonial occasion will be given at the meeting.
  - 6.1 The Common Land application has been submitted.

#### **Magna Carta Art Commission**

7. The latest Project Management situation report is that the Hew Locke commission to commemorate the 800th anniversary is on time and to budget.



- 7.1 The artist and producer have been invited to attend the meeting and will make a presentation outlining the concept and design of the commission.
- 7.2 The dedication of this new commission will be one of the main features of the official Magna Carta 800<sup>th</sup> anniversary event on 15<sup>th</sup> June 2015.
- 7.3 Planning consent has been granted by Runnymede Borough Council. There will be a verbal update at the meeting regarding the Common Land application – this has been submitted and the consultation process has been completed.

### **Event Programme**

8. New developments to the previously reported events programme supported from the SCC budget include:
- The Library Service have successfully booked David Starkey to give a lecture - 22 April. To accommodate a large audience the venue is Guildford Cathedral as this will also help promote the summer programme of events/activities based on its exhibition of the Salisbury Cathedral facsimile Magna Carta. In addition there will be an author book signing event in the town earlier in the day.
  - An exhibition titled Magna Carta Chronicle (showing an 8 centuries timeline of the historical relevance of Magna Carta) has been purchased for permanent display at Egham Library.
  - The partnership programme of activities at Guildford Cathedral is developing well – and will now also include opportunities to show the Magna Carta Quilts and the Magna Carta Tapestry project.
  - The Surrey Ethnic Minority Forum has been commissioned to do youth project and the theme of Magna Carta will connect with over 300 people during its development. The resulting mosaic will be on display in Guildford Cathedral for 3 days in early June.
  - There will be a Runnymede / Surrey Magna Carta 800 anniversary themed garden at RHS Chelsea Flower Show. Financially supported by SCC and the Runnymede Hotel, Egham the garden will be subsequently relocated to the hotel grounds and will accessible to the public. Negotiations are in hand with a commercial sponsor to offset the costs of the SCC contribution.

- The Houses of Parliament community theatre project touring Magna Carta towns is still subject to final confirmation of partnership funds.
- 8.1 The cost of these additional activities is included within the £180,000 expenditure on events previously reported to Select Committee.
  - 8.2 SCC, in partnership with Royal Holloway London University - have made significant progress on the arrangements for the Great Charter Festival; a major free event commemorating Magna Carta on the 14th June.
  - 8.3 The Runnymede Explored App developed by Royal Holloway for Magna Carta Country on behalf of the local partnership is subject to final technical trials by local users and due for formal launch in early April.
  - 8.4 Information on these events will be promoted at [www.visitsurrey.com/magna-carta](http://www.visitsurrey.com/magna-carta) and the 2015 Visit Surrey Guide will include two pages on Magna Carta.

<p><b>World Premier of 'The Freedom Game' – Magna Carta Concert at the Royal Albert Hall 12<sup>th</sup> May 2015</b></p>
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9. Musicians, singers and dancers from the age of five to adult from all over Surrey have now been recruited and an intensive rehearsal schedule is now underway.
  - 9.1 Ticket sales are selling well at <http://www.royalalberthall.com/>

<p><b>Heritage Lottery Fund (HLF) Legacy Bid</b></p>
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10. A decision by the Heritage Lottery Fund on the Magna Carta 'Legacy' Bid (as detailed in previous report to Select) is expected on 25th March - but will be subject to a 2 week embargo.
  - 10.1 At the previous meeting members commented about improvement to the site and visitor offer in time for 2015.
  - 10.2 The National Trust own and manage the Meadows site - and have recently taken the tea rooms 'in house' and improved the catering offer. With due regard to the scope of the HLF bid they are also undertaking local improvement works to the landscape and local network of paths and trails in time for this summer. They have refreshed the current visitor information / site notice boards and there will be a new site map / visitor leaflet and guide book published for the 2015 season.

**A308 Highway Improvements**

11. The final traffic calming measures - the site gateway features (that also promote the identity of the site) - are being agreed with Highways for installation before June. This will be funded through the Highways budget.

11.1 As part of the Major Schemes bid to the EM3 Local Enterprise Partnership by Highways detailed design is ongoing for the major improvement of the Runnymede roundabout. It will be out to tender in June and the anticipated start date is mid October.

**Recommendations:**

12. To note the content of the report and to request a further update at the next Communities Select Committee.

**Next steps:**

Identify future actions and dates.



**Report contact:**

Susie Kemp, Assistant Chief Executive, Chief Executive’s Office

Peter Milton, Head of Cultural Services, Chief Executive’s Office

**Contact details:**            [susie.kemp@surreycc.gov.uk](mailto:susie.kemp@surreycc.gov.uk) 0208 213 2762

[peter.milton@surreycc.gov.uk](mailto:peter.milton@surreycc.gov.uk) 0208 541 7679

**Sources/background papers:** [List of all documents used in compiling the report, for example previous reports/minutes, letters, legislation, etc.]

*None applicable*

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Communities Select Committee  
19 March 2015

**Customer Promise – our commitment to  
delivering excellent service**

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

The Communities Select Committee is invited to:

- consider research and feedback from staff, customers and members on the key drivers behind excellent customer experience
- recommend that Cabinet endorses the new Customer Promise and proposed approach to improving resident experience
- track progress against the commitment to improve Resident Experience.

**Introduction:**

1. On 10 February 2015 full council approved the Corporate Strategy and agreed that focusing on 'Resident Experience' is one of the organisation's three strategic goals.
2. To help better understand, define and improve Resident Experience we asked staff, members and customers to tell us what the most important principles are behind delivering excellent service.
3. The feedback from staff, members and customers has been used to inform our new Customer Promise which will be used as a framework to improve Resident Experience.
4. The new Customer Promise reflects our commitment to delivering excellent service and is intended to:
  - be easily understood by customers and staff
  - be followed by staff
  - lead to improvement and better resident experience.

## Research

5. We spoke to people at road shows and in workshops, and conducted an online poll which received 1,136 responses and 240 comments. The following four themes emerged as being most important to people:
  - Treating people right
  - Making it easy
  - Keeping people informed
  - Getting it right
6. These themes reflect the conclusions of the following studies into the key drivers of customer satisfaction in the public sector:
  - 'What do people want, need and expect from public services?' Ipsos MORI (2010).
  - 'The Customer Service Excellence standard' Cabinet Office (2008).
7. The themes and research has been used to create our new Customer Promise which is at Annex 1.

## Embedding the Customer Promise to improve resident experience

8. Once the Customer Promise has been agreed we will take the following steps to embed the principles into the organisation to improve resident experience.

### Leadership and engagement

9. Strong leadership and engaging managers are critical to creating a customer-focused culture.
10. We will work with managers at all levels as part of the organisation's 'Employee Engagement Campaign' and ask them to actively promote and participate in creating a customer-focused culture.

### Standards

11. The principles in our Customer Promise must be underpinned by clear service standards. For example, to fulfil the commitment to being responsive we must set appropriate response standards and monitor them to ensure they are met.
12. It is important that these standards also extend to those services which are not directly managed by the council. We will therefore also ensure that the principles within the Customer Promise and supporting standards are built into the council's commissioning processes.

### Recruitment, induction and training

13. The recruitment process will be reviewed to ensure that competency based questions which reflect the commitments in the customer promise are included at interview.
14. The customer promise will be built into the induction process and will form the foundation for all customer service training

### **Reward and recognition**

15. It is very important to recognise the right behaviours, therefore competencies to support the principles in the Customer Promise will be built into the staff appraisal system.

### **Measuring success**

16. The following measures will help us measure success and drive improvement.
  - The quarterly resident survey.
  - Feedback measures at the point of customer interaction.
  - Complaints – a decrease in escalation and a decrease in avoidable complaints, such as those resulting from staff behaviour.
  - Changes in customer behaviour (e.g. increasing use of self-serve)

### **Conclusion**

1. The feedback, research and proposed Customer Promise will be presented to the Select Committee on the 19 March 2015.
2. The Select Committee will also be invited to consider the proposed approach to embedding the principles within the Customer Promise into the organisation, in order to improve resident experience.

### **Recommendations:**

3. That the Select Committee recommend that Cabinet endorse the new Customer Promise and approach to improving resident experience.
4. That the Select Committee track progress against the commitment to improve Resident Experience.

### **Next steps:**

The Customer Promise will be taken to Cabinet on 24 March 2015.

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**Report contact:** Mark Irons, Head of Customer Services

**Contact details:** 0208 541 8567, mark.iron@surreycc.gov.uk

**Sources/background papers:**

- The Government's 'Customer Service Excellence standard (2008).
- What do people want, need and expect from public services? Ipsos MORI (2010).
- Engaging for success: enhancing performance through employee engagement, the MacLeod report (2009).
- 'SCC Employee Engagement Campaign' presented to People, Performance and Development Committee (6 March, 2015).



# Our customer promise

We are committed to delivering excellent service



## Treating you right

We will:

- put your needs at the heart of what we do
- listen, be helpful, polite, and treat you fairly and with respect
- be open, upfront and explain our decisions



## Keeping you informed

We will:

- deal with your request the first time you contact us, or as soon as we can
- tell you what will happen next, and by when
- keep you updated of progress



## Getting it right

We will:

- do what we say, on time and to the right standard
- provide clear information and advice
- say sorry if we get it wrong and do our best to put it right
- use your feedback to improve how we do things



## Making it easy

We will:

- ensure our services are accessible and responsive
- make it easier, quicker and more convenient to deal with us

## In return, we ask you to:

- treat us politely and with respect
- give us your feedback so that we can learn from your experience

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**COMMUNITIES SELECT COMMITTEE 2014/15  
ACTIONS AND RECOMMENDATIONS TRACKER – 14 JANUARY 2015**

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>
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.	COMPLETED  A verbal update will be given at the January 2015 meeting and a short verbal update was given at the September 2014 meeting. Please see under that item in this agenda for a written update.	n/a	Peter Milton Geri Silverstone Susie Kemp  Helyn Clack
23 JULY 2014	<b>REGULATION OF INVESTIGATORY POWERS ACT 2000 (RIPA) REVIEW 2013-14</b>	The Committee request a briefing from Trading Standards on substance misuse.	COMPLETED  A briefing for CSC members has been organised for 13 May, details have been emailed.	ASAP	Yvonne Rees Steve Ruddy Ian Treacher Lee Ormandy  Helyn Clack
23 JULY 2014 Page 21	<b>THE VISION FOR COMMUNITY LEARNING AND SKILLS</b>	The Service work on integrating transport options into course information.	ONGOING  A technical solution still has not been found to integrate Travel Smart into the other software that supports our part of the SCC site. Further options will be explored later in the year.	ASAP	Mark Irons Paul Brocklehurst Peter Milton Paul Hoffman Susie Kemp  Helyn Clack Denise Le Gal
20 OCTOBER 2014	<b>ANNUAL SCRUTINY OF COMMUNITY SAFETY PARTNERSHIPS</b>	Progress report on East Surrey CSP since its creation, including information on collaborative working and success in attracting the same officer attendees to each meeting.	COMPLETED  There has been consistency in the officer attendance in the three meetings held to date. A fuller update of the CSP's progress was emailed to Communities Select Committee members on 09 March 2015.	Tracker update in March 2015	Gordon Falconer, Jane Last, Louise Gibbins, Kay Hammond
20 OCTOBER 2014	<b>ANNUAL SCRUTINY OF COMMUNITY SAFETY PARTNERSHIPS</b>	A number of requests for further information were made, and have been circulated to the committee. Outstanding is a fuller briefing on Domestic Violence Strategy.	COMPLETED  Further briefing on Domestic Violence Strategy requested and has been recently circulated to the Committee.	ASAP	Jane Last Louise Gibbins Gordon Falconer Barbara French  Helyn Clack

14 JANUARY 2015	<b>MAGNA CARTA PROGRAMME</b>	<p>That the Committee requests further updates at the next two Select Committees.</p> <p>That the March update to the Committee include detail of the Heritage Lottery Fund bid, logistics around transport and parking, further information about the art work.</p> <p>That the May update include more specific information about the planned events for 15 June.</p>	<p>ONGOING</p> <p>To be included during the March and May updates.</p>	<p>March and May meetings</p>	<p>Peter Milton Geri Silverstone Susie Kemp</p> <p>Helyn Clack</p>
14 JANUARY 2015	<b>CABINET MEMBER AND ASSOCIATE CABINET MEMBER PRIORITIES</b>	<p>That a short version of the Cabinet Member and Associate Cabinet Member priorities be placed in the agenda papers for the Committee.</p>	<p>ONGOING</p> <p>Priorities have been submitted for the Cabinet Associate and can be found in the agenda pages.</p> <p>Priorities for the Cabinet Member will be submitted after the budget process is completed.</p>	<p>ASAP</p>	<p>Helyn Clack Kay Hammond</p>
14 JANUARY 2015	<b>CABINET MEMBER AND ASSOCIATE CABINET MEMBER PRIORITIES</b>	<p>That a copy of the report mentioned by the Cabinet Member, regarding Trading Standards, be sent to the Committee.</p>	<p>COMPLETED</p> <p>The report was sent to the Chairman of the Committee.</p>	<p>ASAP</p>	<p>Steve Ruddy</p> <p>Helyn Clack</p>
14 JANUARY 2015	<b>CHIEF FIRE OFFICER UPDATE</b>	<p>That future updates from the Chief Fire Officer be placed at the top of the agenda.</p>	<p>COMPLETED</p>	<p>ASAP</p>	<p>Scrutiny Officer</p> <p>Russell Pearson</p>

# Communities Select Committee – Forward Work Programme 2015/16

19 March 2015

- Chief Fire Officer update
- Magna Carta Anniversary update
- Customer Promise

18 May 2015

- Chief Fire Officer update
- Adult learning provision in the East of the County
- Magna Carta Anniversary update

22 July 2015

- Chief Fire Officer update
  - VCFS Performance Framework
  - Vision for Community Learning and Skills
  - Surrey County Council's use of RIPA
- NB Due to availability of rooms, this meeting will be held at an external location

24 September 2015

- Chief Fire Officer update
- Fire Service Draft Public Safety Plan
- Review of the new joint Trading Standards Service with Buckinghamshire

16 October 2015

- Annual Scrutiny of Community Safety Partnerships

19 November 2015

- Chief Fire Officer update

## Future Scrutiny Topics

After the Communities Workshop in September, a number of items were identified as being possible future scrutiny topics or ongoing topics. They will be scheduled when appropriate, in liaison with the Service.

### Fire Service

- **Fire Service contract with Specialist Group International (SGI)**
- **Full Public Safety Plan (likely to be in March 2016)**
- **Transformation Programme/Workforce reform/Income generation**

### Cultural Services

- **Governance of cultural services**
- **Magna Carta**
- **Surrey Arts service**
- **Vision for libraries**

### Other areas

- **Olympic legacy**
- **Legal highs (workshop or briefing)**
- **Trading Standards annual RIPA review**
- **Ride Surrey**
- **Customer services**

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